

# 2019 Nursing Annual Report

Centra Lynchburg General Hospital | Centra Virginia Baptist Hospital | Centra Medical Group



## CENTRA

Centra Lynchburg General Hospital,  
Centra Virginia Baptist Hospital, and  
Centra Medical Group are Magnet®





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# A Message From The Editor



Dear Colleagues and Friends of Centra Nursing,

As I worked with my colleagues to collect the stories of achievement and professionalism that are showcased in this report, Centra, the commonwealth, and the nation battle COVID-19. I am inspired and proud of each Centra caregiver and their commitment to serving our community. Having been a Centra nurse for 25 years, I have seen the organization weather many challenges in stride and come out on the other side, always better, stronger, and more community focused than before. I know this year will be no different.

In looking back on 2019, it was a year of change; a year to refocus our priorities. The Centra executive team led us to a new focus on the Foundational Five. This Foundational Five helps us to ensure that everything we do drives our organization forward, to ensure that we care for our community and each other far into the future, fulfilling our mission of *Excellent Care for Life*.

Centra nursing, organizationally, took a giant leap forward in 2019, with Centra Southside achieving its first Magnet designation, Centra LGH/VBH/CMG achieving their fourth designation and Centra Bedford Memorial maintaining its Pathway to Excellence designation. Collectively, Centra nursing has proven to be exceptional!

Throughout this annual report, you will see shining examples of professionalism, collaboration, and a laser sharp focus on patient care. Some examples of the innovative work presented in this report is our ECMO program, Stop the Bleed program, Daisy/Tulip awards, and our Nursing Research program. This work, which highlights our focus on continuously improving, are tangible examples of our commitment to the care of the community we serve.

I am honored to be editor of the 2019 Nursing Annual Report. It is truly a gift to be able to highlight and showcase the work of our exceptional nurses. 2020 is the Year of the Nurse. 2020 has provided its share of excitement and challenges, and Centra nurses are rising to the occasion, now more than ever. Your commitment to Centra, to our community, and to each other is sincerely appreciated.

It is my hope that reading this annual report will inspire and encourage you to continue to go above and beyond to serve our community and each other. Happy reading!

Respectfully,

A handwritten signature in cursive script that reads "Caryn Brown".

**Caryn Brown, MSN, MHA, NPD-BC, NEA-BC**

*Centra Nursing Annual Report Editor*





# Transformational Leadership

# Acute Care Update – Advancing Care, Improving Lives

## Plasmapheresis

In 2019, Centra's Intensive Care Services expanded the partnership with University of Virginia (UVA) Dialysis to provide plasmapheresis, also known as therapeutic plasma exchange (TPE). TPE is used to treat a variety of hematologic, neoplastic, and neurologic conditions. In patients suffering from those conditions, their plasma contains substances or cells which are abnormal. The process of TPE involves removing plasma from the patient's blood and then reinfusing the blood along with a substitute fluid back to the patient. This procedure [in short] helps to remove those abnormal cells and substances. TPE is not a cure, but it is very beneficial in helping to relieve symptoms, slow progression, and help increase the patient's chances of successfully fighting the disease when used in conjunction with other treatment modalities. At Centra, TPE is performed in the hemodialysis unit, which is a collaborative unit with the diabetic renal medical unit. The hemodialysis unit is a UVA clinic and led by Rob Beach, RN, CDM, assistant nurse manager.



Rob Beach, RN, CDM, left, and Joseph Khoury, MD

Joseph Khoury, MD, was the pioneer for starting the outpatient program at Centra, and the first treatment was done in August of 2019. The program has grown and proves to be a benefit to the community and to the patients who have received TPE.

Dr. Khoury explains:

*"I began asking about a plasmapheresis program many years ago after we had to transfer a patient out with alveolar hemorrhage due to Wegener's granulomatosis. There was a delay in transfer due to bed availability, and she became very unstable due to our inability to perform plasmapheresis here. At the time, there was not a perceived need to have this capability in Lynchburg, so the program was not felt to be worth the time, effort, and cost.*

*"However, over time it became clear to me that this treatment would benefit many patients in our community. There are indications in autoimmune disease, neurologic disorders, and hematologic/oncology conditions. Once we began really looking at the utilization of plasmapheresis, it became clear to me that it was a modality we would use*

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# Acute Care Update – Advancing Care, Improving Lives

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*with some frequency and not have to transfer patients to other facilities. I also felt it was a fairly low-risk endeavor that could be done with existing equipment and personnel. We currently serve both inpatients and outpatients.*

*“The inpatients often have an acute indication, such as neuromuscular weakness from Guillian-Barre syndrome or Myasthenia. We also have performed therapy for severe TTP cases with alveolar hemorrhage. The outpatient realm is just opening up; this will be useful for patients with a chronic or indolent issue such as autoimmune disease.”*

While Dr. Khoury is the head of the program, he gives credit to the collaboration with Centra administration, UVA Dialysis Manager Rob Beach, and both the UVA Dialysis and Centra Critical Care staff.

## Movement and Mobility Council – Collaboration Among Divisions

Another endeavor that has taken hold in 2019 was the movement and mobility council. Over the past couple of years, the medical/surgical division had a divisional committee working to address the challenge of patient immobilization during hospitalization. It's been proven time and again that patients who are mobilized early and routinely have improved outcomes. This team began as a unit-based committee with the hiring of the first mobility aide on 5E pulmonary, but soon branched out to other acute care units. By the end of 2019, there were five dedicated mobility aides working in acute care on the pulmonary, oncology, and orthopedic units.

In 2019, this dedicated team joined forces with colleagues in the critical care division to form the movement and mobility council. The new council enjoys interdisciplinary collaboration with representatives from physical therapy, case management, performance improvement, and nursing. The goal of the council is to build upon the great ICU liberation work already begun in the ICU setting with the A-F bundle and keep our patients moving and ambulating in order to maintain their functional independence.



Mobility Aide Fe Coleman works with patients on the orthopedic unit to keep them moving!

## Joan Deal, MSN, MBA, NEA-BC

*Vice President of Acute Care Nursing*

# Critical Care, Intermediate Care, And Emergency Services – Excellence In Action



And just like that...2019 is behind us! As we look back over the year, it is no surprise that with the tremendous amount of activity and work being done that the year seemed to pass in the blink of an eye. The Critical Care/Intermediate Care division and the emergency department have much to be proud of! They continuously raise the bar for care delivery.

## Critical care (*Rhae Newbill*)

The Critical Care team has worked to improve the experience of Intensive Care Unit (ICU) patients and their families through the implementation of journals and a patient support group.

In 2019, Centra implemented the use of the ICU patient journals in each intensive care unit. The ICU patient journal is a tool used to support critically ill patients. Post Intensive Care Syndrome (PICS) is a term used to describe a collection of health disorders that are common among patients who survive critical illness and intensive care. Among these potentially long-lasting disorders are mental health problems such as memory gaps, anxiety, and sleep disturbances. Journals are written during the ICU stay, taken home with the patient when they are discharged, and read once they are willing and ready to learn about their stay. The ICU journal is used as a debriefing tool to help fill in memory gaps and allow patients to see how sick they were and how much recovery time may be needed. Each ICU has utilized these journals for their very critically ill, intubated, and sedated patients.

Centra's Critical Care team ran its first full year of its patient support group, After the ICU. The group, led by peer leaders from our community that have experienced care within an ICU, is focused on providing support to ICU survivors, their families, and their friends. The support group provides education and community resources to its participants.

We have an array of participants that range anywhere from recently discharged to being out of the ICU for 10 years. The group has grown to be an average of nine participants per meeting. Centra's nursing staff, therapy team, chaplains, and community paramedics work with the peer leaders to support the work of the group. After the ICU facilitates a connection between Centra's staff and the community. Not only does this support group help our patients and families, it helps feed the souls of our caregivers. It allows Centra's team to ask questions, hear different perspectives, and learn from our patients and their families.

## Intermediate care (*Jacob Brumfield*)

Lots of good work was done in our Cardiac Intermediate Care Unit to support staffing and scheduling. Block scheduling was initiated and adopted on the Cardiac Intermediate Medical Unit. Block scheduling is a pre-set, six-week, schedule model that was constructed from staff feedback to increase work-life balance, lower weekends, lower nurse vacancies, and provide increased schedule flexibility. Block schedule was successfully

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# Critical Care, Intermediate Care, And Emergency Services – Excellence In Action

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implemented and resulted in a reduction of weekends by 25-50 percent based on job role, a decrease in nurse vacancy from 46.7 percent to 0.6 percent, elimination of contract staffing, and a significant increase in GLINT work-life balance scores. Block scheduling was so successful in this unit that it was expanded to four other units in Critical Care including the Intermediate Medical Unit, Neuro Intermediate Medical Unit, Neuro Intensive Care Unit, and the Cardiac Intensive Care Unit.

The Cardiac Intermediate Medical Unit took the opportunity to improve its leadership council structure. Leadership council members set new expectations that council members must own one unit-based project and be responsible for building a project team, consisting of unit team members. They were responsible for setting up meetings, providing updates, and reaching out to the help chain when needed.

This restructure resulted in frontline staff engagement and ownership of unit opportunities. An example of the effectiveness of this team was through the formation of an employee recognition project. Employee engagement surveys reflected a low score for employee recognition as well as a high comment volume. As a result, a project was initiated to increase employee recognition from patient, team, and management avenues. The leadership team assumed responsibility for the team recognition for peer-to-peer recognition. They instituted an employee-of-the-month program in which they collect nominations and recognize four staff members each month from different roles and shifts. Employee feedback on the recognition improvements has been favorable!

## Management systems and data automation innovation (*Coral Hunter & Tommie Mitton*)

In February 2019, Critical Care leaders identified the need to evaluate the state of our management system and our workflows. Despite years of management system implementation, we had difficulty improving our processes and engaging front line staff in problem solving. A lack of clear and accessible data, a lack of standard leadership behaviors, and an excess of manual, labor intensive processes, and workflows were the key contributing factors to our challenges.

As we identified these contributing factors, we began to work towards solutions. Our first solution, the manager checklist, was implemented on July 1. The manager checklist is a defined set of leadership behaviors and actions that set expectations around how our managers were leading. The checklist also serves to collect data around these behaviors and actions. From there, we utilized the Office 365 suite of tools including Teams, Forms, Power Automate, and Power BI to create a structured environment for our teams to communicate and conduct work, eliminate many of our manual workflows and audits, and to be able to evaluate the impact that our improvements were having.

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# Critical Care, Intermediate Care, And Emergency Services – Excellence In Action

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Reflecting on our work in 2019 as a whole, we have made great strides toward defining and implementing an improved management system in Critical Care. Our managers are more organized and informed, which has helped to alleviate some of their work stress, while improving upon their ability to solve problems effectively. We have better data available to us as a result of our efforts, which has enhanced our ability to understand and solve problems. Standardizing our behaviors and processes also has allowed us to better evaluate and improve how we approach our work.

## Improving the emergency department patient experience (*Robbie Price*)

Our emergency departments are often considered the front door or even the welcome mat to our care delivery services. The care in these areas faces challenges of high volumes, mixed acuity of patients, and limited space. Robbie Price was welcomed to the ED leadership team in 2019 and immediately identified opportunities to improve the patient experience by reducing the wait times and working to eliminate the use of non-traditional beds often in our ED hallways.

One initiative has been the implementation of a fast track and mid track care delivery model. This model provides a way to cohort the lowest acuity patients requiring only minor evaluation or treatment into a fast track area to be quickly seen, evaluated, treated, and released.

The mid track process was the second iteration of the cohort process and ambulatory patients that require more medical evaluation and testing than those in the fast track but are not anticipated to be admitted are seen in that footprint. There are specific standards of work applied to each area and targets set for decreasing the length of stay for this population.

As these patients are seen in a structured way, there are efficiency gains that impact the overall length of stay in the department despite patient type. As efficiency is gained, the utilization of non-traditional beds in our hallways is also reduced.

**Michelle Cabell, BSN, MEd, RN**

*Vice President of Critical Care and Neurosciences*

# Honoring Organ Donors: Honor Walk



Our Neuro ICU team, led by Kristie Casey, BSN, RN, CNRN, unit manager, Neurological Intensive and Intermediate Care units, refined and implemented the national “Honor Walk” initiative for our organ donor patients and their families. A process was developed to assure that these people are shown the respect and gratitude for such a selfless act.

## What is the Honor Walk?

It is the final walk the patient and their family/friends take toward the operating room for organ donation. The goal is to remember your loved one in a peaceful and respectful manner. The purpose is to provide gratitude, reverence, and honor to the patient for their gift of life for another person(s).

The honor walk begins in the intensive care unit (ICU) and ends at the operating room (OR) entrance. Family, friends, and hospital staff line the hospital hallways while the patient is transported to the OR. The patient is physically surrounded by loved ones, caregivers, and people who want to show their respect. It is a quiet, yet attentive moment to reflect and show respect to the patient’s life.

## What are the benefits?

- Honors and respects the donor’s life and contributions
- Display of gratitude and compassion toward the donor’s loved ones
- Families and friends feel supported and are able to participate in the organ donation process
- Allows hospital staff to immediately honor the donor’s life and acknowledge gifts to be given

## Who are involved?

- Family and friends of the patient
- Hospital staff
- LifeNet Health
- Chaplains, clergy or other spiritual leaders
- Military, if applicable

## What to expect?

- The organ donation process is based on the patient; therefore, times and tasks may change based on what the patient needs prior to the OR.
- Once the patient arrives at the OR doors, the family will say their final goodbyes and exit toward the OR waiting area or be escorted to the chapel by assigned hospital staff (chaplains or nursing supervisor).
- When the organ donation process is finished in the OR, the patient will be transported to the chosen funeral home.

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# Honoring Organ Donors: Honor Walk

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## What to know?

- The honor walk is optional for organ donors. This is an opportunity to be involved in your loved one's contributions toward another person's life. This is also a time for the family and friends to feel support from hospital staff.
- This is a very sensitive, emotional time for all involved, especially family and friends.
- Please take this opportunity to honor your loved one.
- LifeNet staff and/or medical staff are available for questions/concerns.

## References and visual examples

<https://www.lifenethealth.org/>

<https://www.cdtny.org/healthcare-professionals/honor-walk/>

<https://www.youtube.com/watch?v=F8j5oWqLHs0&t=70s>

<https://www.youtube.com/watch?v=AAVemvgdaYA>



# Centra Medical Group – Achieving And Succeeding!

The role of nurses has always been crucial in healthcare, and 2019 was no different in Centra Medical Group (CMG). As the profession of nursing is continually remodeling its role in healthcare, this brings value to both the nursing profession and our patients. This year reflected the Science of Nursing and the Art of Caring. The exceptional achievements of 2019 were monumental in Centra Medical Group.

One of the greatest accomplishments in 2019 was Centra Medical Group (Ambulatory Care) receiving two exemplars in September during CMG Magnet redesignation. A group can earn exemplars when they not only demonstrate they have met the credentialing standards, but they have far exceeded the requirements, meaning we went above and beyond the standards. The two exemplars were:

- Falls with Injury: The ambulatory-setting data for falls with injury outperformed the mean for the majority of the quarters on 100 percent of the units presented.
- Safety: The ambulatory setting for safety outperformed the vendor's national mean, and comparison cohort for the majority of the quarters on 100 percent of the units presented.

Another achievement was the participation of 24 CMG registered nurses and 38 CMG licensed practical nurses in the Centra Nursing Engagement Program and their progression up the clinical ladder. These nurses represented primary care and specialty care clinics across more than 65 Centra Medical Group practices. With this advancement, the nurses led projects, participated in evidence-based projects/articles, and volunteered in community events.

In addition, the commitment, investment, and involvement of CMG staff were demonstrated by multiple CMG caregivers being recipients of either the Daisy Award or Tulip Award. These recognition programs provide quarterly recognition to staff that impact patients in CMG practices.

Lastly, with the continuous shortage of nurses across the nation, the nursing professional group worked together to focus on avenues to recruit and retain nurses in Centra Medical Group. CMG attended all recruiting events and spoke at several nursing schools to recruit new graduates for open positions. CMG nurses were also preceptors for many leadership student nurses.

The vision of Centra Medical Group's nursing team is to effectively execute both the science and the art of nursing to care for those most in need. CMG nursing teams strive to serve the community and show commitment to excellent care for life.

**Susan Brown, MSN, RN**

*Director of Clinical Care, Centra Medical Group*

# Centra LGH/VBH/CMG Achieve 4th Magnet Designation

The year 2019 was a very exciting year for Centra Lynchburg General Hospital (LGH), Virginia Baptist Hospital (VBH) and Centra Medical Group (CMG). Lots of exciting Magnet activity took place! We submitted our Magnet document on February 2, 2019.

Our document was favorably reviewed and took us straight to site visit! That is almost unheard of so we should be very proud of that accomplishment. We had our Magnet site visit on July 9, 10 and 11, 2019. A team of four surveyors spent considerable time touring facilities, visiting units, and engaging with our teams to validate the stories that we told in our document.

In September 2019, we heard from the Commission on Magnet, the group that reviews the findings of the Magnet surveyors. Our survey resulted in a Commission on Magnet finding of favorable redesignation for a period of four years. The commission reported that we had a total of seven exemplars. Exemplars are standards that we not only met, but far exceeded and set a standard for other organizations to follow.

Centra LGH, VBH, CMG are among the elite healthcare organizations in the country. Only one percent of hospitals in the United States have achieved four or more Magnet designations. Only 8 percent of hospitals in the nation are Magnet designated. Holding the Magnet designation is a tangible measure of our commitment to nursing, our patients, and our community.

Caryn Brown, Jenna Dziuba, Pam McDaniel and Dana Stinnett represented Centra at the Magnet Conference in October, 2019. Although we didn't walk the stage and accept our Magnet award (that will happen in 2020), we did celebrate and enjoy the conference knowing that Centra had achieved a significant milestone.

Centra Lynchburg hopes to send a small delegation to the Magnet Conference in October 2020 in Atlanta. There, we will accept our Magnet award and be recognized for successfully achieving our fourth Magnet designation. As we move forward and look to the future, we strive to improve care to our patients, improve the work life for our nurses and support our nurses to advance professionally. Although Magnet does not independently do any of these things, it provides a framework on which we build, learn, grow, and improve.



From left, Jenna Dziuba, Pam McDaniel, Dana Stinnette, Caryn Brown, and Preston Lewis. Preston was one of the Magnet surveyors who visited our campus locations in July. He sought us out at the Magnet conference to tell us what a fantastic document and site visit we had!

**Caryn Brown, MSN, MHA, RN-BC, NEA-BC**

*Magnet Program Coordinator, Patient Engagement Coordinator*





# Structural Empowerment



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# Professional Clinical Practice Update

The Professional Clinical Practice (PCP) department is comprised of four teams using the functional care model of nursing to support the patients, nurses, and medical staff primarily in our inpatient facilities. Clinical nurse specialists, vascular access specialists, wound ostomy nurses, and diabetes educators provide support to our Centra teammates at Lynchburg General, Virginia Baptist, Southside Community, and Bedford Memorial hospitals as well as post-acute and outpatient locations throughout our service area.

Services provided in 2019 (average) throughout Centra per month by the individual specialties are:

- Wound ostomy team: Stayed steady with approximately 400 formal and informal consults/mth
- Diabetes education team: 820 encounters per month, up from approximately 600 per month in 2018; outpatient education was provided to 157 patients and their families during 201
- Vascular access team: 897 consults per month, up from approximately 800 per month in 2018
- CNS team: Due to process improvements implemented in 2018, the CNS team was able to increase and maintain an average of about 50 percent of their worked time in direct patient interaction.

PCP members are nurses who have extensive training in their specialty. Their expertise in specific areas of complex care of patients is focused on the patients and in consultation with other caregivers at the bedside. However, they also frequently provide others with education and support. As a result, PCP members also lead or participate in several committees as subject matter experts and leaders in evidence-based practice implementation. These include quality metric teams, products committees, policy and procedure committees, research committee, institutional review boards, and many others. PCP members regularly participate in the mentoring and education of student nurses and Centra nursing staff.

Clinical nurse specialists played lead roles in quality improvement and evidence-based practice projects for four very challenging metrics again in 2019: Falls, HAPIs, CLABSIs, and CAUTIs. A minimum of 120 hours per month was dedicated to the quality metrics work in 2019. They also presented over 13 podium and poster presentations at Centra and non-Centra conferences and over 30 in-services in addition to skills labs, and regularly scheduled classes. The team has been embracing and celebrating the orientation and rapid emersion of three new clinical nurse specialists to their roles here at Centra and have played an integral part in the growing success of the clinical leader triad leadership model on their assigned units.

In a continuing effort to improve efficiency and focus on providing quality direct patient care, we continued to reduce and eliminate overtime and other non-productive time by focusing on patient-centered priorities and improvements in efficiency. An example of this occurred this past summer with replacement of an empty limbo FTE on the wound team with a nurse who focuses specifically on consults in the Bedford area. This cut down on travel time and allows Lynchburg wound nurses to stay focused on Lynchburg area consults. Marilyn Graves

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# Professional Clinical Practice Update

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has been a wonderful addition to our wound team this year. Marilyn is a very experienced wound ostomy nurse who teaches at Centra College and often is able to see the Bedford patients on her way to or from work or on her days off from teaching at the college.

## Highlights of some of the major initiatives in 2019

- Development of a Frequently Asked Questions document to help improve understanding regarding communication with caregivers in and outside of Centra for our patients with developmental and intellectual disabilities. This document was created in collaboration with our ethics team, corporate compliance, community members, and the nursing team.
- Implementation and ongoing training and integration of the Elsevier Clinical Skills system as an online reference system and learning tool. Future integration with policy manager will help ensure the latest evidence-based practice is used for procedures throughout the system.
- Successful transition of clinical policies from the old defunct policy system to the new Policy Manager system. This was a tremendous effort to manually move over 2,000 clinical policies in a very short period of time. Due to the collaborative effort of corporate compliance, technology management, and others, we moved thousands of policies to the new Policy Manager system and began using the system early in 2019.
- Clinical Leader Triad partnerships implemented on several units consisting of managers, clinical nurse specialists, and educators. This was implemented to improve communication, collaboration, and support lean processes at the unit level.
- Complete renovation of the nursing research website and easier to find and navigate research links on Centra People. The new “Education and Research” tab has been undergoing some renovation and ongoing work will make this link even more user friendly with the information that everyone needs for education and research at their fingertips.
- Opening of the new Center for Diabetes Education with consultation and classroom space at the Oak Lane entrance. This space is directly next to registration and comes complete with valet parking. The money for the renovation of this space came directly from a Centra Foundation grant sponsored by Carolyn Jacques. We look forward to utilizing this space fully in 2020 as we work to continuously improve Diabetes services for our community.

## Professional growth

Twenty-five out of 26 of the PCP team members are certified in their specialty. Eighteen of these individuals have more than one certification, and 10 certifications are advanced practice specialty certifications.

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# Professional Clinical Practice Update

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PCP members who earned degrees or certifications in 2019:

- Paola Richards earned her doctor of nursing practice degree.
- Susan Pettyjohn earned her vascular access certification.
- Heather Mayberry earned her certification in pain management.
- Vicki McLean earned her certification in pain management.
- Elena Stock graduated with her master's degree and earned her advanced clinical nurse specialist certification.

Professional Clinical Practice grew in 2019, adding Vicky Brunet, MD, at the beginning of 2019 as the new director of nursing research, and Jana Lieberman as medical librarian.

As a team of Centra caregivers, we are all dedicated to *excellent care for life* for our family, friends, and neighbors in the community.

**Donna Washburn, DNP, RN, CNS, ACNS-BC, AOCNS**

*Director of Professional Clinical Practice*

# Nursing Governance Board – Professionalism In Action

The DAISY award recognizes nurses for the compassion, clinical skill, and care they provide to patients and families. In 2019, the DAISY committee moved forward with the idea of expanding our DAISY award program to include non-nursing caregivers within Centra. That program became the TULIP award program.

The Tulip Award program, Touching Unique Lives in Practice, was established in January of 2019 to recognize caregivers who go above and beyond their standard job requirements to ensure the comfort and happiness of their patients, patient families, or peers. This includes extraordinary acts of kindness or extraordinary demonstrations of compassion. These employees have made a significant impact on a patient experience at Centra.



From left, Dana Stinnette and Tammy Bryant, DAISY/TULIP Award coordinators.

The DAISY committee threw a birthday party for the two-year anniversary and the birth of the TULIP awards. It was a great way to celebrate the start of a new Centra tradition. The first TULIP awards were presented at the end of the first quarter of 2019. Nominees were presented with special TULIP pins and folders. Honorees were presented with a special statue award and a special TULIP pin. Their area of work was also provided with cupcakes to celebrate the honoree.

In keeping with Centra being tech savvy, the DAISY committee was able to offer the ability to submit nominations by utilizing a new QR code using smart phones. In 2019, 631 nurses were recognized through the DAISY program. Two hundred, twenty-two Tulip nominations were received in 2019. Of these, 12 DAISY honorees and 12 TULIP honorees were recognized by management, staff, and patrons of the hospital.

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# Nursing Governance Board – Professionalism In Action

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## 2019 DAISY honorees

Sarah Buscher, RN, MICU  
Kate Campbell, RN, GMU  
Fran Concklin, RN, Peds  
Chelsea Dews, RN, ICN  
Derek Fraser, RN, NICU  
Hannah Grindeland, RN, Stroobants Cardiovascular Center  
Kelly Mays, RN, Peds  
Elise Overstreet, RN, MICU  
Karesse Richard, LPN, Stroobants Cardiovascular Center  
Kara Wilson, RN, The Birth Center  
Patty Woconish, RN, MICU


## 2019 TULIP honorees

Deborah Barnett, CNA, Ortho  
Cheryl Burnette, Respiratory Care, Stroobants Cardiovascular Center  
Stephanie Burleigh, CNA, Resource Team  
Kim Deal, Respiratory Therapy, VBH  
Cheryl McCoy, MOA, Neurodevelopment Clinic  
Joshua Furman, CNA, GMU  
Falisha Perry, CNA, Resource Team  
Linda Scott, CNA, Acute Rehab  
Cheryl Stump, USA, MICU  
Thomas Thomas, MD, Anesthesiologist  
Hunter Maxey, CST, OR LGH  
Fatima Williams, USA, CIMU

**Dana Stinnette, RN**  
*DAISY Award Coordinator*



# Professional Nursing Development



The Professional Nursing Development clinical nurse educator supports a collaborative environment that promotes lifelong learning and professional development. In 2019, the Professional Nursing Development department underwent a restructure mid-way through the year resulting in a dedicated team of seven full-time clinical nurse educators (CNEs) in Lynchburg.

The CNE role is a master's prepared nurse leader with experience in a specific field such as oncology, diabetes/renal care or critical care. Clinical nurse educators have received specialized training to provide educational support and professional development to bedside nursing staff starting with the first week of onboarding and throughout a nurses' bedside career. CNEs collaborate with other nurse leaders to provide timely, effective, and substantive education for bedside nurses at both the global and unit-based levels.

The education team worked throughout 2019 to meet the ongoing needs of new and existing nursing staff. During the second half of the year, the new education team integrated the use of productivity tools in their daily work with the goal of maximizing efficiency and impact and accomplished some major program revisions to ensure the best quality, evidence-based programs are provided to Centra nurses.

Clinical nurse educators continue to coordinate Centra's Nurse Residency Program (NRP), which is a transition-to-practice program for new graduate registered nurses. CNEs recently completed a thorough review of residency programs around the United States to ensure that Centra is utilizing the best program for our nurses and found that the Vizient program still best supports these needs.

The Nurse Residency Program was first implemented at Centra in 2014 and since that implementation, our retention rate for new graduate nurses participating in the program continues to improve. Research shows that connecting new nurses with a small group cohort as soon as possible after hire helps with retention. A recent, informal study of our own NRP participants revealed that there was a correlation between increased turnover of residents with increased wait time longer than two months (for entry into a nurse residency cohort). Therefore, creative efforts have been underway to ensure enrollment at two months or less from hire. We anticipate that this will further improve the retention of these new grads. In 2019, we enrolled 159 new graduate registered nurses into the NRP program with a total of 568 new graduate nurses since 2014.

Clinical nurse educators spent the last several months of 2019 working together to overhaul nursing essentials and onboarding held during the first week of orientation. The purpose was to integrate improved evidence-based methods of nursing education and nurse retention strategies. Orientation is the largest, most impactful "global" nursing program that the educators coordinate. Nursing staff who attend this training include registered nurses, licensed practical nurses, nurse externs, and certified nursing assistants for all Centra facilities including Centra Medical Group and Senior Care Services.

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# Professional Nursing Development

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The new nursing essentials classes and onboarding simulation training utilizes modern methods of “Reverse Classroom” interactive methodologies as opposed to the older style of lecture with power point. In addition, large classes with forward-facing students have been exchanged for a small-group interactive cohort model to align with the evidence in literature that supports improved retention with the facilitation of small-group connections immediately after hire. Centra has recently supported this effort by providing six AV stations to make it possible to divide the large groups into small group cohorts. Completing this reconstruction has been a collaborative accomplishment with our Human Resource Team, Virtual Learning Center Team and many other professionals at Centra. It is our desire that the new nursing orientation program will help our new nurses feel welcomed and connected, valued and supported - the four elements of retention found in literature.

Among the many programs facilitated and/or taught by the clinical nurse educators, there has always been, and continues to be, changes to better align with evidence-based teaching methods, the vision of the organization, and to meet the needs of the bedside nurses. This requires multiple nursing teams working together to review and redesign the education content and methodologies. Additional programs that underwent revisions in the latter half of 2019 included the charge nurse workshop to address some of the challenges of an increasingly complex population of patients as well as the leadership skills needed for the role; a preceptor/validator training program to ensure that all preceptors can validate competency and all validators are taught important skills of mentoring/precepting new nurses; and lastly, competency validation support improvements through the creation of all-inclusive competency “totes” for our mandatory annual competencies. The combination of the preceptor/validator training redevelopment and competency tote implementation will help to standardize the core competency validation process for all areas in 2020.

Clinical nurse educators continued to provide education support for organizational initiatives in 2019, including fall, HAPI, CAUTI and CLABSI prevention, Cerner committees, and several initiatives related to the organization’s regulatory responses in the last quarter of 2019. As part of their new role, the educators have also been active members of “clinical leader triads” on units to which they have been assigned as education support. The clinical leader triad is a new concept initiated in the latter half of 2019. The unit manager, the clinical nurse specialist, and the clinical nurse educator make up the clinical leader triad on a unit. They have a goal to meet at least once per month to review the units’ quality metrics, identify opportunities to improve, and develop goals and objectives related to any opportunities identified. Each member of the triad then contributes toward the achievement of these goals by utilizing the specific skill-sets, talents, and scope of practice and authority afforded by their job role.

Due to the dedication, resilience, and agility of the nurse educators, in 2019 the department provided a seamless continuation of education from beginning to end, while also practicing the art of innovation to make 2020 even better for Centra nursing staff. The clinical nurse educators are looking forward to a great year in 2020 as they continue to support Centra’s mission and vision.

**Donna Washburn, DNP, RN, CNS, ACNS-BC, AOCNS**

*Director of Professional Clinical Practice*

# Interprofessional Education Services – Learning Together to Improve Care



Centra has the distinct honor and privilege to belong to a community of international healthcare organizations committed to fostering respect and trust with the healthcare team, improving team performance, and improving patient/organizational outcomes. Centra is one of 102 international organizations that create this community of accredited interprofessional continuing education (IPCE) providers. Joint Accreditation is a voluntary process in which an organization submits an in-depth analysis to determine its capacity to provide quality continuing education for the healthcare team.

Joint Accreditation has expanded from medicine, nursing, and pharmacy to include dentistry, physician assistants, psychology, and social work and will continue to grow as professional organizations collaborate with Joint Accreditation. In 2017, Centra was able to demonstrate capacity to provide high quality IPCE and received the highest level of IPCE accreditation.



JOINTLY ACCREDITED PROVIDER™  
INTERPROFESSIONAL CONTINUING EDUCATION

Centra Interprofessional Education Services' (IPES) mission is to promote lifelong learning and interprofessional collaboration among the healthcare team. Our vision is to leverage high-quality, evidence-based learning opportunities that improve the team's skill/strategy, performance, and/or patient outcomes through professional and clinical continual learning.

Education on interprofessional collaborative practice (IPCP) and the role of IPES was provided to the healthcare team in 2019 through monthly educational newsletters, rounding at Centra facilities with interactive gaming, and several summer sessions to develop IPCE champions throughout the organization. In the spring of 2019, Centra was represented at the national level as a caregiver was selected to serve as a surveyor in evaluating other IPCE programs to receive Joint Accreditation for Interprofessional Continuing Education™.

With the addition of the Association of Social Work Boards to the Joint Accreditation collaborative, the Centra IPCE Steering Committee was excited to welcome the social work profession to our IPCE program. Centra now has the authority to provide accredited continuing professional development (CPD) for physicians, nursing, pharmacy, physician assistants, and social workers.

In 2020, IPCE credit will be released and offered for accredited interprofessional CPD only. IPCE credit will be a compliment to and not replace the profession specific credit types (Joint Accreditation for Interprofessional continuing Education™, 2019). For nursing, this is ANCC contact hours. IPCE Credit has the following benefits to you as healthcare professionals:

- Successful completion of team-based development which is crucial for healthcare improvement
- Accepted by the Virginia Board of Nursing to count towards the continued competency requirement during re-licensure (Virginia Board of Nursing, 2018)

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# Interprofessional Education Services – Learning Together to Improve Care

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- Documents that you have developed professionally in one or more of the following interprofessional competencies:
  - o Communication
  - o Ethics and values
  - o Teamwork and teams
  - o Roles and responsibilities

Outcomes in 2019 from all Centra’s accredited CPD demonstrated the following:

- 100 percent achieved a change in skills and or strategies
- 81 percent achieved a change in performance
- 6 percent impacted patient outcomes

Outcomes in 2019 from all interprofessional CPD demonstrated the following:

- 100 percent achieved a change in the team’s skill and/or strategy
- 75 percent achieved a change in the team’s performance
- 5 percent impacted patient outcomes

With a new decade upon us, it is time to think differently about accredited CPD. In order to develop our healthcare teams at Centra, you can expect a different experience when attending accredited CPD in 2020. While the credit received is of value and important, the ultimate goal of accredited CPD is closing gaps in practice of healthcare professionals and teams. When implemented and reinforced, team performance improves bridging the gap toward improved caregiver, patient, and organizational outcomes.

**Tina Cheek, BSN, RN, NPD-BC, CHCP**

*Manager, Interprofessional Education Services*



# Centra Nurse Engagement Program Achievement

The Centra Nurse Engagement Program provides opportunities for clinical nurses to be recognized for their commitment to a high level of professional engagement. The following clinical nurses achieved CNEP recognition for 2019.

## *The following individuals achieved level III in the CNEP program.*

Sarah Landon	Stroobants Cardiovascular Center	Tisha Harris	Surgicare
Brittany Caldwell	Mother Baby	Brooke Anderson	Birth Center
Sarah Luther	Hospice	Autumn Minielly	Birth Center
Joe Langlois	Hospice	Lauren Williams	Resource Team
Mary Grace Falls	Cardiothoracic Intensive Care	Shannon Howell	Resource Team
Bethany Guttman	Cardiothoracic Intensive Care	Cameron Williams	Resource Team
Angie Barker	Surgical Trauma Intensive Care	Penny Downs	Surgery Center
Stephanie Stewart	Surgical Trauma Intensive Care	Heather Brown	PreSurgery Center
Tara Jones	Operating Room	Klaire Thomason	Oncology
Annie Coffee	Surgical	Blair Collins	Pulmonary
Katie Davis	Surgical	Charity Whorley	Pulmonary
Callie Miller	Acute Rehab	Anissa Stutzman	Pulmonary
Lauren Dalton	Intensive Care Nursery	Savannah Warden	Emergency Department Observation
Lisa Schott	Intensive Care Nursery	Susan May	Emergency Department Observation
Heather Griffin	Pediatrics		

## *The following individuals achieved level IV in the CNEP program.*

Michelle Norton	Cardiovascular Pavilion	Gina Howell	Cardiopulmonary Rehab
Michelle Carter	Cardiovascular Pavilion	Joan Wooldridge	Cardiopulmonary Rehab
Brittany Konen	Cardiovascular Pavilion	Connie Williams	Cardiopulmonary Rehab
Lauren Rose	Cardiovascular Pavilion	Beth Jones	Cardiopulmonary Rehab
Rachel Campbell	Orthopedics	Janice Campbell	Cardiopulmonary Rehab
Roxanne Ferguson	Orthopedics	Hannah Grindeland	Cardiopulmonary Rehab
Samantha Dixon	Orthopedics	Megan Brumfield	Cardiopulmonary Rehab
Maleah Tate	Orthopedics	Sarah Ramsey	Cardiopulmonary Rehab
Su Yeon Han	Orthopedics	Angel Allred	Wound Care Center
Dana Stinett	Orthopedics	Shannon Cunningham	Wound Care Center
Jennifer Mixon	Resource Team	Tammy Garrett	Wound Care Center
Tamara Thompson-Pritchard	Resource Team	Judith Power	Lynchburg Family Medicine Residency
Belinda Tomlin	CMG Surgical Specialist	Crystal Jones	Resource Team
Sarah Gibson	CMG Surgical Specialist	Megan Hamlett	Stroobants Cardiovascular Center
Kimberly Mays	Urology	Nicole Hackett	Mother Baby
Kate Naples	Cardiopulmonary Rehab	Melissa Carrico	Mother Baby
Tracy Almond	Cardiopulmonary Rehab	Kaylyn McAninch	Mother Baby
Shelley Brown	Cardiopulmonary Rehab	Brennan Sutton	Mother Baby

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# Centra Nurse Engagement Program (CNEP)

*The following individuals achieved level IV in the CNEP program.*

*continued from page 23*

Michele Shelton	Mother Baby	Jessica Phelps	Surgical
Brittany Fix	Mother Baby	Shannon Bussert	Surgical
Heather Neighbors	Mother Baby	Brooke Baldwin	Endoscopy
Lisa Schmitt	Forensics	Debbie Cheatham	Endoscopy
Rhonda Sabra	Forensics	Susan Shirey	Endoscopy
Mary Corbett	Forensics	Ruth Wooldridge	Endoscopy
Amy Rowan	Forensics	Kelly Osborne	Endoscopy
Donna Kling	Forensics	Kim Vess	Acute Rehab
Jessica Taylor	Forensics	Holly Carson	Acute Rehab
Julie Martin	Forensics	Judy Ward	Acute Rehab
Amy Snead	Forensics	Veronica Richerson	Acute Rehab
Keith Grasser	Cardiothoracic Intensive Care	Marjorie Riner	Neurological Intensive Care
Sharon Basso	Cardiothoracic Intensive Care	Jennifer Schenkel	Neurological Intensive Care
Megan Pendell	Cardiothoracic Intensive Care	Harley Betterton	Neurological Intensive Care
Bethany Furman	Cardiothoracic Intensive Care	Kasey Blazejewicz	Neurological Intensive Care
AnneMarie Caylor	Cardiothoracic Intensive Care	Amber Marstin	Neurological Intensive Care
Jennifer Yates	Cardiothoracic Intensive Care	Jessica Painter	Neurological Intensive Care
Elizabeth Todd	Cardiothoracic Intensive Care	Margo Kollman	Neurological Intensive Care
Halla Swiney	Cardiothoracic Intensive Care	Lisa Abbott	Intensive Care Nursery
Katelyn Crouch	Cardiothoracic Intensive Care	Barbara Apperson	Intensive Care Nursery
Jami Dunn	Cardiothoracic Intensive Care	Judy Burks	Intensive Care Nursery
Brittany Carter	Cardiothoracic Intensive Care	Dale Daniel	Intensive Care Nursery
Cindy Merritt	Cardiothoracic Intensive Care	Lisa Davis	Intensive Care Nursery
Frankie Wooten	Cardiothoracic Intensive Care	Dianne Hammock	Intensive Care Nursery
Lauren Gibson	Cardiothoracic Intensive Care	Hannah Meeks	Intensive Care Nursery
Ashley Preusser	Surgical Trauma Intensive Care	Sarah Parsons	Intensive Care Nursery
Laura Heinkle	Surgical Trauma Intensive Care	Tamara Quade	Intensive Care Nursery
Gay Harvey	General Medical	Tina Roark	Intensive Care Nursery
Kate Campbell	General Medical	Krislyn Snow	Intensive Care Nursery
Krista Beachy	General Medical	Debra Stidham	Intensive Care Nursery
Molly Jones	General Medical	Cindy Tweedy	Intensive Care Nursery
Kami Ashworth	General Medical	Ann Wade	Intensive Care Nursery
Katie Stellingwerf	Operating Room	Jennifer Wright	Intensive Care Nursery
Laura Collier	Operating Room	June Mays	Pediatrics
Leandra Lusk	Operating Room	Patricia Carvalho	Pediatrics
Wendy Burks	Post Anesthesia Care	Paige Marks	Pediatrics
Cynthia Tabaian	Post Anesthesia Care	Kim Freitas	Pediatrics
Wendy Campbell	Post Anesthesia Care	Audrey Johnson	Pediatrics
Suzanne Scott	Post Anesthesia Care	Pamela Cunningham	Pediatrics
LaTisha McDaniel	Surgical	Tiffany Kidd	Pediatrics
Lauren Davis	Surgical	Trish Conroy	Pediatrics
Jordan Rumberger	Surgical	Karen Tucker	Pediatrics
Carly Sandvig	Surgical	Francis Concklin	Pediatrics

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# Centra Nurse Engagement Program (CNEP)

*The following individuals achieved level IV in the CNEP program.*

*continued from page 24*

Shirley Johnson	Surgicare	Emily (Bowman) Reed	Pearson Cancer Center
Melissa Motley	Surgicare		MedicalOncology
Laura Mason	Surgicare	Lori Mason	Pearson Cancer Center
Bonnie Lipscomb	Surgicare		Medical Oncology
Eva Celeste Calloway	Surgicare	Natalie Enoch	Pearson Cancer Center
Emily Foster	Surgicare		Medical Oncology
Kristen Hughes	Surgicare	Hannah Kreuziger	Pearson Cancer Center
Rachel Hartley	LGH Prep Room (Anesthesia)		Medical Oncology
Marquita Slaughter	LGH Prep Room (Anesthesia)	Gary Staton	Operating Room
Bernadette Gurlin	LGH Prep Room (Anesthesia)	Sarah Kurtz	Operating Room
Regina Strange	Post Anesthesia Care	Leslie Nowlin	Operating Room
Lori Servas	Post Anesthesia Care	Jennifer Hyland	Operating Room
Tiffany Mayhorn	Post Anesthesia Care	Jennifer Younce	Operating Room
Cathy Hayes	Post Anesthesia Care	Bonnie Sorrells	Operating Room
Michelle Rogers	Birth Center	Maggie Ellis	Operating Room
Morgan Peltier	Birth Center	Alyssa Kurtz	Operating Room
Lisa Griffin	Birth Center	Corey Trent	Operating Room
Lisa Toms	Birth Center	Joanna Costello-Cocke	Resource Team
Tonya Pafford	Birth Center	Alex Walker	Resource Team
Ashlyn Turner	Birth Center	Bonnie Napierkowski	Resource Team
Cathy Meritt	Birth Center	Penny Shipp	Resource Team
Kara Wilson	Birth Center	Lyndsey Bennett	Resource Team
Katie Ritchey	Birth Center	Amber Pugh	Resource Team
Gaylene Doyle	Birth Center	Allison Towler	Resource Team
Elizabeth Wallin	Birth Center	Natalie Anderson	Resource Team
Kathryn McKinney	Birth Center	Tiffany Lyttle	Resource Team
Molly Yuille	Birth Center	Kelly Carmody	Resource Team
Lya Sinclair	Birth Center	Courtney Bunch	Resource Team
Heather Derr	Birth Center	Ashley Myers	Resource Team
Tamara Bryant	Birth Center	Michele Rakowski	Resource Team
Amanda Bradley	Birth Center	Emily Robinson	Resource Team
Kelli Griffiths	Birth Center	Crystal Nash	Resource Team
Jessica Viar	Pearson Cancer Center	Anne Stinson	Resource Team
	Medical Oncology	Ginny Williams	Resource Team
Angela Hylton	Pearson Cancer Center	Sandra Cofflin	Resource Team
	Medical Oncology	Ashleigh Schrader	Resource Team
Brenda Whitehead	Pearson Cancer Center	Jenny Shupe	Resource Team
	Medical Oncology	Kym Burns	Surgery Center
Ashley Mitchell	Pearson Cancer Center	Stacy Sayre	Surgery Center
	Medical Oncology	Melanie Cash	Surgery Center
Charles "Keith" Moon	Pearson Cancer Center	Christy Masters	Surgery Center
	Medical Oncology	Susan Cheatham	Surgery Center

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# Centra Nurse Engagement Program (CNEP)

*The following individuals achieved level IV in the CNEP program.*

*continued from page 25*

Kimberly Martin	Surgery Center	Heather Jones	Cardiac Catheterization Lab
Ashley Scott	Surgery Center	Cheryl Patterson	Cardiac Catheterization Lab
Jennifer Candler	Surgery Center	Tracey Payne	Cardiac Catheterization Lab
Sue Whitacre	Surgery Center	Alexandra Puffenburger	Cardiac Catheterization Lab
Michelle Skinner	Surgery Center	Louraine Stegall	Emergency Department
Dale Bosiger	PreSurgery Center	Amy Burnette	Emergency Department
Brooke Jones	PreSurgery Center	Kelley Cash	Emergency Department
Monica Hall	PreSurgery Center	Kaitlin Rose	Emergency Department
Becky Driskill	PreSurgery Center	Brittany Breen	Emergency Department
Joanne Anderson	Medical Intensive Care	Lauren Malott	Emergency Department
Courtney Butler	Medical Intensive Care	Jason Peters	Emergency Department
Isabel Carroll	Medical Intensive Care	Kaila Sledge	Child and Adolescent Psych
Toni Elkins	Medical Intensive Care	Karen Briggs	Cardiac Intermediate Care
Carrie Greene	Medical Intensive Care	Lynn Caldwell	Cardiac Intermediate Care
Sharon Kastner	Medical Intensive Care	Ben Collurafici	Cardiac Intermediate Care
Larisa Kerrigan	Medical Intensive Care	Erin Eagen	Cardiac Intermediate Care
Elizabeth Kirby	Medical Intensive Care	Jakela Ford	Cardiac Intermediate Care
Rebekah Lovin	Medical Intensive Care	Tiffany Hevener	Cardiac Intermediate Care
Demetrice Poindexter	Medical Intensive Care	Taylor Phillips	Cardiac Intermediate Care
Elizabeth Poole	Medical Intensive Care	Mary Sparnroft	Cardiac Intermediate Care
Sydney PughPUGH	Medical Intensive Care	Jian Thompson	Cardiac Intermediate Care
Sarah Smith	Medical Intensive Care	Sarah Wallace	Cardiac Intermediate Care
Teresa Doss	Diabetic Renal	Brooke Baldwin	Endoscopy
Juslyne Charles	Diabetic Renal	Debbie Cheatham	Endoscopy
Gemma Montecarlo	Diabetic Renal	Susan Shirey	Endoscopy
Rasmia Natour	Diabetic Renal	Ruth Wooldridge	Endoscopy
Kristy Mays-Myers	Intermediate Care	Kelly Osborne	Endoscopy
Pearl Banks	Cardiac Catheterization Lab	Vicki Kerr	Oncology
Sharon Connelly	Cardiac Catheterization Lab	Bichundo Lambert	Pulmonary
Jennifer Bryant	Cardiac Catheterization Lab	Wanda Goin	Pulmonary
Kristen Hendricks	Cardiac Catheterization Lab		



# Schools of Nursing: Leading the Future of Nursing

*“I loved being able to interact with the patients and be hands on. That is how I learn the best. At first, I was nervous going into clinicals during week 4 or 5 of classes, but I truly feel like I have blossomed into a good student nurse.”*

– Centra College of Nursing Student

In 2019, Centra continued to partner with local, affiliated nursing programs to provide a variety of meaningful clinical experiences across the Centra system. Centra currently has academic partnerships with Centra College of Nursing, Liberty University, The University of Lynchburg, Longwood University, Central Virginia Community College, Southside Virginia Community College, Averett University, and Bedford School of Nursing.

Our affiliated nursing programs continue to grow, which has led to the increase in the variety of quality clinical opportunities for the students’ learning experiences. Nursing students participated in supervised learning experiences that promoted personal and professional growth.

There has also been an increase in the number of nurses from various areas who have volunteered to precept students during the last semester of their program. Our preceptorship experiences provide students with the opportunity to gain concentrated exposure to an area that enables them to practice skills such as clinical problem solving, critical thinking, and communication with patients, family members, and team members. Partnerships with our affiliated nursing programs continue to benefit the organization, and it is our hope to continue improving the clinical opportunities to help support and prepare our future generation of nurses.

**Casey Bragg, MEd**  
Coordinator of Student Clinical Engagement







# Exemplary Professional Practice



CENTRA

# Women & Children's Services Doing Big Things for Our Patients and the Community

## Cribs for Kids – Safe Sleep and Fall Prevention

Virginia Baptist Hospital became a Gold Level Certified Safe Sleep Hospital through Cribs for Kids. Nursing staff in the labor and delivery, mother-baby, and pediatric units and the intensive care nursery all completed updated safe sleep training and learned prevention measures. Halo sleepsacks were introduced and are being used on the mother-baby unit as a way to provide hands-on safe sleep training to families before being discharged to their homes in the community. Holly Turner, MD, presented safe sleep information through Living in the Heart of Virginia, and hands-on safe sleep education was given to families in the community at the third annual Milkpalooza event.

Missy Carrico led a fall prevention initiative in the mother-baby unit. Through this initiative, staff were given surveys on their level of comfort with handling patients in dangerous situations, and updated education was provided. Additional fall prevention education is now provided for patients from admission to discharge and posters are displayed in every room. Fall prevention education is also given in the Life After Centra discharge booklet.

## Milkpalooza

In August, Centra Women & Children's Services hosted its third annual Milkpalooza event at Centra Virginia Baptist Hospital, collaborating with many community partners, including HumanKind/The Motherhood Collective, Live Healthy Lynchburg, and the Member One Credit Union. This event celebrated breastfeeding, and more than 500 members of the local community attended.



## I Am Woman Race

The 13th annual I Am Woman 5K Walk/Run was held on October 26. This year's race had 650 participants and raised \$18,000 for Children's Miracle Network.



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# Women & Children's Services Doing Big Things for Our Patients and the Community

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## Bilateral Tubal Ligation

The Bilateral Tubal Ligation (BTL) Performance Improvement Team worked from March to June of 2019 to initiate a process change in which the operating room would transfer the care of post-partum patients desiring BTL sterilization to the Birth Center. The team involved a multidisciplinary collaboration of staff members from the Birth Center, the operating room, mother-baby, Anesthesia Services, obstetrics/gynecology, finance/purchasing, informatics, and administration. Each branch of service offered an array of talents and a unique perspective about how to approach this quality improvement initiative.

## LARC – Long Acting Reversible Contraceptive

The Liletta IUD, a Long Acting Reversible Contraception (LARC), was made available to be placed immediately postpartum, on the labor and delivery unit. This procedure and device are reimbursable through Medicaid and works immediately to prevent pregnancy for up to three years.

## Journey to Baby Program

Kristen Rodriguez (Childbirth and Family Education) created a brand new curriculum for Journey to Baby, a free program for both pregnant women and postpartum women (along with their support persons) to learn about topics such as nutrition, infant care, feeding, post partum mood disorders, post partum recovery, and setting up a support system. This program is different from other childbirth and family education classes in our community because it focuses on preparing for the “4th trimester period,” the first three months after a baby is delivered.

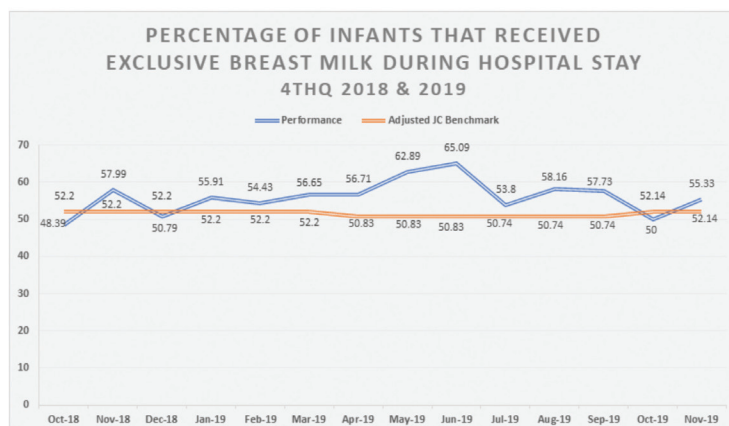
## Maternal and Pediatric Morbidity/Mortality Reviews

Mirrored after the Virginia Department of Health's Maternal Mortality Review model, Centra Women & Children's Services began holding quarterly Maternal Morbidity/Mortality Reviews and the Pediatric Morbidity/Mortality Reviews as a way to improve quality of care and safety for our patients. Each quarter, a team of experts reviews several cases and makes recommendations for the future.

## Maintained Exclusive Breastfeeding Rates

In 2019, the Mother-Baby unit worked hard to maintain exclusive breastfeeding rates:

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# Women & Children's Services Doing Big Things for Our Patients and the Community

*continued from page 30*

## Lynchburg Maternal Health Collaborative

Women & Children's Services organized and formed a Lynchburg Maternal Health Collaborative with members from many community organizations, including Lynchburg Health Department, HumanKind (Healthy Families and the Motherhood Collective), Patrick Henry Family Services, CMG Lynchburg Family Medicine Residency, YWCA Central Virginia, Horizon Behavioral Health, CMG Women's Center, Lynchburg Community Action Group, Virginia Department of Social Services, Women's Health Services of Central Virginia, Johnson Health Center, United Way of Central Virginia, Free Clinic of Central Virginia, Miriam's House, Blue Ridge Pregnancy Center, Postpartum Support Virginia, and community birth and postpartum doulas. The collaborative has been working to discuss available services for mothers in the community and to find solutions for known gaps.

## Perinatal Home Visiting – Community Paramedics

We collaborated with community paramedics to create a referral process for perinatal home visiting.

## PHQ-9 and 4Ps

Labor and delivery and the mother-baby unit started using both the PHQ-9 and the 4 Ps screening assessments in order to help identify expectant mothers who are facing issues related to substance use and perinatal mood and anxiety disorders and connect them to needed resources. These screenings are done at both admission and discharge.

## Maternal Safety Bundles

Women & Children's Services implemented three AIM patient safety bundles from the Council on Patient Safety in Women's Healthcare:

- Maternal venous thromboembolism
- Obstetric hemorrhage
- Severe hypertension in pregnancy

## Hypertension Bracelet Program

Silicone bracelets were ordered and are now given to all moms with hypertension issues upon discharge. These moms are instructed to keep the bracelet on until they are cleared in their six-week appointment, in order for them to get rapid and appropriate care in case of a hypertensive episode.

## Life Beyond Centra

Life Beyond Centra discharge education booklets were created, and distribution began on the mother-baby unit in summer 2019. These replaced the previous folders and loose papers, providing an easier and more concise educational resource for families to reference once they go home.

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# Women & Children's Services Doing Big Things for Our Patients and the Community

*continued from page 31*

## Medication Disposal Trial

We were approved and received 2,500 medication disposal packets from AmerisourceBergen Foundation to be distributed to patients after surgery requiring pain medication.

## Volunteer with Habitat for Humanity

Leadership in Women & Children's Services volunteered to work with the Habitat for Humanity on a service project in the community.

## Pediatric Specialty Center Remodel

Funding was raised by the secured through the Children's Miracle Network Miracle Ball for a remodel for the Pediatric Specialty Center.

## BabyCare Program (Lynchburg Health Department)

We collaborated with the Lynchburg Health Department to bring back the BabyCare program. BabyCare is a Medicaid-approved home visiting program designed to foster safe and healthy pregnancies and healthy babies by coordinating services and providing education.

**Kim Price, DNP, MBA, RN, NEA-BC**

*Director of Women & Children's Services*

# Extracorporeal Membrane Oxygenation (ECMO): Improving Care for the CPR patient

Extracorporeal cardiopulmonary resuscitation (ECPR) is an exciting therapy that our ECMO team offers to a certain demographic of patients who are not responding to conventional advanced cardiac life support. Our ECMO team, led by Peter Martin, ECMO coordinator, and Christian Butcher, MD, ECMO medical director, has already successfully saved lives with this program.

In 2019, we partnered with the Lynchburg Fire Department to conduct a trial of the program within the confines of the city of Lynchburg. Existing ECPR programs were reviewed and very specific patient criteria were established to help our emergency medical services (EMS) partners and the emergency department successfully identify patients that would potentially have positive outcomes with this new program.

When a patient in the community suffers a cardiac arrest, bystanders may start cardiopulmonary resuscitation (CPR) and call 911. Our EMS partners have been trained to identify candidates who suffer cardiac arrest in the community. When a potential candidate is identified, a phone call is made to activate our ECMO team. At this point, simultaneous processes begin. The EMS agency arrives on scene and initiates advanced cardiac life support while the ECMO team at the hospital prepares the equipment necessary to initiate ECMO (extracorporeal life support) in which a pump and artificial lung are attached to a patient via cannula. The ECMO machine can then oxygenate and pump the patient's blood, giving the patient's heart time to recover. ECPR has the potential to save the lives of patients that otherwise would not have survived.

This service is available to our patients inside the hospital, and we have already seen positive outcomes.



# Pulmonary Hypertension Care Certification

Centra Lynchburg General Hospital (LGH) and Lynchburg Pulmonary Associates (LPA) were awarded accreditation as a Regional Clinical Program (RCP) in August 2019. A Pulmonary Hypertension Association (PHA)-accredited RCP is a regional pulmonary hypertension center that proficiently evaluates pulmonary hypertension patients based on published evidence-based guidelines and provides expert treatment of PHA patients. LGH/LPA is one of 13 programs in the country to obtain this designation. This is evidence of the excellent care given by our provider, nursing, respiratory, therapies, and pharmacy staff who invest in our patients' lives.



John Plankeel, MD, pulmonary hypertension specialist; Heather Mayberry, pulmonary hypertension clinical coordinator and clinical nurse specialist; and a team of interprofessional caregivers began the process for collaborative program accreditation from the Pulmonary Hypertension Association's (PHA) Pulmonary Hypertension Care Centers (PHCC) in early 2019.

The PHCC recognizes centers with expertise in pulmonary hypertension that seek to improve the overall quality of care and outcomes of patients with pulmonary hypertension, particularly pulmonary arterial hypertension. This joint endeavor between LGH and LPA demonstrates the ability to deliver quality patient care across the continuum for patients living in our region with pulmonary hypertension, a complex, life-threatening, often misdiagnosed disease.



# Stop The Bleed – Saving Lives

Uncontrolled bleeding is a major cause of preventable deaths. Approximately 40 percent of trauma-related deaths worldwide are due to bleeding or its consequences, establishing hemorrhage as the most common cause of preventable death in trauma. Research completed by trauma surgeons after the Sandy Hook School shooting in Newtown, CT, demonstrated that patients have an increased chance of survival after traumatic hemorrhage if measures to control bleeding are initiated by the lay public before medical help arrived.

Using the knowledge gleaned from Sandy Hook, trauma surgeons from the American College of Surgeons developed expert recommendations on how to improve victim survival following traumatic injury by empowering trained bystanders to take life-saving action if quickly needed, regardless of the situation or cause of severe bleeding. Stop the Bleed, a national public awareness campaign, was launched by the White House shortly thereafter, with a call to action to begin training more people to become immediate responders until professional help arrives.



Centra Trauma Services began to offer Stop the Bleed Community Outreach Education in the fourth quarter of 2018. Centra's trauma program is led by Kelly Brown, MSN, MHA, RN, NEA-BC, TCRN, Trauma Program Manager. Monica Jackson, BSN, RN, and Allison Schmitt, BSN, RN, Centra trauma nurse specialists, along with Chris Parker, MSN, RN, CNL, CFRN, CEN, TCRN, CPEN, NRP, flight nurse for Centra One / emergency department RN, provide standard Stop the Bleed education combining didactic education with hands-on practice regarding the correct application of a combat application tourniquet (CAT) and wound packing using hemostatic gauze. Emergency department trauma nurse leaders, Trauma Services staff and emergency department staff completed Stop the Bleed instructor training and provide additional instructor support during these educational events.

Taking Stop The Bleed education one step further, Allison and Monica collaborated with Johanna Derrenbacker, MSN, RN-BC, CHSE, director of Central Virginia Center for Simulation and Virtual Learning, to incorporate a simulation experience at the end of the education to allow the participants to practice bleeding assessment and implementation of bleeding control initiatives.

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# Stop The Bleed – Saving Lives

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Since inception of Stop the Bleed community outreach education in 2018, Centra Trauma Services has facilitated the education for 910 participants, with 854 of those occurring in 2019. Groups that have completed Stop the Bleed education include public school representatives from Lynchburg and surrounding counties, Liberty University and University of Lynchburg nursing students and employees, local law enforcement and SWAT teams, ACPS Transportation Department, Virginia State Park employees, Centra employees and members of the local EMS staff. The largest class facilitated in 2019 culminated in 380 Amherst County Public Schools successfully completing Stop the Bleed Education in one day.



Along with dedicated Stop the Bleed classes, Centra Trauma Services is collaborating with the Lynchburg Fire Department to provide hands-only CPR training along with Stop the Bleed education to the general public. These quarterly events are held at various parks and recreational centers throughout Lynchburg City and are geared toward bringing this life-saving education to the community, thereby fulfilling the mission of empowering bystanders to become first responders that can manage traumatic hemorrhage until professional help arrives.

References: [Stop the Bleed.org](http://StoptheBleed.org), [Stop the Bleed Coalition.org](http://StoptheBleedCoalition.org)

# Centra Excellence In Nursing Awards

The Centra Excellence In Nursing Awards are given annually to those staff nominated and chosen by their peers for their exceptional impact and devotion to duty while acting on behalf of patient care. It is a prestigious honor that serves to recognize the best of the best within our organization. Recipients were formally honored for Nursing Excellence at a banquet held at University of Lynchburg on May 23, 2019.

## Centra Excellence in Nursing Award Recipients

### **Excellence in Community Service Award**

Lya Sinclair

### **Exemplary Professional Practice Award**

Natalie Enoch

### **Partner in Caring Award**

Carrie Crank

### **Structural Empowerment Award**

Pachi Decarvalho

### **RN-Physician Collaboration Award**

Laura Greer

### **Wisdom in the Workplace Award**

Sharon Connelly

### **Excellence in Nursing Leadership Award**

Cathy Goad

### **Transformational Leadership Award**

Samantha Elder

### **New Knowledge, Innovations, & Improvements Award**

Ashley Taylor

### **Collaboration Team Award**

Garry Gellert

### **Rising Star**

Jennifer Yates

### **Magnet Nurse of the Year**

Tiffany Kidd

### **Licensed Practical Nurse- Clinical Practice Award**

Kellie Dryden

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# Centra Excellence In Nursing Awards

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## **Award nominees include:**

### **Partner in Caring Award**

Deborah Barnett  
Kay Bonyak  
Tammy Bryant  
Tammy Cox  
Sharon Hayes  
Dani Liggins  
Emily Orme  
Cassidy Styles  
Clarissa White Johnson

### **Excellence in Nursing Leadership Award**

Tasha Dean  
Stacey Ellis  
Anna Hagner  
Annette Henderson  
Brandy Knabb  
Margo Kollman  
Katherine Manning  
Peter Martin  
Julie Martin  
Holly Pucket  
Tina Raris  
Bridgette Smoot  
Stacey Tribbett

### **Collaboration Team Award**

Katherine Manning-3 East Surgical Unit

### **RN-Physician Collaboration Team Award**

Kay H. Bonyak, NP  
Armond McGibbon, MD  
John Pierce, MD  
Richard Zhang, MD

### **Magnet Transformational Leadership Award**

Crystal Daniel  
Angela E. Shearer  
William Fix  
Cathy Goad  
Margo Kollman  
Tiffany Lyttle  
Rebecca Rose  
Amanda Turner  
Jackie Weaver

### **Magnet Structural Empowerment Award**

Sylvia Denton  
Heather Neighbors  
Jennifer Schenkel  
Hannah Swaby  
Tiffany Wells

### **Magnet Exemplary Professional Practice Award**

Kimberly Case  
Lauren G. Haskins  
Rebecca Houser  
Kristy Mays-Myers  
Marjorie Riner  
Judy Ward

### **Rising Star Award**

Rachel Ballou  
Katie Bryant  
Katie Davis  
Taylor Driggers  
Luke Hanna  
Ashlee Harms  
Samantha Holt  
Larisa Kerrigan  
Jessica McCormick  
Rachel Morris  
Sydney Pugh  
Kaila Sledge  
Erica Willoughby

### **Excellence in Community Service Award**

Matt Powell

### **Magnet New Knowledge, Innovations & Improvements Award**

Ashley Taylor

### **Magnet Nurse of the Year Award**

Chas Murray  
Sarah Smith

### **Wisdom in the Workplace Award**

Jennifer Anderson  
Judy Burks  
Melissa P. Carrico  
Holly Carson  
Aimee Foster  
Vickie Kerr  
Christie Knight  
Pam McDaniel  
Marjorie Riner  
Stephanie Taylor  
Lisa Toms

### **Licensed Practical Nurse Clinical Practice Award**

Connie Jackson  
Lisa Moses  
Russell Walls



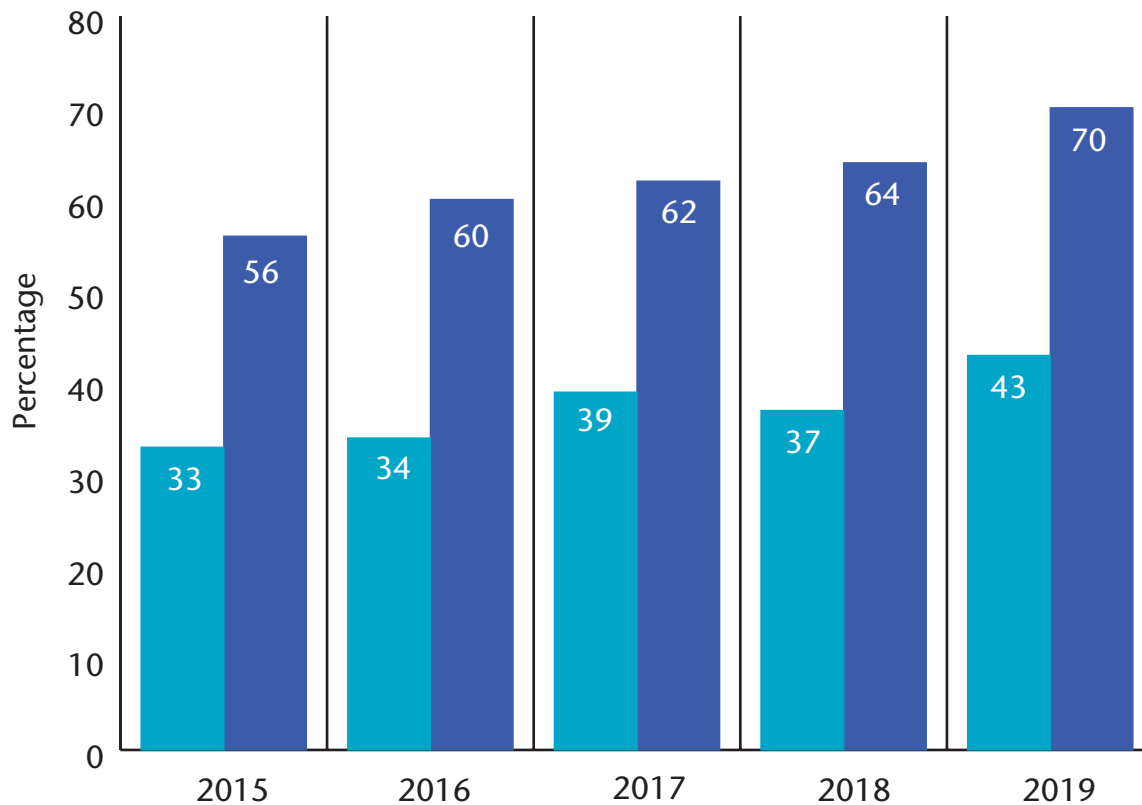
# Centra Nurses, Advancing Education And Certification



Centra nurses have taken ownership of their own professional development through advancing education and certification. Over the last four years, Centra nurses have steadily progressed in earning advanced degrees and achieving certification.

Centra supports advancing education through a RN-BSN program at the Centra College of Nursing, robust tuition reimbursement and flexible scheduling. Centra supports certification through certification reimbursement, participation in the Success Pays program and through offering of certification preparation programs.

Education and Certification Data  
LGH/VBH/CMG





New Knowledge, Innovations,  
And Improvements



CENTRA

# Virtual Learning – Improving Care Through Innovation

Centra's Virtual Learning Center is a healthcare simulation program that serves Greater Lynchburg. We are based out of Centra but work closely with students from the University of Lynchburg, Central Virginia Community College, and Centra College as well as professionals from healthcare agencies including Centra employees, Lynchburg Fire Department, and the Blue Ridge EMS Council. Our center enables healthcare professionals and students to apply knowledge and skills in a safe environment. The goal of the program is to allow for both personal and interprofessional growth. By engaging in our programs, students can achieve higher retention of knowledge and skills to improve overall patient outcomes across the spectrum of healthcare.

In 2019, the Centra's Virtual Learning Center had a very exciting year. In April 2019, the simulation programs were fully accredited by the Society for Simulation in Healthcare. This prestigious designation is awarded to programs that undergo a peer-reviewed, customized evaluation and demonstrate the desired outcomes and processes that are hallmarks of quality healthcare simulation. Our programs were accredited in the area of core standards as well as teaching and education.

The Virtual Learning Center also began to implement "In-Situ" simulation programs throughout the organization. In-Situ refers to simulation that takes place in the actual patient care environment so to attain a high level of realism. Our team has led and facilitated the following in-situ simulation programs at Centra:

**ECMO/eCPR Drill:** In 2018, Centra began a new program in which patients who suffer from a cardiac arrest either in hospital or in the near vicinity of the hospital can be transported to Lynchburg General Hospital emergency department and be placed on a heart/lung bypass machine. This machine significantly reduces the mortality rate of these patients. A simulation was developed in order to test the new process that encompassed Lynchburg Fire Department, the Centra emergency department, ECMO team and cath lab. The

simulation started with a patient simulator in a nearby business parking lot and was cared for and transported to Centra. This enabled Centra teams and the Lynchburg Fire Department to improve upon protocols, preparation, communication, and response prior to the actual start of the program.



**A-F Bundle in the Lynchburg General Intensive Care Units:** The A-F bundle helps to reduce the sedation used in intubated patients. A simulation was designed to allow nursing staff to practice their skills and knowledge in order to reduce the sedation and allow for early mobility and a quicker recovery for these patients. In a one-month time period, 178 nurses from our intensive care units, resource team and step-down units participated in a simulation involving an intubated patient. This simulation found 50 unique clinical application changes in practice to improve patient outcomes.

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# Virtual Learning – Improving Care Through Innovation

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**Birth Center Post-Partum Hemorrhage:** A post-partum hemorrhage is a life-threatening emergency among women who have just given birth. An interprofessional simulation was developed that included nursing staff, laboratory staff, respiratory therapist, radiology, physicians, advanced practice clinicians, and security in response to a “Code O” or obstetrical emergency. During our simulation, we identified several opportunities to improve communication and response as well as some departmental process improvements.

**Patient Sitters:** Patient sitters are an integral part of our care team at Centra. These individuals sit with patients who cannot be left alone to ensure their safety and protect them from falling or harming themselves. In 2019, a new procedure was put into place so that patient sitters can walk a patient who falls to the bathroom under certain criteria. In order to facilitate this new initiative, an educational program and simulation were developed to help instill basic safety principals. This was an eye-opening experience for our care team and had great impact on our patient sitters.

**PACU Simulation:** When patients exit the operating room, they are taken to the post anesthesia care unit, or the PACU. These patients are at risk for respiratory distress due to the medications received during a typical surgery case. A simulation was developed to practice for the high risk, but low volume occurrence of respiratory distress in these patients. This simulation occurred in the PACU with nurses, physicians and certified nurse anesthetists. During the simulation and debriefing, great discussions occurred regarding communication between providers and streamlined the process for this type of emergency.

**Urgent Care Cardiac Arrest Drill:** Our urgent care providers are a subset of the hospital that at times care with very sick patients but are not situated in a hospital environment to be able to fully care for medical emergencies. In the event of a cardiac arrest in one of the urgent care offices, staff will care for the patient until EMS can arrive and transport the patient to the emergency department. In order to practice this high risk, low volume occurrence, a simulation was developed that involved nursing staff, physicians, and office staff. This drill helped to bring about some minor room changes, departmental process improvements and review of educational concepts.



All of these simulations gave interprofessional caregivers the opportunity to discuss important safety goals in communication, teamwork, and continued educational development.

**Johanna Derrenbacher, MSN, RN, NPD-BC, CHSE**  
*Director of Simulation and Virtual Learning*



# Centra Nursing Research – Advancing Care Through Innovation



The late Virginia Henderson was a nationally known nurse educator and researcher from Virginia who made major contributions to the nursing body of knowledge. Centra is honored that Dr. and Mrs. George Hurt have established the Virginia Henderson Nursing Research Fund through the Centra Foundation. Their generous support influences nursing research, education, and excellence.

The Virginia Henderson Research Symposium, an annual event, celebrated 15 years of recognizing Centra's nurses for their continued patient-centered, holistic approach to care. Centra nurses gather evidence at the bedside, make observations, and add their own experiences to actively respond to patients and improve outcomes. This year the Virginia Henderson birthday celebration was held at the Eagle Eyrie Conference Center in Bedford County with more than 200 Centra nurse participants. The 15th annual event featured Centra nurses describing the history of research at Centra, successful collaboration and five additional projects completed at Centra during the year.

Linda Jenkins, MSN, RN, a retired Centra clinical nurse specialist, described the history of nursing research at Centra and the contribution of the Hurt family, honoring Virginia Henderson. Jenna Lloyd, MD, described the steps to successful collaboration and offered assistance to two teams with projects for 2020.

Tiffany Kidd, MD, presented *Improving Asthma in Pediatric Practice*; Tiffany Lyttle, BSN, RN described her study looking at isolation precautions in the MRSA colonized inpatients; and Elizabeth Dooley, RN, RRT, and Abigail Howe, MSN, RN, described the role of the nurse navigator in COPD patients, including readmission rates and CMS penalties (none for Centra in the last year – thanks to great nursing work). Elizabeth and Abigail were honored as podium presenters in New Orleans, where they represented Centra and presented their work with COPD patients.

Jacob Brumfield, BSN, RN, and Debra Poindexter, BSN, RN, presented a new approach to scheduling staff that has reduced the number of weekends staff are required to work, decreased the use of traveling nurses, and

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# Centra Nursing Research – Advancing Care Through Innovation

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supported Centra's financial vitality. Dr. Kidd and Karen Tucker, RN-BC, presented an approach to decreasing the Pediatric Discharge process that improves patient satisfaction.

Heather Mayberry, MSN, RN-BC, presented her team's work with patients diagnosed with pulmonary hypertension and Centra's *Journey to becoming a Pulmonary Hypertension Regional Clinical Program: The Importance of Team!* Congratulations Heather and team!

The annual Virginia Henderson Excellence in Nursing Research Award was presented to Tiffany Lyttle, BSN, RN, for her project evaluating the use of isolation for MRSA colonized in-patients. Tiffany works as a nursing supervisor and on the nursing resource team. The Virginia Henderson Excellence in Nursing Research Award for advanced practice was presented to Heather Mayberry, MSN, RN-BC, ACNS-BC, CCRN, RCIS, for leading the way to Centra becoming a pulmonary hypertension regional clinical program. Heather is a clinical nurse specialist covering the MICU, STICU, and IMU units at Centra.

*Congratulations to all winners!*

In addition to these presentations, there were 16 poster presentations by Centra nurses showcasing other completed works.

## Poster presentations

**Better than Gold? A Quality Improvement Study of STI Testing among Pediatric Sexual Assault Patients** – Donna Kling BSN, RN, SANE-A, SANE; Ginger McCall BSN, RN, SANE-A; Amy Snead BSN, RN; Jessica Taylor, RN; Rhonda Sabra BSN, RN; Amy Rowan RN; Mary Corbett, RN; Lisa Schmitt, RN; Julie Martin BSN, RN; Brooke Stratton, RN.

**Innovative Scheduling to Reduce Nurse Vacancy on Inpatient Unit** – Jacob Brumfield, BSN, RN; Debra Poindexter, BSN, RN.

**Stage 1 or 2 Pressure Injury or MASD: Promoting Accurate Staging and Recognition** – Andrea Wild-Gingaleski, BSN, RN; Roscella Taylor, BSN, RN; Maria Scott, RN.

**Drowning in Readmits? Respiratory Navigation, A Breath of Fresh Air** – Abigail Howe MBA, BSN, RN; Elizabeth Ellen Dooley RN, RRT.

**Conceptually Speaking: The Impact of Changing to a Concept-Based Curriculum** – Ashley Foster, BSN, RN; Angela Graham, MSN, RN, COS-C; Dana Grant, DNP, RN; Ashley Henry, BSN, RN-BC; Susan Martin, BSN, RN-BC; Shelby Rigsby, BSN, RN; Meghan Staton, BSN, RN.

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# Centra Nursing Research – Advancing Care Through Innovation

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**Reducing Central Line-Associated Bloodstream Infections Through Implementation of Sequenced Central Line Dressing Change Kits** – Heather Mayberry, MSN, RN-BC, ACNS-BC, CCRN, RCIS.

**To Go Or Not To Go! Improving The Pediatric Discharge Process** – Tiffany L. Kidd, DNP, PPCNP-BC, CCRN-P, CPEN; Karen Tucker, RN-BC.

**Enhancing Strategies for Newborn Fall Prevention** – Melissa Carrico, BSN, RN, RNC-MNN; Michele Shelton, BSN, RN, RNC-MNN; Heather Neighbors, BSN, RN.

**Birth Warriors** – Jo Ann Davis, MSN, RN; Frances Hill, RNC, IBCLC.

**Fetal Heart Rate Documentation Policy Changes** – Tammy Bryant, MSN, RNC-OB, C-EFM; Shelley Rogers, BSN, RNC-OB.

**A Bedside Approach to Medication Safety** – Dana Grant, DNP, RN.

**Addressing Barriers to Medication Adherence: An Evidence-Based Screening Instrument Validation Study** – Donna Washburn DNP, RN, CNS, ACNS-BC, AOCNS; Ken Thompson, PharmD.

**Identifying the Correlation between Oral Care and Thrush in Neonates** – Tina Roark, RNC; Lisa Abbott, RN; Vicky Brunet, DNP, NNP-BC.

**Healthcare Associated Pressure Injuries Associated with Newly Inserted Percutaneous Tracheostomies in Intensive Care Inpatients** – Paola Richard, DNP, RN, ACCNS-AG, CCRN-K; Heather Mayberry MSN, RN, ACNS-BC, RCIS, CCRN; Ginger Coles MHA, RRT-ACCS, RRT-NPS; Susan Ore BSN, RN, CNRN; Rhae Newbill, BSN, RN, CCRN; Alisa Wilmer, RN; Leigh Anne Gilbert, BSN, RN, CCRN; Victoria Abbott BSN, RN.

**Palliative Care Consults** – Amber Marstin, RN; Gabrielle Barbir, RN; Lauren Gibson, RN; Sydney Pugh, RN; Kat Argon, RN; Megan Pendell, RN; Amanda Goff, RN; Danielle Goin, RN.

**Leading the Way to Prevent Pressure Injuries** – Christine Pickard, BSN, RN; Ki-amber Burton, BSN, RN; Tamaryn Whitmer, BSN, RN.

**Vicky Brunet, DNP, NNP-BC, CCRN**

*Director of Nursing Research*

# Centra Nursing Research Council – Cultivating Inquiry



Nursing research is essential for the development of scientific knowledge that provides nurses with the evidence to provide quality, cost-effective patient care. The Centra Nursing Research Council (NRC) fosters the spirit of inquiry around clinical practice. The Nursing Research Council facilitates nursing and multidisciplinary research that supports nurses and other healthcare providers in their goal to improve the outcomes of care for our patients and community.

The council supports nurses in the research process, educates nurses and others in the research process, communicates the results of institutional research activities and reviews research proposals. Representatives include nurse, advanced practice nurses, staff educators, local college faculty, medical librarian, unit managers, and frontline nursing staff.

Membership on the Nursing Research Council is open to all registered nurses employed by Centra who possess an interest in the conduct and utilization of research related to patient care. NRC members have received a recommendation for participation on the NRC from their reporting supervisor/manager or another council member. Members have knowledge and/or experience or an interest in the conduct and utilization of research either through their educational preparation or acquired experience in practice.

The NRC reviews all projects conducted at/on Centra facilities. The NRC has responsibility, along with the Institutional Review Board, for monitoring nursing research activities within the health system. These activities are undertaken so that optimum patient/staff samples and study results can be obtained for each investigator or investigative team. The NRC also offers a range of services to researchers and potential researchers to enable them to initiate and complete their projects as expeditiously as possible.

In 2019, the NRC reviewed 12 nursing proposals and five nursing research Intern at which over 200 Centra nurses celebrated with a birthday party for the late Virginia Henderson. The symposium showcased 10 Centra nurses as speakers and there were 16 Centra nurse poster presentations. Participants had the opportunity to interact with the researchers and their peers. New research ideas were developed that can have a significant influence on nursing practices at Centra. The NRC works with teams to build a knowledge base for nurses as they develop their nursing practice.

Healthcare is constantly changing in response to patient needs and societal trends. Improving patient care outcomes through the conduct of evidence informed research as well as the utilization of research findings in clinical practice across the organization is a key focus of the NRC.









Centra complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Centra does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

**Centra:**

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as: Qualified interpreters
- Information written in other languages

If you believe that Centra has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with our Grievance Coordinator by mail or phone at:

Grievance Coordinator  
1901 Tate Springs Road  
Lynchburg, VA 24501  
434.200.1557  
TTY number 711

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, DC 20201  
1.800.368.1019, 800.537.7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**English**

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1.434.200.3000 (TTY: 7.1.1).

**Español (Spanish)**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.434.200.3000 (TTY: 7.1.1).

**한국어 (Korean)**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1.434.200.3000 (TTY: 7.1.1) 번으로 전화해 주십시오.

**Tiếng Việt (Vietnamese)**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1.434.200.3000 (TTY: 7.1.1).

**繁體中文 (Chinese)**

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1.434.200.3000 (TTY: 7.1.1)。

**العربية (Arabic)**

مكالمات ومساعدة مجانية متاحة لجميع الناطقين باللغة العربية. اتصل بنا على 1.434.200.3000 (رقم الهاتف: 1.1.7).

**Tagalog (Tagalog – Filipino)**

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1.434.200.3000 (TTY: 7.1.1).

**فارسی (Farsi)**

دسترسی‌های رایگان خدمات ترجمه و تفسیر در دسترس است. برای اطلاعات بیشتر، با ما تماس بگیرید. شماره تلفن: 1.434.200.3000 (TTY: 7.1.1).

**አማርኛ (Amharic)**

ማሳሰቢያ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አገልግሎት ድርጅቶቻችን በነጻ ሊያገኙዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1.434.200.3000 (መስማት ለተሳናቸው: 7.1.1)።

**اُردُو (Urdu)**

1.434.200.3000 (TTY: 7.1.1) پر کال کریں۔ ہمیں باکست میں ترمیم و ترجمہ کی خدمات فراہم کی جاتی ہیں۔

**Français (French)**

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1.434.200.3000 (ATS: 7.1.1).

**Русский (Russian)**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1.434.200.3000 (телетайп: 7-1-1).

**हिंदी (Hindi)**

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं 1.434.200.3000 (TTY: 7.1.1) पर कॉल करें।

**Deutsch (German)**

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1.434.200.3000 (TTY: 7.1.1).

**বাংলা (Bengali)**

সহায়তা: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন ১- 1.434.200.3000 (TTY: 7.1.1)।





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