



**BLESSING  
HOSPITAL  
NURSING  
ANNUAL  
REPORT  
2019**

Fiscal Year 2019: October 1, 2018  
through September 30, 2019

**Angie Elledge, CNA,**  
*3 South,* and her daughter,  
**Amanda Childress, RN,**  
*Centralized Staffing,* are part of  
several "teams" of family members  
who provide outstanding  
patient care every day at  
Blessing Hospital.

**NURSING MISSION STATEMENT**

Nursing excellence—touching the lives  
of our community one person at a time

## NURSING MISSION

**Nursing excellence—  
touching the lives of our  
communities, one person  
at a time**

## NURSING VISION

**Leading the way for  
professional excellence  
in nursing by:**

Having a professional practice environment that attracts and retains highly qualified nursing staff

Being recognized for providing superior holistic care to the communities we serve

Striving for safety, excellence and quality patient outcomes through innovative nursing care with the advancement of evidence-based practice and research

## NURSING EXECUTIVE TEAM

Lori Wilkey, John McDowell,  
Angela Culbertson, Jessica  
Booth, Tim Tranor

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# HOW WE GOT HERE. WHERE WE ARE GOING NEXT—AND WHY

*By Tim Tranor, DNP, RN, MBA, Chief Nursing Officer*

**Henry Ford once quipped, “Coming together is the beginning. Keeping together is progress. Working together is success.”**

The past year has been filled with substantial growth and dynamic changes in nursing at Blessing Health System. Nurses at Blessing have made strides in shared governance decision-making, evidence-based practice, nurse-sensitive quality outcomes, patient satisfaction, clinical excellence and professional development.

More than buildings and equipment, Blessing is defined by the compassion, dedication and skill of the nursing staff. Quality outcomes are directly influenced by nurses. Nurses play a significant role in impacting patient outcomes, such as central line–associated blood stream infections, catheter-associated urinary tract infections, falls with injury and *Clostridium difficile* infections. In 2019, an interdisciplinary team of nursing and professionals worked to reduce falls with injury by an amazing 36.5%.

Reigniting the shared governance process has allowed nurses to have a voice about their own practice. Shared governance brought nurses together to collaborate about dress code, hand-off, clinical documentation, IV pumps, staffing grids, floating guidelines and banding of our patients for allergies and code status. Our nursing councils are growing, and they are leading the charge in clinical excellence.

Evidence-based practice at the hospital has brought innovation and technological advances to our patients. Our Nurse Residency and Clinical Ladder programs empower our nurses to look for the latest evidence-based best practices. These projects have brought new technology, such as targeted temperature management for our patients in cardiac arrest, and redesigned internal positions, such as a critical care consult nurse.

These combined efforts of all of nursing have led us to where we are today, on our Magnet Journey. The Magnet Recognition Program is a rigorous and ongoing process of achieving and improving nursing excellence.

Being designated a Magnet hospital would illustrate that we are meeting the highest standards in the nursing profession, would give us another reason to be proud of our outcomes and would fuel our continued practice at the highest level in every nursing specialty. I am proud to say that it is because of every one of you that we are on this journey.

I am also proud to be your Chief Nursing Officer and colleague. Thank you for your hard work and dedication to our patients and families, and to your peers and the hospital. You truly make a difference. ■

# The Magic of Magnet

**B**lessing Hospital officially began their Magnet Journey in August by submitting our Magnet application! While we celebrate this great accomplishment, the Magnet Journey truly takes a team effort. "Achieving Magnet status means we have set the bar high for nursing and nursing practice," said Tim Tranor, DNP, RN, MBA, Chief Nursing Officer. "It means advancing the profession of nursing to the highest level possible. It means highlighting our nursing staff, outcomes, clinical quality, and the fantastic work being done every day!"

"It's all about making a difference," said Sara Sullens, MSN, RN, Practice Manager. "If we want to have the best outcomes, we have to have the best culture. There is so much nurses here can do. They can develop their own best practices, disseminate them, and make them the new standard for nursing in this country and the world. It can start here." ■

*Sara Sullens, MSN, RN, Practice Manager, Nursing Administration, Blessing Hospital (left) with Marky Medeiros, MSN, RN, Consultant, Cultures of Excellence Service Line, Creative Health Care Management*



**The Magnet Recognition Program focuses on advancing three goals within each Magnet organization:**

1. Promoting quality in a setting that supports professional practice
2. Identifying excellence in the delivery of nursing services to patients
3. Disseminating best practices in nursing services

**The Magnet Recognition Program measures quality in five ways:**

1. Transformational Leadership
2. Structural Empowerment
3. Exemplary Professional Practice
4. New Knowledge, Innovation, and Improvement
5. Empirical Quality Results

**Application for Magnet recognition is a series of steps:**

1. Submission of an electronic application
2. Submission of written documentation demonstrating qualitative and quantitative evidence regarding patient care and outcomes
3. An on-site visit followed by an appraisal report
4. Review of the appraisal report and a vote by the Commission on Magnet Recognition



# Celebration leads Blessing nurses to Horizons Community Outreach

**Blessing Hospital nurses donated 200 pounds of food and delivered it to Horizons food pantry on May 8, 2019, as part of their 2019 National Nurses Week celebration.**

Then, a group of those nurses put on hairnets and plastic gloves and served lunch to those in need at the Horizons Soup Kitchen.

Following is an article written by *Quincy Herald-Whig* reporter Ethan Colbert and originally printed on May 9, 2019, about the nurses serving lunch to Horizon clients. The story is reprinted with permissions of the *Quincy Herald-Whig*.

*Tonya Newell sliced pineapples. Julie Harris tended the chili. Missie Martin kept an eye on pork and potatoes donated by Quincy University. Kellea Hendrian organized crackers for the noon meal at Horizons Soup Kitchen and Food Pantry.*

*The four women, who all work at Blessing Hospital, were at the soup kitchen, at 224 S. Eighth, as part of the hospital's celebration of National Nurses Week. Hendrian is a member of the committee that helped plan the weeklong celebration, which included a donation of 198 pounds of food to the pantry.*

*She said the partnership between Blessing Hospital and Horizons was a "natural fit."*

*"I truly believe that a nurse's compassion and*

*dedication goes beyond the hospital walls," Hendrian said. "We felt that Horizons Soup Kitchen was a great partner for us because we share similar missions of serving the community and making those human connections with one another."*

*Newell, who works as a registered nurse inpatient care coordinator for Blessing Hospital's Emergency Center and the Hub, said a desire to make a human connection with soup kitchen patrons was what spurred her to volunteer.*

*"Caring never stops when you're a nurse," Newell said. "It doesn't matter if it is your neighbor, or someone out in the community, someone in your church, or a complete stranger, when you're a nurse you are going to care about them. You never know how you're going to impact someone's day or how you can make a difference, sometimes all it takes is a smile or being a friendly face."*

*Horizons Executive Director Sarah Stevens said it is fairly common for volunteers to leave the kitchen feeling profoundly changed from their experience.*

*"I would say that when the statistics of poverty have a name and a face and you have that front-row seat to the story, then the statistics become so much more real," Stevens said. "It makes it harder to not see poverty in the community."*



*"Human connections" is a phrase that nearly all of the nurses volunteering mentioned.*



Last year, the soup kitchen served more than 35,000 hot meals, which includes daily servings of fruits and vegetables.

“One of the side effects of poverty is poor nutrition,” Stevens said. “So for a lot of the folks that we are serving here, the only nutritious meal they are eating each day is the one we serve here. Our mission is to feed the hungry—body, mind, and soul. There is so much more than physical food.”

The nurses agreed and encouraged others in the community to get involved in supporting Horizons or agencies working to improve the community.

Hendrian said, “There are definitely numerous non-for-profits in the community, so find one that you feel that your team can connect to, that is the best use of your talent and treasures, and something that you feel is meaningful.”

In total, more than 40 nurses volunteered more than 100 hours during 2019, serving at events including community cholesterol and adolescent cardiac screenings, stroke and early heart attack care educational events, Blues in the District, Light the Park, and Bridge the Gap. ■

**16.5%**  
**of Quincy's population—6,700 people—live either at or below the federal poverty line.**

Source: U.S. Census Bureau

**11.1%**  
**(7,380 people)**  
— AND —  
**15.6%**  
**of the youth population (ages 13 - 17) struggle with food insecurity in Adams County.**

Source: Feeding America

*Food insecurity is defined as being “without reliable access to a sufficient quantity of affordable and nutritious food.”*

**Blessing Hospital Professional Practice Model is a schematic that symbolizes beliefs, values, theories and systems for nursing practice.**





# ACCOUNTABILITY STARTS HERE



Six councils, involving 50 nurses and support staff, make up Blessing Hospital's practice of Shared Governance.

"Shared Governance in this organization is a partnership for accountability in practice," said Tonya Newell, RN, Inpatient Care Coordination for Emergency Center and the Hub and longtime shared governance participant and supporter. "Shared Governance puts the decision for nursing practice back in the hands of the individuals doing the work."

Among the recent major contributions of the Shared Governance system at Blessing Hospital is the clinical dress code policy. Based on the Voice of the Customer, nurses developed a standardized clinical dress code that enhanced the patient's ability to identify the different types of caregivers.

"Shared Governance is full circle of communication," said Tonya. "Everyone is involved and everyone has a voice. No nurse can say they didn't have a say in a practice change. Without the nurses from the bedside bringing their ideas to influence practice, there would be no change."

Another contribution of Shared Governance is the constant attention to nursing documentation for efficiency, to provide nurses the maximum amount of time to be with their patient at the bedside.

"Shared governance gives nurses a sense of ownership and satisfaction knowing they have positively impacted patient care, outcomes and their profession," concluded Eydie Tipton, MSN, RN, CCRN, Nurse Researcher, Nursing Administration.



# The Nursing Shared Governance Councils that help empower us all

**The Nursing Practice Council** focuses on the practice of nursing. The council works to continuously improve the care and service provided to patients and their families. The council focuses on hospital-wide improvements based on strategic goals and how to best coordinate patient care and nursing standards between departments and councils.

**Professional Practice Council** nurtures the growth of the nurse professional practice environment as defined by the Five Components of Magnet, including the implementation of nursing standards of practice, nursing specialty certification, attainment of BSN and higher degrees, and the healthy work environment. This council also focuses on recruitment and retention of nurses. The council conducts an annual review of scope and standards and the nursing peer-review process.

**Evidence-Based Practice/Research Council** builds and maintains the organizational infrastructure for evidence-based practice and research. The council's goal is to improve patient care through innovation.

**Clinical Documentation Council** develops, revises and implements the electronic documentation system at the point of care. This council ensures that the nurse has a documentation process that enhances patient care delivery.

**Outcomes Team Council** is an interdisciplinary committee that focuses on increasing patient safety and nurse-sensitive outcomes. The committee specifically looks at the SAFE program including fall scale and interventions, SAFE patient handling, falls data including but not limited to trends, increase or decrease in overall falls and falls with injury, hospital-acquired pressure injuries and preventable DVT occurrences.

**CNA-PCA-Tech Council** is the newest council and is a specialty council for CNAs, PCAs and techs. This council discusses the workflow for support staff and how to reduce silos and assist with standardization of processes and focuses on role responsibilities. ■



## BLESSING HOSPITAL

### SHARED GOVERNANCE MODEL DEPICTING OUR COUNCIL STRUCTURE

\*Interprofessional Councils include (but are not limited to):

- Falls Committee
- Stroke Team
- Heart First and Chest Pain Committee



# GOOD THINGS HAPPEN when you give your career the care it needs

Confidence is a benefit of participating in the Blessing Career Care program.

“My managers have told me I have grown so much,” said Diana Weatherford, BSN, RN, Open Heart Surgery and Career Care participant (pictured above).

The goal of Career Care is to continue to promote high-quality nursing care by providing opportunities for registered nurses to experience professional growth and advancement. The program is based on the work of Dr. Patricia Benner and the levels of skill acquisition she identified: novice, advanced beginner, competent, proficient, and expert. Each level requires a defined amount of expertise and knowledge that becomes progressively more complex.

**To participate in Career Care, nurses must achieve five components.** Qualifications, clinical practice (exemplars), leadership/professional growth and contribution (points), continuing education (CEUs), and a clinical evaluation of skills. Any clinical nurse that has two years or more of RN experience, and is full- or part-time status, can participate in Career Care.

Compensation is another benefit of participation in the Career Care program. There are three levels of achievement, Levels 3-5. For those who earn those levels by meeting the standards and point totals required, a financial award is earned. Compensation ranges from \$1,500 to \$5,000 and is paid out as a differential on worked hours.

Diana was on the committee that developed the Clinical Ladder program and remains on the Steering Committee. As a result of her participation in Career Care, she earned her Bachelor of Science in Nursing and OR certification.

“Career Care promotes professional growth,” Diana said. “It gets you out of your comfort zone and taking a leadership role, doing things you might not ordinarily do.”

Diana found that Career Care was not all about doing extra activities.

“A lot of the things required in Career Care, you already do, you just don’t realize it,” she said. “Career Care makes you realize those things. This is what we already do, why not document it and get compensated for it?”

Eydie Tipton, MSN, RN, CCRN, Nurse Researcher, Nursing Administration, says as nurses grow and advance through their experience in Career Care, future leaders are identified.

“We want to promote from within, Career Care helps us do so,” Eydie stated.

Career Care is also a recruitment and retention tool.

“No one involved with the program since it began in 2018 has left the organization,” Eydie added. “But some have been promoted.”

Diana has used her Career Care experience to help shape the future of her nursing career.

“I will continue to reach outside the box to continue to grow professionally,” she said. ■



## CAREER CARE 2018

### LEVEL 5

Callie Asmann  
Teresa Darnell  
Kellea Hendrian  
Cindy Hoewing  
Ashley Huber  
Tonya Newell  
Rita Schaefer  
Tracy Viers  
Nicole Walton  
Shanna Winter

### LEVEL 4

Stacy Adams  
Julie Cassens  
Mandy Edmunds  
Lisa Farrell

Erica Hilgenbrinck  
Joni Hull  
Lisa Neisen  
Amy Oshner  
Megan Paul  
Ann St. Clair  
Emily Robinson  
Nichole Schaefer  
Amber Terwelp  
Ben Thompson  
Karrie Voss  
Wendy Walker  
Laura Wietholder

### LEVEL 3

Alicia Ahern  
Adam Andrew  
Sarah Andrew  
Dawn Crabtree

Deb Derhake  
Dawn Gamble  
Kristen Muehlenfeld  
Diana Weatherford  
Beth Wiemelt

## CAREER CARE 2019

### LEVEL 5

Alicia Ahern  
Callie Asmann  
Teresa Darnell  
Deb Derhake  
Kaylan Drebes  
Mandy Edmunds  
Lisa Farrell  
Angie Hancox  
Kellea Hendrian  
Jennifer Hermann

Cindy Hoewing  
Ashley Huber  
Kendra Meany  
Tonya Newell  
Emily Robinson  
Ann St. Clair  
Amber Terwelp  
Tracy Viers  
Wendy Walker  
Nicole Walton  
Diana Weatherford  
Laura Wietholder  
Shanna Winter

### LEVEL 4

Stacy Adams  
Sarah Andrew  
Julie Cassens  
Dawn Gamble

Alice Glasgow  
Erica Hilgenbrinck  
Abbie Hochgraber  
Brandi Macarthur  
Amy Oshner  
Megan Paul  
Ben Thompson  
Karrie Voss

### LEVEL 3

Adam Andrew  
Dawn Crabtree  
Kristen Devine

## CAREER DEVELOPMENT

1. Provide an opportunity for staff nurses to develop a career path that recognizes professional practice excellence.
2. Promote leadership and development of frontline staff.



## RECOGNITION

1. Attract and retain high-quality nursing staff at the bedside.
2. Recognize and reward frontline staff who engage in clinical inquiry, education, research projects and evidence-based projects to improve empirical outcomes.

## AUTONOMY

1. Expand nurses clinical accountability and decision-making authority.
2. Empower nurses through shared governance.



# CAREER CARE for clinical RNs, C3s and UBEs

**B** BLESSING  
HOSPITAL



## EDUCATION

1. Promotes lifelong pursuit of expertise of the clinical nurse.
2. Encourages exemplary practice, new knowledge and innovation.



### 3. Compensation Recognition

Staff RN 3 \$1500 = \$.82/hr\*

Staff RN 4 \$3000 = \$1.65/hr\*

Staff RN 5 \$5000 = \$2.75/hr\*

\*Over 26 pay periods on hours worked; total may vary based on FTE status.

# Educational Support Is More Than a Blessing



For Shannon Schneider, RN, BSN, educational assistance helps her fulfill a calling



Shannon Schneider, RN, BSN, Outpatient Care Coordination, has two great loves in her life—her family and education. She has been married to Mike for 15 years. They have three boys, ages 7 to 12 years old.

“I hope I am teaching my boys the importance of education,” Shannon stated. “I hope they value education. I do.”

Shannon is working on her third degree, a Master of Science in Nursing with an education emphasis through Blessing-Rieman College of Nursing & Health Sciences.

Her higher education journey began when she earned a degree in exercise science. She then wanted to earn a nursing degree, did her research and moved from Colorado to Illinois to attend Blessing-Rieman. From there, it was on to Minnesota to work.

“I really did not think I was going back to school,” Shannon admitted. “But the way nursing is moving forward, I started to reconsider. Where do I see myself in 5 to 10 years? Should I get a master’s degree? The answer was “yes.”

The next question, where should she go to earn her MSN? The answer? Returning to Blessing-Rieman College of Nursing & Health Sciences because of the assistance available to students through the health system.

Nursing is ever-evolving and changing, requiring nurses to grow and expand their knowledge to deliver safe, high-quality patient care. Blessing has a commitment to education and invests in its nurses and employees through educational assistance programs. Blessing offers several types of assistance for higher education.



**1. The Employee Educational Assistance Program (EEAP)** is available to all employees who want to continue their education. Employees who use EEAP can get up to \$20,000 of tuition assistance depending on their years of service.

**2. The Blessing Education Revolving Fund** is available to those who continue their education at Blessing-Rieman College of Nursing & Health Sciences. Both Revolving Fund assistance and the EEAP are paid back by working full time at the hospital.

**3. Blessing also offers a \$10,000 student loan forgiveness program.** That has supplied over \$1.8 million in student loan forgiveness since inception.

### **Assistance for specialty certification**

Certifications are a great way to extend the knowledge of the nurse to become an expert in their specialty. Blessing offers two ways to support nurses who seek out professional certifications. There is a voucher program where the nurse enters a special code when registering for the test, and it is free for the nurse.

The hospital also offers study courses and materials at no cost to nurses.

The second option is if there is not a voucher program for the certification the nurse is seeking, they can pay out of pocket for the exam. Once they have passed the exam, they can be reimbursed for their cost. Approximately 40% of all eligible Blessing Hospital RNs are certified.

Shannon admits even with the assistance, returning to school is not easy.

"It has its challenges," she admits. "I feel there are times I should be focused on my children, but also have school work on my mind. It can be distracting, but I have learned to balance it all."

Being able to work toward her degree on a part-time basis, and the understanding of the Blessing-Rieman faculty is part of the balance that is moving Shannon, and her family, toward the goal of earning an MSN degree. "Part time is much more manageable, and the instructors work with you," she concluded. ■



*Shannon Schneider, RN, BSN and her husband, Mike, enjoy some time with their boys.*





# MAKING A NURSE

**Angie Buss, BSN, RN, worked on the Blessing Hospital Progressive Care Unit for four months before her experience with the Blessing Hospital Nurse Residency Program began.**

It was a challenging four months.

“With the daily responsibilities of a bedside nurse, it is challenging for a new nurse to find the time to identify the resources needed to build their practice,” she said.

That’s one of the reasons Blessing Hospital chose to participate in the nationwide Vizient/AACN Nurse Residency Program. The year-long program effectively supports new nurse graduates as they transition into their first professional roles.

“The program does not supplant hospital or nursing orientation programs already in place; rather, it is intended to provide support to those programs and to nurse residents in their first year of nursing,” said Amy Wingerter, BSN, RN, Educational Services instructor and facilitator of the Blessing Nurse Residency Program. “The curriculum focuses on professional practice, and does not repeat what was learned during academic studies.”

Wingerter says the results of a national survey taken by nurse residents demonstrates the effectiveness of the program. The Casey-Fink Survey is intended to measure attainment of program goals. Consistently, Blessing nurse residents show above benchmark levels at the end of the Nurse Residency Program.

Another motivation for Blessing to offer the Nurse Residency Program is to reduce fist-year turnover among nurses. Data shows that this goal is being reached, too. Nine groups of nurses, known as “cohorts”, have gone through the program. The average retention of those nurses at graduation from the program is nearly 83%.

Angie continues to enjoy benefits today of her Nurse Residency experience.

“I still text Nurse Residency leaders to get their input in certain clinical situations,” Angie stated. “Those Nurse Residency leaders have become mentors for me and additional resources to enhance my practice.” ■



**7B Cohort Group Photo:** 1st row: Sam Smith, Gussie Conoyer, Olivia Kelle, Eleanor Bocke, Carlie Cadieu and Mariah Fessler. 2nd row: Lacey Chatfield, Leah Drebenstedt, Dani Schaffer Damon, Macy Waterkotte, Chloe Boone, Connor Wolf and Chris Doellman. 3rd row: Madison Lewis, Jessica Dunn, Ashley Ayo, Carl Crowder, Diana Harris and Juliann Pryor. Not pictured: Gretchen Webster and Leslie Zykan.





**7B Evidence-Based Research Project Winners:** (left to right) Dani Schaffer Damon of 6 South/Pediatrics, Connor Wolf of CVU, Chris Doellman of Rehabilitation and Carlie Cadieu of CVU. The project featured IV stabilization with StatLock.



**Cohort 7A Evidence-Based Research Project Winner:** Jasbir Bhangal of ODU (left) and Jazmine Hamilton of 3 South. The project featured mentorship and retention.

## GOALS OF NURSE RESIDENCY PROGRAM

- ✓ Assist new graduate nurses in making the transition from advanced beginner nurse to competent professional nurse
- ✓ Develop effective decision-making skills related to clinical judgment and performance
- ✓ Provide clinical nursing leadership at the point of care
- ✓ Strengthen the commitment to nursing
- ✓ Form a professional development plan
- ✓ Incorporate research-based evidence linked to practice outcomes into the care he or she provides



**7B Preceptor of the Year:** Hilary Bastert (right) was Cohort B Preceptor of the Year. She was nominated by Jessica Dunn (left).



**7A Cohort Preceptor of the Year:** Becky Dennison was Preceptor of the Year for Cohort A, nominated by Jessica Pilant.

**7A Cohort Group Photo:** 1st row: Jessica Pilant, Meagan Hufford, Taylor Steffen, Chelsea Nguyen, Samantha Bramblett and Kassie Kenlon. 2nd row: Shaila Odear, Shayna Lowry, Miranda Diekemper, Eric Davidson and Nicole Allaria. 3rd row: Jazmine Hamilton, Jasbir Bhangal, Michelle Smith, Madeline Bickhaus, Madi Days, Emily Mitchell and Josh Culp. Not pictured: Rachael Sommers.





# More than two dozen RNs nominated for 2019 Distinguished Nurses Award

Each Nurse Week celebration at Blessing Hospital is built on a foundation of its history of nursing excellence, as the excellence of the current staff is honored.

Funds from the estate of Laretta M. Eno, who spent 23 years shaping nursing practice at Blessing Hospital, are used each year for selected Nurse Week activities, including the Advanced Nursing Symposium named after her, and the cash award that goes to the nurse who receives the annual Eno Distinguished Nurse Award.

Laretta (pictured at right) was in the United States Navy Nurse Corps and on duty in Hawaii on December 7, 1941, when the Japanese bombed Pearl Harbor. She was on the team that treated the first casualties of the attack that would lead the country into World War II.

After the war, Laretta earned a double major in nursing education and public health nursing, followed by a master's degree in nursing administration. After earning those degrees, she was hired as Director of Nursing Services and Nursing Education by Blessing Hospital in 1957. In 1972, she was promoted to the position of the hospital's Assistant Administrator.

"Miss Eno" as she was known affectionately by her coworkers, shaped nursing education and practice at Blessing. Her accomplishments in nursing education include establishing a student loan program; admitting married students, male students,

African-American students and older, non-traditional students and the Blessing nursing education program earning full accreditation from the National League for Nursing in 1958.

Her accomplishments in nursing practice at Blessing included starting the intensive care unit, designing medication carts and the charting system,

establishing a disaster plan and developing Blessing's Child Care Center, the first onsite center at an Illinois hospital. It was part of Miss Eno's effort to recruit nurses and continues to attract staff to Blessing today.

Laretta retired in 1980, and passed away in 2005. She continues to touch the hospital with the donation from her estate that helps fund select Nurse Week activities.

During 2019, Linda Sperry, RN, Non-Invasive Cardiology, earned the Eno Distinguished Nurse Award. She was among 30 nurses nominated by their peers for the honor. Linda's nomination

included a story about a patient who needed a test before starting chemotherapy, and the fact that the patient appeared frightened. Her coworkers recounted that Linda personally went to the patient's room the night before the test and talked with the patient for almost an hour just to make sure she knew what to expect and to answer any questions. Linda made sure to see the patient the next day before the test to make sure she was ready and felt comfortable.

Upon receiving the award, Linda told a *Quincy Herald-Whig* reporter, "Sometimes being a good nurse is just a lot of listening." ■







## 2019 Eno Distinguished Nurse Award

# Winner

## Linda Sperry, RN

*Non-Invasive Cardiology*

**Congratulations to ALL the Blessing Health System RNs nominated for the 2019 Eno Distinguished Nurse Award!**

### **Lynn Fecht**

*Blessing Hospital  
Centralized Staffing*

### **Jill Friye**

*Blessing Hospital  
One Day Surgery*

### **Sara Gasko**

*Blessing Hospital  
Progressive Care Unit*

### **Mary Harris**

*Blessing Hospital  
Outpatient Infusion Services*

### **Lisa Kerker**

*Blessing Hospital  
Inpatient Care Coordination*

### **Tana Logue**

*Blessing Hospital  
Centralized Staffing*

### **Heather Mahsman**

*Blessing Hospital  
Blessed Beginnings*

### **Melissa Miller**

*Blessing Physician Services  
Cardiology*

### **Tina Mowen**

*Blessing Hospital  
Observation Decision Unit*

### **Amy Oshner**

*Blessing Hospital  
Surgery Center of Quincy*

### **Hilary Riley**

*Blessing Hospital  
2 North*

### **Diane Rogers**

*Blessing Physician Services  
Cardiology*

### **Mollie Sanchez**

*Blessing Hospital  
Adult Psychiatric Services*

### **Kelsey Schuette**

*Blessing Hospital  
3 South*

### **Linda Scott**

*Blessing Hospital  
GI Center*

### **Theresa Shipe**

*Blessing Hospital  
Blessed Beginnings*

### **Carla Smith**

*Blessing Hospital  
Medical Oncology*

### **Julie Smith**

*Blessing Hospital  
Wound Center*

### **Mary "Alysse" Smith**

*Blessing Hospital  
2 North*

### **Samantha Smith**

*Blessing Hospital  
3 South*

### **Laura Starman**

*Blessing Physician Services  
Be Well at Work Employer Clinic*

### **Melanie Stinnett**

*Blessing Hospital  
6 South*

### **Melinda Thompson**

*Blessing Hospice &  
Palliative Care*

### **Holly Vanderbol**

*Blessing Hospital  
Cardiovascular Unit*

### **Rachel Vaughan**

*Blessing Physician Services  
Obstetrics and Gynecology*

### **Amy Whitaker**

*Blessing Hospital  
5 South*

### **Joni Winningham**

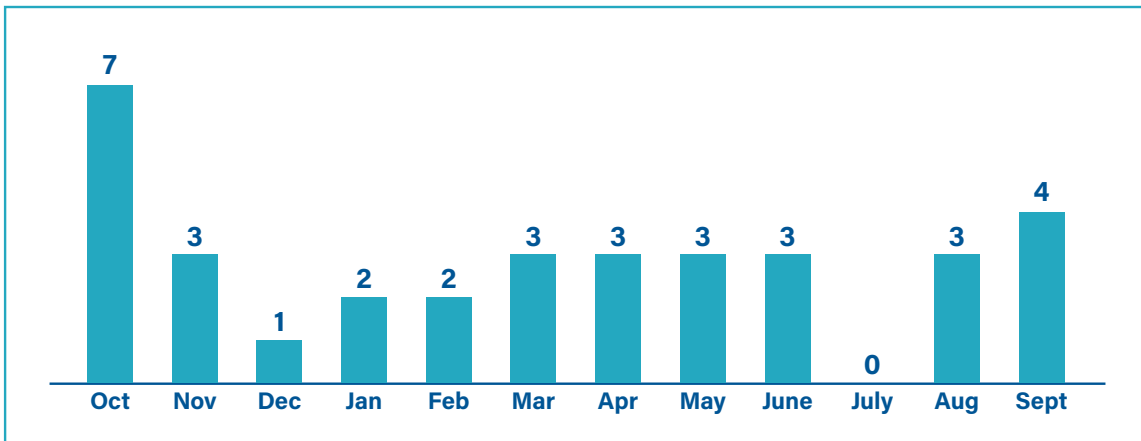
*Blessing Physician Services  
Outpatient Behavioral Health*

# NURSING QUALITY—MAKING A DIFFERENCE

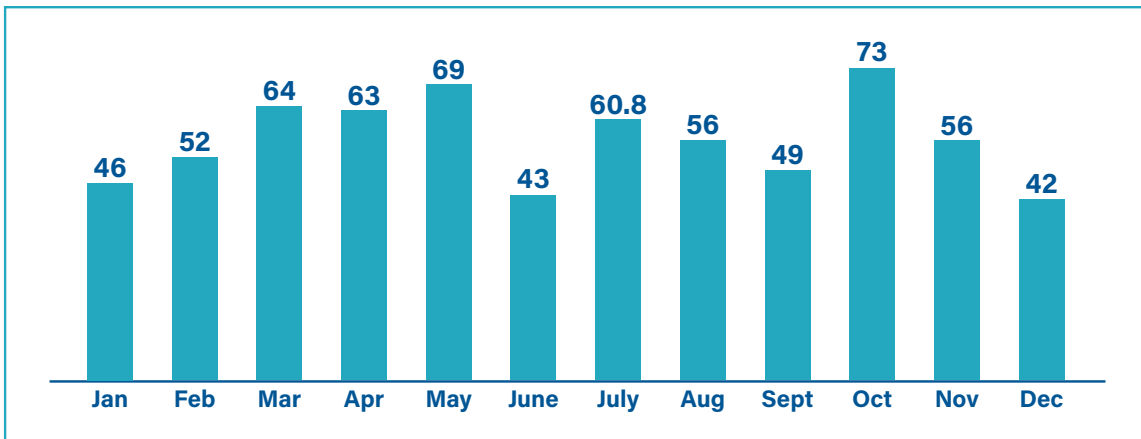
## Nursing-Sensitive Quality Indicators

Nursing-sensitive indicators are patient care and patient outcomes that are directly affected by nursing practice.

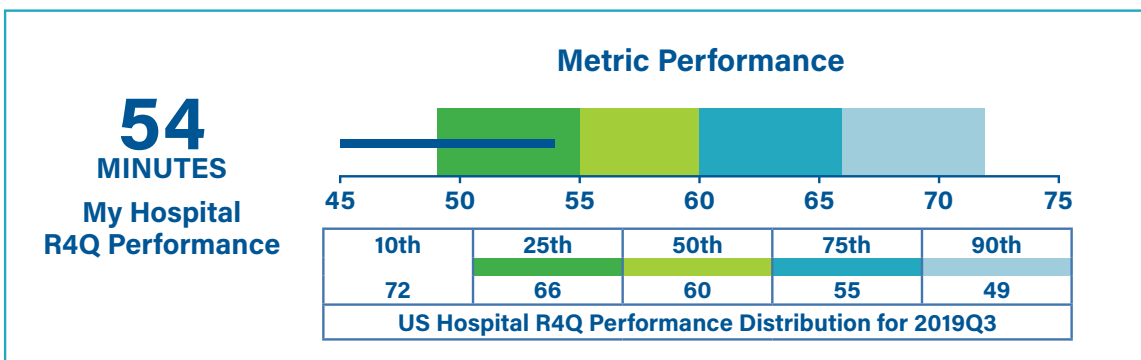
### C. diff Cases FY2019



### STEMI Door to Balloon

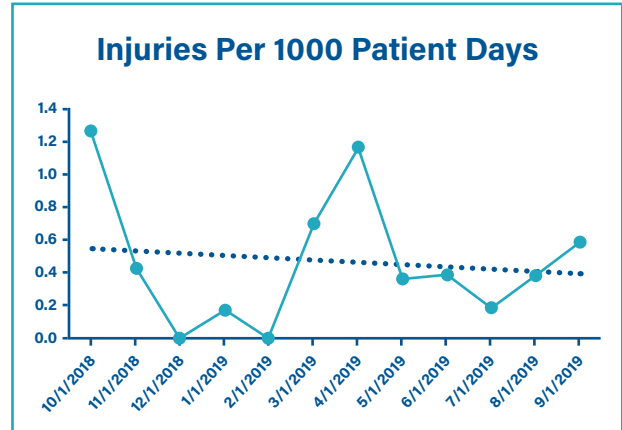
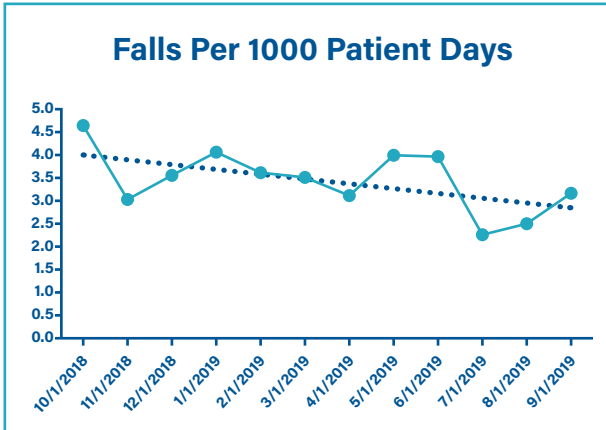


### Median Time to Immediate PCI (pts with STEMI)

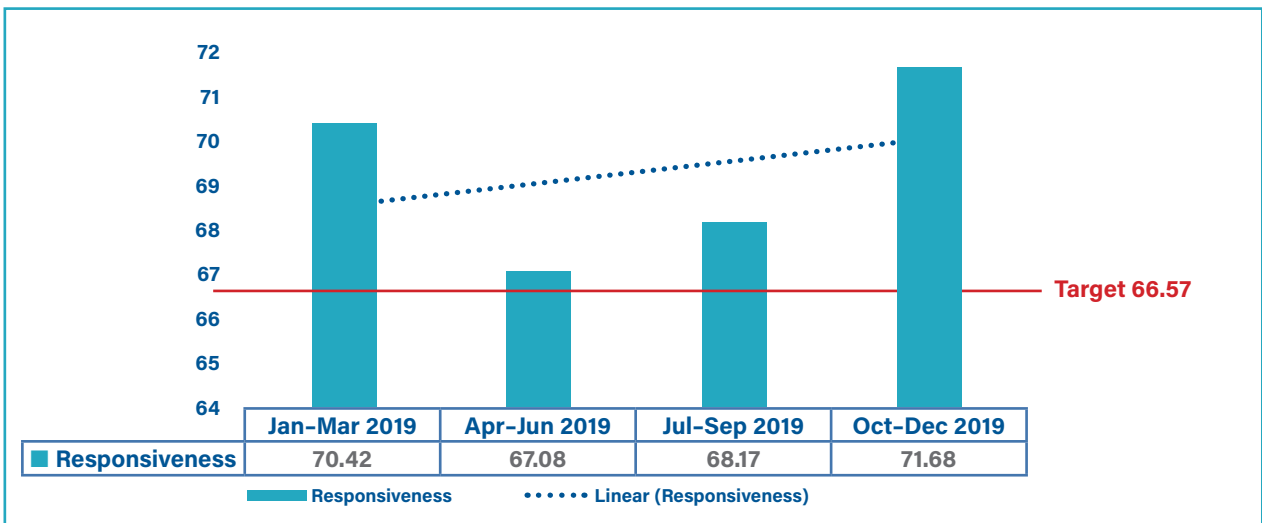


# IN THE LIVES OF OUR PATIENTS

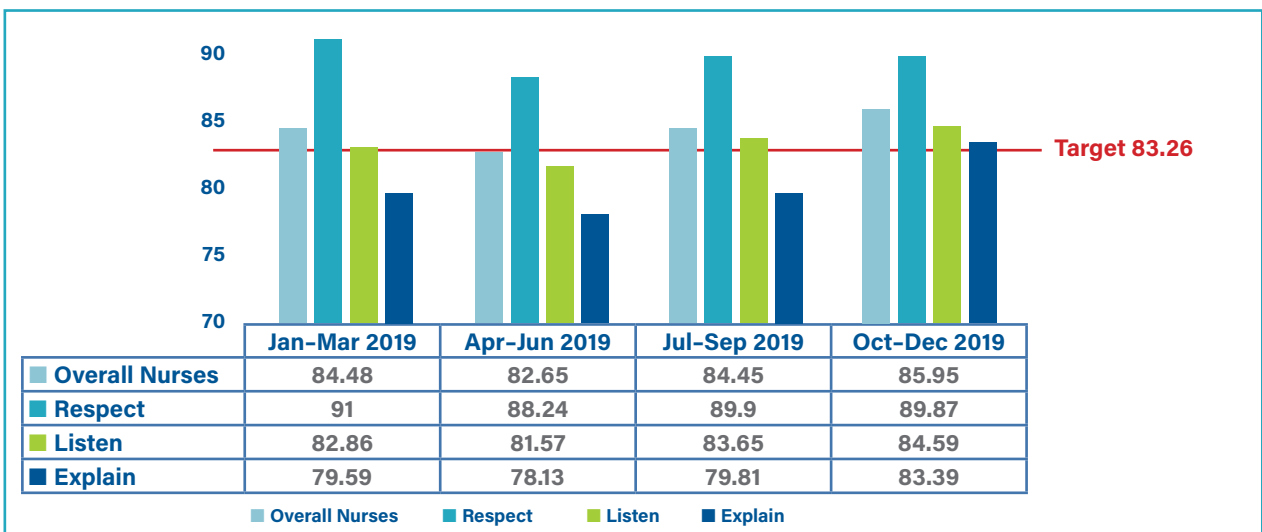
## Total Nonbehavioral Falls and Injuries - FY19



## Nurse Responsiveness (HCAHPS Domain)



## Nurses HCAHPS Domain (Includes Respect, Listen, Explain)







# DAISYs:

## *The heart of nursing*

Here's what patients had to say about Blessing's DAISY award-winning nurses:

**Melanie Stinnett, RN**, received the award based on a nomination from a mother of a two-year-old for whom Melanie cared: *"She listened carefully to every concern I had and she quickly won my trust."*

**Gwen Happel, RN**, was nominated by the family of a man to whom she provided end-of-life care: *"...there was Gwen...telling me the words I desperately needed to hear: 'You are doing great. You are a wonderful daughter.'"*

**Molly Schulte, RN**, was also nominated by the family of a patient to whom she provided end-of-life care: *"She was very compassionate with the entire family and helped ease us through our own journey."*

**Amanda Mixer, RN**, Surgical Services/Recovery, was nominated by a patient for whom she cared after a miscarriage: *"I felt a true human connection with her, a bond that I will hold with me for the rest of my life. Someone who was there for me during the worst time of my life. She was more than a nurse. She was a true angel."*

**Kristin DeVine, RN**, was nominated by the mother of an Intensive Care Unit patient: *"She not only took amazing care of our son that day but also my husband and me."*

**Ashley Huber, RN**, was nominated by a new mother who experienced a complication: *"She truly made an impact in my life."*

**Judy Gillogly, RN**, was nominated by a patient receiving cancer care: *"She called me twice a week, talked to me and gave me encouragement when I had discomfort and pain."*

**Robin Tucker, RN**, was nominated by the daughter-in-law of a patient: *"She sets the gold standard for nursing care and more importantly, as a human being."*

**Andrea Dewey, RN**, was nominated by family members of a patient to whom she provided end-of-life care: *"There are not enough words to describe how she cared for Mom; her gentleness, her reassuring voice, her expertise and her unfailing respect of Mom's wishes during her final days."*

**Lacy Nichols, RN**, was nominated by a new mother who experienced a complication: *"She is my hero. She is my children's hero. I will always and forever remember her and her beautiful heart."*

**Robbie Overstreet, RN**, was nominated by a Cardiovascular Unit patient: *"I was never afraid while he was with me as my nurse."*

**Garry Ranabargar, RN**, was nominated by an Observation Decision Unit patient who said, *"Garry made me laugh with stories which took my mind off the pain for a little while. He was there for me through all of it."*



## DAISY AND HONEY BEE AWARDS

# The sweet smell of excellence

**M**ore than two dozen registered nurses and support staff have been recognized for the outstanding care they provide with a DAISY or Honey Bee Award.

DAISY stands for “Diseases Attacking the Immune System.” The family of a 33-year-old man, who died of an immune system disorder, began the program in 1999 to honor his memory by recognizing extraordinary nurses everywhere who make a difference in the lives of people by the work they do every day.

More than 4,000 health care providers worldwide participate in the DAISY Award program.

Through the DAISY award program, patients or their family members, visitors, doctors, hospital staff members or volunteers may recognize the extraordinary care provided by nurses.

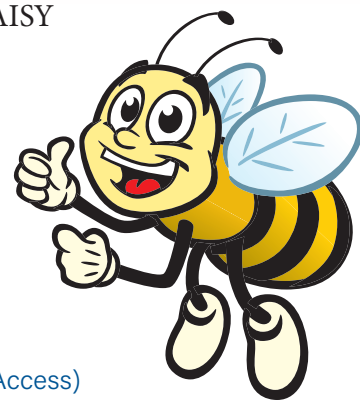
### CONGRATULATIONS TO FISCAL YEAR 2019 DAISY AWARD WINNERS!

- October 2018** Melanie Stinnett (Peds)
- November 2018** Gwen Happel (SNU)
- December 2018** Molly Schulte (Hospice)
- January 2019** Amanda Mixer (Surgery)
- February 2019** Kristen DeVine (ICU)
- March 2019** Ashley Huber (OB)
- April 2019** Judy Gillogly (Outpatient Care Coordination)
- May 2019** Robin Tucker (3S)
- June 2019** Andrea Dewey (Hospice)
- July 2019** Lacy Nichols (OB)
- August 2019** Robbie Overstreet (CVU)
- September 2019** Garry Ranabargar (ODU)

The **Honey Bee Award** is a Blessing Hospital–initiated program to complement the DAISY Award, because as we say at Blessing, “You can’t have DAISYS without Honey Bees!” Honey Bee honorees personify Blessing Hospital’s remarkable patient experience.

### CONGRATULATIONS TO FISCAL YEAR 2019 BLESSING HOSPITAL HONEY BEE AWARD WINNERS!

- October 2018** Angie Elledge (3S)
- November 2018** Mackenzie Cooksey (Rehab)
- December 2018** Coralyn Hoover (ODS)
- January 2019** Candy Brink Westbrook (Wound)
- February 2019** Drew Klocke (Surgery)
- March 2019** None
- April 2019** Ciara Wheelock (2N)
- May 2019** Diane Johnson (OB)
- June 2019** Michele Briggs (Patient Access)
- July 2019** Tammie Davis (2N)
- August 2019** Rachel Trowbridge (Centralized Staffing)
- September 2019** Tori Nichols (Non-Invasive Cardiology)



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## COVID-19: WHILE CASES RISE, LOOK FOR THE HELPERS

To every nurse at Blessing Hospital, thank you for stepping up and answering the call for help! While so many other people in other industries had to take a step back, the nursing profession has taken a step forward and proven to be a beacon of light in dark and uncertain moments of time. Each one of you has risen to help the helpless and combat against the COVID-19 pandemic.

I continue to *thank you* as you work bravely without a hesitation. Your sacrifices do not go unnoticed. I hope now, more than ever, you are proud to be a nurse!

Sincerely,

Tim Tranor, DNP, RN, MBA  
Chief Nursing Officer

