As you read this report, I am sure you will be, as I was, impressed by the accomplishments and impact our nurses have on this hospital and our community. However, being here every day and witnessing first-hand the care, compassion, and commitment they bring to each patient every day, I realize there are thousands of accomplishments large and small that are not found within these pages.

When I speak with physicians, they continuously point to the quality of our nurses as the greatest reason they entrust their patients to EJGH. I have worked at several hospitals but I don’t know of another institution held in such high regard by the community it serves, and that is a direct tribute to our nurses. On a daily basis, I meet or receive a letter or email from someone who wants to praise the care they, or their loved one received and they always specifically praise our nurses.

We all know what a challenging profession nursing can be. It can be exhausting and I am sure at times frustrating. But it is also, when done properly, an immensely rewarding profession that provides an almost endless variety of opportunities, relationships and rewards. On a daily basis you truly have a positive impact on people’s lives. Our status as a Magnet Hospital and our rankings with independent sources such as CareChex and Leapfrog as the best hospital is Louisiana and/or our region are directly related to the quality of our nurses.

Personally, I want to thank all of you and congratulate you for the accomplishments found within this report and also found within the hallways of our hospital every day.

Sincerely,

Gerald Parton
President & Chief Operating Officer
It is an interesting role serving on the Board of Directors for a large hospital. You gain wonderful insights into the actual workings of a hospital in a way the average person never gets to experience. You build relationships with physicians, administrators and professionals who have all chosen this noble profession of caring for others. You learn that the outcomes produced within the hospital involve dozens of people who all must do their part well for the patient to enjoy that moment when they leave the hospital better than they arrived and can return to their life and loved ones.

It is a collective team effort unlike any other I have ever seen. It requires physicians, surgeons, accountants, maintenance personnel, cooks, technicians, security details, pharmacists, administrators, and more all on one page and dedicated to the most important person in the building…their patient.

Among these amazing professionals one group is the most abundant, the most visible, and crucial to any hospital hoping to build a culture of caring, nurses. The nurses at EJGH are truly amazing. Each of us on the Board have been here as patients ourselves or to visit someone we care for who is a patient and it always impresses all of us the professionalism and dedication of our nurses. These men and women have chosen a profession that puts them on the front lines of caring for people who are often going through their most trying moment. Yet, over and over again I have seen EJGH nurses provide care, comfort and reassurance to a patient, and their families when they needed it most.

Being a great hospital requires an amazing combination of many things. I can honestly say no hospital could ever be truly great without a great nursing staff. And as EJGH is ranked Number One in Louisiana, it is clear that the nursing staff at EJGH is extraordinary.

On behalf of the entire Board of Directors, thank you for choosing this amazing profession, thank you for choosing East Jefferson General Hospital and thank you for all you do every day.

Sincerely,

William H. Shane, Jr.
President, EJGH Board of Directors
Nurses Improving Patient Care and Safety

...through INNOVATION

- Dignicap .................................................. 3
- Robotic Utilization ...................................... 5
- New Knowledge, Innovations and Improvements ........ 6
- Professional Practice .................................. 6
- VOICE ...................................................... 7
- Lucas ....................................................... 8
- Sudden Impact ........................................... 8
- The Arctic Circle ........................................ 9

...through EVIDENCED BASED PRACTICE

- Professional Development Scholarship Awardees .......... 10
- Nursing and Interprofessional Research ........................... 12
- Oncology Clinical Research .................................. 12

...through PROFESSIONAL EXCELLENCE

- Nurse Specialty Board Certification ............................ 13
- Great 100 Nurses ........................................... 14
- Donna Swartzfager Memorial Award ........................... 15
- Nightingale Awards ......................................... 15
- Leadership in Professional Organizations ....................... 15
- Yvonne "Buddy" Theriot Award ................................ 16
- Recognition ............................................... 16
- IBCLC Card Award ........................................ 17
- EJGH Career Ladder ....................................... 17

...through COMMUNITY SERVICE

- Community Volunteer Program ................................ 18

...through CARING AND COMPASSION

- Volunteer Services .......................................... 19
- Patient and Family Advisory Council .......................... 19
- Peer Review .................................................. 19
- The Patient Care Model ...................................... 20
a letter from the Chief Nursing Officer:

I am proud to share the 2017 accomplishments of the outstanding team of professionals in the Division of Nursing. This report highlights a few examples of the compassionate and innovative care provided to patients at East Jefferson General Hospital. The commitment to setting the standard for patient care is seen daily by nurses driving excellence at the bedside. Patient care is aligned with the mission and vision of Nursing at EJ. The integrated patient-centered care provided fosters an environment that allows nurses to make optimal contributions in the achievement of high performing patient outcomes. Our passion is to make a difference in the lives of our patients, families and caregivers.

The current healthcare environment is very challenging but I am always inspired by the creativity of our nurses in ensuring patient care is always a top priority. The information provided in this report exemplifies the visionary approach to patient care driven by nurses in collaboration with the healthcare team. Specialty certification and a service line approach to patient care advances the knowledge and skills of nurses which results in optimized patient outcomes. The pursuit of specialty certification for nurses is supported and funded by the EJGH Auxiliary. This allows nurses to become "expert" in caring for patients in their area of specialty.

The use of evidence-based practice in the delivery of patient care has been a significant driver in EJGH’s recognition as a top performer in patient outcomes and patient safety. The focus on research and literature review has created a continuous learning environment that fosters leading edge practices in patient care. We strive to create an environment that allows for challenging current practice if opportunities are identified that will produce better outcomes. The medical staff has engaged in the promotion of evidence-based practice and research by funding awards for poster presentations. The recognition by the medical staff for nursing’s contribution to care delivery is greatly appreciated and the funds have been utilized to fund ongoing education for nurses.

I congratulate all who contribute to improving care and appreciate the dedication to our patients and community. The model for delivering care at EJ supports ongoing improvement and practice change to meet the ongoing evolution in healthcare delivery.

With warm regards,

Ruby Brewer, RN, MSN/MBA
Sr. Vice President, Chief Quality Officer and Interim Chief Nursing Officer

Ruby Brewer, RN, MSN/MBA
Sr. Vice President, Chief Quality Officer and Interim Chief Nursing Officer
Dignicap

In 2015, the FDA approved Dignicap for use in the effective reduction of hair loss due to chemotherapy. The Dignicap machine was received in 7/2017.

We have had eight patients sign up for Dignicap since we received the machine in July 2017. The first patient to use the Dignicap machine started treatment in August 2017. Four patients decided to stop using Dignicap due to too much hair loss, two patients used Dignicap successfully throughout their chemo treatment, and two patients currently in treatment are using Dignicap. In March of this year Dignicap added a knitted cap and a new Click Cap to ensure a more precise fit and secure fit.

The biomedical freezer obtained from an Inspire Grant in 2016 greatly assisted patients with cold cap therapy. Patients no longer have to bring caps packed in dry ice in 2 coolers to maintain the below zero temperature needed to ensure adequate freezing with each chemotherapy treatment. Patients also no longer have to pay the additional cost of 80 lbs. of dry ice needed for each treatment.

With the use of the Dignicap machine, patients no longer have to swap out cold caps every 20 minutes to ensure temperature maintenance of caps, and the cap temperature no longer has to be so cold (below zero) when first applied to the head as the Dignicap maintains desired temperature throughout treatment.

A Success Story

Gail Wall is the real-life equivalent of Wonder Woman. A wife, mother, grandmother and great-grandmother who, during her lifetime, has served as a business professional, dedicated community servant following 9/11, board member of several organizations, and president of one historic society. She’s collaborated with government officials and fought tooth-and-nail to stave off the degradation of one of the nation’s oldest neighborhoods. On Monday she’s a world-class traveler, on Tuesday she’s a tenacious executive, on Wednesday she’s a steadfast historian, and on every day of the week she’s a loving mother.

One afternoon in April of 2016, the native New Orleanian was walking Buster, one of her three rescue dogs, down Lakeshore Drive. As they were in mid-stroll, a stiff gust of wind dislodged a nearby orange construction fence, sending the startled dog one way and Gail tumbling the other.

After a quick dusting off and self-check, Wall gave herself a thumbs up, but two days later, an inflamed left breast caused by the fall put her in front of a doctor with a macerated wound. That doctor led Wall straight to the East Jefferson General Hospital (EJGH) Breast Care Center, where surgery was quickly performed and a diagnosis was found: Stage IV Breast Cancer.

Wall then did what she did best and got to work, laying down a plan of action, put together an abundance of research done by both friends and family, and a courageous outlook for what was to come, which she was sure included the loss of her hair. It was then that Wall discovered Cold Caps, a device that could help retain the identity she had built and restore confidence to her by keeping her hair intact through chemotherapy.
“For women, our hair is a statement of who we are,” said Wall. “Men can go bald and can still be handsome and dignified at any age. But for women, it’s a very different situation. It’s an extension of who we are and our personality. I’m incredibly lucky I had the benefit of the Cold Cap and the means to afford them.”

At the time, it was a labor intensive and costly process in which Wall and her devoted husband, John, would pack an ice chest of dry ice for each treatment and bring individually rented caps to EJGH. They would then transport the ice chest to the EJGH Infusion Center and rotate the numbered caps throughout her infusion.

“The important thing is, it worked,” added Wall. “I did lose some hair around my fourth chemo treatment, but the cap also guards against permanent hair loss. If I was going to lose my hair, that was fine. But I had the positive thinking of knowing it was going to come back. It worked for me.”

Her locks did indeed grow back in once chemotherapy treatment finished, restoring her red hair, confidence, and dignity.

It was at that moment Wall knew she had to do something to help her fellow patients. She wanted others to have the same feeling of hope she felt while using her Cold Caps. This resulted in a trip back through the familiar hospital doors, but this time with a much different purpose. It was to visit The Foundation, the fundraising and philanthropic arm of EJGH.

When Gail first visited The Foundation with her 17 year old granddaughter, Gail told her story and spoke about the compassion that her EJGH Cancer Care Navigator, Anna, had shown her through treatment. Before Wall left The Foundation office that day she made a donation, an expression of gratitude and kindness that would allow the hospital to purchase our region’s first and only FDA approved Dignicap machine, ensuring that every Breast Cancer patient would have access to Cold Cap therapy in the Infusion Center.

The Dignicap Intelligent Scalp Cooling System, or Cold Cap, arrived at East Jefferson General Hospital in mid-July, 2017, ushering in a new era of cancer care for the healthcare institution. It consists of a snug-fitting silicone cooling cap connected to a cooling and control unit. The lower temperature results in a reduced blood flow to the scalp area so that less chemotherapy reaches the hair cells, thus allowing the patient to keep their hair. The machine easily fits in the newly renovated chemotherapy pods, meaning no more heavy ice chests, no more uncomfortable dry ice and no more lugging borrowed items back and forth. It allows the patient to concentrate on the only thing they should be, winning their fight with cancer.

“It was important for us to give back because we could,” said Wall. “It’s something that is so important for women and if we can make a difference, then it matters. This disease changes everything about your life and if this one small thing can make a positive impact in their lives during this struggle than I want to do that.”

It does boost confidence of those using it, and, as Wall states, keeping that mindset is crucial when undergoing treatments. “You have to stay positive, it’s all about being in a positive, Zen zone. We have to remove the stress and drama from our lives and it’s the only time a woman has to focus on herself. As women, we always take care of everyone else, but it’s the one time you need to focus on yourself.”

Wall continues to battle her cancer diagnosis with the same ferocity in which she lives her life. While what lies ahead is a mystery, Wall now spends her time ensuring that the future is just as bright as her past, teaching the next generation the importance of gratitude and making the experience more positive for each cancer patient that passes through the hospital’s doors.

“By donating back, it is our expression of appreciation that we hope serves as a positive philanthropic example to our children, grandchildren, and the entire community,” added Wall. “I think it’s essential that we educate our kids to volunteer and serve. We learn so much from giving back. It opens our minds and broadens our horizons and you can do so much good for someone else.”

Wall’s focus is now on ensuring that the generosity does not stop with her. She wants others to know the importance of giving back and keeping hope alive for those who may be struggling. For more information on how you can support this project and our patients, visit ejgh.org/community/foundationgiving.
Robotic Utilization

In 2017, robotic volumes for East Jefferson skyrocketed with the addition on the XI robot purchased. The additional growth that was achieved in Colon Rectal Surgeries and General Surgery progressed so swiftly in 2017 that an additional robot was reviewed for 2018. Access to the robot for our patients is the most important to provide the best possible care for our Colon Rectal patients allowing them to return to their daily activities sooner than later with the addition of this technology. Several prominent general surgeons have supported the robotic program at EJ providing quality care to their patients getting their patients back to functioning within a shorter timeline than traditional methods of surgery.

In Urological Oncology Robotic cases this has allowed for a less invasive procedure allowing for cancer patients to return to daily functions and decreasing their length of stay in the hospital. This allows for these patients to get back to where they want to be with their families. Some of the region’s leading urologists have been instrumental in providing this care to their patients at EJGH.

Robot assisted surgery provides skilled surgeons a magnified, 3-D view of the surgical space that, in specific types of surgery, have proved to be beneficial and in many cases superior to traditional surgical techniques. In the majority of cases where robotically assisted surgery is appropriate, the patient enjoys much smaller incisions, less blood loss during surgery, shorter hospital stays and shorter recovery times.
New Knowledge, Innovations, and Improvements

Relaunched a successful Summer Nurse Tech program.

• Over 100 applicants utilized LEAN principals and technology to schedule and conduct over 200 interviews in a total of 6 hours.
• 56 new junior and senior nurse techs were given job offers within 72 hours of interviews
• Utilized LEAN principals to process all new hire paperwork prior to arrival
• Conducted and enhanced 3 day orientation process individualized to the NT Roles
• Coordinated an enhanced didactic training as identified through gaps of knowledge, skills, practices and scope of practice
• Provided observational experiences in areas utilizing The Joint Commission Tracer methodologies (where have my patients come from and where are they going to)
• Utilized multimodal approaches to education as well as engagement and team building exercises through friendly competitions

Professional Practice

• Education affiliations:
  • Nursing Ancillary Services:
    Healthcare Training Institute: Certified Nursing Assistant, Patient Care Tech, EKG, Phlebotomy, Medical Assistant
    South Central Technical College: Certified Nursing Assistant, Patient Care Tech, EKG, Phlebotomy, Medical Assistant
    East Jefferson High School: Certified Nursing Assistant
  • Undergraduate/ Graduate Nursing:
    Delgado Community College: RN ASN
    Loyola University New Orleans: RN MSN - Leadership
    LSU-New Orleans: RN-BSN, RN Accelerated Program, MSN/DNP-APRN and Non-Clinical MSN/DNP
    Nicholls State University: RN-BSN, MSN-Education and APRN
    University of Holy Cross: RN-BSN
    University of Louisiana Lafayette: MSN-APRN
    Franciscan Missionaries of Our Lady University: DNP-APRN
    University of South Alabama: MSN/DNP: APRN
    University of Southeastern Louisiana: MSN-Education and APRN
    University of Tennessee: MSN/ DNP/ PhD-Leadership
    Herzing University: MSN/ DNP-APRN
    University of Alabama-Birmingham: MSN/DNP-APRN

In the 2017 calendar year, EJGH hosted approximately:
• 600 ancillary and/or undergraduate level clinical rotations and preceptorship
• 25 APRN and/or Non-Clinical preceptorship
• 600 nursing students in 2017 were exposed to the 60 learning opportunities at EJGH

• Ease of use for nursing student/faculty onboarding - utilizing LEAN methodologies and technology.
• Partnerships with LERN (Louisiana Emergency Response Network) to facilitate and host 12 lead EKG class, free for our team.
  • 55 participants in a variety of healthcare specialties
• Prepared the attendees to evaluate a 12 lead EKG, and participate in responding to rapid response and STEMI
• Partnered with Louisiana Emergency Nurses Association to offer Certified Emergency Nursing Review Course
VOICE Day restructured to more closely align with clinical/strategic goals

VOICE is a nurse-led initiative dedicated to continued evaluation and improvement in every aspect of care.

- Education and training for VOICE leadership team on roles and responsibilities of facilitators and chairs/co-chairs, minutes, metrics, and reporting structure to the board of directors.
- Education and training for all VOICE participants on strategic goals, SMART goals, producing AIM statements and PDCA cycle management.
- Produced a goal-oriented report structure with template format for presentation and minute taking.
- Decreased duplication and saved time with construction of VOICE newsletter production.
- Created an infection prevention team to address all areas of HAC.

The VOICE SWAT team partnered with Mölnlycke Health Care to implement a strategic pressure injury prevention campaign reducing pressure injuries by 41 cases in 1 year.

Utilized a team approach to a house-wide gap analysis and assessment:

- Clinical Practice Patterns
- Equipment/Supply Utilization
- Patient outcomes
- Presented findings to leadership teams and received commitment for focused prevention initiatives
- Utilized resources (experts in the field of pressure injury prevention) to assist in global education during the 2017 3rd quarter nursing education days
- The team provided optimal product ordering, delivery, and unit based par level management

Partnered with Molnlycke Health Care in 2nd quarter 2017

2nd quarter a risk assessment and gap analysis was done by joint team EJGH/ Mölnlycke Health Care representatives with the following findings:

- Inconsistent assessment and documentation
- Inconsistent prevention and treatment modalities
- Excessive layers of linen

3rd quarter: Hospital launched a hospital wide initiative for pressure injury prevention (PIP).

- Increased surveillance (unit based audits)
- EMR triggers to assist in pressure injury prevention
- Solidified single product lines for prevention and treatment
- Mattress exchange
- Bundled care practices such as:
  - 5-layer soft silicone dressings for sacrum and heels
  - Offloading boots
  - Limited layers of linen

3rd quarter nursing updates began education and training the pressure injury prevention techniques to all clinical staff.

Nursing Statistics

![Nursing Statistics Graph]

Hospital Acquired Pressure Injuries

![Hospital Acquired Pressure Injuries Graph]
Lucas3

In 2017 EJGH was thrilled to add the new Lucas3 Chest Compression System version 3.1. The new version that connects with wifi to the LIFENET System and integrates into code/stats data review software allows for tailored rates to meet our protocols. We added this technology in hopes that a digitized chest compression system would prove effective and almost immediately the hopes were realized.

LUCAS, being initially used by EMS, has more recently been implemented in the ED and now in Critical Care. LUCAS, automated CPR device, has been most helpful codes with longer duration or where a patient needs intervention such as a cath lab or special intervention. Interventions such as clot removal, angioplasty, or stent can be performed while CPR is still in progress. This also assist in decrease need for having a team member designated to provide manual CPR and switch provider due to fatigue for longer codes while continuing to provide continuous high quality CPR. While our goal is to decrease the number of Code Blue events by early recognition of patients who are declining and utilization of Rapid Response and increasing level of care code events still happen at about a rate of 10-12 per month.

Sudden Impact

Through Sudeen Impact, participants, usually high school students or soon to be drivers, see demonstrations and hear testimonials from 3 perspectives of traumatic car crashes: the victim, law enforcement, and medical staff. Through this program EJGH positively impacted more than 100 drivers in the course of 2017.

More than 6,000 teen deaths every year occur in automobile accidents. In fact, car wrecks account for almost 1/3 of deaths between ages 16-20. Programs like “Sudden Impact” attempt to expose new drivers to the risks of driving distracted. This is especially important when you realize the risk of death actually rises significantly for each additional passenger who is in the car when a teen has an accident and more than 56% of teens admit to driving while on the phone.
The Artic Circle

In 2016, we were proud to add the Article Circle machine to our litany of tools at our disposal for the treatment of emergent cases.

After patients who receive cardiopulmonary resuscitation and with return on spontaneous circulation and stabilization, neurological protection is then needed in order for patient to return to as close to their baseline as possible. In order to achieve this patients are cooled to either 33 degrees celcius or 35/36 degrees for high risk cases such as bleeding. Targeted Temperature Management (TTM) as early as possible and with the least amount of temperature fluctuations has been proven to assist in restoring patients after rewarming to their best functional status possible. With survival to discharge post code blue reaching an average of 38% it is imperative we not only achieve return of circulation but look toward long term recovery. We have great stories at EJGH and across the city where early recognition, response, and TTM have produced great results and at times full recovery. For example a patient had a cardiac arrest and walked out of the CCU days after her arrest. Another patient coded after running during a lunch break; with early response by an off duty nurse, early defibrillation by nearby AED and TTM patient is now up and running again!

Targeted Temperature and Patient Management

Uncontrolled Hyperthermia
The Evidence Suggests

Counter Warming

- May reduce incidence of shivering?
- Tricks skin receptors into believing the body is warm?
- Warm air circulating may be used to cover these areas

Summary

- It is important to properly manage patients receiving targeted temperature management
- You must be dedicated to shivering control in order to effectively cool patients or to maintain normothermia
- Fever in critically ill patients is associated with worse outcomes and length of stay

East Jefferson General Hospital
In 2017, nurses and allied health clinicians participated in our Evidence Based Practice Showcase and competed for $4500 in professional development scholarship awards. These nurses exemplify a spirit of inquiry, professional development, and innovative thinking. Through asking clinical questions and answering them with research based evidence, many changes were made to improve patient care at EJGH.

The 2017 EBP Showcase professional development scholarship awardees included:

1. Jeanne Gorondona, BSN, RN, CIC, Laquana Davis, BSN, RN, OCN, Ashley Theriault, RN, CMSRN, Paula Alford-Estrade, BSN, RN, NE-BC, Nicole Tucker, BSN, RN, ONC

Infection Prevention Team

Are we following current evidence-based guidelines for prevention of peripheral IV infections in acute care patients?

2. Melissa Daigle, BSN, RN-BC, Christina Hoppe, BSN, RN-BC

Medication Safety Team

Is our policy for diabetic protocols for adults consistent with the latest evidence-based clinical guidelines?

3. Denise Abadie, RN, CWCN, WOCN, Laura Braud, RN, Darlene Elmer, BSN, RN, CCRN, Karina Estrada, RN, Tracey Galassi, RN, Amber Hamilton, BSN, RN, PCCN, Nina Joseph, LPN, Sara Luce, BSN, RN, Tonya Solly, RN, CMSRN, Karen Vix, RN, CMSRN, Angela Wittbrodt, RN, Victoria Johnson, BSN, RN, PCCN, Krystal Raphael, BSN, RN, CMSRN

Skin and Wound Assessment Team (SWAT)

Does emergency room department length of stay greater than two hours affect the development of pressure injuries in the vulnerable adult patient?

Fall EBP Showcase in November 2017:

1. Victoria Johnson, BSN, RN, PCCN, Sandy Stevens, RN-C, Tanner Miguez, BSN, RN, PCCN, Jacquelyn Moore, RN, Amber Hale, BSN, RN, PCCN

3 East

Is the use of continuous insulin infusions for hyperglycemic patients safe for a step-down intensive care unit?

2. Duong Nguyen, BSN, RN-BC and Brittney Montes de Oca, BSN, RN, PCC

3 East

Does the use of inhaled albuterol increase the incidence of cardiac arrhythmias more than levalbuterol in hospitalized patients?

3. Tracy Garrett, DNP, APRN, FNP-C

Oncology/Hematology Clinic

In adult patients receiving chemotherapy, does the combination of cryotherapy induce oral mucositis, compared to other studied treatment modalities?

Professional Development awards from the spring and fall showcases were used to send multiple team members to a local infection prevention conference, purchase additional infection control manuals, to support specialty professional development for all nurses on our cardiac and pulmonary progressive care units, and to support additional continuing education for nurses.

The Medical Staff of East Jefferson General Hospital generously co-sponsors these awards with the hospital. In addition to the funds for professional development scholarships, all awardees are invited to publish their work in the EJGH Medical Staff’s peer reviewed journal and present their projects at Medical Staff Grand Rounds. Throughout the year, nurses have enjoyed collaboration from our physician colleagues in continuing to implement evidence to improve our practice and patient outcomes.
Other Exemplary EBP Showcase Presentations during 2017 included:

Paula Alford-Estrade, RN, NE-BC, Jean Sconza, MHA, RN, Windie Muller, MCD, CCC-SLP, Kira Worthy, LOTR, MOT, CAPS, CPXP, and Tracy Arbour, LOTR

Does a decision-making algorithm (BMAT – Bedside Mobility Assessment Tool) and associated bedside communication improve assessment and communication of patient mobility status on the Skilled Nursing Unit?

Kristen Calcote, BSN, RN, Karen Schembre, BSN, RN, CCRN, and Scott Hunter, MSN, RN-BC

Does the use of fecal management systems in critically ill patients with fecal incontinence prevent skin breakdown and pressure ulcers?

Jennifer Necaise, BSN, RN, CWCN, WOCN, CCM, and Christina Schneider, BSN, RN, ONC, CCM

In adult patients discharged with outpatient parenteral antibiotic therapy, does a formalized pre-discharge screening decrease the incidence of 30-day readmissions compared to patients who are not screened?

Colette Baudoin, BSN, RN, OCN, Susan Foret, MSHCM, BSN, RN, OCN, Heather Monteleone, RN, Robin Atkins, BSN, RN, OCN and Melissa Freanor, RN, OCN

In the head and neck oncology patient receiving concurrent chemoradiation, what is the incidence of unplanned intervention for complications compared to expected complications over the course of the prescribed treatment time?

Rebecca Charneco, BSN, RN

Is our policy for umbilical cord antiseptics among newborns consistent with the latest evidence-based clinical guidelines?

Lisa Hickey, BSN, RNC-OB, C-EFM, and Barbara Carson, BSN, RNC-OB, IBCLC, LCCE

Does participation in a statewide or national quality collaborative improve perinatal outcomes?

Colette Baudoin, BSN, RN, OCN, Susan Foret, MSHCM, BSN, RN, OCN, Heather Monteleone, RN, Robin Atkins, BSN, RN, OCN and Melissa Freanor, RN, OCN

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Does participation in a statewide or national quality collaborative improve perinatal outcomes?
Nurses and interprofessional teams are supported in conducting research at East Jefferson General Hospital. Dr. Jane Savage, nurse researcher, is available for support from concept generation through data analysis and publication. The Evidence Based Practice and Research Committee of the VOICE shared governance structure conducts peer review on all nursing and allied health protocols prior to presentation at IRB.

The following studies were conducted by nurses at EJGH:

EJ-LH-1601: Nursing Research Study: Does the Use of a Peanut Ball to Facilitate Positioning to Widen the Pelvic Outlet, Reduce Length of Labor and Cesarean Section Rate in Women Laboring with an Epidural?
Lisa Hickey, RNC, Principal Investigator
Jane Savage, RN, PhD, CNE, Co-Investigator

EJ-NJ-1401: Nursing Research Study: Teach-Back Live! (Interactive teach-back self-care education method)
Nicole Jones, MN, RN-BC, APRN, ACNS-BC, CCNS, CHFN, Principal Investigator

The following studies were conducted by nurses at EJGH:

Quality Improvement Study presented to IRB: Taking STEPPS towards Better Patient Outcomes: Team STEPPS
Nicole Jones, MN, RN-BC, APRN, ACNS-BC, CCNS, CHFN, Principal Investigator

Nursing Survey: Survey to Examine Barriers to Compliance with Sequential Compression Device Use in Bedside Nurses
Tara Zaabel, RN, BSN, Principal Investigator, EJGH and Southeastern University College of Nursing and Health Sciences

Nursing Research Study: Prevention of Chemotherapy-Induced Oral Mucositis Using Cryotherapy along with MuGard
Principal Investigator: Tracy Garrett, MSN, FNP-C, Oncology Services, EJGH and University of South Alabama (USA) IRB, Mobile, Alabama

Quality Improvement Study presented to IRB: Taking STEPPS towards Better Patient Outcomes: Team STEPPS
Nicole Jones, MN, RN-BC, APRN, ACNS-BC, CCNS, CHFN, Principal Investigator

Nursing Survey: Survey to Examine Barriers to Compliance with Sequential Compression Device Use in Bedside Nurses
Tara Zaabel, RN, BSN, Principal Investigator, EJGH and Southeastern University College of Nursing and Health Sciences

Oncology Clinical Research 2017 Accomplishments

Oncology Clinical Research 2017 accomplishments:
The 1st facility in the nation to enroll and treat patient in clinical trial SWOG 1605
Initiated 1st clinical trial at EJGH that included radiation oncology
National average for patients enrolled in Clinical Trials was 4%, and the EJGH percentage was 7%
Nurse Specialty Board Certification

East Jefferson General Hospital supports specialty nursing board certification through certification exam, review course reimbursement, and monetary advances for initial certification. These funds are generously donated by the EJGH Auxiliary, and totaled $12,535.00 in 2017. Nurse Specialty Board Certification is recognized on walls of honor within nursing units, and is also proudly displayed on name badges for our patients and visitors to view.

Certified Nurses’ Day was celebrated in 2017 with a group picture, cake, and a recognition ceremony with Ruby Brewer, our CNO. Nurses were gifted special Certified Nurse cups from the hospital, and many departments had additional celebrations with food and recognition gifts.

During our team member benefits fair, the Nursing Certification Champions hosted a table where they helped team members with preparation materials, applications, and completing the reimbursement policy forms to encourage them to sit for specialty board certification. The Certification Champions also recognized the nurses who were certified in their specialty with t-shirts.

In addition to the wealth of study resources available for nurses to discover at no cost for exam preparation, EJGH hosted many review courses in 2017, spanning multiple nursing specialties.

We are proud of the specialty board certified nurses employed at EJGH who create excellent outcomes for our patients.

The percentage of eligible Clinical Nurses who are certified by a nationally recognized organization is 37%, which exceeds the mean for Magnet hospitals with a similar bed size (401-500 beds), which was 36.5% in 2017.

The percentage of eligible Nurse Leaders who are certified by a nationally recognized organization is 71%, which exceeds the mean for Magnet hospitals with a similar bed size (401-500 beds), which was 62% in 2017.
EJGH Honored with Great 100 Nurses

East Jefferson General Hospital was once again proud to have nurses who were recognized as part of Louisiana’s “Great 100” Nurses. The Great 100 is compiled by the Louisiana State Nursing Association and recognizes these individuals as skilled clinicians and compassionate caregivers. We thank these 15 EJGH nurses for their dedication and for their commitment to excellence in patient care. Honorees were recognized during the 28th annual “Great 100” celebration.

Representing multiple specialties and service lines, the following nurses reflect the very best in healthcare.

Kortney Bassemier, BSN, RN
Jessica Blanco, BSN, RN, PCCN
Melissa Constance, BSN, RN
Alexys Crosby, RN, CLC
Bridget Furlow, RN
Gabrielle Guevara, BSN, RN, PCCN
Amber Hamilton, BSN, RN, PCCN
Lauren Hartley, RNC-OB
Darlene Russo, RN
Janet Lipp-King, RN, IBCLC
Katie Lacey, BSN, RN, PCCN
Marisa Morton, RN
Nicole Tucker, BSN, RN, ONC
Emily Williams, BSN, RN, PCCN
Addison Petitpain, BSN, RN, CEN

Nightingale Awards

EJGH was proud to nominate seven outstanding nurses and the facility for the Louisiana State Nurses Association’s Nightingale Award. We are very excited to announce that Ruby Brewer was chosen as the winner for the Nightingale Administrator of the Year for 2017.

2017 Nightingale Nominees:
Lisa Hickey, BSN, RNC-OB, C-EFM – Educator of the Year
Lisa Rebenne, BSN, RN – Rookie of the Year
Barbara Carson, BSN, RNC-OB, IBCLC, LCCE – Mentor of the Year
Pam Mattio, BSN, RN, CEN, CPHQ – RN of the Year
Ruby Brewer, MSN, MBA, RN – Nursing Administrator of the Year
Erin Sims, RNC-OB – Clinical Nurse of the Year
Janis Sita, BSN, RN – Community Nurse of the Year
East Jefferson General Hospital – Hospital of the Year

Ruby Brewer, MSN, MBA, RN
Nursing Administrator of the Year
**Donna Swartzfager Memorial Fund**

The Donna Swartzfager Fund provides financial awards to EJGH team members seeking higher education, professional development growth and certifications. This semi-endowed fund is a donor directed fund that is managed through the investments and Investment Committee of The Foundation.

The fund was created in 2010 after the sudden passing of then Medical Staff Director, Donna Swartzfager, from heart disease. Medical staff leadership and Donna’s family – husband Ken, siblings Ronnie Zarba and Carol McDaniel, and children Kelly and Kyle – created and oversee the disbursements of the fund, which serves as a living memorial to honor the service, dedication and guidance Donna provided to the medical staff and team members during her long tenure at EJGH.

Michelle Wilson – Nurse Tech – 6 West – BSN, Holy Cross  
Marta Highstreet – RN, GI Endoscopy – Pain Management National Conference  
Susan Bailey – Supervisor – Pulmonary Diagnostics – Respiratory Care Leadership Institute  
Shahnaz Sadeghzadeh – Surgical Tech – CV Surgery – First Assistant Certification  
Kimberly Crawford – Social Worker – Oncology – Oncology Social Work Certification  
Chloe Villavaso, MN, APRN, ACNS-BC – Clinical Nurse Specialist – Quality Department – Cardiovascular Nurses Symposium

**Yvonne “Buddy” Theriot Award Post Acute Services**

The Buddy Award for Excellence in Patient Care was established in 1994 in honor of a Rehab Nurse Yvonne “Buddy” Theriot, who fought a courageous battle with cancer. Buddy exhibited professional and endearing qualities of a nurse. She was a shining example of what Rehab Nursing is all about in helping patients, family members, caregivers, and other disciplines to understand the importance in the rehab recovery period to prepare patients/family for the transition to home. The Buddy Award was created by the Rehab Team to recognize Buddy’s dedication, hard work, and outstanding care she gave during her service time at East Jefferson General Hospital. Buddy impacted our lives forever and we recognize this award on her behalf to give to others who demonstrate the same spirit of exceptional care.

East Jefferson General Hospital post-acute team members can nominate an individual for the Buddy Award every quarter. Nomination forms are submitted to the Buddy Award Committee. Requirements for eligibility for the Buddy Award include the following 9 areas:

- Dependability, loyalty, and integrity  
- Flexibility in caring for patients, families, and team members  
- Initiative in promoting interdisciplinary team building  
- Participation in hospital and community events  
- Successful problem solving situations with positive outcomes  
- Serves as a role model for others  
- Displays self-improvement in knowledge for patient care  
- Creativity for individualized care treatment  
- Outstanding ability to empathize with patients, family, and team members  

In 2017, John Ready, a nurse on the Skilled Nursing Unit, was the recipient of the 3rd Quarter Buddy Award and then received the Annual Buddy Award for the 2017 year.
Leadership in Professional Organizations

Colette Baudoin MSN, RN  
Vice President and Interim Secretary ONS NOON  
New Orleans Oncology Nurses – Elected Position

Donna Carbajal, MBA, RN, RRT, RRT-NPS  
President of LAHQ

Caroline Gaudet RN, CNOR  
Secretary of the AORN chapter 1908  
North Shore

Cheryl Lopez RN, CEN  
Regional Faculty American Heart BLS, PALS, and ACLS

Debbie Schmitz BSN, RN  
Treasurer ONS NOON (New Orleans Oncology Nurses)  
(elected position)

Karen Silady, RN, CEN  
Board of Directors for La. ENA  
State: Treasurer and Bylaws Committee  
National: ENA Nominations and Elections Committee  
(elected position)

Janis Sita BSN, RN  
Regional Faculty American Heart BLS, PALS, and ACLS

Recognition

Louisiana Nurse Practice Award Winner

Tracy Tumey, RN, CEN (ER)

Team Member of the Month

Janet Lipp-King, RN, IBCLC – January
Tiffany Cook, RN – February
Tanya Solly, RN, CMSRN – March
Allison Fowler, BSN, RN – June
Blythe Cullom, BSN, RN – August
Kortney Bassemier, BSN, RN, PCCN – September
Dana Turner, RNC-OB – December

Tiffany Cook, RN, IBCLC – January
Tanya Solly, RN, CMSRN – March
Allison Fowler, BSN, RN – June
Blythe Cullom, BSN, RN – August
Kortney Bassemier, BSN, RN, PCCN – September
Dana Turner, RNC-OB – December

Great Catch Recipients

Seth Savoie, RN – 3 East – January 2017
Brandie Clement, RN – 5 East – February 2017
Amy Langlinais, RN – OR – March 2017
Michele Jackson, PCT – GBH – April 2017
Jeff Poche, RN – OR – May 2017
Damaris LaSanta-Nieves, PT – SNF Therapy – June 2017
Melissa Constance, RN – Rehabilitation – July 2017
Vanessa Bustamante, RN – Rehabilitation – August 2017
Jessica Vandersilk, RN – 2 East – September 2017
Bonnie McCarthy, RN – Administration – October 2017
Laura Loupe, Unit Secretary – L&D – November 2017

Eddie Graebert, RN – OR – December 2017
Leigh Kalbacher, RN – OR – December 2017
Ashley Patterson, Scrub Tech – OR – December 2017
Terry Scott, RN – 6 SNF – January 2018
Kanisha Sylvester, PCT – 6 SNF – January 2018
Erin Sims, RN – L&D – February 2018
Gretchen Loeber, RN – 2 East – March 2018
Gerard Oncale, RN – 5 West OEU – April 2018

EJGH Leader of the Year

Melissa Lorio

Distinguished Leaders of 2017

Melissa Lorio
Gena Curtis
IBCLC Care Award

Staffed by Internationally Board Certified Lactation Consultants, the Breastfeeding Center at East Jefferson General Hospital is once again a proud recipient of this globally recognized program. Currently, one of only two hospitals in Louisiana maintaining this award, EJGH first received it in 2013, and has sustained the award biennially since.

The Lactation Consultants are required to demonstrate the provision of training and updates to team members, and the implementation of new initiatives. They spearheaded the quest to become a Baby Friendly USA designated facility. Quality improvement initiatives included the development & implementation of a community Breastfeeding support group.

In 2017, EJGH saw the inception of a bedside breastfeeding competency for all W&N registered nurses. They have also been active participants in Evidence Based Research projects including “What are the most effective mechanisms to improve breastfeeding exclusivity and decrease routine supplementation” and “What are the current evidence based guidelines for infant bathing techniques and timing?”

EJGH Career Ladder

Since 1991, the East Jefferson General Hospital clinical ladder has provided nurses and other healthcare professionals with a framework to grow professionally. The ladder’s pathway for growth is based on Patricia Benner’s “From Novice to Expert: Excellence and Power in Clinical Nursing Practice” (1984) and is an incentive for healthcare professionals to realize their professional potential. The focus of participation in the ladder program is based on personal growth and peer recognition. Earning one’s certification demonstrates an advanced level of knowledge, experience and expertise.

EJGH is proud of our 139 registered nurses and healthcare professionals that participated in Career Ladder in 2017.

From the right: Cammy Goldberg, RN, IBCLC; Jan Gourgues, BSN, IBCLC; Barbara Carson, BSN, IBCLC, RNC-OB, LCCE; Susie Amick, MSN, IBCLC, LCCE

Not Pictured: Janet Lipp King, BSN, IBCLC; Michele Garsaud, RN, IBCLC
Community Volunteer Program

The EJGH Community Volunteer Program supports the hospital’s Community Pillar Goal, providing our Team Members an opportunity to give their time and talents to worthy community programs, while building camaraderie and strengthening our tie to the community we serve.

2017 Community Outreach Events included:

- Diabetes Fair
- Volunteer Awards Luncheon
- AHA Heart Walk
- New Orleans Greek Festival
- Family Gras
- Girl’s Night Out
- Harrison Avenue Marketplace
- Hogs for the Cause
- Live Pink at Wellness Center
- Lymphomanic Party
- Wednesdays at the Square
- Jefferson Parish Pet Fest
- Trunk or Treat
- Up on the Roof
- Volunteer Holiday Party
- Hope Floats
- JFPO integrative medicine presentation
- La. Bar Association education sessions
- Cancer Navigator education sessions
- Skin screening event
- Light Show at Lafreniere Park
- Sudden Impact
- Car Seat – Wellness Center
- Baby Cakes Baseball games
- Down’s Syndrome fund raiser
- JFPO High School Football
- Boo at the Park
- Uncle Sam Jam
- Freedom Fest
- Alzheimmer’s Walk
- Feed the Homeless at Thanksgiving
- Adopt a family – Battered Women’s Shelter
- Toys for Tots
- Cystic Fibrosis fundraiser
- Hope Floats (Cancer Fundraiser – funds allocated to provide nutritional screening/counseling for cancer patients)
- Cancer Services educational lectures to the following groups (providing education on healthy choices and recommended screening and early detection):
  - Jefferson Parish Fire Department
  - New Orleans Bar Association
  - Numerous High Schools and businesses in the Greater New Orleans Area (per navigators)
Volunteer Services

The Volunteer Services Department is committed to placing compassionate, well-trained volunteers who will provide quality service and customer satisfaction. Volunteers provide many services, from staffing the information desks, to delivering mail and flowers to patient rooms, assisting staff in the emergency department, nursing units, and many more opportunities. More than 355 volunteers came through the Volunteer Program in 2017 and have contributed 53,311 hours of community services to EJGH.

Patient and Family Advisory Council

Since 2012, EJGH partners patients and families with members of the healthcare team to provide guidance on how to improve the patient and family experience. The Council is comprised of patients, families, clinicians, staff and administrators. Our PFAC council serves as a voice for patients and family members. The Council meets every other month and currently has 10 active community members.

Our Goals

- Improve the flow of information and sharing of knowledge between patients, families and the healthcare team
- Empower patients, families through continuous education
- Identify and address patient and family needs
- Enhance ongoing collaboration and cooperation among clinicians, patients and families for the benefit of the patient’s healthcare team
- Protect the patient’s dignity and assure safety
- Assure the best possible medical and emotional outcome for the patient and their family members
- Participate in the development and planning of patient and family satisfaction initiative

2017 Topics of Discussion

- Patient satisfaction scores
- Nurse Hourly Rounding
- Service Recovery
- Patient Portal
- Foundation Inspire Grants
- After hours patient meal options
- Unit ambassadors
- EJGH Growth Opportunities
- Diabetes Prevention Program
- Insurance Coverage by Care Management
- Inpatient Rehabilitation
- Patient & Family Engagement Opportunities

Peer Review

- The nursing staff participates annually in peer review as a part of their annual evaluation process. Each nurse is evaluated by 2 of their peers in addition to their direct supervisor annually.
- Peer review is also performed following the Skin Care team (as part of the information that is obtained from Voice committee). This peer feedback is provided to the PCT and nursing team members following the committee members evaluations of the patients care areas, and interactions with the committee members.
The Patient Care Model

The patient care model is centered on the patient and their family. Nurses improving patient safety through innovation, evidenced based practice, professional excellence, caring and compassion, and community service aligns with this model as well as the EJGH organizational pillar goals.

Our Mission

We provide compassionate healthcare that is respected by our patients, colleagues, physicians, and community. Our passion is to make a difference in the lives we touch, thus gaining self-fulfillment.

Our Vision

Clinical services, as an integrated team, will partner with our medical staff and all departments in support of our mission, as we work toward our goal of becoming the regional leader in healthcare.

Our Values

QUALITY – We commit to quality in everything that we do, through achievement and innovation, always contributing to excellent care and patient satisfaction.

INTEGRITY – We uphold the highest of standards of behavior encompassing fairness, trust, respect, and ethical practices.

COMPASSION – By our thoughts, words, and deeds, we create and maintain a caring, compassionate environment.

COLLABORATION – Teamwork is the key to our success. Working together, we ensure everyone benefits from our collective wisdom.

CONTINUAL IMPROVEMENT – We embrace and encourage creativity and innovation, as well as ongoing self-evaluation of our processes and outcomes.