



2023

NURSING ANNUAL REPORT

Dedication, Heart, and Grace



CentraState
Healthcare System®
ATLANTIC HEALTH SYSTEM PARTNER



Letter from Cathleen Janzekovich

2023 was a notable year of accomplishments for nursing at CentraState, evident by transformative care for our patients, exemplary performance, and a strong workforce, yielding positive outcomes and unprecedented national recognition.

As a result of major nursing-led best practices, we continued to do well with key quality and safety indicators, including hospital-acquired pressure injuries (0.0 national Medicare PSI 3 rate in 2023), patient experience, and remarkable service line achievements such as door-to-balloon times for STEMI cardiac patients that far outpace the median standard. These achievements are directly attributable to the care and attention that our nurses provide to our patients and to CentraState's collective focus on addressing quality and improvement from every possible angle.

Now more than ever – amid a highly competitive labor market – nursing workforce retention and recruitment, as well as the ongoing professional development of our nursing staff are top priorities. From our first cohorts of RN residents to international, virtual, and alumni nurses, as well as our agency nurse conversions, our workforce is formidable.

The impressive talents and strength of CentraState nurses are illustrated by the numerous awards, accreditations, and accolades, markedly on the national front. We have made visibly great strides, with several poster presentations, invitations to make state and national podium presentations, published works, and a federal grant in collaboration with Atlantic Health System.

Among our many honors, CentraState is one of less than two percent of hospitals nationwide to earn Magnet® designation for nursing excellence four times. Further, CentraState Medical Center's emergency department is a recipient of the Emergency Nurses Association's (ENA) 2023-2026 Lantern Award – one of only six emergency departments in New Jersey and among 53 award recipients nationally. This award exemplifies outstanding and exemplary performance in the core areas of leadership, practice, education, advocacy, and research.

Our nursing achievements elevate the profession, our healthcare system, and positively impact the communities we serve. I am incredibly proud to serve our patients with an extraordinary team of nursing professionals, and I'm grateful for their dedication, heart, and grace.



Cathleen Janzekovich, PhD, RN, MA, FHELA, MEDSURG-BC, NEA-BC,
Vice President, Patient Services

Cathleen Janzekovich

CentraState
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EMERGENCY



Emergency Department's Commitment to Innovative and Exceptional Patient Care

For the first time CentraState Medical Center's Emergency Department (ED) was selected as a recipient of the Emergency Nurses Association's (ENA) 2023 Lantern Award for demonstrating exceptional and innovative leadership, practice, education, advocacy and research performance. CentraState is one of only six emergency departments in New Jersey – and 53 nationally – that have earned a coveted ENA Lantern Award in 2023.

The Lantern Award showcases the ED's accomplishments in incorporating evidence-based practice and innovation into emergency care. As part of the application, EDs are encouraged to share stories that highlight a commitment to care of patients, as well as the well-being of nursing staff. The award serves as a visible symbol of our unwavering commitment to quality, safety and fostering a healthy work environment.

One notable achievement highlighted in this application is the development of the hospital's ST-elevation myocardial infarction (STEMI) program through the close collaboration of ED nurses and Cardiac Services. To date the results have been remarkable. We have achieved incredible door-to-balloon times and have exceeded national benchmarks.

In addition to this prestigious award, CentraState's ED has also been honored for outstanding patient experience scores through the data collected by Press Ganey. The ED has continuously improved their Likelihood to Recommend mean score, which is indicative of the patient's ED experience and the organization's reputation in the community, for the last four quarters. Nurse communication in the ED has improved continuously for the last five quarters. Currently, the ED's year to date Likelihood to Recommend score is 81.6 percent, surpassing the target goal set for 2023.

CentraState Medical Center is proud of the ED team's accomplishments and remains dedicated to delivering high quality, patient-centered care.

Laurie Gambardella, MSN, RN

Journey to Elective Percutaneous Coronary Intervention

Elective Percutaneous Coronary Intervention (PCI) services are necessary to deliver a high-quality, gold standard of cardiovascular care to the CentraState community. Prior to CentraState having PCI, patients were transferred to another facility, thus delaying crucial care.

CentraState's community assessment and demographics confirmed the need for access to care and life-saving cardiac care particularly with the growing elderly population and adult communities in our catchment area. Having worked toward this designation for more than a decade with CentraState's stakeholders, in June 2023, the director of Cardiovascular Services and the medical director of the Cardiac Catheterization Laboratory sent the final persuasive narrative to the New Jersey Department of Health for Elective PCI licensure.

Several critical steps were taken to carefully plan out this new service for CentraState. First, the director, medical director and quality coordinator of Cardiovascular Services, and Cardiac Catheterization Lab manager met to discuss registries, expansion of quality assurance, education, and peer to peer review. The next step was to engage the clinical staff who would be caring for the patients in all phases of care. The Cardiovascular Services team developed an education plan and learning module and presented the plan to the Professional Development team.

The Progressive Care Unit (PCU) staff were educated by the team and the engagement exceeded all expectations. The Cardiac Catheterization Lab team attended huddles with the PCU and monthly cardiology education sessions. The unit manager ensured that the team was ready and the beds were allocated on the unit. On July 25, the units went live with the elective PCI program and the collaboration and communication between the teams was flawless. The cardiovascular advanced practice nurse acts as a resource for the PCU team and ensures vital "meds to beds" before the patients are discharged. Our outcomes are monitored daily and presented to the entire team to ensure continuity.

We have achieved 100 percent on all our composite medications at discharge, no readmissions, and 100 percent on cardiac rehab referrals. This is evidence of the outstanding planning and collaboration of the team.

Amy Quinlan, DNP, MBA, APN, RCIS, CCRN, NE-BC





Ambulatory Care Nursing Symposium

On March 16, 2023, the Ambulatory Care RN Committee hosted the first-ever Ambulatory Care Nursing Symposium at CentraState Medical Center. The program was designed to highlight the services provided by our ambulatory care nurses, identify the populations served in ambulatory care areas, and identify barriers to receiving service in ambulatory care areas.

Six ambulatory care departments presented information on patient care in their departments. More than 50 attendees learned about a range of timely clinical topics across ambulatory care areas of CentraState from experienced presenters, including:

- Care of the Patient Undergoing Radiation (Jennifer Beukers, BSN, RN, OCN)
- Principles for Care of the People with Diabetes (Amy Dotto, BSN, RN, CDGES)
- Multiple Sclerosis and Parkinson's Disease and the Role of the Nurse (Kim Balagot, MSN, BA, RN, MEDSURG-BC; Maya Jiries, BSN, RN, MEDSURG-BC)
- Non-invasive Cardiac Testing and Cardiac Rehabilitation (Madelaine Tricarico, BSN, RN, CV-BC, CCRN; Nicole Interrante, BSN, RN, CV-BC, CCRP)
- Women's Center and Mammography (Jean Ho, BSN, RN)
- Care of Palliative Wounds (Lauren Leimbach, BSN, RN, CWCA)

Lauren Leimbach, BSN, RN, CWCA

Building Nurse Leaders Through Succession Planning

The Nursing Succession Planning Fellowship is a 12-month program designed for clinical nurses interested in developing their professional growth and gaining leadership skills in their chosen nursing track. The program was implemented by the nursing workforce coordinator in collaboration with the executive nursing team to improve retention and promote growth within the organization. The four tracks are education, management, clinical, or research.

In 2023, we had our first two succession planners: Michael Migliore on the education track and Kelly McNulty on the management track. The following describes the benefits of succession planning in their own words.

I was so honored to be chosen to participate in the CentraState Medical Center Nursing Succession Planning Fellowship. When I applied to CentraState in 2013, I was just looking for supplemental income. I never thought I would work in the hospital for this long or grow as much as I have.

Together with my mentor, Lisa D'Angelo, I have worked on several projects including a presentation on the importance of throughput, perinatal bereavement debriefing sessions, and implementation of the Stop the Bleed initiative at CentraState. We also initiated In-situ Mock Codes to practice skills, expand knowledge, and build self confidence in a safe, and controlled environment, with no risks to patients. We created scenarios and performed simulations on several units including Labor and Delivery, Endoscopy, and our Medical/Surgical departments. The plan is to reach all of the hospital inpatient units.

With hard work and dedication, I am proof that CentraState encompasses a culture that promotes growth from within.

– Michael Migliore, MSN, RN

Being part of the Nursing Succession Planning Fellowship here at CentraState has been an incredible experience. I have been afforded many opportunities such as attending the ONL Conference, shadowing leaders and collaborating with departments I would not typically work with. I have been a team member here at CentraState for five years and each day there is ample opportunity for growth and development.

My mentor, Deborah Richardson and I have been working together on a Secure Chat awareness project. By creating educational packets, rounding, and working with other departments, our goal is to encourage the use of Secure Chat amongst staff and ultimately reduce phone calls hospital wide. Other projects we are working on through this program are revising orientation competencies and hospital- wide linen control.

I can confidently attribute my professional development and growth over the past year to the Nursing Succession Planning Fellowship. Actively participating in this program has enhanced my interdepartmental communication, leadership skills and confidence as a nurse.

– Kelly McNulty, MSN, RN-BC



Critical Care / Step Down Units



CCU and the Cath Lab: Successful Collaborative Care for CentraState's First Impella® Patient

CentraState Medical Center had the privilege of caring for our first Impella® heart pump patient who credited the hospital for giving him “a second life for me.” It’s a testament to CentraState’s recent achievements in providing comprehensive and leading-edge cardiovascular services to the community.

One day in May 2023, we received a pre-notification of a STEMI patient arriving in the Emergency Department. This pre-notification enabled the Catheterization Lab team to prepare for ED bypass, affording valuable lifesaving minutes.

The patient was found to have a 100 percent blockage in his main coronary artery, the LAD. Even after using balloons and drug-eluting stents to open his artery and restoring blood flow to his heart, further testing confirmed he was in cardiogenic shock.

Utilizing the Impella® device, which alleviates the workload of the heart and provides the necessary blood flow to vital organs and tissues, we were able to reduce the need for escalating medications. In fact, when the patient left the Cath Lab, he was no longer on any medication to stabilize his blood pressure.

The patient arrived to the CCU accompanied by the Cath Lab staff. The Cath Lab and the CCU teams collaborated to efficiently transfer the patient and ensure the patient had a seamless transition of care. The care was resumed by the CCU staff and bedside report conducted in conjunction with the patient, his family, the cardiologist, and the intensivist. The patient and the family were educated and supported throughout the entire process to help alleviate any concerns and to provide emotional support. The CCU ensured the patient was stabilized with each key member playing an important role in his care prior to transport. Overall, the patient’s outcome was a huge success and proves our CCU and Cath Lab teams are proficient and diligent with providing care to support the hospital’s STEMI and Impella® programs.

With close communication, collaboration, and orchestration by cross-functional teams, we achieved an extraordinary door-to-balloon time of 24 minutes, far exceeding the national goal of less than 90 minutes.

CentraState is able to rapidly treat those having a heart attack following guidelines such as ED Bypass, EMS pre-activation and the utilization of state-of-the-art medical devices to save lives.

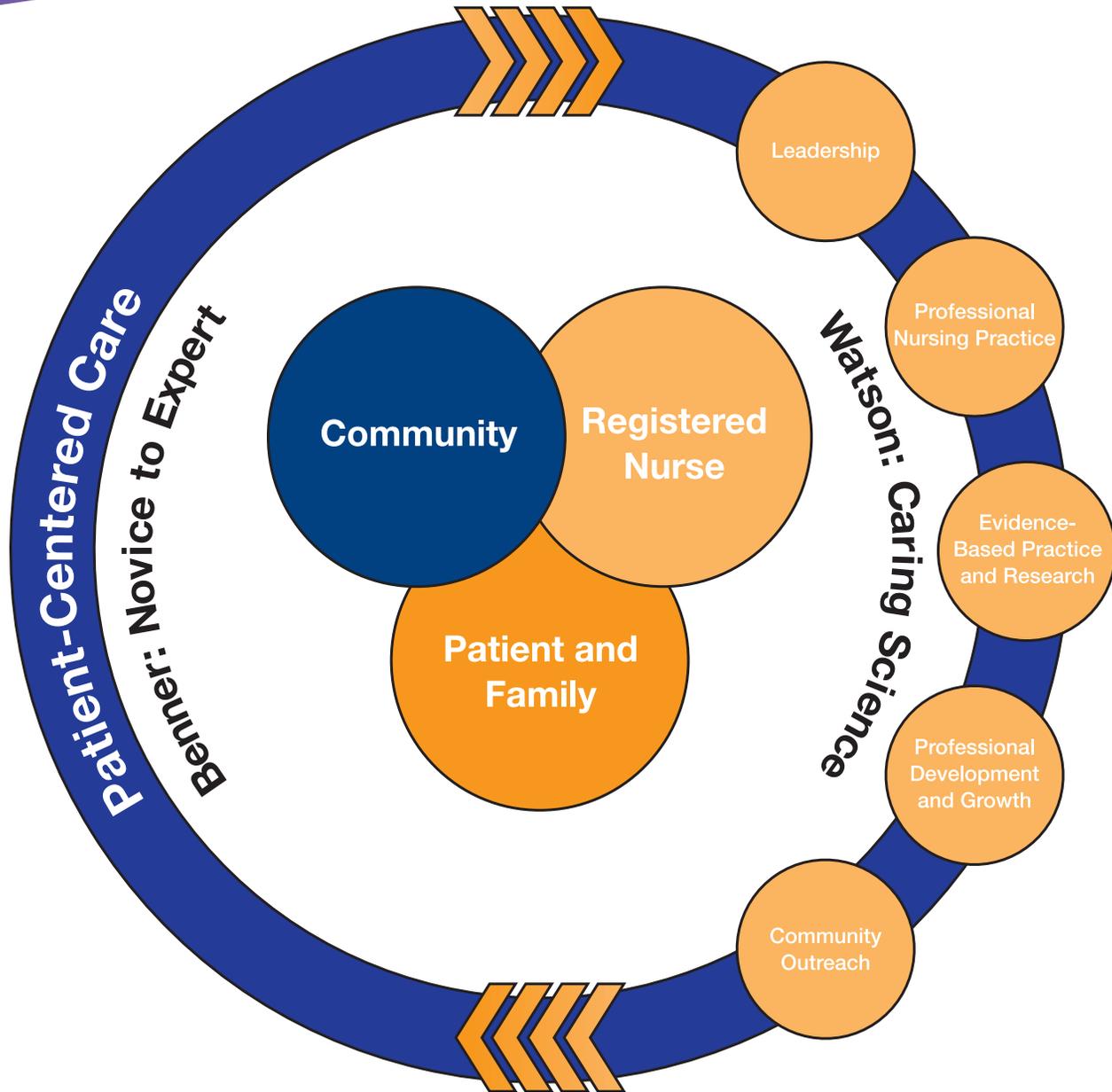
Conor Cahill, BSN, CCRN
Athena Farella, MSN, RN, CV-BC

Professional Practice Model for the Department of Nursing

The CentraState Professional Practice Model (PPM) demonstrates how nurses deliver the highest quality care to our patients, families, and communities. This model emphasizes how nurses practice, collaborate, communicate, and develop clinically and professionally. It incorporates elements from Jean Watson's Caring Science Theory and Patricia Benner's Novice to Expert Theory, creating a comprehensive framework that guides nursing practice at CentraState Medical Center.

The Registered Nurse, Patient and Family, and Community elements are overlapped to achieve Patient-Centered Care. Patient-Centered Care means that the patient and family are at the center of all nursing decisions and actions. Patient care assignments are determined based on the severity of each patient's condition and the complexity of nursing care required. This approach ensures individualized patient care and includes educating the patient and family about care requirements after discharge. Regardless of the clinical specialty our patients and families are the central focus of each nursing unit and area of practice. The outer circle represents the care delivery system and depicts how the RN achieves Patient-Centered Care.

Service excellence is integral to the vision, mission, and values of CentraState Medical Center, as well as the Department of Nursing's commitment to redefine patient and family care.



Oncology Moving Forward

The Oncology Service Line strives to continuously improve the care provided to our patients. CentraState was awarded the CEO Cancer Gold Standard, a workplace wellness accreditation program developed by the CEO Roundtable on Cancer to encourage and celebrate organizations committed to reducing the risk and burden of cancer among employees, families, and communities.

We also earned the National Accreditation Program for Breast Centers (NAPBC) reaccreditation for the Star and Barry Tobias Women's Health Center at CentraState for a period of three years. This accreditation is a hallmark of excellence for breast centers, which signifies meeting or exceeding stringent requirements and demonstrating a commitment to delivering high-quality breast care. Notably, Oncology Services elevated its breast program by adding a nurse practitioner to monitor those at high-risk for breast cancer and follow national guidelines for screening and surveillance.

In 2023, the substantial expansion of the Oncology Service Line and required expertise has underscored the importance of hiring a dedicated nurse educator to ensure the highest standards of care and knowledge dissemination. To provide additional opportunities for advanced education and collaboration, oncology-certified nurses from Radiation Oncology provide monthly training. In 2024, the ongoing expansion project for 3 East Oncology will bring an additional 14 private rooms with specialized staff to care for medical and surgical oncology patients with telemetry available.

In partnership with Atlantic Health System, CentraState was incorporated into National Cancer Institute (NCI) for access to additional research trials. This, along with the addition of a full-time Ph.D. researcher, will bring oncology trials and cancer care delivery studies to a new level at CentraState.

Nurse navigation is a key component of guiding patients and their loved ones through the difficult journey of healthcare and cancer treatments, including surgical, radiation, and chemotherapeutic interventions. The nurse practitioner navigation expert in thoracic care oversees our low-dose CT screening program. This standard of care effort is on pace to grow 20 percent this year.

The compassionate care of an oncology nurse is recognized internationally. Our goal in cancer services is to provide clinical excellence with integrity and kindness. The appreciation for the special individuals who provide care for cancer patients is recognized throughout CentraState Healthcare System.

Vicki Branstetter, BSN, RN, MS, CAPPM

Michelle Mena, MSN, RN-BC





The OR Team's Commitment to Patient Safety and Employee Engagement

The Operating Room (OR) team had many accomplishments in 2023, but two stand out. First, the team received the Association of Perioperative Registered Nurses (AORN) Go Clear Award in recognition of its efforts to reduce or eliminate exposure to surgical smoke. The OR team was also chosen to present a poster at the 2023 AORN Global Surgical Conference & Expo regarding an internal employee recognition program created to engage OR staff.

Surgical smoke in operating rooms is produced by human tissue contact with devices such as lasers and electro-cautery pencils commonly used to provide dissection and hemostasis and is full of carcinogenic and mutagenic cells and hazardous chemicals. Research on long-term exposure has called for an overwhelming need for organizations and perioperative personnel to implement strategies to provide an environment free of toxic substances. In order to receive the Go Clear Award, all OR staff had to complete 1.5 hours of education on the hazards of surgical smoke and how to prevent exposure. A gap analysis identifying barriers to using Bovie® smoke evacuation systems was conducted and new options were brought into trial. A 12-week survey of every surgical suite was conducted to monitor surgical smoke evacuation compliance. We are proud to receive the award showing CentraState's commitment to protecting the health of its surgical team members and patients.

To recognize individual team members for their contributions to teamwork and safety, the OR Unit Practice Council devised a baseball-themed initiative titled, "A League of Their Own." Everyone who worked in the OR was eligible: RNs, CSTs, ORAs and radiology techs, leadership, and surgeons could all nominate staff. The team created a score board, complete with a baseball diamond to hang in our staff lounge. Each winner had their face photoshopped onto a baseball card, and the cards moved around the bases. Winners also received a gift bag filled with baseball-themed items and gift cards.

At the end of the "baseball season," the nominee with enough nominations to make it to "home plate" received a grand prize. From the beginning, the staff enjoyed the program, and each month more employees nominated their peers and enjoyed celebrating each other. AORN conference attendees enjoyed learning about this initiative and discussing ways they could implement this at their own facilities.

Rebecca Norton, MSN, RN, BA, CNOR

Improving Communication through Mother-Baby L.O.V.E. Counseling

Communication is the key to all human activities. It is necessary for learning, exchanging information, and taking care of each other. Patients and families receive a significant amount of information when in the care of health professionals. Many times, the information is not retained by the learner, thus impacting anticipated and most favorable outcomes.

“Mother-baby L.O.V.E.: Engaging Education and Empowerment for Expecting Families” was designed to focus on this challenge and enhance communication efforts. Utilizing the “L.O.V.E.” model by Women-Inspired Systems Enrichment, we implemented four steps to assist in meeting the distinctive needs of each family in our care.

L: Listen

O: Open-Ended Questions/Observe

V: Validate

E: Educate and Empower

Through this model, communication is enhanced, yielding better relationships, more empathy, self-awareness, and trust, despite differences. Each Maternal Health team member participated in live educational sessions of role playing and enactment of patient/care provider simulated conversations on the topics of newborn nourishment and breastfeeding. Overall breastfeeding rates have increased from 47 percent in February to 67 percent in August after the roll-out of this initiative. In October 2023, the exclusive breastfeeding rate rose to an impressive 84 percent.

Lisa D’Angelo, MSN, RN, MBA, C-EFM, CBC

**Mother-baby
LOVE:**
Engaging Education
and Empowerment for
Expecting Families



Angela Taylor
RN, MS, RNC-ABQ
Nurse Practitioner
Maternal Child Health

HCSC
PROPERTY

HCSC
PROPERTY



Compassionate Connected Care Improves Patient Experience

CentraState embarked on the Compassionate Connected Care (CCC) journey in July 2022 and concluded at the end of 2023. Compassionate Connected Care is a Press Ganey Curriculum focused on specific behaviors and strategies designed to create meaningful relationships with patients and to reduce patient suffering.

Compassionate Connected Care consisted of five mandatory modules for all patient-facing team members taught in person by Press Ganey-trained CentraState staff. Each module had over 1,000 attendees from various departments of the hospital. In August 2023, a dedicated CCC course was initiated for providers. A noticeable improvement in CentraState's patient experience scores in the domains of Overall Rate the Hospital, as well as Likelihood to Recommend were apparent quarter-over-quarter in 2023. Improvements in the patient experience scores in the Emergency Department, Outpatient Services, and Ambulatory Surgery were also noted quarter-over-quarter in 2023.

Tracey Deaner, director of Patient Experience, submitted an abstract on CentraState's CCC journey and outcomes, which was selected to be a podium presentation at the 2024 Press Ganey Human Experience Conference. For 2024, CCC will continue as mandated education in the form of a one-hour live refresher class focused on the highlights of each of the five modules. Compassionate Connected Care will launch for the resident facilities in 2024.

Tracey Deaner, MSN, RN, NEA-BC, CPXP

Lynda McDonald

Lily Lies, MSN, RNC-OB

RN Residency Program Reaches New Heights

The RN Residency Program at CentraState Medical Center has consistently prepared new graduate RNs for over a decade. 2023 brought several exciting changes, affording the program tremendous growth with positive effects. After transitioning the program to a 12-month residency in 2022, CentraState embarked on the Commission on Collegiate Nursing Education (CCNE) accreditation to gain recognition for the nurse residency program.

In 2023, we are extremely proud that many of the RN residents have participated in the nursing excellence program, taken on charge roles, continued education to seek advanced degrees, established mentor/mentee relationships, and have actively engaged in nursing shared governance committees. A New Nurse Committee, chaired by former RN residents, was formed to provide additional support to the new graduate RN, as well as any nurses who are new to CentraState. In December 2023, a third cohort of RN residents was added and to date, 54 RN residents have graduated from the 12-month interactive program.

This year the RN Residency Program saw the addition of simulation labs offered in the evening, giving night shift RN residents an opportunity to attend a session prior to their shift, rather than on their day off. We also implemented a formal evaluation plan ensuring effectiveness and measuring satisfaction with the program. The RN Residency Advisory Committee had a successful year discussing and evaluating the program with our academic partner, Monmouth University. This partnership has been invaluable and supports our nurses through enhanced education and opportunities.

RN Residency Coordinator, Rosanne Wike, and RN Educator, Jennifer Ochs, submitted an abstract on the restructured residency program. This was accepted at the International Learning Collaborative conference as a podium presentation, and at Morristown Medical Center's Research Day. The presentation focuses on integrating the Fundamentals of Care Framework, promoting competency and confidence, and guiding the new graduate RN to embrace reflective practice, critical thinking, engagement, professional identity, and professional development.

After a seamless site visit from CCNE in November 2023, the application for accreditation is under review for official accreditation status. We are also very pleased to announce that CentraState's RN residency coordinator, Rosanne Wike, was accepted by the CCNE to become a future program surveyor and just completed her training for this opportunity.

We eagerly await CCNE accreditation and to continue to move this program to new heights in 2024!

Rosanne Wike, MSN, MEDSURG-BC

Jennifer Ochs, MSN, RN, SCRNP



...Center
...designating it in an elite group
of less than 2 percent of
hospitals in the nation to have
earned Magnet recognition
four consecutive times.



April Colasanti, Anita Dagadu, Elizabeth Niederman,
Amy N'Doeka, Ashley Mackiel, Hazen Yu



Freehold Family Health Center
opens in collaboration with
the Visiting Nurse Association
(VNA) Health Group, VNACJ
Community Health Center, and
Rutgers Robert Wood Johnson
Medical School (RWJMS) to
better serve individuals
and families in the
Freehold



Improved Nurse Well-Being Through Workforce Coordination

This past October, Margaret Kurczeski, MSN, RN, CEN, nursing program manager, Ashley Mackiel, MSN, RN, executive director, Professional Development and Cathleen Janzekovich, PhD, MA, FHELA, MEDSURG-BC, NEA-BC, vice president, patient services/chief nursing officer, took to the national stage as podium presenters at the annual American Nursing Credentialing Center (ANCC) combined National Magnet® Conference and Pathway to Excellence® Conference in Chicago. The purpose of the presentation was to address the root causes of nurse turnover while improving nurse well-being, satisfaction, and retention.

Through advocacy for a role targeted to improve employee development, recognition, and engagement, we achieved agency reduction. The presentation detailed the data specifying the need for a new full-time equivalent (FTE) and the development of a situation, background, assessment, and recommendation (SBAR) to obtain the FTE. Margaret detailed the assessment she provided for CentraState during her first three months in the role and then detailed the interventions put into place to improve morale, well-being, and nursing recognition. Pearls and pitfalls learned were shared and the program concluded with data outlining the achievements of this role.

The presentation offered a question-and-answer session at its conclusion, and the nursing leaders have been asked to share their work with conference attendees worldwide. Although this work was presented by the above mentioned, the work on nurse well-being, satisfaction and retention was collaborative, involving the contributions from Jeffery Booth, MBA, RN, business manager of nursing, Lily Lies, MSN, RN, RNC-OB, nursing workforce/patient experience coordinator, Tony Cipriano, director human resources and Thomas Scott, president and chief executive officer.

Our future plans include focus on patient satisfaction engagement; expansion of the flexible staffing unit; growth of the clinical ladder program to include technical staff; and growth of the Patient Care Technician bootcamp.

Cathleen Janzekovich, PhD, RN, MA, FHELA, MEDSURG-BC, NEA-BC

Ashley Mackiel, MSN, RN

Margaret Kurczeski, MSN, RN, CEN

Say Nothing About Me, Without Me: A Best Practice to Improve the Patient Experience

Bedside shift report (BSR) is shown to improve nurse-patient communication as evidenced by Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) patient experience surveys and scores⁽³⁾. Consistent and structured communication between healthcare providers and patients is a major known contributing factor to the prevention of adverse medication and sentinel events⁽⁴⁾.

By including the patient in their plan of care when giving report to the oncoming shift, patients and families have reported an increased understanding of their illness, improved communication with nurses, and feeling valued. Further, patients report a sense of inclusion in the process^(1, 2) through BSR, a patient-centered rather than a nurse-centered approach.

The COVID-19 pandemic brought about many challenges for nursing. Pandemic-related recommendations from the Centers for Disease Control and Prevention included social distancing and maintaining space, limiting time spent with patients (less than 15 minutes), the use of face coverings,

and additional personal protective equipment that take time and effort to apply. All of these factors contributed to the decline in nurses performing BSR. With all these changes impacting healthcare, BSRs have been inconsistent among nurses and drifted further away from practice.

As CentraState embarks on its journey to implement a new Jeron Nurse Call System, along with Midmark Real-Time Location Services (RTL) Badges, we can monitor BSR practices, remaining true to CentraState's patient-centered purpose. Accompanying the nurse call system will be multi-modal education for nursing to enhance their knowledge of BSR, the evidence-based recommendations, and its purpose. The three main objectives will be to: 1) implement a standardized bedside shift handoff process by using a BSR checklist; 2) invite patients and families to take part in BSR; and 3) improve HCAHPS patient experience scores.

Elana Joyce, DNP, ANP-BC, NE-BC

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Ambulatory Surgical Services Redesign

In September 2023, CentraState opened its much-anticipated new Endoscopy Suite, which features three procedure rooms with the latest medical technology and equipped with an innovative video endoscopy platform to assist our physicians and nurses in detecting and treating gastrointestinal diseases.

Diseases such as colorectal cancer can be detected at an earlier stage when treatments have the highest rate of success. The new endoscopy system enhances imaging technology with HDTV for super clarity; next generation Narrow Band Imaging for enhanced observation of mucosal tissue; and dual focus capabilities that allow physicians to switch the depth of field from normal focus to near focus for more detailed observation of suspected lesions.

Interventional procedures are now performed in two rooms simultaneously with the addition of a new anesthesia machine. Not only are gastrointestinal procedures performed in the Endoscopy Department, but interventional pulmonary procedures are performed, as well. Endoscopic Bronchial Ultrasound (EBUS) is a procedure used to diagnose lung disorders, including inflammation, infections, and cancer, performed by pulmonologists in our facility.

The workflow has been enhanced for all staff as Endo Prep is next to our procedure rooms. The physicians, anesthesiologists and Endo staff can readily access the patients both pre- and post-op for continuity of care.

Additionally in September, we celebrated the successful grand opening of the 2 North Prep and Discharge Unit, complementing our state-of-the-art Endoscopy Suite. This unit operates as a same-day surgery ambulatory facility, equipped to handle both same-day procedures and admissions. Additionally, it caters to patients scheduled for the Cardiac Catheterization Lab and other invasive procedures.

The 2 North Prep and Discharge Units boasts cutting-edge equipment and monitored bays capable of accommodating patients received from critical care and telemetry. The facility is open daily, Monday through Friday, from 5 am-9 pm, ensuring accessibility for a broad range of patients.

We are proud to enhance our ambulatory surgical services with the addition of these two new units and look forward to continuing to provide exceptional care to our community.

Helen Bueti, RN, BSN, CGRN

Tricia Guerriero, RN, BSN

CentraState's Initiative to Improve Patient Flow

Patient flow, also known as throughput, is a term that hospitals are evaluating for its significant impact on patient experience and patient outcomes. Statistics show consistently erroneous outcomes the longer a patient boards in the emergency department (ED). CentraState started this advantageous strategic plan at the end of 2022 to facilitate throughput. It has been widely known that patients feel their recovery starts when they arrive in their room, so efficiently moving them out of the ED causes increased patient satisfaction and positive patient outcomes.

Achieving optimal patient flow requires cooperation from all personnel. CentraState has succeeded with the full force of all necessary parties and the data shows just how much. The average time of holding an admitted patient in the ED was 473 minutes in 2022. For 2023 through September, we were down to an ED hold time of 365 minutes after implementation of this initiative. We are so proud of this accomplishment and thankful to all the CentraState staff for making this happen. We look forward to meeting all our strategic goals and we are certainly on our way.

Margaret Barba, RN



CentraState Medical Center Shared Governance Structure

Executive Council Chair CNO

Hospital Wide Councils
 Committees within Councils



UNIT PRACTICE COUNCILS

Shared Governance at CentraState Medical Center

Shared governance serves as a structural model that facilitates collaborative decision making between the administrative team and clinical nurses, aiming to enhance nurse' accountability and autonomy in their practice. This shift from top-down decision making is significant, contributing to improved patient outcomes, higher nursing satisfaction, effective succession planning and growth, increased retention rate, and helps builds relationships among peers.

Last year, CSMC adapted a new shared governance structure that formalized our governance and established six core councils reporting to the Executive Council. This organizational framework ensures that all council work is centralized and disseminated through one central governing council. Additionally, each core council consists of several committees aligned with the focus of the core council.

In 2023, the primary focus was enhancing and sustaining the unit practice councils within each nursing unit. The goal is to empower clinical nurses, enabling them to become stakeholders in their practice and fostering a collaborative environment among colleagues and leaders. Topics from unit practice council are brought to the appropriate committee or councils for approval. Members of the committees and councils include clinical nurses, professional development, and nursing leadership.

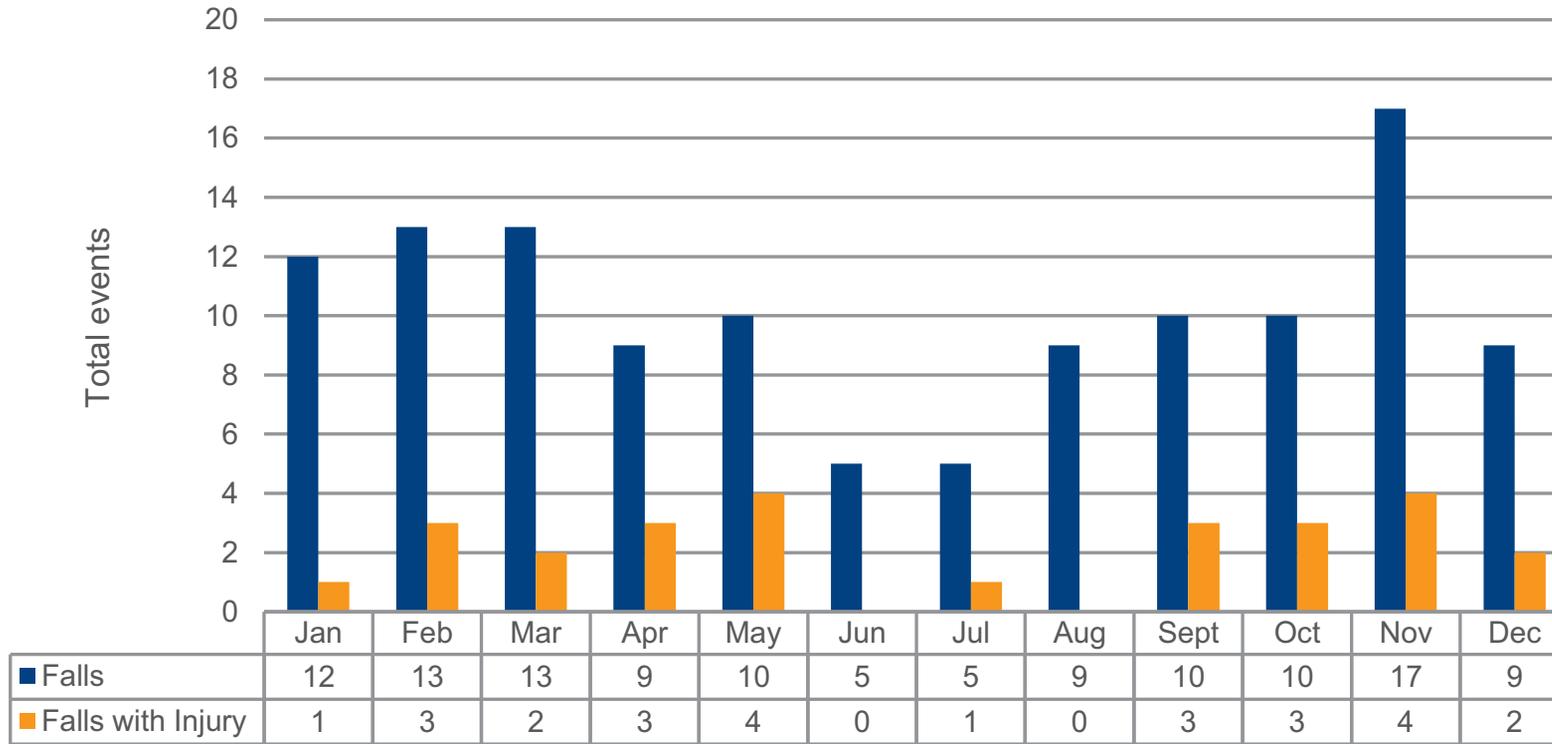
This standardized approach to council management ensures all councils operate with a similar structure and communication of council work is disseminated to our nurses at CentraState Medical Center.

Ashley Mackiel, MSN, RN

Lily Lies, MSN, RNC-OB

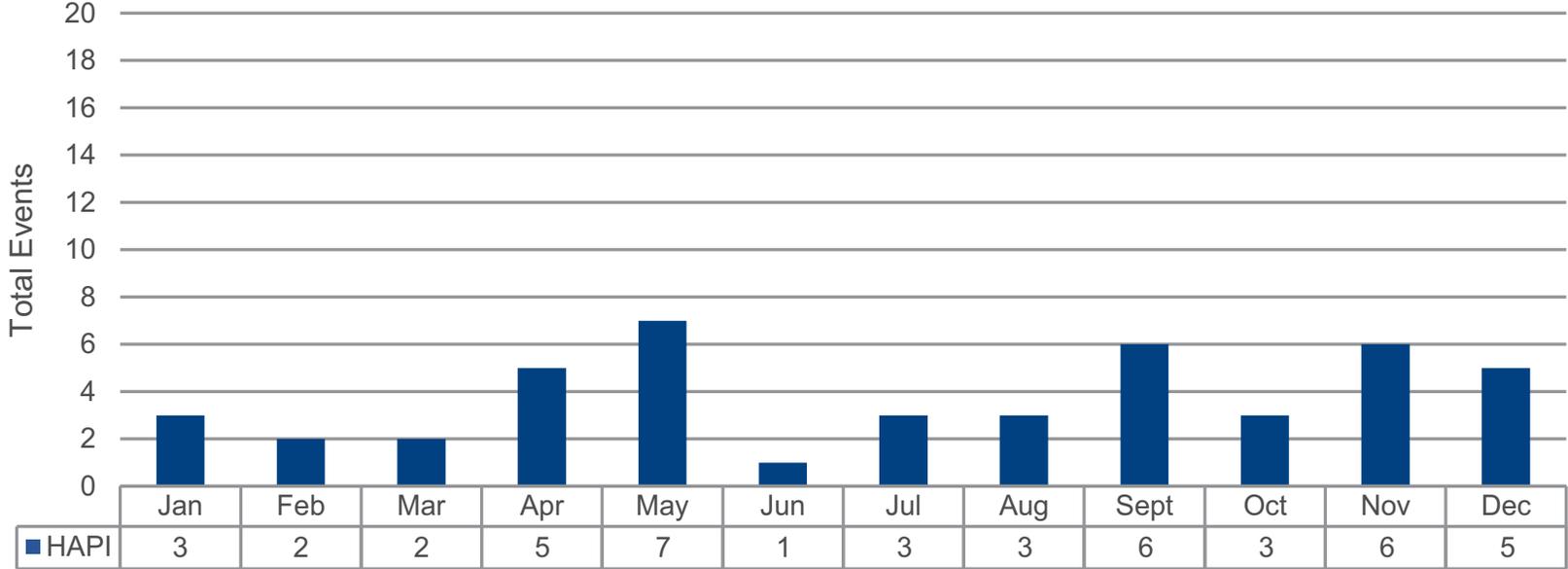
Nurse-Sensitive Clinical Quality Indicators

Inpatient Falls and Falls with Injury



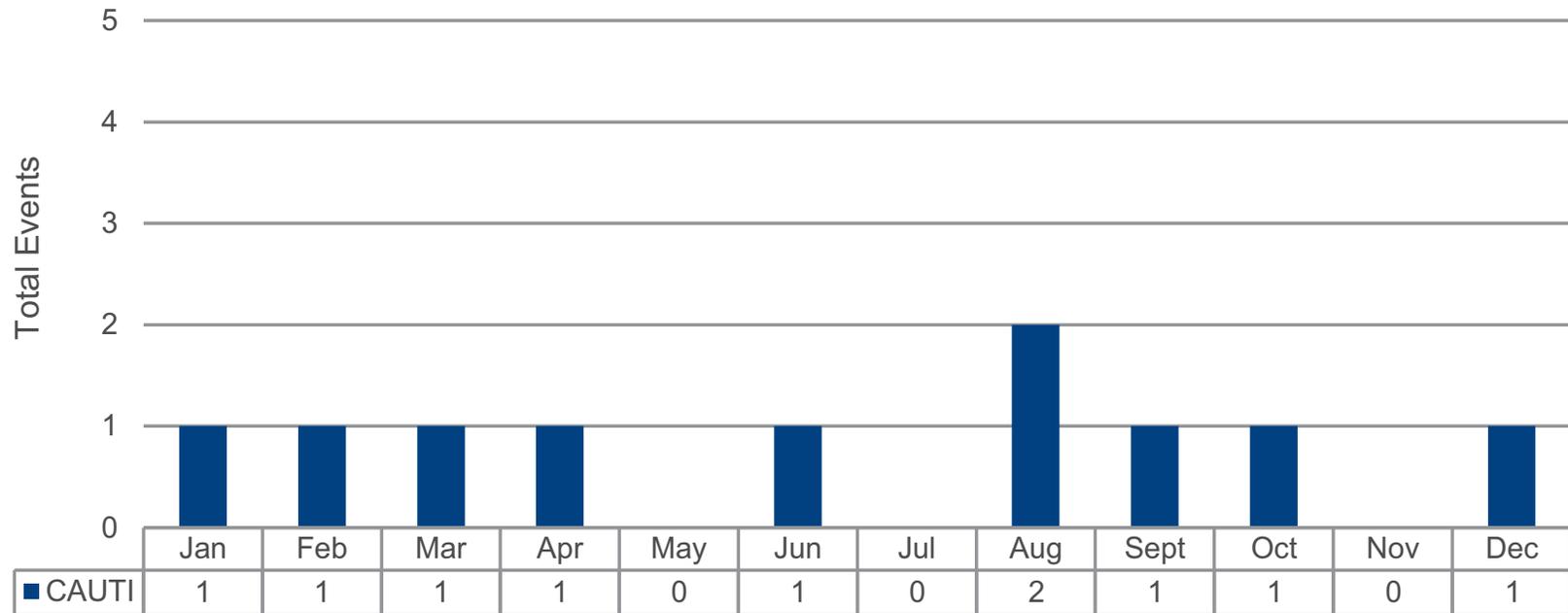
122 Falls and 26 Falls with Injury in 2023

Hospital-Acquired Pressure Injury (HAPI)



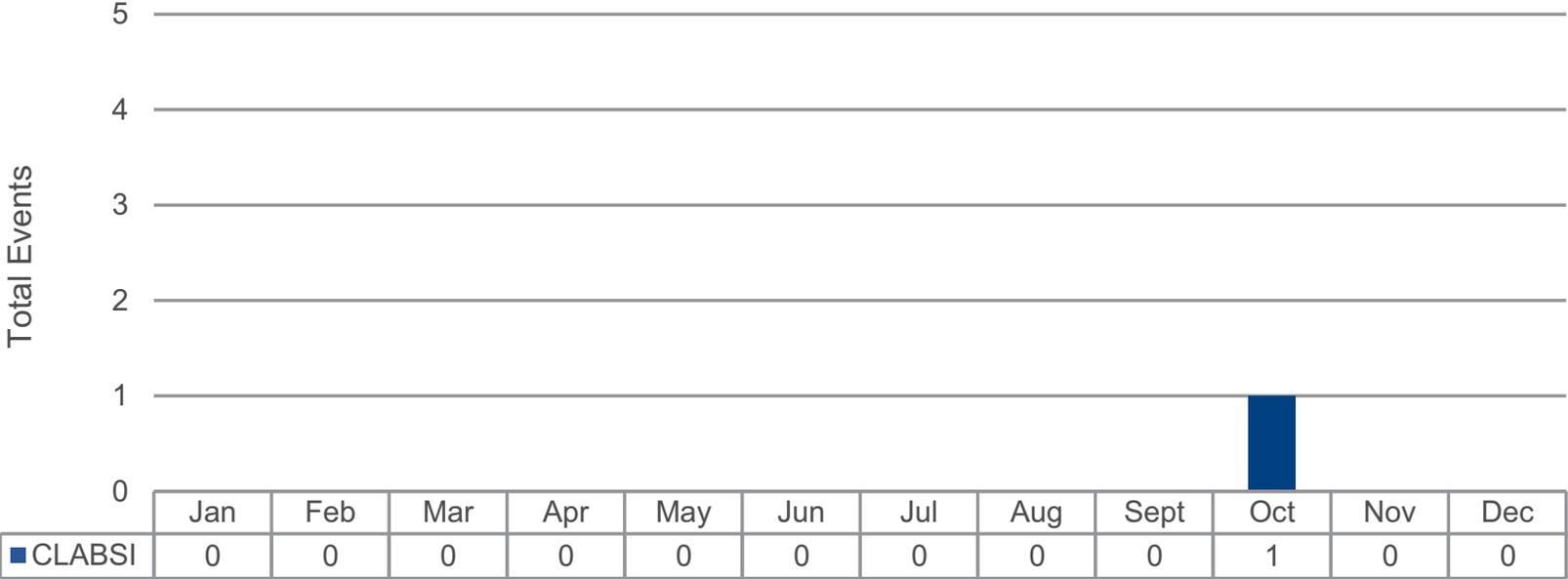
46 Total HAPI in 2023 compared to 60 Total HAPI in 2022

Catheter-associated Urinary Tract Infections (CAUTI)



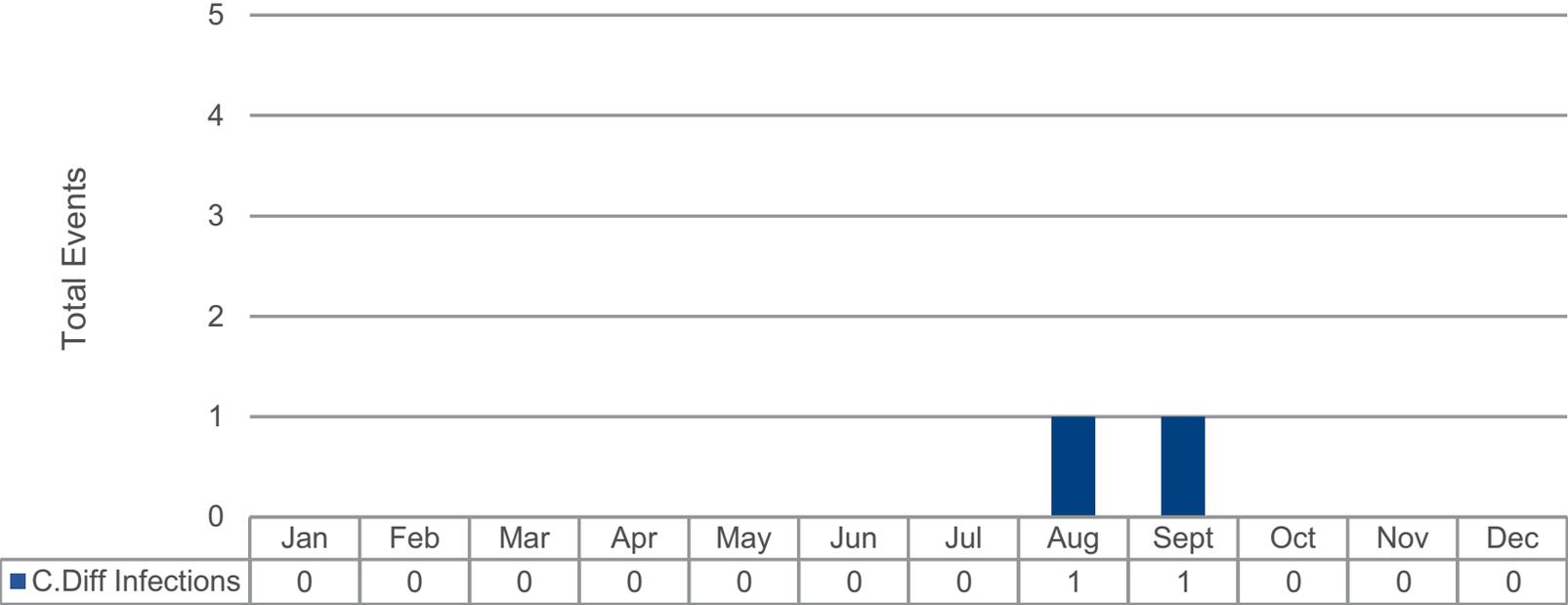
10 CAUTI in 2023

Central Line-associated Blood Stream Infections (CLABSI)



1 Total CLABSI in 2023 compared to 5 CLABSI in 2022

C.Difficile Infections (C. Diff)



2 Total C.Diff Infections in 2023 compared to 7 C.Diff Infections in 2022

2023 Nursing Excellence Awards

Nicole Interrante

Extended Nursing Care Award

Kelly McNulty

Perioperative Services Award

Suresh Pandanthara, APN

Provider Award

Ashley Parise

Critical Care/Emergency Department

Larissa Scanlon

Maternal Child Health Services Award

Lauren Valenti

Medical Surgical Award

Neftali Flores

Jamie Gerringger

John Halanick

Lisa Throckmorton

Kerrie Konior

Nicole Labianca

Elizabeth Larys-Gasko

Brittany Lucey

Kaitlin McGowan

Monique Meagher

Piyusha Parekh

Christine Scasny

Vivian Stanger

Level 2

Angelica Antonio

Jenica Baligod

Julia Bellino

Stephen Billiy

Lori Burrows

Nicole DelGiodice

Graziella Devito

Sarah Finn

Esther Gibaldi

Stephanie Guardino

Stacey Hamill

Emily Heath

Krystle Henriques

Amanda Hunter

Darice Kluxen

Lisa Lam

Beatrice Lamore

Christina Libertson

Jospeh Marrazzo

Kristen Mercier

Narjis Moosavi

Sneha Patel

Victoria Pereira

Paola Reyes-Duran

Tierney Rojas

Jennifer Salinas

Jill Sanowitz

Catarina Santo

Kelsie Whalen

Jordan White

Eleanor Wilton

Dorota Zielinski

Level 3

Jason Abo

Eleanor Balmaceda

Bette Becker

Donna Betar

Adrienne Biunno

Helen Bueti

James Cava

Alexandrina Ceausu

Matthew Cleaver

Nilda Dacono

Debra Dafick

Meghan Daley

Lisa Davenport

Donna Deane

Meghan DeBoer

Jilliana Delgado

Amy Dixon

Donna Dolcemascolo

Yolanda Donahue

Amy Dotto

Barbara Elefante

Tabitha Encarnacion

Kelsey Eugenio

Theresa Faiella

Jennie Flanagan

Danielle Falzarano

Eva Germino

Cathy Glowzenski

Alexis Goodman

Beth Gutierrez

Candice Harris

2023 Nursing Excellence Program

Level 1

Debra Ayres

Marc Cadenelli

Manuel Camacho-Lemus

Leeanne Camba

Marilin Figueroa

Recynthia Henderson Jones
Jena Kovacs
Marina Kovaleva
Vanessa Langworth
Angela Lee
Bobbie Jo Maganza
Crisann Maher
Melissa Mapa
Kelly Marinello
Yolanda Melendez
Allison Murphy
Laura Murray
Lisa Musante
Claudia Nogueira
Rebecca Norton
Shaelyn O'Leary
Cassandra Ottens
Laura O'Reilly
Samantha Owsik
Andrea Pascual
Janice Perrone
Michael Pulliam
Sabrina Reeves
Denise Rodman
LaQuetta Rogers
Esta Ross
Maria Louella Rowe

Joanne Santos
Lauren Scala
Lydia Sison
Nancy Skrobola
Jennifer Spilatore
Jenny Swing
Greta Tedesco
Jaclyn Tedesco
Courtney Thomaier
Mercedes Vega
Jessica Villeza
Diana Vilvert
Maria Zjawiony
Denise Zolnowski

Level 4

Juana Buergo
German Butay
Leticia Butay
Sheila Carcellar
Jessica Denney
Lisa Floyd
Jaymie Francisco
Nicole Interrante
Maysouna Jiries
Tamara Knisley
Lauren Leimbach

Kelly McNulty
Karen Morgan
Lisa Morrell
Ana Nozadze
Carole Reihing
Larissa Scanlon
Maribel Tablar
Madelayne Tricarico

2023 Patient Partner Excellence Program

Level 1

Margaret Caban
Valerie Chestnut
Bernadette Formica
Natalie Lavrov
Michael Steinhaus

Level 2

Nancy Bohn
Gabrielle Freeman
Luqille Glenn
Gloria Guzman
Heather Rojas
Cassandra Rudderow

Level 3

Caitlin Bart
Keshia Canada
Michelle Cervone
Samuel David
Sandra Dela Cruz
Rimma Fridman
Julito Germino
Charmaine Go
Natalia Guzman
Jessica Hebert
Skylar Hulse
Venus Karunaratne
Barbara Lawreszuk
Dina Mamone
Melissa Martinez
Annmarie Milano
Jennifer Pearse
Jakeline Rosas de la Cruz
Citra Sartorio
Alexis Valentin
Blerina Veliu
Vera Veliu
Marisa Veneziani
Helen Williams

DAISY Award Winners

Kerrie Konior, RN (Oncology) – Quarter 1

Karen Aquino-Lopez, RN (Oncology) – Quarter 2

Megan Lukens, BSN, RN, OCN (Oncology) – Quarter 3

LDRP – TEAM DAISY Award

Staff Promotions

Cynthia Braccia was promoted to ED Coordinator, July 2023

Beverly Dey was promoted to Team Leader, September 2023

Kerrie Konior was promoted to Charge Nurse, July 2023

Margaret Kurczeski was promoted to Nursing Program Manager, February 2023

Ashley Mackiel was promoted to Executive Director of Professional Development, February 2023

Michelle Mena was promoted to Nurse Manager, Oncology and Outpatient Infusion, June 2023

Michael Migliore was promoted to Nurse Educator, June 2023

Amy Oddo was promoted to Charge Nurse, October 2023

Cassandra Ottens was promoted to Charge Nurse on 4N, March 2023

Jaclyn Tedesco was promoted to Charge Nurse on 2W, March 2023

Advanced Degrees

Justina Anighoro-Okezie, Behavioral Health Unit, completed MBA September 2023

Aleathea Cepeda, Behavioral Health Unit, completed MSN May 2023

Irene DeCelie, Nursing Research, completed Ph.D. February 2023

Elana Joyce, Nursing Administration, completed DNP December 2023

Tracy Lee, Care Coordination, completed MSN August 2023

Alexa Mallozzi, 4E Neurology, completed MSN August 2023

Michelle Mena, Oncology, completed MSN March 2023

Michael Migliore, Professional Development, completed MSN August 2023

Jennifer Ochs, Professional Development, completed MSN June 2023

Jennifer Tallant, Emergency Department, completed MSN August 2023

Professional Development 2023 Educational Offerings

Instructor-Led Programs

Basic Cardiac Monitoring
Certification Review Course for Emergency Nursing
Critical Care Course
Electronic Fetal Monitoring Class
Handle with Care
Medical Surgical Review Course
Neonatal Resuscitation Program
Nurse Extern Program
Nursing Orientation Program
Preceptor Workshop
RN Resident Program
S.T.A.B.L.E
Stroke-Certified RN Review Course
Triage Course
Workforce Development Program

Inservice and Contact Hour Programs

Ambulatory Nursing Symposium
Caring for the LGBTQ+ Patient
CIWA (Clinical Institute Withdrawal Assessment for Alcohol) Lunch and Learn
Competency Workshop
Coude Catheter Education and Demonstration
Elective PCI Education
Impella® Device Training
IV Insertion Review
LDRP Mock Codes for Obstetrical Emergencies
Lipedema Liposuction Class
Mock Codes
Mother-Baby L.O.V.E. Counseling
Nursing Bundle Education
Nursing Leadership Retreat
Palliative Care Lunch and Learn
PCT Refresher Course
Peritoneal Dialysis Program
Prismax CRRT Training / Prismax CRRT New User Training
Respiratory Emergencies Lunch and Learn
Safe Patient Handling Fair
Skills Day
Stress Management Lunch and Learn
Urinary Insertion Simulation Lab

Awards

CEO Gold Standard & Recognition – Oncology, Vicki Branstetter, BSN, RN, MS, CAPPM, L6SGB

ENA Lantern Award, Laurie Gambardella, MSN, RN

Get with the Guidelines Heart Failure Gold Plus Award, Heart Failure Honor Roll Type 2 Diabetes, Kelly Collazo, RN; Gina Kelly, RN

Go Clear Award, Rebecca Norton, MSN, BA, RN, CNOR; Paul Bianchini, RN, BSN; Cathleen Janzekovich, PhD, MA, FHELA, MEDSURG-BC, NEA-BC

U.S. News & World Report Award: Stroke Badge – Kerry Stroud, MSN, RN, PCCN, FNP-BC

Accreditations

AACVPR Certified Cardiac Rehabilitation – Amy Quinlan, DNP, MBA, APRN, CCRN, CVNS; Nicole Interrante, BSN, RN, CV-BC, CCRP; Madelaine Tricarico, BSN, RN, CV-BC, CCRN; Athena Farella, MSN, RN, CV-BC

Commission on Cancer – Vicki Branstetter, BSN, RN, MS, CAPPM, L6SGB

Elective PCI / Angioplasty Services – Amy Quinlan, DNP, MBA, APRN, CCRN, CVNS

NAPBC - Oncology – Vicki Branstetter, RN, BSN, MS, CAPPM; Jean Ho, BSN, RN

Federal Grants

Federal Grant: Department of Labor Workforce Grant – AHS CNOs Trish O’Keefe and MaryPat Sullivan

Federal Grant: Community Project Funding/Congressionally Directed Spending— Construction – Vicki Branstetter, BSN, RN, MS, CAPPM, L6SGB

Podium Presentations

Ambulatory Nurses Symposium, Ambulatory Nurse Committee Members

- Care of Palliative Wounds – Lauren Leimbach, BSN, RN, CWCA
- Care of the Patient Undergoing Radiation – Jennifer Beukers, BSN, RN, OCN
- Multiple Sclerosis and Parkinson’s Disease and the Role of the Nurse – Kimberly Balagot, MSN, RN-BC; Maysouna Jiries, BSN, RN
- Non-invasive Cardiac Testing and Cardiac Rehabilitation – Madelaine Tricarico, BSN, RN, CV-BC, CCRN; Nicole Interrante, BSN, RN-BC, CCRP
- Principles for Care of the People with Diabetes – Amy Dotto, BSN, RN
- Women’s Center and Mammography – Jean Ho, BSN, RN

A Bold New Approach to Mentoring – Laurie Huryk, MSN, RN-BC

Caring on Wheels: Staff Motivation and Wellness – Tracey Deaner, MSN, RN, NEA-BC, CPXP

Developing a Hospital-Based Program: A Unit-Based Approach to Reduce Pressure Injuries in a 26- Bed ICU / Step Down Unit – JoAnn Wolfson, DNP, MSN, CCRN, RN

Developing a Hospital-Based Resuscitation Program to Track and Improve Patient Response and Outcomes – JoAnn Wolfson, DNP, MSN, CCRN, RN

Improved Nurse Well-Being Through Workforce Coordination – Cathleen Janzekovich, PhD, MA, FHELA, MEDSURG-BC, NEA-BC; Ashley Mackiel, MSN, RN; Margaret Kurczeski, MSN, RN, CEN; Jeff Booth, MBA, BSN, BSBA, RN, CPHQ

A Nurse-Driven Approach to Reduce Pressure Injuries in a 26 Bed ICU & SD & Developing a Hospital Based Resuscitation Program – JoAnn Wolfson, DNP, MSN, CCRN, RN; Ed Jacoby RN, BSN

Redesigning a Nurse Residency to a Fundamental Focused Program – Ashley Mackiel, MSN, RN; Rosanne Wike, MSN, RN; Jennifer Ochs, BSN, RN, SCRN

Poster/Case Presentations/Published Articles

American College of Cardiology—The Vital Need of a Community Hospital to Meet the Class I1A and Class IC-LD Guideline Recommended Care for ST Elevation Myocardial Infarction (STEMI) Patients Resulting in Prolonged Lifesaving Coronary Reperfusion—A Community’s Journey to Primary Percutaneous Coronary Intervention (PCI) – Amy Quinlan, DNP, MBA, APRN, CCRN, CVNS; Athena Farella, MSN, RN CV-BC and team

EMS Pre-Activation of STEMI in the Setting of Cardiogenic Shock in a Community Hospital— SCAII Shock Conference – Amy Quinlan, DNP, MBA, APRN, CCRN, CVNS; Athena Farella, MSN, RN CV-BC; Aleksandra Novik, APN; Jatinchandra Patel, DO

Factors Determining Breast Health Compliance During a Global Pandemic: Experiences of a Community Hospital’s Female Employees – Jayne Craig, PhD, RN; Jean Ho, BSN, RN

Improving Performance Measures with Group Orientation in Cardiac Rehabilitation – Nicole Interrante, BSN, RN-BC, CCRP; Aleksandra Novik, APN

A League of Our Own: Creating an Internal Recognition Program for OR Staff – Juana Buergo, BSN, RN, CNOR; Lori Chavez, BSN, RN; Kelsey Eugenio, BSN, RN; Lisa Floyd, BSN, RN, CNOR; Rebecca Norton, MSN, BA, RN, CNOR

Published Article: Courageous Well-Being for Nurses-Strategies for Renewal. “In their own words” – pages 270-272, Claudia Nogueira, RN, MEDSURG-BC

Spontaneous Coronary Artery Dissection (SCAD): A Case Review of Late Post Partum SCAD – Amy Quinlan, DNP, MBA, APRN, CCRN, CVNS; Athena Farella, MSN, RN CV-BC; Aleksandra Novik, APN

Dissertations

Relationships Among Health Promotion Behaviors, Patient Engagement, and the Nurse Practitioner-Patient Partnership – Irene Decelie, Ph.D., RN, MEDSURG-BC

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