

2019 ANNUAL NURSING REPORT





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Introduction



As I look back on 2019, I stand in amazement at how far we have come and how much we have accomplished. Just a few short years ago, we began a journey to become a Magnet designated facility. In January of 2020, we received notification that we would move straight to a site visit. For those that may not understand the significance of “straight to site visit...” it is better than a fast pass at Disney World! It means our application and documentation were exemplary. The document was submitted in 2019 with over 70 stories of professional nursing practice at Conway Regional. This is a testament to your engagement and commitment to fulfill our promise to be bold, exceptional, and called.

The Magnet Journey to Nursing Excellence is primarily focused on high quality patient outcomes, high patient satisfaction, and high employee engagement. When I reflect on 2019 and think about quality patient outcomes, I am reminded of the excellent work by CVICU nurses who did not have a single patient fall for the entire year, our CCU team that reduced total falls by more than half, and our team on 3 North where injury falls were reduced by over 70%.

During this past year, Conway Regional was recognized by the Arkansas Department of Health as an Arkansas Stroke Ready Hospital and received the Silver Get with the Guidelines®-Stroke program award from the American Heart Association. Additionally, our organization received the AR SAVES Site Excellence award for the third year in a row.

We continued to grow together as an organization and experienced a 10% increase in overall surgical procedure volume and supported the development and implementation of the new bariatric service line.

Patient satisfaction with nursing care continued to demonstrate excellence, and many nurses participated in activities like Walk to Remember, Healthy Kids...Healthy Conway, and the Toy Run at Christmas that engaged our patients even outside of their time in our hospital. The high level of engagement with the organization was evident in the participation in the Clinical Advancement Program, our work toward national certification, our ten Great 100 Nurses, and our three 40 Under 40 Nurse recognitions. We have served our community and each other well through the Emergency Department's sERve Team, the Toad Suck Daze Fire Truck Pull that benefits Special Olympics, the CHAMPS program, and providing Christmas gifts for our own Conway Regional families and Haven House.

Enjoy looking back on 2019 through this report. We are proud of the way we answer the call to meet the needs of those we serve in bold and exceptional ways, and I am honored to serve alongside you.

Be BOLD, Be EXCEPTIONAL, and Always Answer the CALL.

A handwritten signature in black ink that reads "Angie Longing".

Angie Longing, BSN, MHSM, RN, NE-BC
Chief Nursing Officer
VP of Patient Care Services
Conway Regional Health System

Mission, Vision, and Values

Mission

Conway Regional Health System is accountable to the community to provide high quality, compassionate health care services.

Nursing Vision

Committed to being the regional leader in providing exceptional, innovative nursing care to those we serve.

Vision

The vision of Conway Regional Health System is to be recognized as the regional leader in health care excellence.

iCare Values

Integrity
Compassion
Accountability
Respect
Excellence



Professional Practice Model

The Professional Practice Model drew inspiration from roundabouts and our CRHS logo; both serve as reflections of our community. Patients and families live at the center of our practice, and the hands in the center represent our nurses and clinicians supporting our patients and families. Our values and care philosophies represent our clinical practice and our iCARE values. These encircle and reinforce our overall practice.



Care Delivery System

In 2018, nursing departments customized their care delivery system to define what guides nursing practice specific to each area. The hands represent the nurses supporting patients and families as they deliver nursing care.



Nursing Leadership Team



Angie Longing
BSN, MHSM, RN,
NE-BC
Chief Nursing Officer
VP of Patient Care Services
Conway Regional Health
System



Suzanne Harris, MS,
BA, BSN, RN, NE-BC
Director of Medical/
Surgical and Specialty
Services



Mary Salazar, MNSc,
APRN, NEA-BC, RNC-
MNN, WHNP-BC
Director of Womens' and
Infant Services



Andrea Moore
Nursing Operations
Coordinator



Tyler McDonald,
MHA, BSN, RN
Director of Surgical
Services



CJ Newton, MSN, RN,
NE-BC
Director of Education &
Magnet Program



Amanda Irby, BSN,
RN, NE-BC, CEN
Director of Critical Care
and Emergency Services

Not Pictured

Dusty Fronabarger, BSN, RN
Director of Senior Behavioral
Health

Nurse Managers



Amber Ledbetter
BSN, RN, RNC-OB
Nurse Manager
Women and Infants



Brandi Johnson
BSN, RN, RNC-LRN
Nurse Manager
Women and Infants



Brenda Garlington,
BSN, RN, VA-BC
Nurse Manager PICC/
Radiology



Amanda Harmon,
BSN, RN
Nurse Manager
Oncology, SSOU, and SBH



Julie Sindle
BSN, RN, CNOR
Nurse Manager
Main OR



Linda Betts
BSN, RN, CNML
Nurse Manager
Ambulatory Surgery



Meg Prince
MSN, RN, NE-BC
Nurse Manager
Emergency Department



Alicia Taylor, BSN,
RN, HCS-D
Nurse Manager
HomeCare



George Moore,
BSN, RN
Nurse Manager Orthopedic
and Med/Surg

Not Pictured
Jimmy Stobaugh, BSN, RN
Nurse Manager
Cath Lab

Mercy Vaughn, BSN, RN
Nurse Manager
CCU, CVICU, OIU

Year in Review

2019 Initiatives and Accomplishments

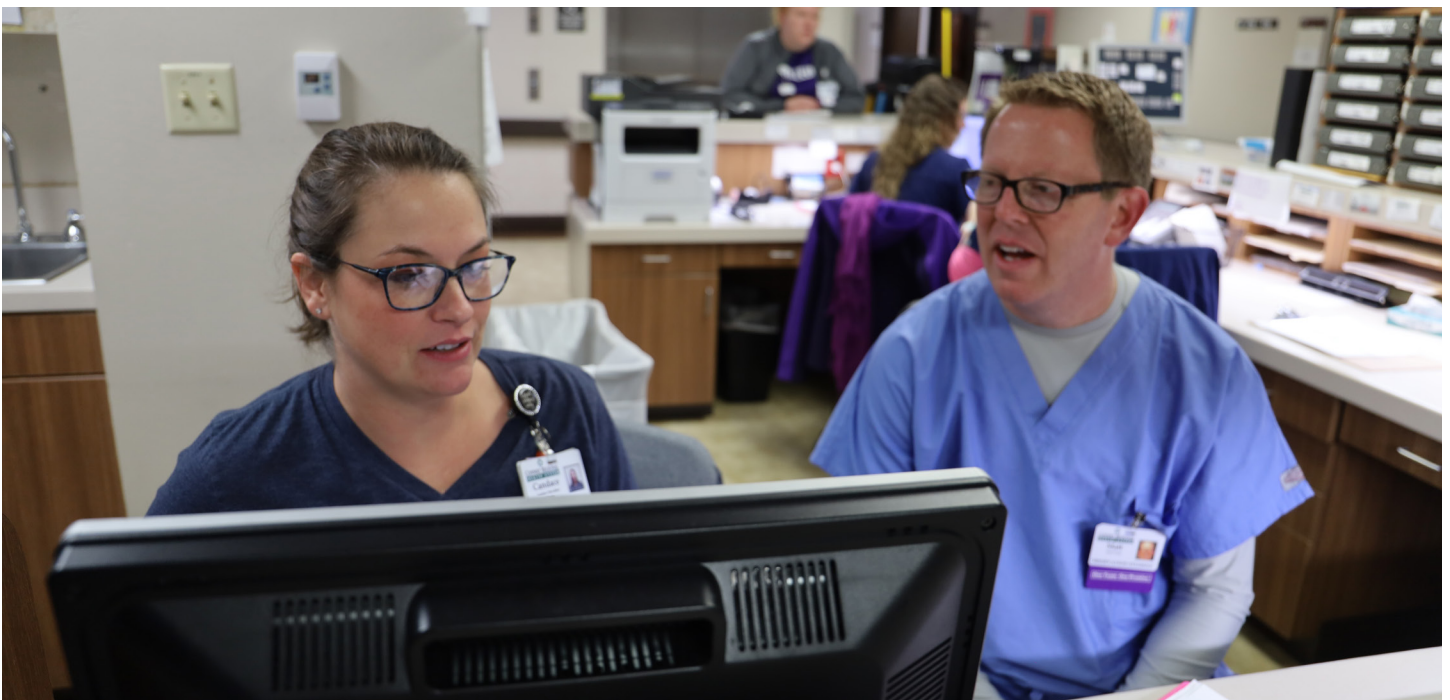
- Submitted Magnet Document
- Sponsored CHAMPS Program with 40 high school students participating
- Held the 2nd Annual “Healthy Kids, Health Conway” event
- Completed two nurse residency cohorts
- Held two Conway Regional job fairs
- Collected approximately 800 toys at the Annual Toy Run
- Implemented unit-based nursing performance improvement dashboards
- Implemented multiple workplace violence initiatives
 - o Initiated a Workplace Violence Prevention Committee in early 2019
 - This includes the review of all workplace assaults in each meeting
 - o Transitioned to Techniques for Effective Aggression Management (TEAM) – this included requiring all employees to be trained
 - o Updated workplace violence signage throughout hospital and clinics
 - o Implemented “Orange Triangle Magnets” to improve communication of aggressive patients in inpatient areas
 - o Implemented changes in the ETOH Withdrawal management protocol to help prevent the onset of DTs versus treating after this has already occurred.
 - o Implemented a new process to flag patient charts for physically aggressive behavior
- Implemented iRounding through Press Ganey
- Adopted Mentoring Pay in August 2019
- Expanded use of Cardene to 3 North
- Installed new fall mats in inpatient areas

Research Studies Initiated

- *Perceptions of Nursing Incivility from a local community hospital*
 - o Regan Hinchcliff, BSN, RN, Employee Health Nurse
 - o Laura Hall, DNP, RN, CNL, UCA School of Nursing
- *The effect of multiple preceptors on RN perception of competence and confidence*
 - o Caitlin Castellani, BSN, RN-BC, Nurse Recruiter
 - o Pam Ashcraft, PhD, RN, PHCNS-BC, UCA School of Nursing
- *Needs Assessment of Informal Caregivers of People with Dementia in Arkansas*
 - o Suzette Marks, MSN, RN-BC, SBH, Clinical Nurse
 - o Kerry Jordan, PhD, RN, CNS, CNL-BC, UCA School of Nursing, and others
 - *This study was presented at an international geriatrics conference in Canada by Dr. Jordan. Suzette Marks was listed as a co-investigator*

Nurse for a Day

In November of 2019, Matt Troup, President and CEO, shadowed nurse Candace McArthur, RN, for a day. The experience gave Troup additional insight into the work being done by our nursing team as well as areas in which our organization can make adjustments to better support our nurses. The day was filmed and shared at a Town Hall meeting for all employees.



2019-2020 Nursing Strategies and Goals

1. Transformational Leadership in Nursing

- Enhance consistency of management processes
- Develop succession plan and strategy for new leaders
- Further develop mentoring program
- Improve interdepartmental collaboration

2. Structural Empowerment in Nursing

- Grow and develop department councils
- Continue to support education and certification
- Promote and expand nursing community outreach
- Support and encourage professional development
- Increase recognition of nursing staff
- Effectively transition RNs into new practice settings

3. Exemplary Professional Practice

- Promote and improve nurse engagement
- Facilitate enculturation of the Professional Practice Model
- Facilitate an environment that promotes a positive patient experience and clinical outcomes
- Increase awareness and recognition of violence in the workplace

4. Support New Knowledge, Innovations & Improvements

- Integrate the evidence-based practice model into nursing practice and decision making
- Encourage and support external and internal dissemination of research projects
- Facilitate and support research among clinical staff

Magnet Signing

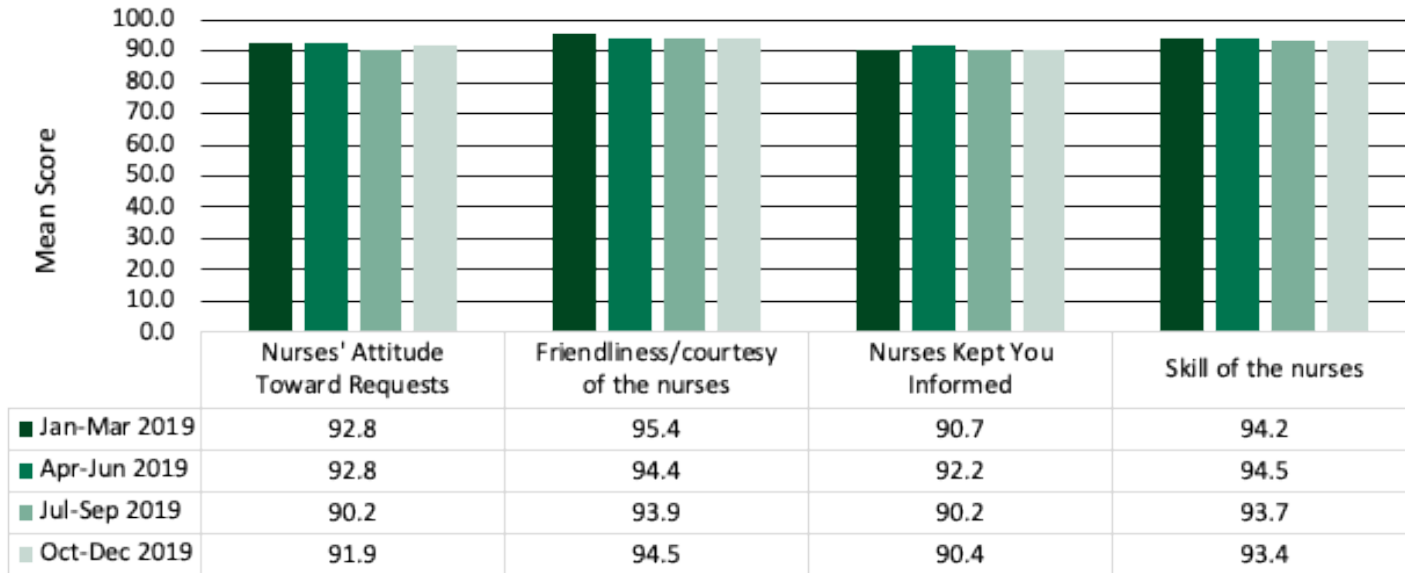
The Magnet Recognition Program® is a designation from the American Nurses Credentialing Center (ANCC) that recognizes nursing excellence. Hospitals achieve Magnet Recognition status for quality patient care and innovations in professional nursing practice, and it is considered the highest recognition for a hospital nursing department.

On September 24, 2019, Angie Longing, MHSM, BSN, RN, NE-BC, signed the Magnet Document as the final step before submitting for review. Longing was surrounded by clinical nurses, nursing leaders, and Magnet writing team members, as well as the executive leadership team.

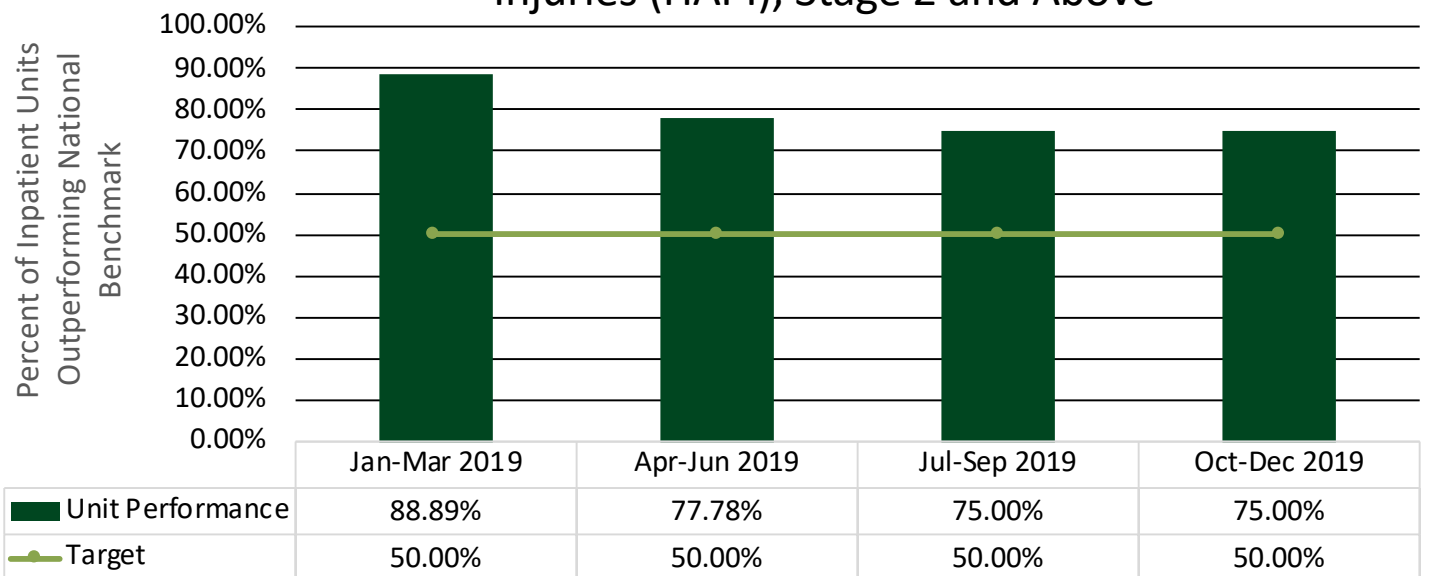


Patient Satisfaction with Nursing Care

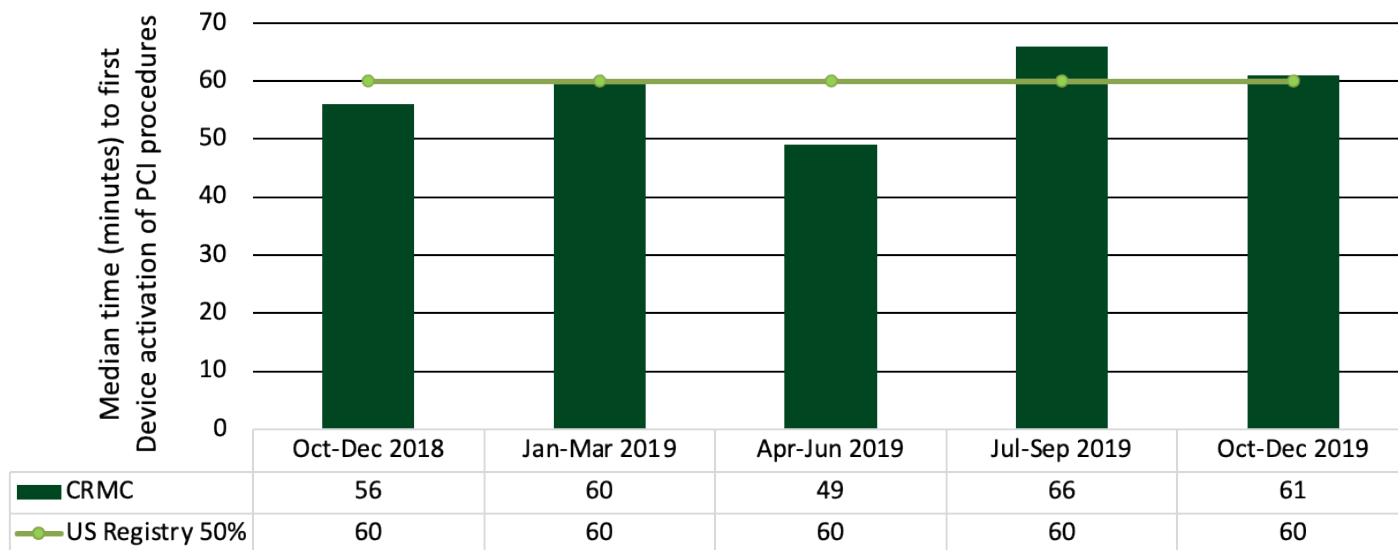
Patient Satisfaction with Nurses



Performance for Preventing Hospital Acquired Pressure Injuries (HAPI), Stage 2 and Above



Median Time to Immediate PCI (STEMI Patient)



As a nurse-sensitive clinical indicator, this measure demonstrates the importance of rapid triage and assessment of patients with complaints of chest pain. Timely implementation of various nursing interventions facilitated the throughput process for the patient to the cardiac catheterization laboratory and into the start of the procedure to allow for the prompt revascularization of the coronary artery to improve patient outcomes. It represents our achievement of timely throughput processes for all STEMI patients who go to the Cardiac Catheterization Laboratory for re-vascularization.

Patient Falls with Injury Acute Care Inpatient Units

- CVICU had **no** falls in 2019
- CCU reduced total falls by 57.9% in 2019
- LDRP reduced total falls by 33.22% in 2019
- 3N reduced injury falls by 70.7% in 2019
- 2N reduced injury falls by 29.4% in 2019
- SBH reduced injury falls by 11.1% in 2019

Organizational Level Certification

Support for RN Education

Conway Regional Health System supported nursing academic progression in the following ways:

Educational Loan Program:

Eligible candidates receive up to \$5,200 annually in reimbursement for tuition and fees for a maximum total of \$20,800. The employment requirement is waived for non-BSN Nurse Residents who signs a commitment to obtain their BSN within four years of hire.

Scholarships:

The Conway Regional Health Foundation awards scholarships to students in health-related fields on an annual basis. In 2019, the Foundation awarded 13 scholarships, totaling \$22,500 to students.

Flexible Scheduling:

Flexible scheduling to accommodate class attendance and clinical rotations is an essential support that helps nurses at all levels, as well as unlicensed staff who are pursuing nursing licensure, achieve their educational goals.

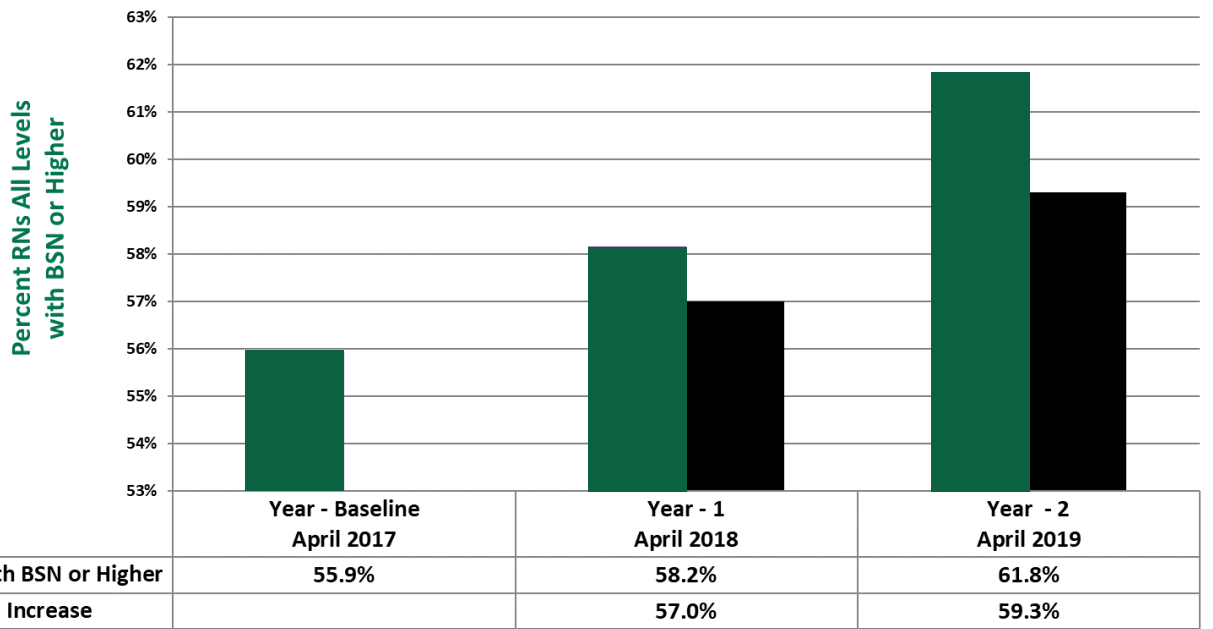
BSN Recruiting:

Nurse residents are required to obtain a BSN within four years of their start date.

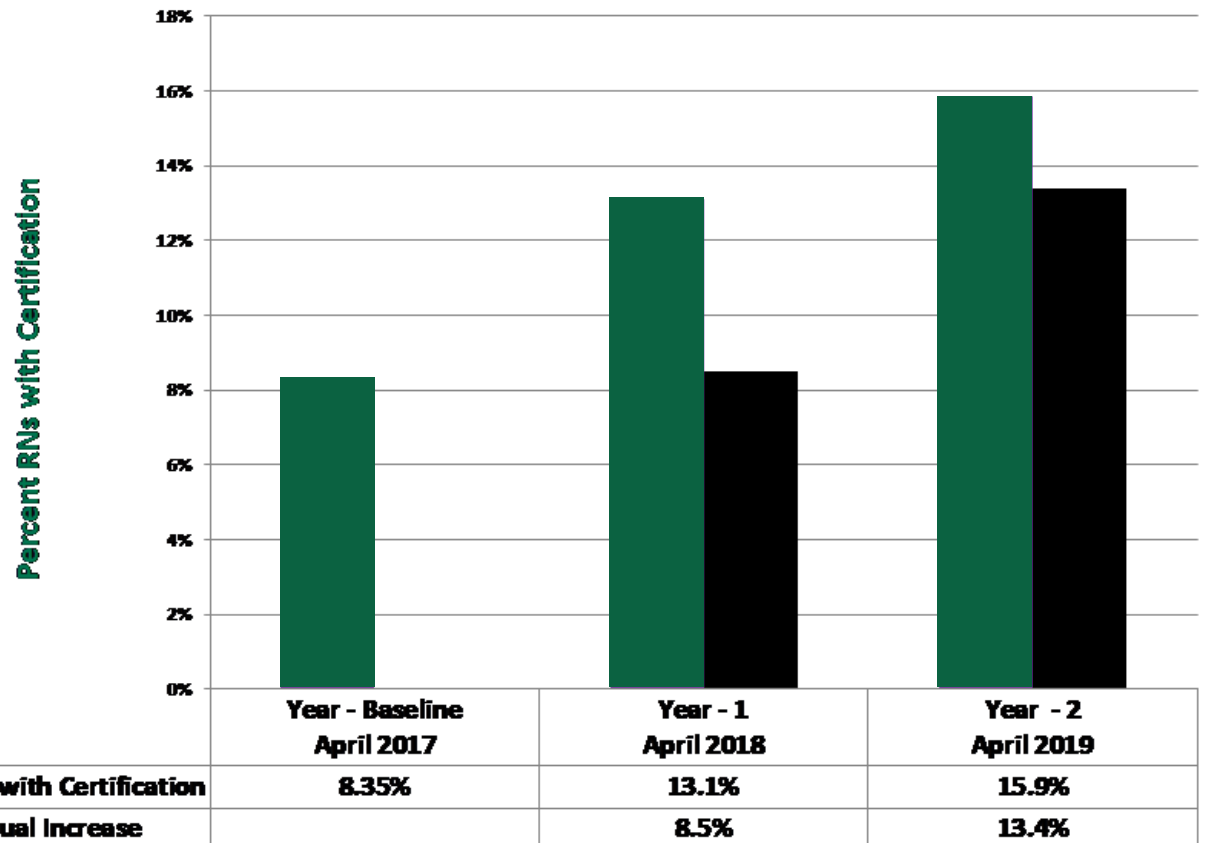
Partnership of Clinical Excellence:

This program is mutually beneficial to Conway Regional and the Bachelor of Science in Nursing students at the University of Central Arkansas. Conway Regional Health System and Conway Regional Health Foundation agree to provide financial support to certain students who enroll in, and graduate from, the UCA BSN program with the outcome of hiring such graduates at Conway Regional. Nine UCA Nursing students were selected in 2019, seven of which began our nurse residency program in the fall of 2020.

Conway Regional Medical Center Organization for Percent RNs All Levels with a Bachelor's or Higher Degree in Nursing



Conway Regional Medical Center Organization Level Certification





IN MEMORY OF J. PATRICK BARNES

DAISY Awards



Q1 2019 DAISY
Stacy Wilson, BSN, RN
Rehab Hospital



Q2 2019 DAISY
Barbara Burgener, RN IBCLC
Women and Infants



Q3 2019 DAISY
Gabriel Gartman, RN
Critical Care Unit



Q4 2019 DAISY
Marilyn Dail, BSN, RN,
CCRN - CVICU



BEE Awards



Q1 2019 BEE
Darren Freeman, MD
Hospitalist



Q1 2019 BEE
Tara Caudle
Corporate Wellness



Q2 2019 BEE
Lori Dather
Nutritional Services



Q3 2019 BEE
Dr. Mike Fahr
Emergency Department



Q4 2019 BEE
Christie Harris
Outpatient Interventional Unit

Awards and Recognition

40 Nurse Leaders Under 40

40 Nurse Leaders Under 40 honors emerging nurse leaders in the state who are under the age of 40. The honorees were selected using criteria on how each applicant stood out among their peers in four distinctive areas: commitment to excellence, services/outreach, leadership qualities, and contributions to the advancement of the nursing profession. The following employees were selected in 2019:



Matthew Austin, BSN, RN

Critical Care

Meghan Mallett, APRN

Prince Street Clinic

Amelia Reed, BSN, RN, CNOR

Surgical Services

2019 Great 100 Honorees

The Great 100 Nurses organization selects exemplary nurses are selected based on their concern for humanity, their contributions to the profession of nursing, and their mentoring of others. The following nurses were nominated and selected as one of the Great 100 Nurses of Arkansas for 2019:

Brandi Alred, RN

Emergency Department, Clinical Nurse

Kayla Bond, MSN, RN, PCCN

3S, Cardiac/Telemetry, Clinical Nurse

Catherine Caffrey, BSN, RN

Nursing Administration, House Supervisor

Tamara Carroll, BSN, RN, CMSRN

3N, Cardiac Stepdown, Clinical Nurse

Katie Cox, BSN, RN

Emergency Department, Clinical Nurse

Stephanie Ingraham, BSN, RN

Cardiac Stepdown/Telemetry, Nurse Manager

Amanda Irby, BSN, RN, NE-BC, CEN

Emergency and Critical Care Services, Director

Lou Oade, RN, RNC-MNN

Labor and Delivery, Clinical Nurse

Elisabeth Velte, RN

Nursery, Clinical Nurse

Heather Gray, RN

Orthopedics, Clinical Nurse



Professional Presentations

Society of Trauma Nurses, TraumaCon 2019

March 27–29, 2019 in Lexington, KY

- **Mike Henry, BSN, RN, Trauma Coordinator**
Poster presentation
Non-Verbal Communication: Using High Visibility Vest to Boost PI Compliance in Trauma Resuscitations

RQI User's Network Meeting, American Heart Association

June 7, 2019 in Dallas, TX

- **Rae Rhodes, BSN, RN, Director of Education**
- **C.J. Newton, MSN, RN, NE-BC, Magnet Program Director**
Podium presentation



Kappa Rho Chapter, Sigma Theta Tau

Research Day, April 9, 2019

- **Mike Henry, BSN, RN, Trauma Coordinator**
Podium presentation
Non-Verbal Communication Using High Visibility Vest to Boost PI Compliance in Trauma Resuscitations
- **Lynn Braden, BSN, RN, Outpatient Interventional Unit Clinical Nurse**
Poster presentation
Deflation Rates of Radial Artery Compression Devices
- **Ashley Pierce, BSN, RN, CCRN, Critical Care Unit Clinical Nurse, Co-Chair, Patient Care Governing Congress**
Poster presentation
Effects of Flexible Visiting Hours on Patient and Family Satisfaction in the Critical Care Unit: A Pilot Study.
Poster presentation
The Effect of a Shared Governance Model on Perceptions of Professional Control and Governance

Professional Clinical Shared Governance



In October of 2019, Conway Regional celebrated four years of Shared Governance. Led by the Conway Regional Professional Clinical Governing Congress, Shared Governance provides clinical professionals the opportunity to establish standards of clinical practice and to promote professional development and research.

Nurses Week

Nurses week was celebrated with a pancake breakfast, Sonic drinks, specialty coffees and ice cream. Professional Practice Day included several continuing education presentations.





Magnet Conference

On October 8, JoAnn Frazier, BSN, RN, CPHQ, Performance Improvement Coordinator and C.J. Newton, MSN, RN, NE-BC, Magnet Program Director flew to Orlando, FL, for the Magnet Program Director meeting the following day. On that day, they were joined by Hannah Ray, BSN, RN, Clinical Nurse, CCU, Lou Ann Oade, RNC-MNN, Clinical Nurse, W&I, Julie Sindle, BSN, RN, CNOR, Nurse Manager, Surgical Services, Meg Prince, MSN, RN, NE-BC, CNL, Nurse Manager, Emergency Department, Brenda Garlington, BSN, RN, VA-C, Nurse Manager, Radiology/PICC, Caitlin Castellani, MSN, RN-BC, Nurse Recruiter, and Angie Longing, MHSN, BSN, RN, NE-BC, CNO, to represent CRHS at the 2019 Magnet Conference.

With over 10,500 participants, the conference provided plenty of opportunities for networking, learning, inspiration and fun! The kickoff celebration party was at Universal Studios and the Conway Regional team thoroughly enjoyed it! The next night, our group became part of a pirate adventure for dinner, with Hannah, Meg, and Lou Ann being chosen to participate.

The group presented what they learned at the Magnet Conference during the Patient Care Governing Congress in November. Topics addressed included:

- Sepsis
- Stroke
- Nurse Manager Competency and Professional Development
- Enhanced Recovery after Surgery
- Four Tendencies of People
- Rapid Response
- Intubation
- Predictive Hiring
- Code Lavender
- Rounding to Reduce CAUTI and CLABSI
- Surgical Cost Reduction
- No Time to Care
- Workplace Violence



By the numbers:

- 10,500 Participants
- 300 Exhibitors
- 150 Breakout Sessions
- 150 Poster Presentations
- 9 Conway Regional Nurses





Unit Highlights

Emergency, Critical Care, Cardiovascular Intensive Care, Trauma, Stroke, and Outpatient Interventional Departments

Education and Clinical Advancement

- Eleven nurses participated in the Clinical Advancement Program and earned recognition as Clinician III or IV: Bryan Martin, ED, Brandi Alred, ED, Gwen Brunson, ED, Jessica Branham, ED, Katie Cox, ED, Michael Henry, Trauma, Gabriel Gartman, CCU, Veronica Price, CCU, Ashley Pierce, CCU, Lynn Braden, OIU, Jowayna Farris, OIU
- One nurse completed BSN degree: Veronica Price, CCU
- Four nurses completed MSN degrees: Sheila Hayes, ED, Nicole Smith, CCU, Robert Paladino, ED, Jessica Hope, ED
- Twelve nurses enrolled in BSN or masters level programs – Jessica Hope, ED, JoLynn Moix, OIU, Kari Turnipseed, CCU, Katie Dunham, CCU, Nicole Smith, CCU, Marianna Shelton, CCU/HS, Rachel Langmaid, ED, Robert Paladino, ED, Amy Schichtl, CCU, Morgan Madalone, ED, Caitlyn Fee, ED, Collin Condit, ED

Awards, Events, and Recognitions

Certified Nurses' Day

Meg Prince, ED Nurse Manager, NE-BC, CNL
Bryan Martin, ED, CEN, CCRN
Amanda Sellers, ED/CCU, CCRN
Ashley Pierce, CCU, CCRN
Kristina Collier, CCU, CCRN
Nicole Bradshaw, CCU, CCRN
Alexa Medlock, CCU, CCRN
Carolyn Hambuchen, CVICU, CCRN
Marilyn Dail, CVICU, CCRN
Kim Plumley, CVICU, CCRN
Amanda Irby, Director, NE-BC, CEN

Newly Certified Nurses

Amanda Sellers, CEN
Kennady Langston, CEN
Katie Hunt, CEN
Daniel Whitehead, CEN
Robert Paladino, CEN

Great Catch, Hannah!

Hannah Ray, CCU RN, reported that the Blood Bank issued a unit of blood to a patient in CCU. When verifying the unit of blood and all of the medical record numbers, the M# on the blood bank sticker did not match the M# in the patients EMR. Hannah called the Blood Bank to discuss and the blood was returned to the Blood Bank. A new unit of Blood was issued to the patient and was transfused in a timely manner. The Blood Bank contacted IS to discuss the differences in the medical record numbers. This is a great example of using our processes that are in place to prevent errors!



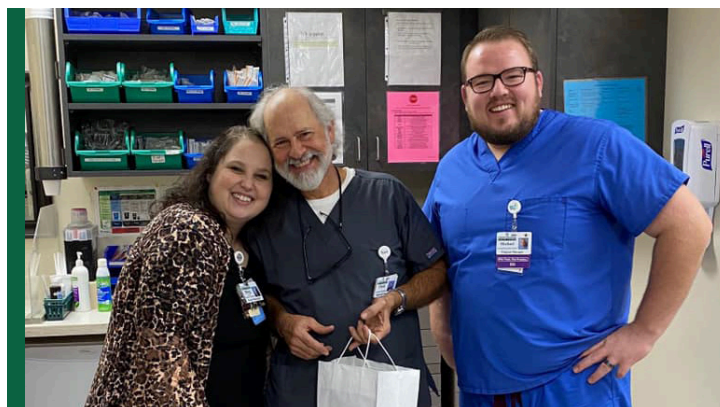
Celebrated two CRHS scholarship recipients

Jessica Hope, ED Ryan Kordsmeier, ED



Hospital Initiatives, Education, and Nurse Led Programs

- Participated in numerous Health Fairs in the community
- Participated in Get With the Guidelines Stroke Registry and Arkansas Stroke Registry
- Designated as Arkansas Stroke Ready Hospital (ArSRH) by Arkansas Department of Health
- Stop the Bleed training course offered for providers and bystanders
- Developed multiple new charting interventions and order sets



Happy Retirement!
Fred Hendricks, PCT & Paramedic, retired after 28 years of service to CRHS

Recognized 29 Exceptional Performers

- CCU – Gabriel Gartman, Veronica Price, Ashley Pierce, Nicole Smith, Whitnee Mendenhall, Alexa Medlock, Hannah Ray, Kari Turnipseed, Wiltrud Tollefson
- CVICU – Marilyn Dail, Kathy Carter, Mercy Vaughn
- ED – Brandi Alred, Gwen Brunson, Katie Cox, Melissa Fowler, Michael Henry, Katie Hunt, Faith Lyke, Marc Thompson, Karon Reynolds, Meg Prince, Mary McMullan, Bryan Martin, Jessica Hope, Collin Condit
- OIU – Lynn Braden, Jowayna Farris, Roxie Patton

Celebrated 10 graduates from the Nurse Residency Program

Morgan Madalone, ED
Lindsey Findley, ED
Robin McAlister, ED
Collin Condit, ED
Torin Opstedahl, ED
Colby Spaeth, ED
Whitney Mendenhall, CCU
Linzy Hoelzman, CCU
Brittney Baskin, CCU
Annie Deramus, CCU



Earned the Silver Get with the Guidelines Stroke Registry Award from American Heart Association; Recognized for becoming an Arkansas Stroke Ready Hospital (ArSRH) by Arkansas Department of Health.



2019 Nursing Compassion Award Nominee
Alanna Mahan – CCU

Gratitude from patients & families

Earned the AR SAVES Site Excellence Award for the third year in a row.



Dennis Woodhall, MD, Retirement
Kathy Carter, CVICU RN, hosted a retirement party for Dr. Woodhall, cardiothoracic surgeon, planned to spend his time sailing on his boat named “Not on Call.”

Lori Hofherr, CVICU RN, was recognized for 25 years of service to Conway Regional Medical Center.



Community Events, Volunteer Projects, and Outreach Education

First Responder Luncheon Spring & Fall 2019

Career Day – St. Joseph
Attended by volunteers from CCU



Fall Prevention from CVICU

AR SAVES Outreach Education
BE FAST : Balance-Eyes-Face-Arms-Speech-Time

- UCA Health Fair
- Conway Regional Women's Health Fair
- Senior Expo



Don Owens Relief Shelter donations
for flood victims



Bootcampers from UCA Conductor Class



July 4th Public Service Announcement
from the ER



UCA banquet: Celebrating 50 years of
Nursing Graduates



Salem Place Nursing Home: Valentines
and candy distribution

Main OR

Accomplishments:

- Amelia Reed received 40 under 40 award
- Omar Johnson and Emily White achieved certifications as surgical technologists
- Paula Kennedy celebrated 30 years of employment
- Sadie Weigt celebrated 43 years of employment
- Allison Turner accomplished requirements to become a Level 3 Scrub Tech
- Cody Fulmer accomplished requirements to become a Level 3 Scrub Tech
- Shannon Wilkinson retained her CST certification
- Gastric Sleeve procedures began
- Spencer Sherwood graduated from Nursing School

Main Pre/Post-op Accomplishments:

- David Harris received his Bachelor's Degree
- Susan Hope learned a skill set to allow her to work in the ER
- Kathy Jernigan celebrated 44 years of employment
- Kiley Pennington received her BSN

ASD/CS

Celebrated longevity of service:

- Bob Lawrence, 50 years
- Peggy Clark, 30 years
- Christy Clifton, 15 years
- Drew Burke, 10 years
- Linda Betts, 30 years
- Shirley Rice, 20 years
- Trista Sneed, 11 years

Accomplishments

- Sarah Atkins received APRN
- Trista Sneed achieved CRCST



Women's and Infants' Services

Certified Nurses

(15 Total, 24% of eligible Nurses by end of 2019)

Certified Nurses with an ANCC Magnet Approved Certification

- Kelsey Harrell RNC-OB
- Carmella Gibbs RNC-OB
- Amber Ledbetter RNC-OB
- Lou Ann Oade RNC-MNN
- Deb Crow, RNC-OB
- Priscilla Kramer, RNC-OB
- Sara Duck, RNC-OB, CCBE
- Gwen Rigsby, RNC-OB
- Keeli Henderson, RNC-NIC
- Nancy Embry, IBCLC
- Barbara Burgner, IBCLC
- Teresa Gates, IBCLC
- Susan Choinski, RNC-OB
- Regina Moore, FNP-BC
- Mary Salazar NEA-BC, RNC-MNN, WHNP-BC

Patient Satisfaction Celebration - Feb 2019



W&I Exceptional Performers



Alan Lucas, MD, was awarded the Tom Townsend Award from Arkansas Children's Hospital in April 2019

Healthy Kids, Healthy Conway event



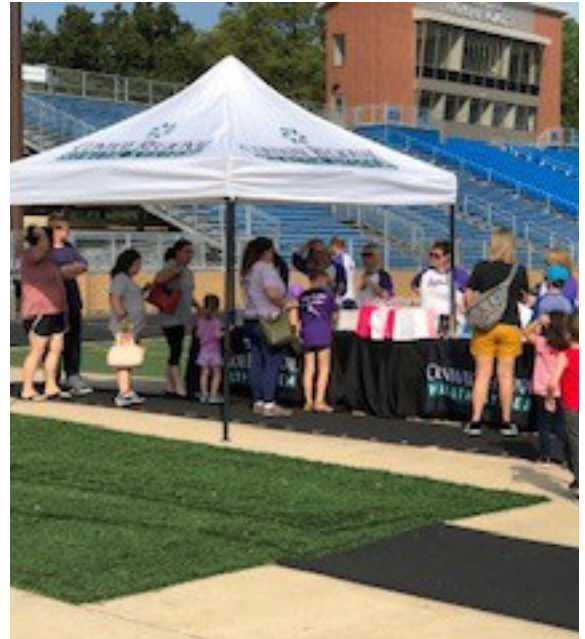
2019 Neonatal mock drills in the nursery



Safety Baby Shower training at ACH - September 2019



2019 Walk to Remember - October



2019 Pediatric Toy Run - December



Medical/Surgical and Specialty Services

2nd Floor

Recognitions:

- Exceptional Performers – Dina Becton, Lucinda Cochran, Amy Fischer, Haley Haney, and Amanda Harmon

Educational/Certification Achievements:

- Six nurses enrolled in BSN or Master's level programs

Hospital Activities/Involvement/Initiatives:

- Helped to implement bariatric service line
- Active involvement in HAPI team

Unit Policy/Process Changes and Trials:

- Pure Wick Trial and implementation
- Quiet Time Trial

Physician In-services:

- Dr. Marotte staff presentation on care of difficult urinary patients
- Dr. Manning staff presentation on Bariatric surgeries

Community Involvement:

- Two food drives for Certain Little Food Pantry at Conway High School
- Christmas family adoption
- Haven House Christmas donations
- Stuff the Bus
- Fire Truck Pull to benefit Special Olympics
- Staff participation in community health fairs
- Staff participation in high school athletic physical assessments
- Toad Suck volunteers



3rd Floor

Recognitions:

- Great 100 Nurses
 - Tamara Carroll, BSN, RN, CMSRN
 - Kayla Bond, BSN, RN, PCCN
 - Stephanie Ingraham, BSN, RN
- Exceptional Performers – Tamara Carroll, James Foster, Zachary Six, Jonah Tanui, Danielle Washington, Johnna Askins, Kayla Bond, Victoria Copeland, Thaveep Leach, John Lindner, and John Rowe

Educational/Certification Achievements:

- Savannah Summers – MSn(c)
- Tammy Waid – BSN
- Quentin Rowe – BSN
- Allison Doyle – BSN
- Torin Opstedahl - BSN

Nurse Residents: two staff members

Hospital Activities/Involvement/Initiatives:

- Active involvement in HAPI team

Unit Policy/Process Changes and Trials:

- Began providing care for patients on Cardene drips
- Updated policies
- Wedge trial and implementation

Physician In-services:

- Sheath pulls by Dr. Tukaye
- Micra (capitalize) pacemakers by Dr. Steely
- Cardene by Dr. Steely

Community Involvement:

- The Call diaper drive
- Haven House Christmas donations
- Stuff the Bus
- Fire Truck Pull to benefit Special Olympics



4th Floor

Recognitions:

- Great 100 Nurses
 - Heather Gray, RN
- Exceptional Performers – Kelly Nicholson, Crystal Baker, Ashley Brockman, Tabatha Henderson, and Kathy Lawson
- Courtney Kirkpatrick recognized twice for Good Catches

Nurse Residents: five staff members

Hospital Activities/Involvement/Initiatives:

- Implemented Stryker Recovery Coach program for orthopedic patients
- Candace McArthur, hosted Matt Troup, CEO, as her job shadow for a day, joined him on his podcast to discuss the experience, and was featured in a video.
- Active involvement in HAPI team

Unit Policy/Process Changes and Trials:

- Developed Peritoneal Dialysis Cycler Policy
- Completed Ticket to Ride Trial

Community Involvement:

- Two food drives for Certain Little Food Pantry at Conway High School
- Christmas family adoption
- Haven House Christmas donations
- Stuff the Bus
- Fire Truck Pull to benefit Special Olympics
- Opening of Vilonia Clinic



SSOU/PAT

Recognitions:

- Daisy Award – Lori Reynolds
- Exceptional Performers – Kathy Wesson and Lori Reynolds
- Clinical Ladder – one staff member

Educational/Certification Achievements:

- Mindy Moore achieved ONC certification
- Lindsay Massey, APRN

Hospital Activities/Involvement/Initiatives:

- Assisted with implementation of the Hematology/Oncology service line
- Led CHAMPS Camp for 25 high school students
- Provided prostate screening for community
- Implemented changes in charge master to increase SSOU revenue
- Added fulltime phlebotomist to SSOU staff
- Added fulltime PAT staff member to accommodate growing volume
- Active involvement in HAPI team

Unit Policy/Process Changes and Trials:

- Updated policies for SSOU

In-services:

- Numerous in-services for newly implemented drugs and therapies

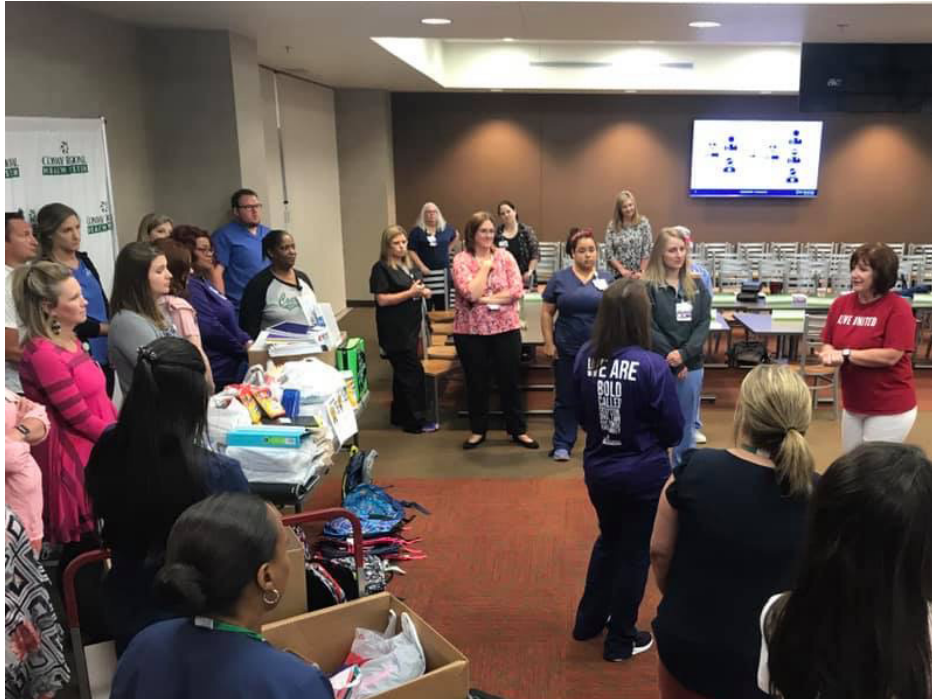
Community Involvement:

- Two food drives for Certain Little Food Pantry
- Christmas family adoption
- Stuff the Bus
- Staff participation in community health fairs
- Toad Suck volunteers
- Participated in cake baking contest to benefit Alzheimer's Walk



Community Outreach

For the 4th year, Patient Care Governing Congress (PCGC) participated in the Stuff the Bus school supply drive and encouraged employees throughout CRHS to donate as well. The school supplies were then given to United Way to distribute to local schools so that students would have what they needed to be successful.



For Christmas, PCGC donated money to Haven, a home for adolescent girls in foster care, for the Christmas tree for their new house. They also helped over 10 families purchase gifts for their children.

Certified Nurses

Abby Davis

Vascular Access Certification (VA-BC)
PICC/Radiology

Alexa Johnson Medlock

Acute Critical Care Nursing-Adult (CCRN) CCU

Amanda Irby

Nurse Executive-Board Certified (NE-BC)
Nursing Administration

Amanda Sellers

Acute Critical Care Nursing-Adult (CCRN)
CCU

Amelia Reed

Certified Nurse Operating Room (CNOR)
Main OR

Amy Broyles

Family Nurse Practitioner - AANPCP (NP-C)
Medical Staff

Angela Foster

Family Nurse Practitioner - AANPCP (NP-C)
Medical Staff

Angie Longing

Nurse Executive-Board Certified (NE-BC)
Nursing Administration

Ann Price

Certified Lactation Counselor (CLC)
W&I

Ashley Pierce

Acute Critical Care Nursing-Adult (CCRN)
CCU

Bailey Bass

Acute Critical Care Nursing - Adult (CCRN)
Central Based Float

Barbara Burgner

International Board Certified Lactation
Counselor (IBCLC)
W&I

Brandi Johnson

Low Risk Neonatal Nurse (RNC-LRN)
ASD

Brandi Eason

Family Nurse Practitioner - AANPCP (NP-C)
Medical Staff

Breckenn Findley

Family Nurse Practitioner, (FNP-BC)
Medical Staff

Brenda Garlington

Vascular Access Certification (VA-BC)
PICC/Radiology
Brenda Turner
Certified Diabetes Educator (CDE)
Corporate Wellness

Brooke Keith

Family Nurse Practitioner - AANPCP (NP-C)
Medical Staff

Brieanna Breeding

Family Nurse Practitioner - AANPCP (NP-C)
OIU

Bryan Martin

Acute Critical Care Nursing-Adult (CCRN) and
Certified Emergency Nurse (CEN)
Emergency Department

C.J. Newton

Nurse Executive-Board Certified (NE-BC)
Operational Excellence

Caitlin Castellani

Medical-Surgical Registered Nurse (RN-
BC)
Human Resources

Carmella Gibbs

Inpatient Obstetric Nurse (RNC-OB)
W&I

Carolyn Hambuchen

Acute Critical Care Nursing-Adult (CCRN)
CVICU

Connie Dayer

Certified Nurse Operating Room (CNOR)
ASD

Cotney Benson

Certified Lactation Counselor (CLC)
W&I

Crystal McMahan

Family Nurse Practitioner - AANPCP (NP-C)
Medical Staff

Daniel Whitehead

Acute Critical Care Nursing-Adult (CCRN);
Certified Emergency Nurse (CEN)
Emergency Department

Dawn Shrum

Certified Lactation Counselor (CLC)
W&I

Deborah Crow

Certified Lactation Counselor (CLC); Inpatient
Obstetric Nurse (RNC-OB)
W&I

Elana Russell

Family Nurse Practitioner - AANPCP (NP-C)
Medical Staff

Gwen Brunson

Certified Emergency Nurse (CEN)
Emergency Department

Gwen Rigsby

Inpatient Obstetric Nurse (RNC-OB)
W&I

Jaclyn Latham

Inpatient Obstetric Nurse (RNC-OB)
W&I

Janet Simpson

Maternal Newborn Nursing (RNC-MNN)
Education

Jarrod Jerry

Family Nurse Practitioner - AANPCP (NP-C)
Medical Staff

Jennifer Cooper

Progressive Care Nursing (PCCN)
3North

Jennifer James

Certified Nurse Educator (CNE)
Telemetry 3S

Jessica McNeese

Family Nurse Practitioner - AANPCP (NP-C)
Medical Staff

JoAnn Frazier

Certified Professional in Healthcare Quality
(CPHQ) Quality

Julia Chambers

Family Nurse Practitioner - AANPCP (NP-C)
Medical Staff

Julia Sindle

Certified Nurse Operating Room (CNOR)
Main OR

Kara Williams

Certified Case Manager (CCM)
Telemetry 3S

Kathleen Bright

Certified Lactation Counselor (CLC)
Home Health

Kathleen Jernigan

Certified Post Anesthesia Nurse (CPAN)
Main OR

Katie Hunt

Certified Emergency Nurse (CEN)
Emergency Department

Kayla Bond

Progressive Care Nursing (PCCN)
3S

Kayla Thompson-Daniel

Certified Nurse Operating Room (CNOR)
Main OR

Keeli Henderson

Neonatal Intensive Care Nursing (RNC-NIC)
Nursery

Kelley King

Certified Wound Ostomy and Continence
Nurse (CWOCN)
Inpatient Wound Services

Kelsey Farris

Inpatient Obstetric Nurse (RNC-OB)
W&I

Kennedy Langston

Certified Emergency Nurse (CEN)
Emergency Department

Kimberly Plumley

Acute Critical Care Nursing-Adult (CCRN)
CVICU

Kristian Poole

Acute Critical Care Nursing-Adult (CCRN)
ASD

Kristina Collier

Acute Critical Care Nursing-Adult (CCRN)
CCU

Lauren Blansett
Family Nurse Practitioner - AANPCP (NP-C)
Medical Staff

Lawren Schnebelen
Certified Lactation Counselor (CLC)
W&I

Linda Betts
Certified Nurse Manager/Leader (CNML) and
Certified Ambulatory Perianesthesia Nurse
(CAPA)
ASD

Lindsey Sierra
Family Nurse Practitioner - AANPCP (NP-C)
Medical Staff

Lisa Buck Inpatient Obstetric Nurse (RNC-OB)
W&I

Lori Reynolds
Oncology Certified Nurse (OCN)
SSOU

Lou Ann Oade
Certified Lactation Counselor (CLC) and
Maternal Newborn Nursing (RNC-MNN)
W&I

Mandi Mears
Family Nurse Practitioner - AANPCP (NP-C)
Medical Staff

Margaret Clark
Certified Nurse Operating Room (CNOR)
ASD

Margaret Hanson
Progressive Care Nursing (PCCN)
Telemetry 3S

Marilyn Dail
Acute Critical Care Nursing-Adult (CCRN)
CVICU

Mary Salazar
Maternal Newborn Nurse (RNC-MNN) and
Nurse Executive Advanced (NE-BC) and
Women's Health Nurse Practitioner (WHNP-
BC)
W&I

Meg Prince
Nurse Executive-Board Certified (NE-BC);
Clinical Nurse Leader (CNL)
Emergency Department

Meghan Mallett
Family Nurse Practitioner - AANPCP (NP-C)
Medical Staff

Meredith Roberts
Certified Case Manager (CCM)
Main OR

Mindy Moore
Oncology Certified Nurse (OCN)
SSOU

Misty Birdwell
Family Nurse Practitioner, (FNP-BC)
Medical Staff

Misty Huddleston
Certified Case Manager (CCM)
General Med Surg - 4N

Nancy Embry
International Board Certified Lactation
Counselor (IBCLC)
W&I

Natalie Hill
Family Nurse Practitioner - AANPCP (NP-C)
Medical Staff

Nicole Bradshaw
Acute Critical Care Nursing-Adult (CCRN) and
Cardiac Surgery Certification (CSC)
CCU

Patricia Donar
Certified Lactation Counselor (CLC)
W&I

Peggy Schultz
Certified Diabetes Educator (CDE)
Wellness

Rebecca Blansett-Ussery
Progressive Care Nursing (PCCN)
3North

Regina Moore
Family Nurse Practitioner - AANPCP (NP-C)
W&I

Rhonda Dixon
Family Nurse Practitioner - AANPCP (NP-C)
Medical Staff

Robert Paladino
Certified Emergency Nurse (CEN)
Emergency Department

Rosemary Payne
Home Care Coding Specialist-Diagnosis
(HCS-D)
Home Health

Sarah Duck
Certified Childbirth Educator (CCE); Inpatient
Obstetric Nurse (RNC-OB)
W&I

Sheila Holliman
Medical-Surgical Registered Nurse (RN-BC)
Senior Behavioral Health

Sherry Harrell
Certified Rehabilitation Registered Nurse
(CRRN)
Rehab

Starla Emery
Family Nurse Practitioner - AANPCP (NP-C)
and Certified Emergency Nurse (CEN)
Medical Staff

Susan Choinski
Inpatient Obstetric Nurse (RNC-OB)
W&I Outreach

Suzanne Harris
Nurse Executive-Board Certified (NE-BC)
Nursing Administration

Suzette Marks
Gerontological Nurse (RN-BC)
Senior Behavioral Health

Tamara Carroll
Certified Medical-Surgical Registered Nurse
(CMSRN)
3 North

Teresa Gates
International Board Certified Lactation
Counselor (IBCLC)
W&I

Tiffany Epperson
Family Nurse Practitioner - AANPCP (NP-C)
and Certified Emergency Nurse (CEN)
Medical Staff

Tilli Watson
Acute Critical Care Nursing-Adult (CCRN)
Education

Tracy Meriweather
Certified Lactation Counselor (CLC)
W&I

Tyler McDonald
Nurse Executive-Board Certified (NE-BC)
Main OR





CONWAY REGIONAL
HEALTH SYSTEM