

2010 Nursing Annual Report

Excellence in bloom

Message from the CNO



What a great year for nursing at AnMed Health. We have accomplished so much on our quest for excellence. We have much to be proud of and to share with everyone.

Our Magnet Force Committee has been working hard to continue to drive our journey. They have helped us capture great patient stories and brought forth data so we can see these stories in the bigger picture of improved patient outcomes. Our Magnet application will be completed and submitted this summer. This document a testament to the impact we've made in others' lives and will make you proud to be a part of nursing at AnMed Health.

A number of great ideas came out of our second annual Magnet 100 retreat. All of the presentations are posted on the Employee Portal under the nursing leadership tab. We've also been working on a symbol to represent nursing at AnMed Health. Voting is complete and we're ready to unveil the final results.

There were a number of accomplishments in addition to the progress we made on Magnet. We had three Palmetto Gold winners in 2010 – Cindy Simmons, Kim Irby and Becky Stoddard. Through the work of our councils, we developed our first AnMed Health Professional Nursing Handbook. It is a great tool for all registered nurses to learn about nursing at AnMed Health, in South Carolina and nationwide. It covers the elements all nurses should know as they practice our profession.

This list goes on, but I'll stop out of fear that I might inadvertently leave something out. I just want to thank every one of you for all you do to further the mission and vision of AnMed Health. We have so much to be proud of and you are the reason for that. What you do every day for patients and their families makes AnMed Health a special place. I congratulate each of you on a job well done and look forward to all of our accomplishments in 2011. I know that we will have many.

Thanks so much for all you do,

A handwritten signature in black ink that reads "Tina Jury". The signature is written in a cursive, flowing style.

Tina Jury

Nurses recognized for setting the gold standard

When **Andrea Briscoe** isn't attending to a patient in CVICU, you'll most likely find her studying or serving the community. Briscoe's passion for learning, her caring nature and her desire to help are all reasons she received one of AnMed Health's Gold Standard for Nursing Awards in 2010.



Briscoe

Briscoe went back to school in Spring 2009 to obtain a master's degree from Clemson University. Professors quickly picked up on her unique abilities, passion, and professionalism. Within weeks, Clemson profes-

sors recruited Briscoe to join a team of genetic researchers. Today, she's working on a doctorate degree in health care genetics and plans to combine that knowledge with her passion for cardiology to unlock some of the mysteries of heart disease.

Briscoe carries a full course load, works 36 hours a week, serves on several AnMed Health councils and committees, and volunteers in the community. She is president of the CCU/CVICU Unit Council and serves on the Professional Development Committee and the Magnet 100 team. She's also assisted with fundraising efforts for Unit Council, the Free Clinic, Leukemia/Lymphoma Society and the United Way.

"The physicians and staff look to Andrea for input and suggestions about the care of their patients," her nominator said. "Her ability to relate to students, fellow nurses, physicians, families and patients displays her ability to explain complex disease process at all levels. She is patient and understanding, always offering her time and energy for the good of our patients."

Martha Rush, the second Gold Standard for Nursing Winner, went the extra mile to help a colleague in need. When her co-worker was diagnosed with a condition that required extensive treatment and time away from work, Rush used her personal time off to go to Houston with her co-worker. She served as her secretary and nurse for the week. When this colleague needed a bone marrow transplant at Emory, Rush again used personal time off to stay with her. Even after the transplant, she often spent part or all of her weekend in Atlanta. This colleague had minimal family support and is a single mother to a pre-teen child. Rush organized fundraisers to buy a laptop with a built in camera so the mother and her child could video chat while she was away.



Rush

Rush was instrumental in implementing Surgical Services' computer-based documentation system. She also headed up the creation and implementation of a perioperative hand-off tool. This tool was effectively implemented in Surgical Services and has been so successful it is being expanded house-wide.

In addition to all of this, Rush initiated a nursing journal club in the OR at AnMed Health Women's and Children's Hospital. She mentors nurses on her units and is active in AORN (the Association of periOperative Registered Nurses) at the local, state and national level. She has held multiple offices for the Piedmont Chapter and currently serves as secretary.

Gold Standard in Nursing Nominees

The Gold Standard for Nursing Award recognizes outstanding registered nurses who demonstrate a commitment to AnMed Health's mission and vision. Any registered nurse who has been employed for at least a year is eligible for the award.

2010 Nominees

| | |
|------------------|-----------------|
| Becky Campbell | Connie Goforth |
| Marlene Campbell | Edith Hamilton |
| Megan Garner | Nancy MacDougal |
| Sue Geer | |

Palmetto Gold: Nurses set the bar in house and across the state

Three AnMed Health nurses were recognized as among the state's best. Cindy Simmons and Kim Irby, registered nurses at AnMed Health Medical Center, and Becky Stoddard, a registered nurse at AnMed Health LifeChoice, received the 2010 Palmetto Gold award.

The Palmetto Gold Nurse Recognition and Scholarship Program is South Carolina's only statewide recognition program for nurses from all practice settings. This premier recognition program selects the top 100 nurses from those who have been nominated and honors them during a formal awards ceremony. With more than 45,000 licensed nurses in South Carolina, it is an honor to be selected as a Palmetto Gold recipient. These nurses have demonstrated excellence in practice and commitment to the profession and have earned the respect of their colleagues and peers.

Only two other AnMed Health nurses have received this award since its inception in 2002 – Sandra H. Lewis, diabetes coordinator at the Medical Center, and Peggy Gardner Deane, former chief nursing officer and vice-president for patient care services.

"All three of these women are very deserving of such a high honor," said Tina Jury, chief nursing officer. "These ladies are extraordinary examples of what it means to practice the art of caring. They see needs and meet them, exceeding patients' expectations on a regular basis. They are loved and respected by their colleagues, and they make each of us proud to be a nurse."



2010 Palmetto Gold winners Cindy Simmons, Kim Irby and Becky Stoddard

Serving their profession as well as their patients

In 2010, several members of the nursing staff were elected to national and state offices in their respective professional organizations.

Association of PeriOperative Registered Nurses (AORN):
Nedra Brown, MSN, RN – appointed to AORN's national Clinical Nursing Practice Committee

Donna Kent, MSN, RN, CNOR – president-elect of the Piedmont Chapter

Martha Rush, BSN, RN, CNOR – secretary of the Piedmont Chapter

Martha Stratton, MSN, RN, MHSA, CNOR, NEA-BC – president of the Piedmont Chapter, co-chair of AORN's national Congress Education and International Activities Committee, representative to AORN's national Managing Today's OR Suite planning committee

Nurses honored among AnMed Health's Extraordinary Women in Healthcare

Nurses made up four of the five Extraordinary Women in Healthcare in 2010. The Extraordinary Women in Healthcare Symposium is held each year in conjunction with Women's History Month. Honorees are nominated by AnMed Health employees and can come from the health system's staff, volunteers or medical community.

Jane Rivers, RN, was a quality assurance coordinator for AnMed Health when she was asked to organize and implement a new order entry system. Rivers and a part-time team completed the project on time and trained the entire hospital staff. At the same time, she was preparing AnMed Health for one of its most successful Joint Commission surveys ever.



Rivers

Rivers then started the Nursing Informatics Department, which implemented hospital-wide clinical documentation, medication administration and medication reconciliation. A battle with breast cancer forced Rivers to take a short hiatus from her duties, but she returned an even more determined and dedicated leader. Today, in her free time, Rivers works closely with support groups helping those battling cancer.

When **Dale Duncan, RN**, started at AnMed Health as a nurse, her management skills were unmistakable. Today, Duncan now serves as the director of medical affairs. In this role, she supports their concerns and needs, yet makes it clear that the highest priority is providing the best patient care possible. Duncan and her staff handle the credentialing and privileging of nearly 400 physicians to ensure the highest quality in our medical staff and fairness in all matters.



Duncan

Duncan serves as AnMed Health's in-house consultant on The Joint

Commission and leads the team that keeps AnMed Health survey ready at all times. She also serves as the chairperson for the South Carolina/North Carolina Continuous Survey Readiness Advisory Board. Her knowledge of Joint Commission standards, especially in the areas of patient safety is unmatched.

Leigh Miller, RN, began her career at AnMed Health as a critical care nurse. Her knowledge and experience made her a star performer



Miller

from the outset, but she also showed a passion for taking patient care to the next level. Miller was the leader and founder of the AnMed Health LifeChoice Cardiac Rehabilitation program. After successfully implementing that program, she was named director of clinical outcomes, overseeing case managers, discharge planners, patient advocates and AnMed Health's CPOE team.

AnMed Health has received a number of recognitions as a result of Miller and her teams' work, including:

- being named as a mentor hospital for acute myocardial infarction by the Institute of Healthcare Improvement,
- becoming a Joint Commission Stroke Center of Excellence,
- becoming a Bariatric Center of Excellence, and
- fully implementing Computerized Physician Order Entry.

Brenda Parks, LPN, has worked at AnMed Health for nearly 30 years. She is a nurse at the AnMed Health Family Medicine Residency Program and cares for patients in the weekly HIV clinic. Co-workers describe her as extremely helpful, well-liked and an excellent caregiver. But it's what she does outside of AnMed Health that qualifies her as an extraordinary woman in health care.



Parks

Parks attends Gospel Tabernacle of Faith, where she serves as associate pastor. Her church on South Main Street has been in existence almost 20 years and has a congregation of about 75 attendees. Every Sunday, Parks and her fellow worshippers sing the last hymn, file out the back door to a small building and go to work. The church members, including her three adult children, serve 300 home-cooked meals to some of Anderson's neediest people.

Seeing STARS

In 2010, 10 nurses were recognized as STARS of the Month for going the extra mile for their patients.

Jim Ledford, RN, 5 South

On his day off, Ledford went shopping for a patient who was in isolation for more than a month. He found a CD player and music she would like. Then, even though he lives out of town, Ledford drove into Anderson to deliver the gifts and visit with her.

Michael Norton, APRN, Behavioral Health

Norton brought joy to a recently diagnosed Alzheimer's patient by engaging her in music and dancing around the room. The patient's daughter, who had been sitting in the room crying, was comforted by her mother's temporary happiness. Norton then consoled the daughter and gave her the information she needed to accept her mother's diagnosis and seek appropriate care.

Tracy Lowie, RN, Outpatient Surgery

When a young patient came in for surgery on his broken arm, she dressed his stuffed dog for surgery and made a fabric cast that matched the patient's. Lowie and another nurse brought the patient a pillow with a stuffed rhino. Both the dog and the rhino didn't leave his side for a week.

Angela Kaeser, RN, 5 Center

When Kaeser learned the volunteers who make pillows for heart surgery patients were out of fabric, she bought more fabric and donated it to them. Patients use the pillows to aid them in coughing after surgery to prevent complications. Thanks to her help, the pillow project continues.

David Hampton, RN, Emergency Department

The Emergency Department received a call that Emergency Services was transporting a deaf patient. The staff set up DEAFTALK in one of the rooms, but the patient found it offensive. The patient's mother could only interpret "a little," until an interpreter could be located. Overhearing the dilemma, Hampton offered to help. Both of his parents are deaf and he has interpreted for AnMed Health in the past. He volunteered his time and stayed well past his shift until someone else could take over.

Rhonda Hicks, RN, Laboratory Services

A patient who had dementia came to the lab crying about her colostomy bag being full and she thought it might bust. Hicks helped the patient with her bag, and she was so thankful.

Carolyn Nalley, RN, 4 North

When a patient's family member found himself at the wrong hospital without transportation, Nalley got him a bus voucher so he could get to the other campus.

Heather Chandler, RN, Radiology

Chandler worked with a radiologic technologist to purchase a hospital bed for a patient who needed one at home but could not afford it.

Amy Jo Wess, RN, LifeFlight

Wess was at the hospital but not clocked in when she came across a patient and EMS crew in need of service. The patient was coming to the Medical Center for direct admission. Wess volunteered to accompany the crew and patient to the floor. More information revealed that the patient needed to go to the heart catheterization lab, so Wess assisted with that as well, administering medicines and obtaining consents.

New services challenge consumer expectations of what's possible

Being in the hospital is hard enough. Adding distance between patients and their families makes it even harder. AnMed Health was founded around the idea that you shouldn't have to travel for state-of-the-art medical care. When Jennie Gilmer started trying to build support for a hospital in the late 1800s, one of the common responses was "Why do we need a hospital in Anderson? We have one in Columbia and another in Baltimore."

Since the opening of the first hospital in 1908, AnMed Health has continued to add services to meet the community's needs. Last year was no exception. In 2010, AnMed Health continued to exceed expectations by adding a hospital-based helicopter program, an e-ICU, robotic surgery and aquapheresis.

In January 2010, through an agreement with Med-Trans Corp., AnMed Health welcomed AnMed Health LifeFlight, a helicopter service that provides Upstate and northeast Georgia residents with even faster access to lifesaving care.

LifeFlight improves the timeliness of care for heart attack, stroke and trauma patients by turning a 35-minute drive into a 10-minute flight. From most hospitals in northeast Georgia, patients can be on the helicopter within 40 minutes and into AnMed Health's cath lab in about an hour, beating the 90-minute gold standard set by The American College of Cardiology and the American Heart Association.

A month after welcoming LifeFlight, AnMed Health made another major announcement – the start of a robotic surgery program. AnMed Health Women's and Children's Hospital was the first hospital in South Carolina to receive a high-definition da Vinci system. Robotic surgery gives patients an even less invasive option to minimally-invasive surgery.

Surgeons operate while seated at a console. The system seamlessly translates the surgeon's hand, wrist and finger movements into precise, real-time movements of surgical instruments inside the patient. The tiny surgical instruments give surgeons increased preci-





sion, which means there's less disruption to surrounding tissues. As a result, patients experience less post-operative pain, smaller scars and a shorter hospital stay.

In 2010, AnMed Health also added an e-ICU, allowing for even closer monitoring of patients in the Medical Center's Intensive Care Unit. Using the power of telemedicine, intensive care patients are monitored remotely by board-certified intensivists and critical care nurses at Advanced ICU Care in St. Louis. Cameras and videoconferencing equipment allow the eICU staff to see and communicate directly with patients, families and onsite clinicians. The system also provides automated alerts, which identify potential patient problems earlier and allow physicians to intervene sooner.

A third new service, aquapheresis, is designed to help congestive heart failure patients experiencing fluid overload. Aquapheresis removes more salt than traditional treatment and provides a shorter hospital stay. The machine acts as a filtration system. It draws out the patient's blood, separates it from the excess salt and water, then returns the "clean" blood back to the patient's body. The excess fluid is collected in a bag for disposal.

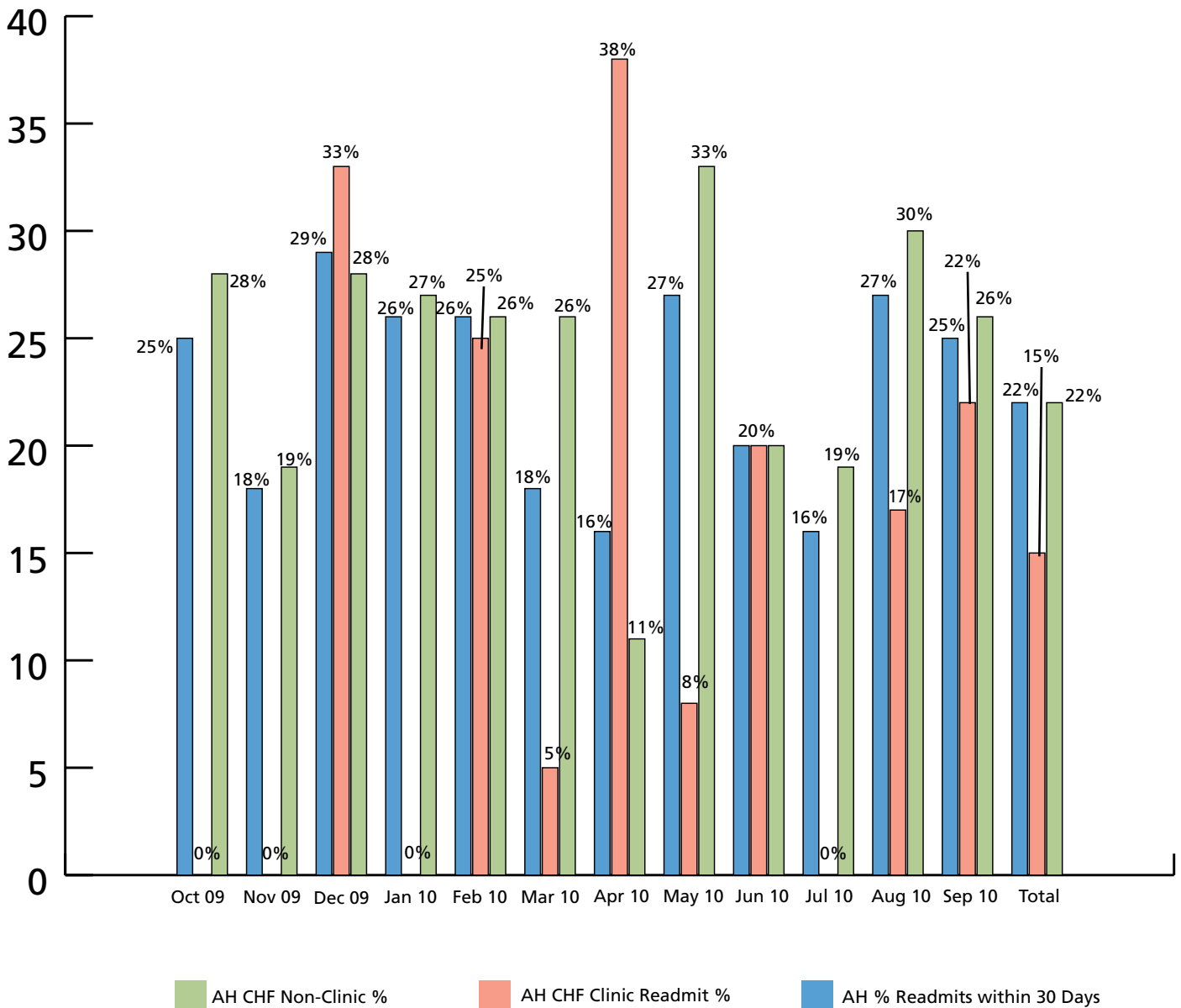


Top left, LifeFlight; Top right, Aquapheresis
Bottom left, da Vinci; bottom right, eICU

Outcomes improve with congestive heart failure management program

Through LifeChoice, congestive heart failure patients also have access to the CHF Disease Management Program. This nurse practitioner-run program provides specialized nursing care and education for patients diagnosed with congestive heart failure. The program helps patients better understand their condition and how to manage their health. The program's outpatient setting provides convenient and easy access to services and is focused on minimizing the need for hospital admission or readmission related to congestive heart failure.

CHF Readmission %
FY2010 Oct 2009 - Sept 2010



Nurses implement new ways to decrease VAP cases among patients

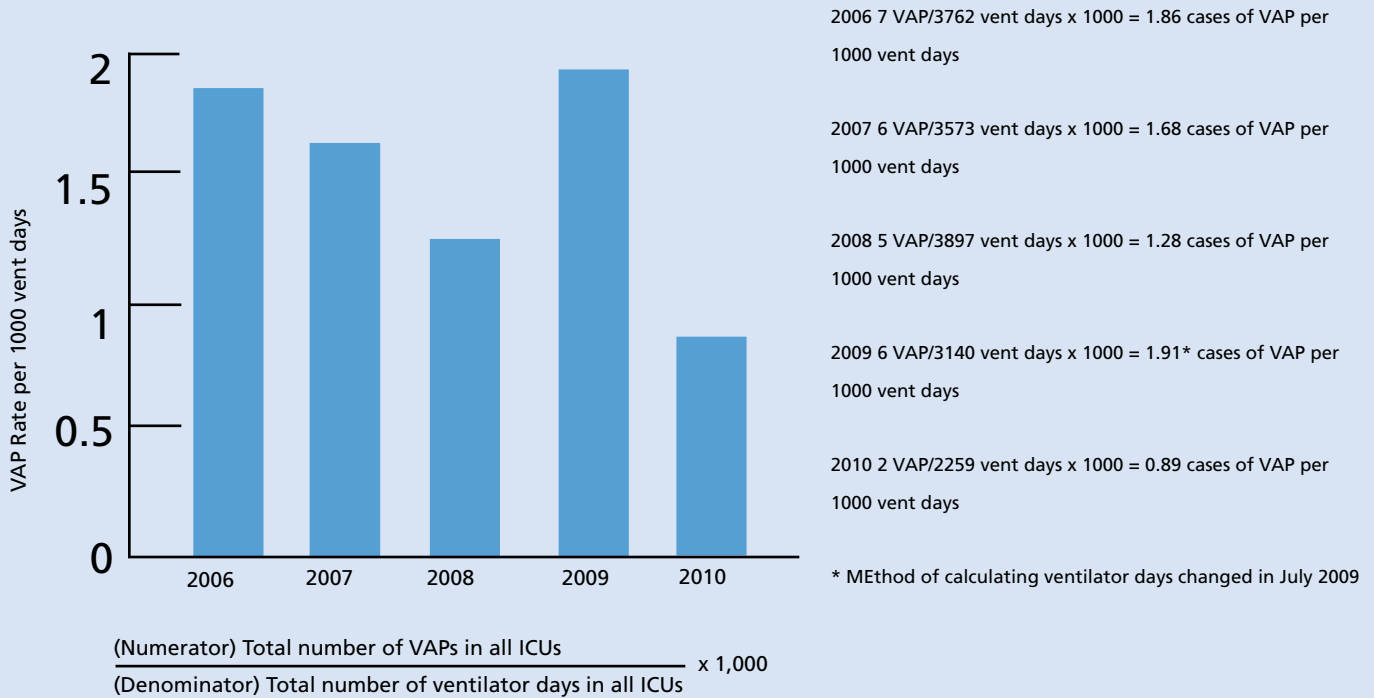
Nursing implemented three projects in 2010 to help decrease the number of ventilator-associated pneumonia (VAP) cases.

The Richmond Agitation Sedation Scale (RASS) was implemented to improve management of sedation for patients on mechanical ventilation. Doctors' orders for sedation in Critical Care were based on RASS scores. Also, critical care guidelines for the titration of sedative medications were written to help nurses administer sedatives. The objective is to keep patients calm while not over-sedating them so ventilator weaning can be accomplished as soon as the patient meets weaning criteria.

The Critical Care Pain Observation Tool (CCPOT) was implemented with the RASS to encourage critical care nurses to assess and manage pain for patients who were sedated and/or unable to rate their pain using the 0 to 10 scale. As with the RASS, doctors' orders for pain management were written based on CCPOT scores, and critical care guidelines were written to help nurses with pain management. The objective of the CCPOT is to decrease the amount of sedation ventilated patients require by controlling their pain. Adequate pain control is the only intervention proven by research to decrease the incidence of self-extubation.

The third project was gaining approval from the Critical Care Committee and by the Medical Executive Committee on a mechanical ventilation protocol. The initiates all VAP prevention measures at the time of intubation with no doctor's order required.

AnMed Health Ventilator Associated Pneumonia (VAP)
Rate per 1000 Ventilator Days



2010 Nursing Research Projects

- Renee Leaf, RN – *Bath Basin Bugs: Are bath basins a potential source of infection to hospital inpatient populations?*
- LaDonna Barksdale, RN – *Nurses Attitudes Toward Maternal Bereavement*
- Patina Walton-Geer, RN – *Are Nurses Competent in Utilizing the Braden Scale effectively for Predicting Pressure Ulcer Risk Among African Americans?*
- Lisa Smith, RN, and Angie King, RN – *Effectiveness of Discharge Teaching for Post-Coronary Stent Insertion Patients*
- Bryan Kennedy, RN, and Jennifer Wright, RN – *Effects of Post Discharge Phone Interviews on Patient Satisfaction*
- Tracy Kopp, RN, Lynne McCarragher, RN, and Donna Sawyer, RN – *Medication Compliance of Antithrombotics in the Ischemic Stroke Patients*
- Beth Hunt, RN, and Kathy Betsill, RN – *Nursing Investigation of Relationship Between Daily Chlorhexidine Gluconate Baths and Development of Positive MRSA Cultures in ICU*
- Amy Goodson, RN – *State STEMI System of Care Development: Case Study on Large Scale Change*
- Dianne Spoon, RN, Robert Pierce, David Potts, MD, and Zia-Ud Din, MD – *Line Infections in Renal Dialysis Patients*

Nursing Research Council implements a sweet evidence-based practice strategy

Would you be surprised to learn that AnMed Health's staff prefers peanut M&Ms over plain M&Ms, even if the treat is unavailable, and that this preference is the same for men and women? These are findings of a recent study, "Choice of M&M Candy Consumption at a Southeastern United States Health Center." The study of 121 women and 30 men found that most, 68.2 percent, preferred peanut M&Ms and only 29.1 percent preferred plain M&Ms. This lighthearted, yet methodologically sound study was implemented by AnMed Health's Nursing Research Council as part of Nursing Research Celebration Day, in an effort to bring attention to the significance of evidence-based practice in quality patient outcomes.

Evidence-based practice is becoming a basic tenet of health systems everywhere. Yet, research is a rigorous process that can be difficult to learn and to apply. The Nursing Research Council sought to engage staff in the research process while highlighting ongoing studies within the organization. It used diffusion of innovation theory to guide the project so that staff could experience visible results of a study as well as an uncomplicated research process tailored for ease of participation. The study also served as a research application exercise for Nursing Research Council members.

Never stop learning

Learning was a lifelong passion of Peggy Gardner Deane, AnMed Health's former vice president of patient care services. In 2006, AnMed Health started a scholarship program in her honor to help nurses seeking higher education.

The Peggy Gardner Deane Scholarship awards up to three \$250 scholarships each year to nursing students who have completed at least one semester toward a Bachelor of Science in nursing or a Master of Science in nursing.

This fund also provides reimbursement to nurses who pass national certification exams in their field.

Staff learns patient handling at skills fair



Staff learned more about AnMed Health's safe patient handling program during an equipment skills fair in October. The event drew 176 participants from a wide variety of clinical areas.

During the event, nurses demonstrated the proper way to use Maxi Slide sheets, a HoverJack and the Titan, a bariatric lift that allows staff to safely transfer patients weighing up to 1,000 pounds. The goal of the skills fair was to ensure employees know what kind of equipment is available, where to find it and how to use it, said Jennifer Robinson, an employee in Risk Management.

Never Stop Learning Winners

2010 Scholarship Winners

Loretta Rice, BSN, Chamberlain College of Nursing
Christi Getsinger, BSN, Tri-County Technical College/
Clemson University
Andrea Briscoe, MSN, Clemson University
Jody Phillips, MSN, Saint Joseph's College of Maine

2010 Certification Reimbursements

Lynne McCarragher, CNRN
Beth Brooks, CNOR
Doug Hulme, Cardiac Surgery Certification
Donna Marcengill, CNOR
Deborah Pennington, CNOR
Erin Keeney, CNOR
Ann Bolt, Low Risk Neonatal Nursing Certification
Sarah Atkin, CEN
LaRue Fisher, CNOR
Brenda Randolph, PCCN
Crystal Hooper, NE-BC
Linda Chadbourne, CCRN
Valarie Haisley, CWCN
Susan Mortenson, CEN
Jean Watson, COHN
Jennifer Ezell, CMSRN

Outside Scholarships & Grants

Martha Rush, scholarship from the Association
of periOperative Registered Nurses (AORN)
Foundation
Andrea Briscoe, South Carolina Nurses
Foundation Nursing Capacity Initiative Grant

CAP program increases nursing professional development

The Clinical Achievement Pathway (CAP) For Bedside Nursing is a retention tool launched in 2010 to reward nurses who demonstrate commitment to their job performance, personal professional growth and colleagues.

CAP rewards nurses for research projects, committee involvement, continuing education and community service. Throughout the program, CAP nurses develop a professional portfolio documenting their activities.

2010 CAP Graduates

- Brenda Randolph, RN, 5 Center
- Sue Smith, RN, Surgery
- Cynthia Oakes, RN, Orthopaedics
- Cynthia Simmons, RN, Oncology
- Cindy Swaney, RN, Pediatrics
- Nancy Ellett, RN, Emergency Department
- Lora Nicometo, RN, Emergency Department
- Barbara Leaf, RN, Coronary Care Unit
- Kim Watson, RN, Labor & Delivery
- Patricia Gross, RN, Labor & Delivery
- Betty Hei, RN, 3 East
- Jill Chudyk, RN, LifeChoice
- Christi Cape, RN, Orthopaedics
- Connie Goforth, RN, Intensive Care Unit
- Lynne McCarragher, RN, Neuroscience
- Lisa Richards, RN, Emergency Department
- Sarah Atkin, RN, Emergency Department
- Andrea Briscoe, RN, CVICU
- Krystal Boggess, RN, CVICU
- Sandra Green, RN, Labor & Delivery
- Nancy MacDougal, RN, 4 Center
- Ann Bolt, RN, Nursery
- Pat Abbott, RN, Nursery
- Rebecca Stoddard, RN, LifeChoice
- Virginia Cheatwood, RN, 5 North

Nurses test their skills at Women’s and Children’s Competency Fair



Angela Small checks in at Ricky Christian’s booth.

More than 130 clinicians attended the second annual competency fair for AnMed Health Women’s and Children’s Hospital. The event included 42 booths representing all of the 2010 National Patient Safety Goals and nine out of 10 AnMed Health Building Blocks. The best overall booth, as chosen by staff, was “Adolescent Depression and Contraband,” presented by Donna Manly, Sandy Lagroon and Nancy Rivera.

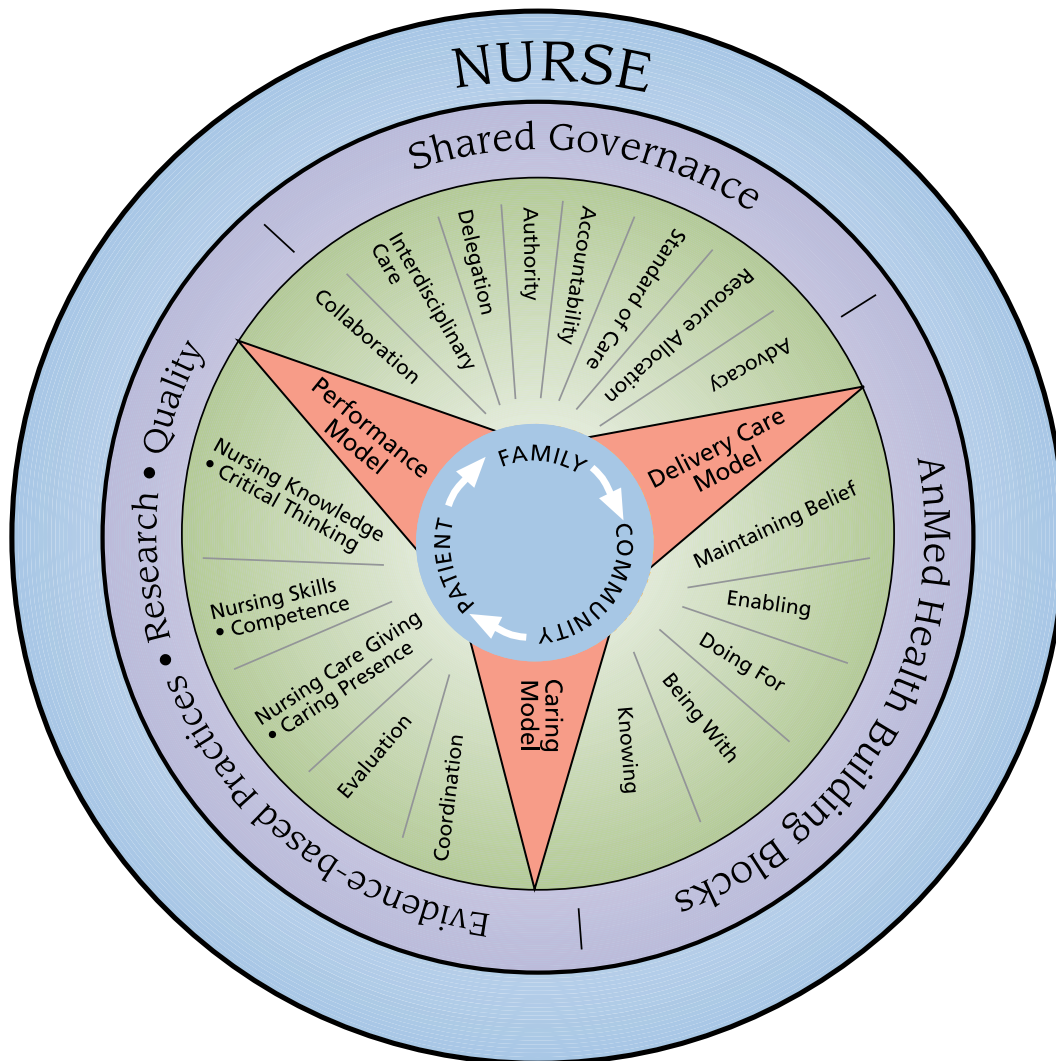
“An educational fair is a great opportunity to evaluate the competencies of not only registered nurses and other staff in a fun environment,” said Hope Campbell, former nurse manager for 3 East and Pediatrics. “With educational booths running

AnMed Health's Nursing Professional Practice Model

The Professional Practice Model is a conceptual framework for what nursing means at AnMed Health. The focus of the nurse is the patient, family and community. The elements of the model explain what nurses do, why they do it and how it is done. The Nursing Professional Practice Model demonstrates the interrelationship between the organization, the nurse and the patient/family/community. The Professional Practice Model encompasses the Performance Model, the Care Model, and the Delivery of Care Model.

The red ring labeled "Nurse" represents the assessment, analysis, intervention and evaluation that are part of a registered nurse's job. This practice requires specialized independent judgment and skill and is based on knowledge and application of the principles of bio-physical and social sciences. Nurses work within a scope of practice that is defined by the state through the licensing process. Along with direct patient care, the nurse has responsibility to communicate and coordinate the delivery of that care.

Three components of the Professional Practice Model that support the nurse in providing care to patients, families and the community are the AnMed Health building blocks, evidence-based practice, research and quality and shared governance.



2010 Nurse Residency Graduates

Stephanie Austin, RN, Emergency Department
Julie Barton, RN, 5 South
Autumn Beecy, RN, 4 North
Amanda Blair, RN, 5 South
Stacy Blume, 8 South
Sunni Busby, RN, 6 North
Chassie Burdette, RN, 6 North
Sarah DeBlaey, RN, 5 North
Jessica Draisen, RN, Labor and Delivery
Jeff Edwards, RN, 7 North
Carrie Fontana, RN, 7 North
Candace Gambrell, RN, Emergency Department
David Hampton, RN, Emergency Department
Stacy Harvey RN, Emergency Department
Joelynn Leopard, 8 South
Jane Mitchum, RN, 4 Center
Marie Phillips, RN, 5 North
Kinsley Poore, RN, Emergency Department
Tamme Sanders, RN, Emergency Department
Jennifer Shiflet, RN, Emergency Department
Erin Strickland, RN, 5 South
Carrisa Thompson, RN, 6 South
Heather Thompson, RN, 6 North
Renee Wadell, RN, Intensive Care Unit
Crystal Welborn, RN, 5 South
Ashley Whiten, RN, Pediatrics
LaTisha Williams, RN, Emergency Department
Ashlan Williamson, RN, Intensive Care Unit

Nurse residency improves retention among first - year nurses

AnMed Health's Nurse Residency Program – the first and only nurse residency program in the Upstate – helps first-year nurses make the transition from classroom to patient room.

This one-year program gives new nurses the tools they need to adjust to the pressure of working in a hospital. Nurse residents work in clinical areas and participate in monthly classes. Classes are taught by registered nurses, nurse educators and experts from across the health system. The classroom setting gives residents a safe place to learn and creates opportunities for informal mentoring. Class topics vary to ensure residents always receive information that is timely and relevant.

Since launching the Nurse Residency Program, job satisfaction has increased and turnover among new nursing graduates has decreased. In the first three years alone, turnover among first-year nurses dropped 26 percent.

The national average turnover rate for bedside registered nurses is 14.2 percent. AnMed Health's turnover rate has dropped each year since the nurse residency program started and now falls well below the national average at 4.97 percent.

AnMed Health RN Turnover

| Fiscal Year | RN Turnover Rate |
|-------------|------------------|
| 2006 | 11.46% |
| 2007 | 10.48% |
| 2008 | 8.76% |
| 2009 | 8.61% |
| 2010 | 4.97% |

Emergency nurse recognized for excellent precepting



Lora Nicometo, a registered nurse in the Emergency Department, was recognized with AnMed Health's first Excellence in Extern Precepting Award.

Preceptors were nominated by students for the award. The goal is to recognize preceptors with the following qualities:

- Exhibiting excellence in nursing practice as evidenced by a comprehensive assessment of each patient's unique needs and the development and implementation of a personalized plan of care
- Excelling at demonstrating family-centered care
- Serving as role model of professional practice for peers, new employees and students
- Contributing positively to the professional practice environment

Nicometo was nominated by Karlye Williams, an extern from Clemson University. Williams said Nicometo's genuine interest in her patients, her positive personality and her thorough nature make her the kind of caregiver patients trust.

"She is the nurse that if me or one of my family members were in the hospital, I would love to have," Williams wrote in her nomination. "She has taught me more than I could ever have thought."

Other nominees included Betty Hei, a registered nurse on 3 East; Andrea Briscoe, a registered nurse in CVICU; Susan Kelley, a registered nurse in CVICU; and Eric Leaf, a registered nurse on 5 Center.

Extern program gives student nurses real world experience

Fifteen senior nursing students from six area colleges are participating in AnMed Health's Summer Nurse Extern Program. This year's nurse externs were chosen from a pool of more than 50 applicants.

During the eight-week program, the students shadow registered nurses to learn the clinical and critical thinking skills they will need on the job. Through these experiences, the students learn strategies and techniques for assessment, documentation, prioritizing and time management.

2010 Nurse Externs

Brittany Baker, University of South Carolina
Miranda Brown, Clemson University
Brittany Denard, Lander University
Carollee Grindel, USC-Upstate
Kimberly Hall, University of South Carolina
Katie Henrichs, Clemson University
Crystal King, Lander University
Heather Leslie, Lander University
Leigh McBride, Lander University
Lauren Moody, Clemson University
Todd Moon, Newberry College
Jennifer Morgan, USC-Upstate
Chelsea Thomason, Clemson University
Karlye Williams, Clemson University
Kalin Wise, Northern Michigan University

In an effort to accommodate others, LifeChoice learns the benefits of living a culture of “yes”

At the beginning of 2010, Diabetes Education was looking for space to accommodate its patient education classes. Attendees has expressed concerned about their existing location and the lack of a “true learning environment.” In an effort to help Diabetes Education and enhance the program available for cardiac rehabilitation patients, the staff at LifeChoice developed a class rotation schedule that would give Diabetes Education access to their classroom and multimedia. They gave up an office so diabetes educators would have a place for assessments, paperwork and interviews and provided storage space for teaching materials, glucometers and food models.

LifeChoice’s registration staff learned to register diabetes patients, obtain the appropriate referral forms and assist in their scheduling.

Their willingness to help out and accommodating attitude earned them a STAR nomination from the Diabetes Education coordinator. Since the two programs started sharing space, their working relationships have improved as well. Today, the staffs from both departments operate as one unit. They work together to assess and rearrange class times, program offerings and whatever else it takes to meet patients’ needs.

By the end of the year, LifeChoice had formed a second partnership, this time with AnMed Health Integrative Medicine. The rehabilitation facility hosts Integrative Medicine’s art therapy class for cancer patients and survivors. Many cancer patients were already familiar with LifeChoice as the home of AnMed Health’s oncology rehabilitation program. The LifeChoice staff assists with the class each month by providing classroom space, set-up and teachers.

“In both situations, our staff was just looking to help,” said Michael Gibson, nurse manager at LifeChoice. “But each time, we gained more than we gave by forging better working relationships with departments that see many of the same patients we do.”



Benefiting the Community

Heart Hike team raises thousands for cardiovascular research

AnMed Health's Heart Hike team raised more than \$2,000 for the American Heart Association. An annual event, Heart Hike was held in March at Michelin's Sandy Springs plant. Heart walks, like the Heart Hike, celebrate healthy lifestyles while raising money for life-saving research and initiatives.



Minor Care raises \$1,000 for the Free Clinic

The staff at AnMed Health Minor Care raised more than \$1,100 during a bake sale for the Anderson Free Clinic.

The Anderson Free Clinic, one of South Carolina's first comprehensive free health care clinics, was founded on the belief that high-quality health care is the right of all individuals. Since 1984, the Free Clinic has provided medical care to patients who cannot afford private care. Free Clinic patients are uninsured and have a household income below the Federal Poverty Level.

Shoe donation helps moms make a fresh start in life

The mothers at Women and Children Succeeding were in for a treat when the labor and delivery staff at AnMed Health Women's and Children's Hospital cleaned out their locker room. The staff donated close to 30 pairs of old and un-used nursing shoes, a blessing to many in the program who cannot easily afford them.

Women and Children Succeeding is a program of Anderson Inter-faith Ministries that helps mothers break the cycle of poverty. The program is currently serving 36 mothers. As the women earn a degree and establish a career, their children are receiving quality day care or after school care.

"Many of our ladies are in nursing or other medical professions, and these shoes will be put to good use," a volunteer said. "What a thoughtful way to contribute to our program."

Hospital raises big bucks for March of Dimes

The staff at AnMed Health Women's and Children's Hospital raised more than \$10,000 for March of Dimes during the month of April. The team's primary fundraiser was a poker run. AnMed Health received an award from March of Dimes for collecting the most online contributions. Lynn Garrett was also recognized as Team Captain of the Year.



Teddy Bear Clinic helps ease kids' fear of the hospital

Nurses from across the health system volunteered at Teddy Bear Clinic, an annual event designed to help children become more familiar with the equipment used in doctors' offices and hospitals.

During the event, children take their stuffed animals through a series of screenings and procedures. Each stuffed animal is registered and receives a hospital identification band. As families move from table to table, the stuffed animals are bandaged, weighed, X-rayed and examined, allowing children to see how medical equipment works so they won't be scared if they ever have to come to the hospital in the future. More than 360 people attended the Teddy Bear Clinic in 2010.



Nurses donate services to uninsured residents

AnMed Health was one of 13 community providers to participate in SC Mission 2010. Held Aug. 6 and 7 at the Carolina First Center, the event provided free medical, vision and dental care to more than 1,200 low-income, uninsured adults.

More than 500 volunteers – including physicians, nurses, dentists, optometrists, pharmacy and lab specialists, students and non-clinical personnel – participated in the two-day event. The majority of their patients hadn't seen a dentist or a doctor in years. According to SCHA president Thornton Kirby, one of the first men in line for dental care required 14 extractions. At least six patients were transferred to local hospitals for emergent heart procedures; one man presented with a systolic blood pressure over 300.

Residents were served on a first-come, first-served basis. Behavioral health services, sexually transmitted disease counseling and patient education were also available.

SC Mission 2010 was an effort of the South Carolina Hospital Association, AccessHealth SC and the South Carolina Optometric Association, and was held in conjunction with the South Carolina Dental Association's Dental Access Days.

Women's and Children's Hospital donates supplies to Clean Start

From June to August, staff at AnMed Health Women's and Children's Hospital collected crackers, razors, laundry detergent, toilet paper, coffee, canned meats, toothbrushes and toothpaste in an effort to provide a fresh start to homeless men in Anderson. At the end of the three-month period, they had two car-loads of supplies for Clean Start, a shelter that gives homeless men a place to take a shower, change clothes and grab something to eat.

"This was a huge success, and the people in charge were very appreciative of all the items we collected for them," said Lynn Garrett, administrative secretary at AnMed Health Women's and Children's Hospital

Poker Run raises money for Susan G. Komen



Laura Schutt, RN, and Grant Eberhardt pull up at Sue's Wings & Things, the last stop on the Ride for the Cure poker run.

The staff at AnMed Health Cancer Center raised \$2,572 for Susan G. Komen during its 2nd annual Ride for the Cure poker run.

The event started at AnMed Health Cancer Center. The 125 participants traveled to Bi-Lo on S.C. 24, the Tiki Hut in Seneca, Tiger Town Tavern in Clemson, The Islander in Pendleton, Timms Harley Davidson and Sue's Wings and Things. Teams collected a piece of their poker hand at each stop.

Students get a first-hand look at life in the operating room

About 40 nursing students and high school seniors got an early start on their careers during a Perioperative Open House in November. The open house was held in celebration of Perioperative Nurse Week, Gastroenterology Nursing Week, Surgical Technologist Week, and Central Service and Sterile Processing Week.

The event was designed to demonstrate a patient's journey through surgery and endoscopy. Students observed a simulated surgery, traveled through interactive stations and toured several surgery areas, including sterile processing, endoscopy, the post anesthesia care unit and pre-surgery. There was a "hands-on" demonstration of the da Vinci robot, allowing students to sit at the console and move the robot's arms as the surgeons do. Students also had the opportunity to talk to staff members about their roles, new technology and the patient experience.



LEAN evaluation cuts patient wait times by a third

The Surgery Assessment Center used LEAN principles to improve patient flow by identifying value-added activities and non-value added activities. Value-added activities were identified as the registration process, nursing assessment, medication reconciliation, and chart completion. A primary non-value activity identified was patient waiting.

The objective of this project was to reduce the patient's total experience time to less than 60 minutes as defined in the organization's strategic plan. At the start of the project, the average experience time was 90 minutes. Improvements were made during the intense four-day event. Efficiencies were achieved by moving registration, changing the patient scheduling module, making better use of information technology, changing the layout changes and modifying job duties. Patient wait time was cut by 10 minutes simply by moving registration staff. Improved patient scheduling through an adjustment in the timing of available appointments leveled out the patient flow. Visual tracking of patients and room availability were achieved by using technology that was already available. Staff travel time was reduced by decreasing the size of the facility by 1,100 square feet. Modifying job duties allowed the same number of employees to see more patients in less time. Better flow for the patient along with decreased waiting time reduced the total patient experience to less than 60 minutes.

Since finishing the LEAN process, the Surgery Assessment Center consistently maintained its improved times. Though the LEAN event was spearheaded by a designated team, the entire staff participated in redesigning their work environment.

Better flow for the patient along with decreased waiting time reduced the total patient experience to less than 60 minutes.

Surgical Services Pre-Operative Patient Warming Project

Surgical Services embarked on a project to decrease post-operative hypothermia in surgical patients. Hypothermia is a body temperature less than 96.8 degrees. Before this project, most patients received multiple warmed cotton blankets that were changed often throughout the surgical experience. The average patient would be given four to six blankets. The method chosen for this project was the use of forced air warming starting pre-operatively and continuing throughout the surgical period. A special forced air warming gown is provided to the patient before surgery in the Outpatient Surgery department. The gown then converts to a forced air warming blanket when the patient is undergoing the surgical procedure and after surgery. By replacing the warming blankets with forced air gowns, the department saved money on stocking and laundering costs. There has also been a dramatic decrease in the number of patients with post-operative hypothermia. Prior to this project, 5 percent patients were hypothermic after surgery. Today, only 0.2 percent experience post-operative hypothermia.

Nursing Certifications

AnMed Health offered several nursing certification classes in 2010, and 75 nurses are now certified in their area of expertise.

American Nurses Credentialing Center (ANCC)

Ashley Black, RN
Paula Martin, RN
Sue Miller, RN
Bobbie Smith, RN
Sharon Winters, RN

Advanced Practice Registered Nurse-Board Certified (APRN-BC)

Rebecca Kemp, RN
Lori Sloan, RN

Certified Ambulatory Perianesthesia Nurse (CAPA)

Debra Kelly, RN

Certification in Emergency Nursing (CEN)

Crystal Hooper, RN
Joyce Lawless, RN
Cathy McClain, RN
Rachel Simmons, RN
Shelly Walters, RN

Certified Continence Care Nurse (CCCN)

Robin Michael, RN
Jamie Wallace, RN
Patina Walton-Geer, RN
Amy Weaver, RN

Certified Case Manager (CCM)

Donna Sawyer, RN

Certified Critical Care Nurse (CCRN)

Andrea Briscoe, RN
David Cothran, RN
Connie Goforth, RN
Doug Hulme, RN
Barbara Leaf, RN
Faith Lewis, RN
Lynne McCarragher, RN
Bryan Kennedy, RN
Shelley Spang, RN
Jean Watson, RN

Certified Diabetes Educator (CDE)

Jane Mauldin, RN
Thomasena Pollard, RN
Melissa Smith, RN

Certified Foot Care Nurse (CFCN)

Patina Walton-Geer, RN

Certified Gastroenterology Registered Nurse (CGRN)

Karine White, RN

Certified Healthcare Emergency Professional (CHEP)

Kelly Slatton, RN

Certified in Infection Control (CIC)

Gwen Usry, RN

Certified Legal Nurse Consultant (CLNC)

Lisa Cromer, RN
Kimberly Watson, RN

Certified Medical-Surgical Registered Nurse (CMSRN)

Lisa Deptula, RN
Elizabeth Kozel, RN
Nancy MacDougal, RN
Joanne Moore, RN
Suzanne Pass, RN
Deborah Robinson, RN
Dawn Smalley, RN
Sue Smith, RN
Doris Taylor, RN

Certified Nurse Educator (CNE)

Linda Howe, RN

Certified Neuroscience Registered Nurse (CNRN)

Charles Horton, RN
Lynne McCarragher, RN

Certified Nurse Operating Room (CNOR)

Mavis Brooks, RN
Jane Cwynar, RN
LaRue Fisher, RN
Chrystine Hatem, RN
Erin Keeney, RN
Donna Kent, RN
Donna Marcengill, RN
Deborah Pennington, RN
Constance Roberts, RN
Martha Rush, RN
Cynthia Simpson, RN
Shelley Spang, RN
Martha Stratton, RN
Doris Street, RN
Jena Wasylenko, RN

Certified Occupational Health Nurse (COHN)

Jean Watson, RN

Certified Registered Nurse Anesthetist (CRNA)

David Abromovitz, RN
Rawhi Abu Abdo, RN
Mark Bone, RN
Michelle Buckreis, RN
Joyce Collier, RN
Valerie Consonery, RN
Shauna Cox, RN
Sally Cummings, RN
Charlie Flowers, RN
Bridget Hatchell, RN
Natalie Hottinger, RN
Zoanne Lacabe, RN
Warren Lutz, RN
Anna Mayberry, RN
Curtiss Moore, RN
Jason Mortenson, RN
Carol Pethel, RN
Deb Salley, RN
Greg Sanders, RN
Cathy Scnepf, RN
Shelley Spang, RN
Gary Reese, RN
Paul Ward, RN
Connie Watkins, RN
Carol Watts, RN
Amy Weaver, RN
Rick Wood, RN

Certified Rehabilitation Counselor (CRC)

Leslie Manuel, RN

Certified Rehabilitation Registered Nurse (CRRN)

Sonja Smith, RN

Certified Wound Care Nurse (CWCN)

Beverly Harris, RN

Nurse Executive-Board Certified (NE-BC)

Crystal Hooper, RN

Orthopaedic Nursing Certification (OCN)

Cynthia Simmons, RN

Oncology Nursing Certification (ONC)

Freda Kelley, RN

Sexual Assault Nurse Examiner (SANE)

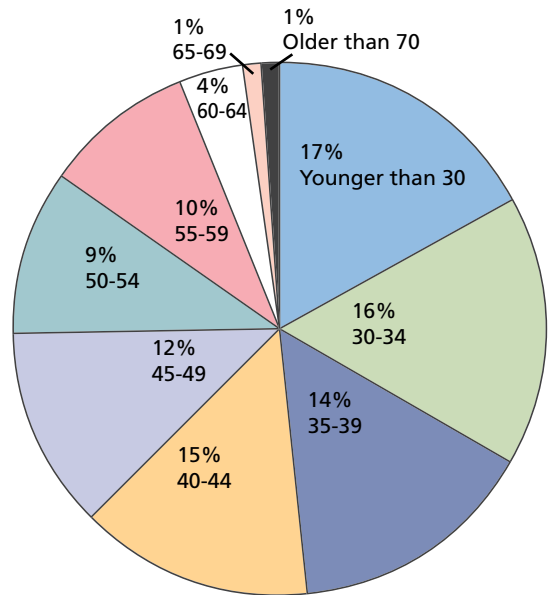
Sandra Brownlee, RN
Dottie Harden, RN
Rachel Simmons, RN

Who are AnMed Health nurses?

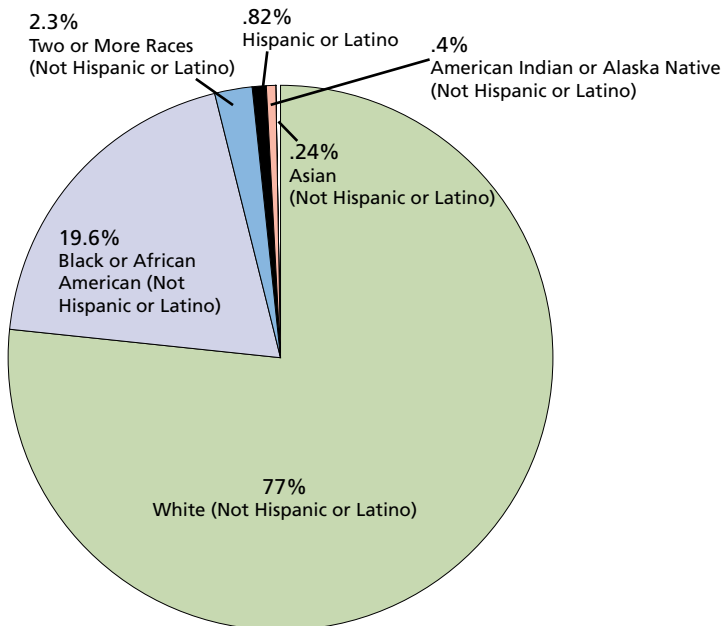
AnMed Health's nursing staff is comprised of close to 700 full- and part-time employees. The average AnMed Health nurse is 41 years old and has been employed by the health system for about 9 years.

Anderson and its surrounding communities continue to grow each year. More and more people are discovering the beauty of Hartwell Lake, the convenience of the 1-85 corridor, and the Southern charm that makes Anderson a great place to live, work and play. As the community has grown and changed, so has the workforce. The increasing diversity of our community is enriching our workforce. Today, AnMed Health is made of a diverse group of people from all walks of life.

AnMed Health Nurses by Age

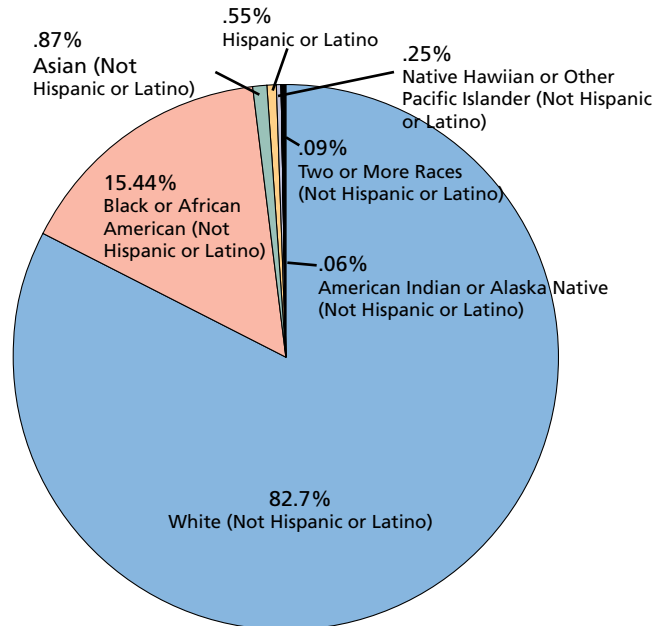


AnMed Health Patient Population by Race



Total number of patients 337,670

AnMed Health Employees by Race



Total number of employees 3,191

Pilot program help nurses to bridge the health literacy gap

In 2010, AnMed Health launched two pilot programs to help patients better understand what's happening to their body and what they need to do to get well.

Studies show that patients with low health literacy are less likely to follow medication orders and preventative care instructions. As a result, people with low health literacy average 6 percent more hospital admissions, remain in the hospital nearly two days longer and have earlier mortality.

Using the teach back method, providers ask patients to repeat in their own words what they need to know or do. It's not a test of the patient, but a test of how well health care providers explained the information. Ask Me 3™ is a separate program that encourages patients to ask three important questions every time they speak with a health care provider:

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?

Both tools were used for nearly a year in Pediatrics, Outpatient Surgery and the Surgery Assessment Center. Since starting the programs, all three have seen an increase in patients' ratings of overall quality of care and understanding of discharge instructions. they need to do to get well.

Nurses take an active role in Diversity Advisory Council

The AnMed Health Diversity Advisory Council engages employees, physicians and community leaders in developing the health system's comprehensive diversity plan. Culture has both visible and invisible aspects, effecting the values, communication styles, behaviors and assumptions of patients and providers. The delivery of culturally competent health care requires a set of attitudes, skills, behaviors and policies that allow physicians and clinicians to work effectively in cross-cultural situations.

Training up differntiology leaders

"Differentiology" is a term created by CEO John Miller. This term, which is unique to AnMed Health, best describes our inclusive approach to differences. AnMed Health Differentiology Leadership Academy (ADL) is a diversity leadership program customized for directors and managers. ADL curriculum is based on the Furman University's Riley Institute course of study, but also incorporates many issues specific to health care and AnMed Health.

Nursing staff selected for & completing the 2010 Differentiology Leadership (ADL) Academy

David Cothran, RN
Kathy Deloplaine, RN
Andy Long, RN
Shirley Walker, RN

Nursing representation on the 2010 Diversity Advisory Council

Nedra Brown, RN
David Cothran, RN
Dale Duncan, RN
Scott Jones, RN
Andy Long, RN
Suzanne Wilson, RN



A team of nurses representing all levels and specialties within AnMed Health guided the design and development of this artwork. Nurses were asked to sketch or describe nursing services across the organization. Using this feedback, three options were created and voted upon by the entire nursing staff. The result is a symbol which signifies their ongoing efforts to continually improve the quality and excellence of nursing services at AnMed Health.



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