OUR MISSION
IS TO PROVIDE
PATIENT-CENTERED
EVIDENCE-BASED
HEALTHCARE
The birth of a baby. The passing of a loved one. An illness, an injury, a cure. Many reasons bring people to Tallahassee Memorial HealthCare, but each brings members of our community to us at their most vulnerable.

Time and again, I hear from patients and families about the extraordinary care and compassion that Tallahassee Memorial nurses provide – their expertise, dedication and support. In the midst of the stressful reasons that bring people to TMH, many remember the human caring they received. A nurse’s smile or reassuring hug – they truly have the power to make being sick or injured just a little bit better.

The nurses who take care of patients at TMH are the best-of-the-best. Over this past year, our nurses have provided skilled care to patients while advancing the practice of nursing across the globe.

Providing expert care isn’t about doing one thing well, it’s about doing a myriad of things with precision. Nursing involves rigorous education and evidence-based practice, something the record number of certified nurses at Tallahassee Memorial know well. We’ve seen the number of certified nurses grow exponentially. For example, nearly half of our nurses in the Children’s Center are Certified in Pediatric Nursing (CPN). These certifications signify a level of competency that goes beyond, making them subject matter experts in their field.

We’ve also seen our Nurse Residency Program expand, adding new cohorts and keeping more graduate nurses in the halls of TMH. Now celebrating three years, our program is the only accredited nurse residency program in our region. The program’s heavy emphasis on research lays the foundation for specialized nurses who continue to learn well into their careers.

The creation of a RN Clinical Educators program to assist in training new nurses and incorporate more evidence-based research into each unit is fueling our nurse’s passion for learning as well. Our Clinical Education Coordinators work in units across TMH, hold Bachelors of Science degrees in nursing, are experienced floor nurses and receive specialized training for education roles.

Every step of the way, our nurses are showing their desire to care, to provide the human touch, not only for their patients, but also for each other. After all, being a nurse – the essence of providing care – isn’t something that turns off when nurses leave their shifts. Tallahassee Memorial’s nurses are caregivers for our community, for their families and friends, for each other. We couldn’t be more proud of the work they do.
Human Caring

At Tallahassee Memorial HealthCare, we are committed to our mission to transform care, advance health and improve lives. Our nursing mission is to provide patient-centered, evidence-based care to each and every patient during each and every shift.

Nurses transform care through research and implementation of evidence-based practices, like the work they’ve done to reduce falls. Our nurses advance the health of their patients through education and teaching; explaining to patients with heart failure how to care for themselves by eating a well-balanced diet; documenting their weight and monitoring their blood pressure. This education shows tangible results by helping patients stay well, preventing future hospitalizations.

Tallahassee Memorial’s nurses improve lives by partnering with physicians, practitioners and clinical professionals to support patients and families through procedures, surgeries, interventions and recovery. Care is centered on the patient and family. A relationship develops the moment the nurse connects with the patient and family through a healing touch, a kind word, clinical interventions and listening carefully to understand the patients’ desires, preferences and wishes. It is the human connection, the relationship, which makes all the difference for patients and families.

Nurses have a tremendous capacity for human caring and it starts with the relationship. Relationship-based care is composed of three important relationships: the nurse’s relationship with the patient and family, the nurse’s relationship and understanding of one’s self, and the nurse’s relationship with TMH colleagues. When nurses listen to a patient’s fears and anxieties; help a patient walk for the first time after a procedure or surgery; administer medications; change a dressing or teach patients how to deep breath, cough and use an incentive spirometer, they listen to the stories the patients tell. Those stories give nurses an understanding of what is most important to the patient, what matters the most to them. Nurses convey caring, respect, concern and compassion. They care for themselves by knowing what causes stress, understanding personal needs and values, and knowing how to balance work and life. TMH FOR LIFE, a program that encourages and supports healthy eating, exercise, wellness and work-life balance, brings nurses together with TMH colleagues and community members to build lasting relationships.

Recently, TMH colleagues attended a mindfulness retreat that focused on caring from within, reflection, contemplation and finding meaning in our everyday lives. It is about relationships and human caring.

On every floor, in every unit, in every department, nurses are always there for each other - when diagnosed with breast cancer, at the loss of a child or spouse, when a new nurse arrives in this country with only the clothes on his/her back. It is human caring that propels nurses into action. Sending cards, flowers or love notes. Baking, cooking or donating time and money to make a difference. It’s all about human caring. Nurses care in ways unseen and unsung – 24 hours a day, 7 days a week – with great compassion, generosity of spirit and kindness of heart.

When we care for ourselves, and each other, we are better able to care for our patients and families – physically, emotionally and spiritually.

The stories you will read in this Nursing Annual Report are a celebration of those relationships, that human caring.

I truly thank each nurse for feeling, believing and living our mission.
Nurses Embody ICARE VALUES 2016

INTEGRITY
Kathleen is seen as a shining example of integrity in the Heart and Vascular Outpatient Care Unit. She’s regarded as someone who goes above and beyond the call of duty to provide the best possible care to her patients, a true example of integrity. Her dedication and passion for nursing is clear to her patients and colleagues alike.

Kathleen’s fellow nurses see her trying each and every day to be a better nurse than the day before. They all agree that Kathleen is the nurse they would want taking care of their family.

KATHLEEN DOBERT, RN, CAPA
Heart & Vascular Outpatient Care Unit

COMPASSION
Nursing is an art and a science; it bridges the physical and emotional aspects of care. In Tallahassee Memorial’s Cardiac Progressive Care Unit, Matt Thompson is a model of a nurse’s compassion. Matt is dedicated to caring for his patients’ physical and emotional needs, working to determine what will make a difference in their lives and what matters to them.

Matt’s compassion doesn’t stop there. He is also known as a caring and steadfast colleague, someone who will always be there to help.

MATTHEW THOMPSON, BS, RN
Cardiac Progressive Care Unit
Jadah takes responsibility in every facet of her job as a nurse at Tallahassee Memorial. As a nurse on the Outpatient Surgical Unit, Jadah provides unparalleled care to her patients, as evidenced by their letters of appreciation. As a charge nurse, Jadah is accountable as a leader to her unit, facilitating success and staying calm under pressure.

As a colleague, Jadah has shown her dedication to improving Tallahassee Memorial through her work on Interdisciplinary Share Governance, as well as improvement projects in her unit.

ACCOUNTABILITY

Respect is an essential element in providing care, and Steve is known for providing “extreme consideration to others” on a daily basis. Be it a patient or colleague, Steve is able to provide the type of attention needed in any given situation. His ability to comfort patients, not just in times of medical need but emotional need, showcase his true concern for those around him.

Steve’s unwavering dedication to providing respectful and excellent patient care is an example to those he works with and those he serves.

RESPECT

Time and again, nurses who work with Lorianna remark on her dedication to excellent patient care. Lorianna is regarded as thorough and provides excellent care with compassion. She works tirelessly to answer each and every question, caring not just for her patients, but for their families as well.

Lorianna’s ability to create a relationship with her patient and their family enable her to provide excellent care on every level.

EXCELLENCE
Each day at Tallahassee Memorial HealthCare there are thousands of nurses dedicated to improving the quality of patients’ lives. There are also a growing number of nurses who are dedicating themselves to becoming certified in a specialty area. These nurses are truly furthering not only themselves, but the practice of nursing at Tallahassee Memorial and, most importantly, providing a specialized level of care for patients.

“We’ve seen our nursing certification rate grow exponentially this year and that’s a testament to our nurses’ commitment to advancing professional practice,” said Barbara Alford, MSN, RN, Tallahassee Memorial’s Chief Clinical and Nursing Officer. “Our certified nurses are dedicated experts in their field and we are so proud of their accomplishments.”

According to the American Board of Nursing Specialties, nursing certification is an objective measure of knowledge, which validates that a nurse is qualified to provide a high level of specialized nursing care. Tallahassee Memorial is proud to be home to 234 certified nurses. An amazing 43% of the Children’s Center nursing staff holds a Certification in Pediatric Nursing (CPN). Not only does this certification recognize their mastery of a rigorous body of knowledge in pediatric content, but it also validates their skills and abilities in a defined role and clinical area. This high level of certification doesn’t magically happen overnight, a CPN requires these elements:

- A Registered Nurse (RN) License in the state they practice in
- RN Licensed for at least two years
- A minimum of 1800 hours of pediatric clinical experience completed within the past 24 months
- Or a minimum of 5 years as an RN in pediatric nursing and 3,000 hours in pediatric nursing within the last five years with a minimum of 1000 hours in the past 24 months
- Completing 30 hours of continuing education in pediatric nursing within the past three years

Tallahassee Memorial’s certified nurses represent a wide array of specialties and service areas. Over the past year, we’ve seen an increase in nurses becoming certified, but the Children’s Center has seen the greatest increase in certified nurses.
Tallahassee Memorial’s CPNs demonstrate improved ability to detect early signs and symptoms of clinical complications and greater autonomy and enhanced collaboration with other professionals.

The CPNs at TMH exemplify their belief in life-long learning and a dedication to providing the best quality of care to their patients. “We pride ourselves in offering the most experienced nursing team in the region to care for our pediatric patients and now TMH has the most nurses in Tallahassee with a Certification in Pediatric Nursing,” added Connie Styons MSN, RN, Administrator of Women’s and Children’s Services at TMH. “This is not an easy accomplishment and we are very proud of our CPNs in achieving this level of professional development and patient care.”
Nursing Advancement

Advancing professional nursing practice to achieve health and wellness.

Certified Ambulatory Care Nurse
Claudia Cooper
Patty Hatcher
London Whittington
Sarah Young

Certified Ambulatory Perianesthesia
Mary Atteberry
Kathy Dobeart
Barbara Dodson
Julia Wester

Certified Cardiac Surgery
Darlene Loftis

Certified Cardiovascular RN
Ken Allen
Paula Carroll
Kirsten Ebbesen
Lee Wasson

Certified Case Manager
Florence DeBose-Jones
Valerie Foster
April Grams
Desiree Guthrie
Jill Parker
Cindy Reid

Certified Diabetes Educator
Katherine Owen
Kim Rohrbacher
Susan Ross

Certified Dialysis Nurse
Linda Harris
Vanessa Unglaub

Certified Emergency Nurse
Michelle Barnett
Cheryl Barton
Rachel Busby-Drewek
Libby Coram
Sandy Curtis
Karen Farris
Ellen Fennimore
Nicki Marquardt
Deb McCallister
Terri McGowan-Repasky
Kim Meals
Val Mullins
Cory Nayfield
Alicia O’Brien
Cybill Robinson
Terry Schneider
Jenny Lee Stark
June Waltz
Rick Weikleenget

Certified Flight RN
Metra Weaver

Certified Hospice and Palliative Nurse
Lisa Dees

Certified Infection Control
Jane Chesser

Certified Informatics Nurse
Debra Edson
Sherry Gatlin
Debora Lee
Karen Stump

Certified Inpatient OB Nurse
Pari Amirzadeh Asl
Tina Bailey
Heidi Chavers
Sharon Dewit
Connie Henry
Vicky Kelly
Paula Nichols
Sherry Palmer
Glenn Powell
Erin Roberts
Ariel Wheeler-Sessions

Certified Lactation Consultant
Sydney Adams
Lana Brock
Mary Canova
Heidi Chavers
Amber Delaney
Katelyn Desorcy
Tracy Duke
Angela Goodson
Shareese Hardy
Liz Miller
Elaine Montes
Brenda Yoshikawa

Certified Maternal Newborn Nurse
Emmaly Karl
Dana Silvia
Gail Simpson

Certified Med-Surg Nurse
Christine Allen
Katherine Ais-Cruz
Jane Banes-Egina
Rebecca Burnett
Karl Cousineau
Lisa Early
Shay Facey
Mary Groce-Madison
Sandy Higham
Kyra Jenkins
Christyna Lloyd
Girle Manzo
Jonah Montano
Kimberly Pichard
Angela Powell
Lydia Robinson
Susan Rojas
Deborah Smith
Andy Tomberlin
Tanika Williams

Certified Neonatal Intensive Care
Judith Danford
Scott Levengood
Becky Stewart
Monica S. Tucker

Certified Neuroscience RN
Caroite Davey
Christie Schremser
Teresa Tawaran
Nancy Anne Teems

Certified Nurse Executive
Barbara Alford
Norman Pasley

Certified Nurse Manager Leader
Marsha Hartline

Certified Nurse Operating Room
Cheryl Bageant
Susan Branham
Angie Colwell
Kristina Dupler
Karen Sutton
Debora Swoberda
Anne White

Certified Orthopaedic Nurse
Selah Barfield
Barbara Barrineau
Anna Crandall-Lynn
Brittany DeCastro
Shiela Evans
Mohamed Moustapha
Megan Walker
TMH actively supports nursing advancement by recognizing and rewarding achievement through education differentials, certification differentials and a professional development compensation system. Currently, almost 240 nurses hold specialty nursing certifications or advanced practice licensure.

Certified Patient Experience Professional
Linda Reiser

Certified Pediatric Nurse
Lauren Balberchak
Julie Capas
Erin DeGroff
Ashley Evelo
Ashlynne Feely
Catherine Hanks
Rebecca MacDonell
Denise Marr
Taylor Ohms
Chelsey Parsons
Donna Ranner
Jenny Stark
Leah Stephenson
Kristin R. Weaver
Natalie Welker
Louisa L. Williams
Emilee Wood

Certified Radiologic Nurse
Paige Peterman

Certified Rehab RN
Claudia Cooper
Sabrena Penney
Lydia Sanders

Certified RN Assessment Coordinator
Sharon Spooner
Trish Turner

Certified SANE
Kathy Walker

Certified Sterile Process Mgr
Toni Piper

Certified Stroke RN
Jaamela Howell
Ellen Jablon
Vivian Lacap
Robert Lachica
Dan Moore
Amelia Tan
Teresa Tawaran

Certified Vascular Access RN
Frederick Baudoin D’Ajo
Joy Caldwell
Sonji Craig
Mariela Louissaint
Jenora Turnipseed

Certified Wound/Ostomy/Continence RN
Ellen Raymond
Beth-Anne Myers

Critical Care RN
Luisa Alvarez
Stephen Baxter
Laura Brown
Emma Bruss
Mary Burtsch
Nancy Cenedella
Kelly Chason
Theresa Cochran
Tommy Cochran
Mandy Collins
Sandie Curtis
Maria Espino
Christian Fabian
Andrew Farber
Gloria Fishburn
Linda Forrest
Tara Francis
Cari Funk
Teresa Gager
Heaven Harper
Nikki Hatcher
Meagan Herndon
Michelle Hudson
Kenya Kareem
Mei Lin
Darlene Loftis
Wendy Loy
Lisa Loyless

Petros Mavridoglu
Ashley Maxwell
Ruth McKain
Chrissy Minnick
Sarah Nash
Kathy Patterson
Annie Reynolds
Samara Sims
Patricia Quynn
Lynn Sleeth
Kevin Soike
Sharon Sollohub
Carol Stallard
Amy Townley
Catherine Tyler
Barbara Weeks
Marylu Williams
Lorianna Wilson

Lamaze Certified Childbirth Ed
Kathy Tafuri

MDS/PPS/RAI Certification
Mylinda Hevner

ONS-Chemo and Biotherapy Provide
Dana Miles

Pain Management Nursing
Kathleen Barnett

Progressive Care Certified RN
Nena Ampaguey
Cristina Biano
Maria Cleope
Keith Corbin
Christina Eckmедер
Karen Kelley
Callie Liggin
Lori Moreau
Shea Nelson
Sharon Solis
Deborah Uring
Nick Walker

Certified Post Anesthesia Nurse
Gail Brown

Certified Psych/Mental Health Nurse
Shirlene Baker
Pamela Bowles
Linda Chambers
Arlene DeCastro
Nancy Lewis

Certified Post Anesthesia Nurse
Gail Brown

Certified Psych/Mental Health Nurse
Shirlene Baker
Pamela Bowles
Linda Chambers
Arlene DeCastro
Nancy Lewis

Certified Psych/Mental Health Nurse
Shirlene Baker
Pamela Bowles
Linda Chambers
Arlene DeCastro
Nancy Lewis
Planting the Seed
for Compassionate Care

What goes through the mind of someone admitted to the hospital? What are their fears, their worries? The dominating concern is surely the reason they’re there – the injury, the illness. But below that, it’s the way their daily life will change. What they won’t be able to do anymore. What they’ll miss.

Life, after all, is a collection of moments – what you can and can’t do in those moments is what it’s all about. Facing the prospect of losing control over how you spend those moments can be terrifying.

One September night, William Patrick found himself immobile, in excruciating pain and on his way to the Tallahassee Memorial Emergency Center – Northeast.

“Since the summer, I’d been dealing with shooting pains in my right leg,” said William. “I attempted to work through the pain and mitigate it with medication and physical therapy, but on that night I just couldn’t stand it anymore.”

William arrived at the Emergency Center – Northeast and was promptly taken to Tallahassee Memorial’s Bixler Trauma & Emergency Center. A disc that was protruding in his back had ruptured; he needed immediate care and pain relief.

“Worse than the pain was the fear of how the injury would disrupt my life,” remembered William. “Not being in control of my own body deeply scared me.”

The questions, faces and tests of the ER can easily be overwhelming – sometimes all it takes is one person to make all the difference.

“Amid the confusing flurry of arriving at the emergency room, one person stepped up once I got to the floor. He took control and became the lifeline I needed to cope with my emergency,” said William. “His name is Ola Olayiwola.”

William was admitted to Tallahassee Memorial and immediately moved to the Neurosurgery Unit in preparation for surgery to fix his ruptured disc.

“When I first met William I made him a promise,” said Ola Olayiwola, RN, a nurse in the Neurosurgery Unit. “I told him we were going to make a plan to control his pain.”

Ola, who was completing his nurse residency Program at the time, reviewed William’s chart and the medications he was prescribed and mapped out a schedule for William that would allow him to be proactive in managing his pain, instead of chasing it.

“Ola explained my various medications, what they were, when to take them and what side effects some might have,” said William. “He was honest with me, kind and took time with my wife so she could be part of the process, too.”

At the time, William’s wife was pregnant with their third little one – they have two small children at home – and he was extremely worried about the effect his injury and his surgery would have on his life. Ola played a big part in helping William feel in control of his situation.

“I knew they were all pretty scared,” said Ola. “I talked with William and his wife about the pros and cons of his plan of care, I walked him through the process and made sure he felt comfortable.”

Ola’s dedication and compassion made all the difference for William.
"I’ve never in my adult life been faced with the prospect of not being physically able to take care of myself. I know my injury is far from the worst that passes through TMH doors every day, but it was my life," said William. "When Ola was around, I never once wondered if I was going to be OK. I just knew I would be."

Six days later, William was taking baby steps out of the hospital home to recover, but Ola’s impact stayed with him. William nominated Ola for a Daisy Award, a national program that recognizes nurses at hospitals across the United States.

"The TMH staff was fantastic. Honestly, without them, I’m not sure what would have happened to me. They have an incredible level of competence and dedication to patient care," said William. "But Ola stood apart. He had an intuitive understanding of where I was with respect to my health at all times. He’s got a gift. I can’t tell you how much my wife and I still appreciate his service."

Ola, who won the Daisy Award, knows he’ll never forget taking care of William.

"It was one of my most emotional patient experiences yet," said Ola. "Nursing is a caring job. If my patients are smiling it’s a good day – no matter what may have happened."
Like almost everyone who comes to the emergency room, Ed and Linda Huck were scared when they were taken by EMS from a local walk-in clinic to Tallahassee Memorial’s Bixler Trauma & Emergency Center. Ed was suffering from what they thought was bacterial pneumonia and his breathing was becoming more and more difficult.

“I really wasn’t sure I was going to make it,” said Ed.

Thankfully, although frightened, the Hucks found what all families who walk through Tallahassee Memorial’s emergency room doors find: life saving care and compassion.

Ed’s condition took him directly up to the Intermediate Care Unit (IMCU) for constant monitoring. There, hooked up to IVs and a breathing apparatus, Ed met Shana Geil, RN. Shana was administering medication to Ed and stayed in his room to document his chart when things took a turn for the worse. Ed’s fingertips and lips began turning blue – Shana took quick action to ensure Ed was breathing and to stabilize him.

“When my patients are critically ill I always stay in the room to monitor them while I chart,” explained Shana. “Ed was very sick, so I stayed in the room to keep an eye on him. I’m really glad I did.”

Throughout Ed’s stay, Shana kept a watchful eye. She made sure Ed had everything he needed, including a Continuous Positive Airway Pressure (CPAP) machine and a humidifier so he could sleep at night. She also became Ed’s resource as he was prescribed more medication.

“Shana saved my life. Her level of professionalism and compassion was amazing. She was an advocate for Linda and I; she even came in at the end of her shift to make sure I was OK before she left. She is an outstanding nurse,” shared Ed.

Thankfully, Ed was discharged after about a week in the hospital. He recovered well, and has a new passion for promoting the kind of care he received from Shana and the nurses at Tallahassee Memorial.

“Not only did I nominate Shana for a Daisy Nursing Award, but I’ve also donated to the Tallahassee Memorial HealthCare Foundation to support training for nurses so that others can receive the same level of care that I did,” said Ed.

Ed’s donation was hand-delivered when he came back to personally thank Shana, and all the nurses who helped him at TMH.

“I’m not one for the spotlight,” said Shana. “But Ed’s kind words and generosity mean a lot to me. I’ve always treated my patients like they were my own family, it boils down to one simple idea: treat others the way you want to be treated. I’m glad I got to take care of Ed, and I’m proud that he’s supporting the nursing profession as a result.”

Treating Patients Like Family
From the Ground Up: Building Better Outcomes

What is the largest human organ? Our skin. It provides a blanket of protection from heat, cold, and forms a protective wall when external forces are looking to penetrate and cause damage. Sometimes the damage is caused from cells beneath the skin surface, and our skin needs to grow from the ground up. Wound identification, treatment, intervention and healing are not glamorous or glorified, but they are important to patients and families. Tallahassee Memorial’s inpatient wound care team is committed to protecting and healing our patients’ largest organ.

In 2016, TMH committed to, and approved, a formalized, structured, inpatient wound program, which expanded inpatient wound care services based on patient needs. The program is lead by Chris DeRosier, MD, Plastic Surgeon and Medical Director, and Beth-Anne Myers, RN, BSN, CWOCN, Nursing Supervisor. Caroline Yoder, George Kaplan and Sharon Aronovich round out the team of wound care experts.

Beth-Anne saw promise in the wound care field during her first year of nursing school. “From the first time I saw a wound vac being used, I knew this was an area of medicine that piqued my interest,” Beth-Anne said. She later went on to pursue advanced education in wound, ostomy and continence care from Emory University and is board certified in this specialty.

As the nursing leader, she has had the opportunity to develop the wound care program, and her expertise and passion are the driving forces. “I knew how I wanted to do it, but it was really pulling it together piece by piece,” Beth-Anne said.

The inpatient wound care team members act as consultants to patients, caregivers and clinical colleagues. They meet with and educate bedside nurses to develop a plan of care based on the best evidence available. When the patient gets ready for discharge, the team assists with the development of a plan for continued healing and wellness. “From Dr. Chris DeRosier championing this effort in the first place, to the genuine considerate, welcoming guidance from all physicians and nurses, each person was so kind,” shared Beth-Anne.

In the short time the program has been fully staffed and operational, the program has grown significantly and the team has seen many positive outcomes. “Even in the most complex of cases, staff has shown trust in our guidance and expertise,” Beth-Anne explained. After consulting on a necrotizing fasciitis case, Beth-Anne and her team were able to see the patient from admission to discharge. “We were able to see a wife and husband share a kiss on their anniversary and send him safely to long-term care.”

Beth-Anne could not be more proud of her team stating, “Before this service existed, nurses were doing their best. But now, we are able to provide those nurses wanting to learn with more knowledge, making them better equipped to handle situations in the future.”

The success sets the bar high for future goals. Beth-Anne wishes to see the team not only grown in numbers, but continue to provide excellent patient care. “Aside from the clinical aspect of simply doing wound care, I have sincere pride that we are all compassionate patient advocates. We care for the whole patient and family, not just the hole in the patient,” Beth-Anne said. “Every time a piece of my vision for the program falls into place, it is a success, no matter how small. It is not the work of one person, it is the efforts of every caregiver the patient encounters.”
INPATIENT WOUND CARE IS A NEW COLLABORATIVE EFFORT BETWEEN NURSING, PHYSICIANS AND ADMINISTRATION TO PROVIDE A COMPREHENSIVE TEAM TO ASSIST IN MANAGEMENT OF ALL ASPECTS OF WOUND CARE. OUR GOAL IS TO NOT ONLY PROVIDE CAREFUL BEDSIDE TREATMENT AND CARE, BUT THROUGH CREATION OF PROTOCOLS AND COLLEAGUE EDUCATION, ESTABLISH A SYSTEM-WIDE CULTURE OF PROACTIVE STRATEGIES TO TREAT AND PREVENT SOFT TISSUE FAILURE. I THINK AND HOPE OUR NEW SERVICE WILL CONTINUE TO GROW AND INTEGRATE INTO THE TMH SYSTEM AS A CRITICAL RESOURCE FOR OUR PHYSICIANS, NURSES AND, MOST IMPORTANTLY, OUR PATIENTS.

— Chris DeRosier, MD, Plastic Surgeon
Architects, engineers, designers, physicians, nurses, colleagues and even patients have had a say in the development of this expansive project.

Historically, nurses and patients would not have had as strong of a voice in the planning of a facility like this, but with TMH’s commitment to Patient- and Family-Centered Care, a set of nurses and a group of Patient and Family Advisors (PFAs) are now part of the design team.

“Our nursing team is committed to creating a facility that helps us to provide excellent care and is a space patient feel comfortable in, so we did our homework,” explained Nancy Anne Teems, RN, MSN, CNRN, Nurse Manager, Vogter Neuro Intensive Care Unit and Neuro Intermediate Care Unit. “We completed site visits to award-winning hospitals and interviewed staff members, nurses, patients and physicians to discover what design elements worked well for them and what needed improvement.”

For the past two years, the nursing leaders have helped to develop the schematic design of the facility. But the nurses and PFAs didn’t just see plans; they also had the opportunity to visit and interact with mocked-up intensive care and operating rooms. Through their feedback, the designs have been adjusted and new elements have been added, including a safe in each ICU room so patients and families can lock up valuables, lockers for the outpatient surgery
patients so personal items do not need to be carried through the recovery process and a separation of the café in the lobby so smells can be contained from patients fasting or experiencing nausea.

“By using the collaborative method with interdisciplinary teams, as well as patients and their families, there has been a successful combination of functional design with humanitarian delivery of care. The overall design goal was to create a healing environment that promoted safety, security, and efficiency for staff, patients, and families,” explained Kathy Patterson, ARNP, MSN, CCRN, Nurse Manager, Dalal Cardiopulmonary Intensive Care Unit and Cardiovascular Medical Surgical Intensive Care Unit. “The large patient ICU rooms have three zones for patients, care providers and family members. The care provider zone allows for flexible, patient-driven working configurations at the patient’s bedside that include an in-room computer for documentation. The patient zone includes whiteboards for team communication with family, beds, patient recliners and lifts to promote early mobility and efficient care transition. The family zone includes flexible furniture to accommodate overnight stays and lockable storage spaces.”

Gail Stewart spent 30 long days in the intensive care unit by her son’s side and supported him through 16 surgeries following an accident. During that time, she became very familiar with the facility, specifically the limitations of the ICU rooms in the current hospital. Through her experience with TMH, she was asked to become a patient and family advisor. Gail has shared her feedback with the design team to help the new center become more patient and family focused.

“At TMH, they have always treated me like it was an honor to care for me and I know that excellent patient care will carry over to the M.T. Mustian Center,” shared Monica. “A health crisis can really knock you back, but this new facility will be so warm and inviting. It should help visitors feel more at ease.”
Like any business or organization, Tallahassee Memorial HealthCare (TMH) operates with purpose. A purpose to deliver exceptional care, but also to regularly consider how every area of operation can improve.

As the heart of the health system, TMH nurses are no different. Working around the clock to care for patients, our nurses’ mission is to provide patient-centered, evidence-based care and they have made excellence in quality and safety a top priority.

“Our patients expect us to provide quality care and to keep them safe. That is why the nurse managers advanced their knowledge and practice, participated fully, from conception to implementation, to design and teach these best practices,” said Barbara Alford, MSN, RN, Tallahassee Memorial’s Chief Clinical and Nursing Officer. “They lead the way by teaching and assisting registered nurses in gaining skills and confidence, and better understanding how to translate evidence to bedside nursing practice. Acting as coach and guide, modeling best practices, nurse managers created a culture of shared responsibility achieving excellence in quality and safety.”

“First, we identified what areas could directly impact the overall patient quality and safety,” said Maggie Procunier, MSN, MHA/Ed., RN, Executive Director of Clinical Practice. “It came down to six key items that needed reinforced educational support.”

“OUR PATIENTS EXPECT US TO PROVIDE QUALITY CARE AND TO KEEP THEM SAFE. THAT IS WHY THE NURSE MANAGERS ADVANCED THEIR KNOWLEDGE AND PRACTICE, PARTICIPATED FULLY, FROM CONCEPTION TO IMPLEMENTATION, TO DESIGN AND TEACH THESE BEST PRACTICES.”

— Barbara Alford, MSN, RN
Tallahassee Memorial’s Chief Clinical and Nursing Officer
Effective Nursing Communication with patients and families

“We developed our poster incorporating the thoughts of Theodore Roosevelt who stated, ‘People don’t care how much you know until they know how much you care.’ Communication skills are necessary to convey information and collaborate with all members of the healthcare team, but especially to communicate information regarding care to patients and families. We value multiple methods to provide information but especially feel that the whiteboards provide timely and easily updated information, a visual reinforcement of the plan of care and identification of current caregivers so the patient can easily reach them for questions or care needs.”

— Tamra Giordano

Hand Hygiene

“Hands are the physical connection between patients and families. Because of this interaction, it is vital that proper hand hygiene is performed in order to decrease the spread of infection. Additionally, practicing proper hand hygiene in front of patients and families allows them to feel a stronger sense of mind knowing their nurses care for all aspects of their health.”

— Judith Danford
“Ineffective communication is the leading cause of sentinel events in acute care hospitals. Bedside reporting is the concept of giving shift report to the incoming nurse in the patient’s presence. There are many benefits to bedside reporting, which include supporting a culture of safety, building of staff relationships and increasing patient satisfaction. The goal is to engage the patient and family in conversation with the healthcare team in creating and understanding their plan of care.”

— Kristen Cantrell

“Hourly rounding involves each patient being checked on by either a nurse or a Patient Care Assistant, every hour during the day, and every two hours at night. During rounding, patients are assessed for such things as pain level, whether they need help going to the bathroom, can they reach their call light and phone, etc. This consistent rounding not only addresses basic needs, but it is reassuring to the patient knowing someone is coming back to check on them. In addition, research has shown an increase in the patient’s overall satisfaction with their care.”

— Marsha Hartline
Nurse Leader Rounds

“Through nurse leader rounds, nurse managers and charge nurses are seen as partners at the bedside, allowing patients to receive overall the best care. Being able to provide service recovery on the spot, nurse leaders are able to give real time feedback and provide service recognition and recovery on the spot. Additionally, leaders are able to direct issues that are not related to nursing to the appropriate people, allowing patients to feel heard.”

— Jessica Tonkin

Patient Identifications

“Patient identification is the number one national patient safety goal. Our patient identification process uses two identifiers that ensures patients are getting the correct interventions such as correct medications and treatments. This is aligned with our goal the provide excellent and safe care while improving lives.”

— Nancy Anne Teems
Onward and Upward

IF YOU CALL MS. HARRIETTE MCCARTER, AGE 90, ON THE PHONE YOU’RE LIABLE TO HEAR TWO WORDS: “ONWARD AND UPWARD.” IT’S ADVICE THAT HARRIETTE LIVES BY, SO MUCH SO THAT EVEN IF SHE’S NOT THERE YOU’LL HEAR THE REFRAIN ON HER ANSWERING MACHINE.

Clearly, Harriette is a vital lady, a characteristic she’s had throughout her life. A founding member of Holy Comforter Episcopal Church and School, she has championed – with gusto – her faith and church for more than 60 years.

Six short years after Tallahassee Memorial HealthCare was erected on the corner of Magnolia Drive and Miccosukee Road in 1949, The Church of the Holy Comforter – as it was originally named – broke ground on a small piece of land adjacent to the hospital. For nearly 50 years, the hospital and the church shared the space, working in harmony towards a similar goal: helping others.

“Holy Comforter Episcopal Church has been the focal point of my existence,” said Harriette. “I was a founding member, but I also taught second grade at Holy Comforter Episcopal School for nine years.”

In Tallahassee’s ever-expanding midtown, the two structures stood together until 2003 when the church held its last service and followed the school to a new plot of land – but the bond stayed.

“I always say that Tallahassee Memorial is ‘my hospital,’” said Harriette. “I’ve had many family members treated there, but, as a Holy Comforter parishioner and teacher, I’ve been a part of blood drives and hospital field trips since the beginning.”

Harriette was also a patient. Recently, alone at home on a Sunday night, she began to experience intense pain. At her doctor’s office the next day, Harriette was advised to go straight to the emergency room.

Once at the Tallahassee Memorial Bixler Trauma & Emergency Center, Harriette was diagnosed with an abscessed gallbladder that needed immediate surgery.

“I’ve never been in worse pain in my life,” Harriette remembered. “It came on so suddenly and it was excruciating.”

During Harriette’s 18 days in the hospital, she became friends with everyone – as is her way – including her nurses. Robbie Burnett, LPN, who took care of Harriette, remembers her fondly.

“She was one of my favorite patients,” said Robbie. “She was the most pleasant person, with a great sense of humor. She had a great support system here working to help her get better.”

Harriette and Holy Comforter, Robbie and Tallahassee Memorial – they represent a relationship, a team, all parts working in their own ways – together and separately – to care for our community.

“Harriette and I worked as a team in her recovery,” shared Robbie. “She wasn’t very fond of me making her get up and move – it can be very hard recovering from major surgery. In fact, one day when her priest was visiting, she remarked that he needed to pray for me because I was making her do so much work! We had a great laugh about it. She’s a strong lady, and quite a character.”

After leaving the hospital, Harriette called Robbie to personally thank her for the excellent care. Robbie was happy to hear from her.

“Robbie really made me feel comfortable and cared for,” said Harriette. “And, in essence, that’s what both Tallahassee Memorial and Holy Comforter have always tried to do. It’s good to see that even if we’re not next-door neighbors anymore, we’re both still connected.”

Harriette ends each chat or phone call with her two favorite words: “onward and upward.” Luckily, she’s back in action and doing just that.
Born and raised in Southern Ohio, Barbara Lumpkin had limited options when it came to selecting a profession in 1955. Without much interest in becoming a teacher, Barbara decided to go into nursing almost by default. This decision turned out to be a blessing in disguise, a choice that would shape her life forever through a career with the Florida Nursing Association. After 35 years in the nursing field, Barbara currently advocates for the profession she loves as a government relations consultant for Baptist Health South Florida. Her advocacy efforts were recognized during the 2016 legislative session when lawmakers passed a bill allowing nurse practitioners to prescribe controlled medications – an issue Barbara lobbied in support of for many years in her role at the Florida Nurses Association – and decided to name the bill after her.

“Although I didn’t have much of a choice when it came to selecting my profession, I am truly proud to have been given this opportunity,” said Barbara. “It’s been an incredible journey and I feel so privileged to have taken it. Being in the role that I am in, I have grown to be an advocate for both patients, as well as nurses.”

Throughout her career, Barbara had experience with hospitals. Personally, she had been in and out on occasion for various health conditions. Most recently, Barbara was diagnosed with COPD.

COPD, or Chronic Obstructive Pulmonary Disease, is a progressive disease that makes it hard to breathe. Cigarette smoking is the leading cause of COPD.

“Even though I am a nurse, I grew up in the 50s when smoking was, unfortunately, a normal habit,” explained Barbara. “Knowing what I know now, anytime I see someone smoking I want to tell them what I have been through.”

In February 2016, Barbara’s worlds collided. While visiting Tallahassee for business, Barbara and her colleague were at their apartment when, out of the blue, she started shaking. A chill ran over her body and, before she knew it, she had severe shortness of breath.

“I knew this was different than anything I had experienced before,” said Barbara. “But I was in denial that this was actually happening.”

Immediately, she utilized her oxygen machine and laid down. When the oxygen wasn’t helping, she yelled to her colleague who then called 911. In a matter of minutes, EMS arrived, but what happened next was a blur for Barbara.

“All I remember was arriving at the Bixler Trauma & Emergency Center at TMH and being greeted by Javier Escobar, MD, emergency medicine physician, and Mary, an emergency medicine nurse. They relieved me in just minutes and I was able to breathe again. I can’t say enough positive things about the team who helped me. I remember Mary being by my side the entire time, she treated me like a friend, not a patient.”
After being admitted, Barbara was moved to the Intermediate Care Unit (IMCU), where she was cared for by nurses Karen Stewart, Laura Yang and Christian Razo as well as Joseph Mazziotta, MD, Director of the Tallahassee Memorial Family Medicine Residency Program.

Dr. Mazziotta diagnosed Barbara with a pulmonary embolism, a blockage in one of the pulmonary arteries in her lungs. Luckily, Barbara could expect a full recovery.

“Tallahassee Memorial was unlike any other hospital visit,” shared Barbara. “I could have lost my life. After experiencing first hand the level of care TMH provided, I am thankful I was in Tallahassee at the time of my attack so I could be treated by the best. They saved my life and I am forever grateful.”

Now on the road to recovery, Barbara is back to work and speaking to student nursing groups to share the importance of their education and role in healthcare. She has also had time to reflect on her experience at TMH.

“This experience has given me an appreciation of how important it is to cherish every moment and plan for the future as we’re never guaranteed tomorrow.”
CLINICAL EDUCATION:
The Key to Success

Shaping and empowering the next generation of nurses is a colossal responsibility. But, it is just in a day’s work for the Clinical Education Coordinators at Tallahassee Memorial HealthCare (TMH). In 2015, TMH established a clinical education program for nurses designed to streamline training for new nurses while incorporating more research-oriented best practices into each nursing unit. A Clinical Education Coordinator holds a Bachelors of Science in Nursing or higher, is an experienced floor nurse, and has received additional training for this education-based role.

The entire Clinical Education team continues to grow as more coordinators are incorporated into other units with the goal of having a coordinator for every inpatient unit. While the educators have the opportunity to customize their protocols and programs based on the needs of each unit, ultimately, the team reports to Maggie Procuiner, MSN, RN, MP, MHA/Ed, Executive Director of Clinical Practice, allowing for consistent oversight of the entire program. “The Clinical Education program has a primary focus of educating and training our nurses, but it also bridges nursing units to each other allowing them to work more collaboratively,” shared Maggie. “Recently, our clinical education meetings have expanded to include Nurse Navigators so patient education and communication can be seamlessly transitioned between inpatient and outpatient settings.”

TMH Clinical Education Coordinators participate in multidisciplinary rounding with other members of the clinical care team, often including representatives from medical staff, nursing, spiritual care, case management, pharmacy, occupational therapy, physical therapy and respiratory therapy, to assist with patient care. They also work closely with families to provide education about patient care following a procedure, injury or complicated illness.

The first major task each Clinical Education Coordinator has been tackling is the development of an extensive training program for the various specialty areas. Connie Henry, BSN, RN, Clinical Education Coordinator in the Neonatal Intensive Care Unit, moved quickly once she assumed her new role in Fall 2015 to establish a 14-module face-to-face classroom-style course based on the Association of Women’s Health, Obstetrics and Neonatal Nurse (AWHONN) training curriculum. Through this program, classes are held twice per week for four-hours each session over the span of seven weeks. “It is an intensive program, but I don’t ask anyone to participate in something I haven’t done myself,” explained Connie. “I have spent hours studying the course materials. It is more than reading from a presentation, and I have worked closely with our physicians to ensure the program matches TMH’s protocols as well as AWHONN’s.”
The Clinical Education Coordinators play an important role in the Tallahassee Memorial Nurse Residency Program. They serve as nurse facilitators for the Tales from the Bedside program where nurse residents discuss their clinical experiences - the good, the bad and the ugly - so they can grow and learn from each other. The Coordinators also host a skills fair to each cohort of nurse residents to help new nurses with hands-on training for basic nursing care, such as starting an IV and proper tracheostomy care. “As a Clinical Education Coordinator, I help to establish a clear standard of care starting with our residents in the Nurse Residency Program and continuing with our team on the floor,” said Lynn Sleeth, BSN, RN, CCRN, Clinical Education Coordinator for Neurology. “For our more experienced nurses, we stress other opportunities to grow their nursing knowledge, such as additional certifications, so we can all continue to expand our advanced level of patient care.”

Connie Henry, BSN, RN, educates using her newly developed training curriculum.

Lynn Sleeth, BSN, RN, CCRN, demonstrates proper procedure.
Excellent Trauma Care
THROUGH SUBJECT MATTER EXPERTS

(Left to Right): Karen Fisher, Amanda Thornton, Justin Kennett, Robin Johnston, Alicia Obrien, Jo Roland, Janelle Kuder, Jen Haskins
The crisis of trauma demands a team who can respond in unison – several individuals all working in harmony, each making the group stronger, more efficient. Tallahassee Memorial’s Trauma Subject Matter Experts (SME) at the Bixler Trauma & Emergency Center exemplify how the strength of a team is each individual member, and the strength of each member is the team.

Comprised of nurses, the SME program is committed to providing excellent care to all trauma patients, encouraging teamwork with staff in all nursing units and helping all Bixler nurses grow and learn together. Participation in the program is only available to nurses at the Bixler Trauma & Emergency Center as the only Level II Trauma Center in the region. Joining is also voluntary, which demonstrates the SME’s desire to advance knowledge, practice excellent patient care and educate nurses in trauma care.

In order to become a SME, nurses submit an application and are then hand-selected by current SMEs and TMH leadership. Once selected, a Trauma SME is expected to attend monthly meetings, work in the trauma bay on a regular basis, participate in trauma outreach programs and educate the entire staff about updated trauma protocols.

With a decade of experience at Bixler, Karin Fisher, BSN, RN, is a model Trauma SME. “I have personally been involved in community outreach and performance improvement, including the relabeling and organization of the trauma bay to create better flow,” she explained.

After her years in the ER, Karin also saw the need to participate in the falls prevention fair at the Tallahassee Senior Center.

“Falls are the number one trauma injury we see in the emergency room,” said Karin. “As a Trauma SME, it was imperative to educate the elderly with the evidence-based data we have on falls so they can learn how to prevent them.”

Karin has truly been a leader, showing her passion for sharing knowledge and educating nurses and patients on ways to be proactive in preventing trauma-related injuries.

Board-certified in emergency medicine, Alex Ho, MD, Director of Emergency Services, has been at TMH since 2008 and can vouch for the importance of nurses who are SMEs.

“Tallahassee Memorial’s SMEs go above and beyond in coordinating and ensuring we are always doing the right things for our patients,” said Dr. Ho. “They serve as the frontline in patient care, giving physicians the feedback needed to treat patients.”

Tallahassee Memorial’s expert nurses are incredibly efficient in providing care – this is even more pronounced in the trauma and emergency setting. These extreme situations demand well-trained nurses who are confident and know they can handle anything.

“We simply can’t function without their teamwork,” added Dr. Ho.

Johanna Deeb Roland, RN, Tallahassee Memorial’s Trauma Program Manager, agrees. Joining TMH in May 2016, Johanna started pursuing her passion in trauma in 1991 as an emergency medical technician (EMT). Throughout her 25 years of experience, Johanna has experienced first hand how essential a quality trauma system is for the community.

“Our nurses play a huge leadership role in our community, as well as in the hospital,” said Johanna. “Trauma SME nurses hold a crucial part of the puzzle in and out of the trauma bay. They are leaders for their peers, as well as in the community, and have genuine interest in injury prevention and education. The SME program is a way for them to invest, not only in the best patient care, but in the field of trauma care.”

Johanna plans to continue fostering the Trauma SME program and hopes each nurse will become a Trauma Certified Registered Nurse (TCRN) and attend the Society of Trauma Nursing (STN) Annual Conference.

When a person decides to become a nurse, they choose to dedicate themselves to the care of others. When it is the difference between life and death in trauma situations, it is a group like the Trauma SME team that makes all of the difference.
In response to feedback from previous nurse residency cohorts, the newly developed Nurse Resident Skills Session allows new residents to gain more hands on skills during their very first monthly meeting. The skills chosen to be featured are areas in which nurse residents were not able to adequately practice during nursing school or did not feel as confident to perform.

The skill sessions include IV starts, foley catheter insertion and care, nasogastric tube placement, chest tube troubleshooting, trach care and oxygen therapy, completion of code blue documentation form and hands-on with crash cart, total parenteral nutrition, and blood administration and documentation. The skills stations are manned by clinical education coordinators from areas such as the Children’s Center, Labor & Delivery, NICU, Orthopedics, Neurology, Critical Care, Medical-Surgical and Emergency Services. The educators also take the time to go over policy and procedures for each of the skills and ensure that nurse residents have the opportunity to ask questions in a non-threatening practice environment. After each session, there is a debriefing where the residents provide their feedback of what they found useful and what they thought could be added for the next group.

The Tallahassee Memorial Nurse Residency Program has continued to grow with the spring 2017 cohort encompassing 48 nurse residents representing various units.
### 2016 NURSING SATISFACTION SURVEY

*Happy nurses, happy physicians, happy patients*

#### Nursing Foundation for Quality Care
*(SCALE 1 TO 4)*

<table>
<thead>
<tr>
<th>Statement</th>
<th>Rating</th>
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<tbody>
<tr>
<td>I work with nurses who are clinically competent</td>
<td>3</td>
</tr>
<tr>
<td>We have a preceptor program for newly hired RNs</td>
<td>3</td>
</tr>
<tr>
<td>Patient care assignments foster continuity of care, i.e., the same nurse cares for the patient from one day to the next</td>
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#### Nursing Leadership
*(SCALE 1 TO 4)*

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<thead>
<tr>
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<tbody>
<tr>
<td>We have a supervisory staff that is supportive of the nurses</td>
<td>4</td>
</tr>
<tr>
<td>Supervisors use mistakes as learning opportunities, not criticism</td>
<td>4</td>
</tr>
<tr>
<td>I have a nurse manager who is a good manager and leader</td>
<td>4</td>
</tr>
<tr>
<td>I have a nurse manager who backs up the nursing staff in decision-making, even if the conflict is with a physician</td>
<td>4</td>
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#### Job Enjoyment
*(SCALE 1 TO 5)*

<table>
<thead>
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<tbody>
<tr>
<td>In my job, I am treated with dignity and respect by everyone</td>
<td>4</td>
</tr>
<tr>
<td>I have what I need in my job, so I can make a contribution that gives meaning to my life</td>
<td>4</td>
</tr>
<tr>
<td>I am recognized and thanked for what I do in my job</td>
<td>4</td>
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#### Job Enjoyment
*(SCALE 1 TO 6)*

<table>
<thead>
<tr>
<th>Statement</th>
<th>Rating</th>
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</thead>
<tbody>
<tr>
<td>RNs on our unit are enthusiastic about our work almost every day</td>
<td>5</td>
</tr>
<tr>
<td>RNs on our unit like our jobs better than the average RN does</td>
<td>5</td>
</tr>
<tr>
<td>We find real enjoyment in our work on our unit</td>
<td>5</td>
</tr>
<tr>
<td>Patient assignment was appropriate</td>
<td>5</td>
</tr>
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</table>
Physicians and nurses have good working relationships

There are adequate support services allow me to spend time with my patients

I have enough time and opportunity to discuss patient care problems with other nurses