At our Friends of Nursing event, we celebrated the outstanding work of all our clinicians. It was a night filled with inspiration, centered around the theme of “nursing at its best.” Now that inspirational spirit is carrying forward as we blaze a trail toward creating a robust future.

To ensure we exemplify “nursing at its best” going forward, we are following recommendations set forth by the Robert Wood Johnson Foundation Initiative on the Future of Nursing at the Institute of Medicine (IOM). Inside this issue of Magnet Attractions, see numerous examples of how those future goals help us continue to be our best as clinicians.

The most visible initiative is our new Nurse Residency Program (page 8). The IOM supports such programs because they are proven to decrease the turnover rate of graduate nurses and improve patient safety. To be sure our program meets the highest standards, we have partnered with the University HealthSystem Consortium (UHC) and the American Association of Colleges of Nursing (AACN). This program will support first-year nurses and instill within them our passion for professional development.

The IOM report also recommends increasing the proportion of nurses with a baccalaureate degree in nursing to 80 percent by 2020. One way we’re striving to reach this goal is by providing resources such as our RN-to-BSN program with Lancaster General College of Nursing & Health Sciences (page 10). This 22-month program is offered on-site at LVHN to make it as convenient as possible for our nurses. We also have collaborative relationships with Cedar Crest College, DeSales University, Drexel University and University of South Florida, expanding the opportunities to achieve a BSN and be at your best.

Two other recommendations include doubling the number of doctoral-educated nurses by 2020, and ensuring that nurses engage in lifelong learning. On the opposite page you can read the story of Anne Rabert, RN, a nursing director who is working toward achieving a doctorate in health administration.

Indeed, the opportunities we offer to further your own development are multiplying – and we’re happy you’re taking advantage of them. If you haven’t yet considered expanding your education, give it some serious thought. It’s the right thing to do for our patients. It’s a great way to achieve a high level of personal satisfaction. And it’s how we’ll exemplify nursing at its best well into the future.

As you know, part of our future also involves using creativity to find ways to enhance care at reduced cost. As a cost savings for our health network, we will make Magnet Attractions available online only starting with the fall issue. This decision will save on both printing and mailing costs. We look forward to engaging with you online and sharing our Magnet pride in our new format.
“Any director’s job is 24/7,” says Anne Rabert, RN. As a nursing director, Anne Rabert, RN, MHSA, CCRN, NE-BC, displays a 24/7 dedication to all patients on the 32-bed medical-surgical intensive care unit (MICU-SICU) at Lehigh Valley Hospital–Cedar Crest. “Our unit is involved in hundreds of interrelated activities designed to put patients first, improve outcomes and provide bedside caregivers with the tools to do so,” she says.

Rabert, who oversees a team of 165 nurses, technical partners and administrative partners, leads by example. That’s why she’s currently pursuing a doctorate in health administration through the University of Phoenix. “I love to learn,” says Rabert, who uses LVHN’s tuition reimbursement benefit of $4,000 annually to further her education.

Her typical day is essentially nonstop. For the hours she’s inside the MICU-SICU each day, she maintains an open-door policy, constantly offering her colleagues guidance, counsel and encouragement. “I make myself available for all the clinicians who do such an outstanding job delivering care at the bedside,” she says.

She also chairs LVHN’s rapid response team. This initiative includes a critical care nurse, respiratory therapist and hospital physician who quickly respond to sudden changes in a patient’s condition, intervene within minutes and transfer the patient to a higher level of care, such as MICU-SICU, if needed.

Through her work on that team, Rabert sees how the increased complexity of patient conditions creates new challenges for bedside nurses on a daily basis. So for her doctoral thesis, she plans to study how calculating a modified early warning score based on patients’ physiological conditions at outlined time intervals may provide bedside caregivers a subjective measurement of a patient’s condition. She will study evidence to find whether such a modified early warning score may lead to obtaining necessary treatment that may prevent a condition decline or adverse event, thus improving patient outcomes.

“Providing a value-added tool like a modified early warning score to clinicians at the bedside would be beneficial to clinicians and patients,” she says.

Such a commitment to education means some late nights and weekend studies, yet it’s all worth it for her. “By pursuing my doctorate, I’m influencing my own critical thinking and developing skills that will further guide my colleagues in using evidence to improve patient care,” she says.
LEHIGH VALLEY HEALTH NETWORK

Meet the Magnet™ Nurse of the Year

KIM BARTMAN, RN,
LEADS AND INSPIRES

When Kim Bartman, RN, hears about people in need, she springs to action.

Take the story of a Lehigh Valley-area family that adopts children with disabilities, many of them amputees. When Bartman heard they couldn’t afford to fix their swimming pool, she approached a local pool company. Bartman told the company president their story. He repaired the pool for free and promised to do yearly maintenance too.

That kind of dedication to her patients shows how Bartman inspires her Lehigh Valley Health Network (LVHN) colleagues, her patients and community. It’s also why she recently was named the Magnet™ Nurse of the Year by the Philadelphia Area Magnet Consortium, a group of 10 Philadelphia-area Magnet hospitals.

The award is named in honor of the late Joan Bretschneider, PhD, MSN, RN, a longtime Philadelphia-area nurse, administrator and advocate. Bartman was selected for the award from a pool of 10 nominees, one from each Philadelphia-area Magnet hospital.

Bartman, embodies professionalism. She co-chairs the Interdisciplinary Diabetes Mellitus Quality Improvement Team, using evidence-based practice to constantly update practice guidelines and enhance the quality of care for hospitalized patients who have diabetes. The team’s work in caring for diabetes has helped LVHN receive recognition as a model program for diabetes care by Highmark Blue Shield’s Quality Blue program.

Bartman also spearheaded a project on 4K. It showed how improved glucose control significantly reduces hospital-acquired infections. She and four colleagues also authored a manuscript outlining strategies to improve glycemic control, which is scheduled to be published in the journal of Vascular Medicine.

“I’m inspired every day by my patients and their families,” Bartman says. “I’m also inspired by the good I see in what the people of our community do to support us.”

Close to Bartman’s heart is the Amputee Support Group she resurrected in 2003. In 2007, she began a charitable golf outing to help amputees in need get prosthetics as well as items like the installation of home ramps, driver training and more. Her charitable efforts, and the volunteer efforts of her 4K colleagues, have raised more than $90,000 to benefit amputees.

“We raised $18,000 last year alone,” she says. “We’re able to find ways to make it work for people who need our help. The generosity of the community is what really makes the difference and what makes me proud to be a nurse.”

MAGNET™ CHAMPIONS CONFERENCE

We exemplified nursing at its best in June when Lehigh Valley Health Network (LVHN) hosted the 2013 Magnet™ Champions Conference on behalf of the Philadelphia Area Magnet Consortium. The conference attracted 200 nurses from Philadelphia-area Magnet hospitals, and as the host we made this year’s conference bigger and better than ever.

Each of the 10 consortium hospitals (including LVHN) sent 20 nurses who displayed their expert knowledge, research and professional development. Twenty-one oral presentations were held during morning and afternoon breakout sessions, and five of them were presented by LVHN nurses. A mid-morning poster session featured 20 posters, five of which also were presented by LVHN clinicians (see below).

The event ended with a huge honor—the presentation of the consortium’s Magnet Nurse of the Year Award to our own Kim Bartman, RN (see story at left). Audience evaluations called this year’s conference the best yet.

POSTER PRESENTATIONS
“Stop the Chaos! One Patient at a Time, Please”
Megan Snyder, BSN, RN, CMSRN
Maryann Lubinensky, BSN, RN, CMSRN

“It’s Time to Teachback: An Interprofessional Approach to Evaluating Learning Outcomes in Patient Education”
Debra Peter, MSN, RN-BC, CMSRN
Erika Barletta, BSN, RN

“Churn, Churn, Churn: A Time to Get Ahead of the Medical-Surgical Workload”
Todd Burgert, RN

“Breaking the Barriers With the Perioperative Round Table”
Toni Perez, RN

“ROADMAP: Setting the Course for Patient and Family Involvement in Their Plan of Care”
Kristina Holleran, BSN, RN, CMSRN
Deb Schweitzer, BSN, RN, CMSRN
Hope for People With Mental Illness

IT’S THE COMMON THEME AUTHOR MARYA HORNBACKER SHARED AT OUR MEDALLION LECTURE

Poor mental health can increase the risk for developing chronic diseases, while poor physical health can increase the risk for developing mental health problems. It’s a cycle that impacts the Lehigh Valley.

A September 2012 report from the Health Care Council of the Lehigh Valley (which includes Lehigh Valley Health Network, Good Shepherd Rehabilitation Network, Sacred Heart HealthCare System, St. Luke’s University Health Network and the Dorothy Rider Pool Health Care Trust) indicated the Lehigh Valley’s suicide rate is above average. That rate is a frequently used indicator of the prevalence of mental illness in a community.

To provide clinicians with the knowledge to continuously improve mental health care, best-selling author Marya Hornbacher came to LVHN and Cedar Crest College as part of the annual Medallion Lecture. Hornbacher has coped with mental illness her whole life, and knows that providing care for people with mental illness is all about hope.

“Millions of people live in a limbo of no hope, but it doesn’t have to be that way,” she says. “The medical community needs to develop empathy rather than sympathy, faith rather than fear. It’s all about understanding and respect. I was lucky in my journey to meet people who challenged me and told me, ‘you can do this.’”

That message resonates with home care nurse John Boos, RN. He instills hope in patients with mental illness by showing them the life to which they should aspire. “If you take your medications and make your appointments, it increases your chances of success in education, employment, relationships and life goals,” Boos says.

“I admire how (Hornbacher) has turned a stigma into a strength,” says home care nurse Mary Novak, RN. “Through acceptance, public education about mental illness and a caring support system, patients can overcome their struggles and achieve their goals.”

For behavioral health nurse and patient care specialist Kathryn Mercadante, RN, Hornbacher’s lecture brought perspective. “She gave such a good picture of a patient’s story because she articulated it so well,” Mercadante says. “She brought me a new level of insight. She made us look at what it is like from the patient’s perspective.”

That insight will help clinicians pass along Hornbacher’s gift of hope to their patients. “By treating the whole patient,” Novak says, “we will help to create that hope.”
Author Henry van Dyke wrote, “Use what talent you possess: The woods would be very silent if no birds sang except those that sang best.” The stories of this year’s Friends of Nursing Award recipients explain why the chorus of songs sung together at Lehigh Valley Health Network (LVHN) is roaring. The stories were told during the Friends of Nursing gala, which was held at ArtsQuest’s SteelStacks in Bethlehem for the second consecutive year. The annual event recognizes and promotes excellence in nursing practice, education and research. It honors all LVHN nurses and clinicians, including nominees and recipients of Friends of Nursing Awards. Here are highlights from the event.

(PHOTO 1) Anne Panik, RN (third from right), senior vice president of patient care services, welcomes nominee Barbara Sikora, LPN, Nancy Fickert, CRNP, Elke Rockwell, PhD, and Michele Naugle, CRNP of OACIS (Optimizing Advanced Complex Illness Support), and nominee Marcia McLaughlin of the technical partner float pool.

(PHOTO 2) Sarah Rex, RN, Nancy Humes, RN, Mindy Brosius, RN, and their colleagues from our Regional Burn Center are recipients of the Senior Management Council Patient Satisfaction Award for Inpatient Care. The team achieved the highest Press Ganey overall nursing unit rating score for calendar year 2012. Their score was 95.6.
Magnet™ hospitals recognize nurses and demonstrate to the nursing community and community at large the value of nursing in the organization. Our Friends of Nursing celebration celebrates all clinicians.

(PHOTO 3) LVHN president and chief executive officer Ron Swinfard, MD (back row), joins colleagues of perioperative services to congratulate Maria Elsa Plamenco, RN (front right), recipient of the Allentown Anesthesia Associates Post-Anesthesia Care Nursing Award.

(PHOTO 4) Kjell Anderson (center) shares a laugh with his daughter, Ginger Holko, RN. Holko donated an award in memory of her mother, who also was a nurse. Joining them is Kim Hitchings, RN (left), who donated an award in memory of her husband.

(PHOTO 5) Lori Ann Dietz Fontaine, RN (left), recipient of the Fleming Nursing Caring Award, hugs her colleague from inpatient hospice, Lisa Bickel, RN. The team received The Fleming Award to Recognize a Department Which Promotes Family Presence.

(PHOTO 6) The emergency department staff of Lehigh Valley Hospital–Muhlenberg’s rapid assessment unit celebrates as recipients of the Fleming Award to Recognize New Knowledge, Innovations and Improvements.

(PHOTO 7) Not only was Marilyn Guidi, RN, surprised to receive the Friends of Nursing Distinguished Achievement Award, she was stunned to see members of her family from Pittsburgh and New Jersey hiding in the back of the room.

(PHOTO 8) Tiffany Epting, RN, recipient of The Florence Nightingale Exemplary Professional Practice Award, was honored to attend the gala with her husband, Rick, and daughter, Makenzie.
What Is a Nurse Residency?

LEARN HOW THIS NEW PROGRAM WILL HELP FIRST-YEAR NURSES FLOURISH

It’s a dilemma facing all health networks nationwide. The best and brightest nurses begin working inside a hospital, yet national figures show that 27.1 percent of those first-year nurses will leave their first hospital within that initial 12 months.

Here at Lehigh Valley Health Network, the percentage of first-year turnover is 13.4 percent, well under the national average. “Yet it can be better,” says Cindy Cappel, MSN, RN, director of clinical education. Lower turnover has plenty of other benefits, including increased patient safety.

To help decrease first-year nursing turnover, enhance patient safety and increase the ability for graduate nurses to foster professional development, our health network is now home to a Nurse Residency Program. It’s the first one in the region to follow the curriculum of the University HealthSystem Consortium (UHC) and the American Association of Colleges of Nursing (AACN).

Ours is the sixth health system in Pennsylvania to implement a UHC/AACN nurse residency and is the only one in the Lehigh Valley region. The program is made possible in part by a $1.4 million grant from the Dorothy Rider Pool Health Care Trust. The initial 39 nurse residents in the first cohort started the program in June, and an additional 32 will join in midsummer.

About the program
This residency is different from orientation. An orientation centers on clinical competency and acclimation to the health network, a department and a work team. The Nurse Residency Program enhances orientation by having bachelor’s-prepared graduate nurses work in small groups under the guidance of a seasoned nurse facilitator. The curriculum will include educational seminars, peer support discussions and guidance sessions led by 21 master’s-prepared facilitators.

It also will include “Tales From the Bedside” – a session where nurses will be encouraged to share an experience and discuss it with others. “We’ll ask them to journal their accomplishments, struggles and questions, and then discuss them in an open forum,” says Pat Karo, MSEd, BSN, RN-BC, our nurse residency specialist. In that role she will direct and coordinate program activities.

Nurse residents are required to complete a clinical, evidence-based performance improvement project with the goal of identifying and improving patient care, efficiencies and other systems. “Graduate nurses will learn to use resources like our medical library to find clinical evidence, and will connect with experts at LVHN who can help them,” Cappel says.

A show of support
The overall goal of the Nurse Residency Program is to give graduate nurses an extra layer of support. “We are confident this program will offer the support graduate nurses need to succeed, and offer access to resources that will help them flourish and grow as caregivers and educators,” says Anne Panik, MS, BSN, RN, NEA-BC, senior vice president, patient care services.

That support will create more engaged nurses and reduce turnover. Data from the UHC/AACN show that such nurse residency programs have an aggregate graduate nurse turnover rate of 5.6 percent. LVHN’s goal is to reduce turnover to below 5 percent.
How a Nurse Residency Will Help

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<td>GN turnover at 12 months</td>
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<td>Percentage of GN turnover</td>
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<td>Cost per RN turnover</td>
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BY REDUCING THE AMOUNT OF FIRST-YEAR NURSE TURNOVER, THE NURSE RESIDENCY PROGRAM HAS THE POTENTIAL TO SAVE $1.4 MILLION.
Home care nurse Sheryl McGehee, RN, expected to grow and learn while pursuing her bachelor’s degree in nursing (BSN). Economics class, however, seemed more like a chore. “At first I couldn’t understand how it would make me a better nurse,” she says.

That class is now complete, and so is McGehee’s conversion. “Now I see the value,” she says. “I’m using these principles inside and outside work, which is a pleasant surprise.”

Helping nurses see the “big picture” behind the care they provide is one of the key benefits of a bachelor’s degree in nursing. “It’s not about putting in an IV better,” says Cindy Cappel, RN, our director of nursing education. “It’s going to give them a broader perspective and the strategic and critical thinking skills they need to become leaders.”

Cappel is an adjunct professor for Lancaster General College of Nursing & Health Sciences, which is partnering with our health network to offer an accelerated 22-month RN-to-BSN program at Lehigh Valley Hospital–Cedar Crest. McGehee is one of 25 students in the program’s first cohort, which began taking classes in May 2012. The group will graduate in May 2014.

Despite the concentrated schedule, being back in the classroom has been a joy, according to McGehee’s classmate April Parnau, RN, of 6K.

“Lancaster understands we work full time, so they go out of their way to make it as easy as possible for us,” she says. Flexible evening hours and minimal work outside the classroom are among the accommodations the program offers.

Parnau has particularly enjoyed bonding with classmates from a wide variety of disciplines. “It’s been an honor getting to know them and learning from them,” says Parnau, who is pursuing her fourth degree. The value of this kind of advanced education is proven, according to Cappel. “Research shows patient outcomes are better when nurses are baccalaureate prepared.” One example is a recent University of Pennsylvania study that demonstrated increases in nurses with baccalaureate degrees are associated with lower rates for post-surgery mortality.

To foster these positive outcomes, the Institute of Medicine (IOM) recommends that hospitals increase their proportion of nurses with a bachelor’s degree in nursing to 80 percent by 2020. Our health network is currently at 52.5 percent. Two additional cohorts have started the Lancaster College accelerated BSN program, with recruiting for a fourth currently under way.

Because tuition reimbursement and a variety of scholarships are available to those who qualify, Parnau and McGehee hope more colleagues take advantage of the program. “It’s a chance to grow and a stepping stone to greater responsibility and opportunity,” Parnau says.
POSTER PRESENTATIONS

“Dare to…. Defy C Diff” at the American Association of Critical Care Nurses (AACN) National Teaching Institute conference in Boston in May 2013.
Lourdes Fernandez, RN

“Translating Evidence to the Bedside: Recognizing Delirium” at the NICHE Annual Conference in Philadelphia in April 2013.
Nickie Sifflies, BSN, RN, CMSRN

“Spring Into Step: A Staff-Driven Mobility Initiative” at the NICHE Annual Conference in Philadelphia in April 2013.
Tracy Gemberling, RN, CMSRN
Amy Keesler, RN

“Forging a NICHE to Strengthen the Inpatient Geriatric Service Line – Lessons From the Field” at the NICHE Annual Conference in Philadelphia in April 2013.
Tracie Heckman, MSN, CMSRN
Carolyn Davidson, PhD, RN, CCRN, FNP-BC, CPHQ

“Reducing Catheter-Associated Urinary Tract Infections on a Transitional Trauma Unit” at the Society of Trauma Nursing conference in Las Vegas in April 2013.
Kai Bortz, BSc, RN

“Patient Rounding – Improving the Process Through Online Documentation” at the American Nursing Informatics Association conference in San Antonio in May 2013.
Marjorie Lavin, MS, RN, CNRN

Susan L. Teti, MSN, RN

“Beware, Don’t Overshare – Proper Use of Social Media for Nurses” at the American Nursing Informatics Association conference in San Antonio in May 2013.
Sheryl Repischak, MS, RN

“Pursuing Wellness: Achieving Fall Reduction Through Staff and Patient Partnership” at the American Psychiatric Association Annual Meeting in San Francisco in May 2013.
Jane Halpin, RN, BC
Nicole Urban-Miller, BSN, RN
Denise Bodish, RN

“Reducing Restraints: A Patient Safety, Staff-Driven Initiative” at the American Psychiatric Association Annual Meeting in San Francisco in May 2013.
Denise Bodish, RN
Nicole Urban-Miller, BSN, RN
Jane Halpin, RN, BC

Kathleen Duckworth, RN, CNP

“It’s All about the Culture – Creating a Culture of Inquiry and Passion for Quality Improvement” at the Oncology Nursing Society Annual Congress in Washington, D.C., in April 2013.
Kate Clark, BSN, RN

“24” – Hours to Discharge After Robotic Surgery for Complex Gynecologic Malignancies (Standards of Care Even Jack Bauer Couldn’t Achieve)” at the Oncology Nursing Society Annual Congress in Washington, D.C., in April 2013.
Sarah R. Mason RN
Nicole Reimer BSN, RN, OCN

“Just Do It: A Just Culture to Move From Blame to True Remediation” at the Pennsylvania State Nurses Association Annual Summit in Center Valley, Pa., in May 2013.
Christine Marakovits, BSN, RN, C

Kelly Kile, BSN, RN

Wendy Lefbron, BSN, RN

“Development of Clinical Practice Guidelines: Care of the Patient Following Anesthesia” at the ASPAN National Conference in Chicago in April 2013.
Kenneth Miller, MEd, RRT-NPS, ACCS, AE-C

“Operating Rooms: How One PACU Worked Collaboratively to Reduce This Problem” at the ASPAN National Conference in Chicago in April 2013.
Kathleen Duckworth, RN, CPAN

“Breaking the Barriers” at the ASPAN National Conference in Chicago in April 2013.
Amanda Knoll, BSN, RN
Toni Perez, RN

“I Think, Therefore I Count’: Changing the Count Process While Encouraging Critical Thinking” at the Pennsylvania State Nurses Association Annual Summit in Center Valley, Pa., in May 2013.
Marlene Leidy, BSN, RN, CNOR

ORAL PRESENTATIONS

“Utilization of High-Flow Oxygen in the Critical Care Setting” at the Focus National Respiratory Conference in Nashville, Tenn., in May 2013.
Kenneth Miller, MEd, RRT-NPS, ACCS, AE-C

“Clinical Management of the Burn Patient” at the Focus National Respiratory Conference in Nashville, Tenn., in May 2013.
Kenneth Miller, MEd, RRT-NPS, ACCS, AE-C

“Respiratory Care Role in Palliative Care” at the Focus National Respiratory Conference in Nashville, Tenn., in May 2013.
Carole Dorr, RRT, BS, AC-E

“Roadmap… Setting the Course for Oncology Patient and Family Involvement in Their Plan of Care” at the Oncology Nursing Society Annual Congress in Washington, D.C., in April 2013.
Megan L. Derr, BSN, RN
More than two years ago, the Robert Wood Johnson Foundation Initiative on the Future of Nursing at the Institute of Medicine (IOM) set forth its recommendations. One of them: increase the proportion of nurses with baccalaureate degrees to 80 percent by 2020. To achieve this, we’ve created new educational partnerships and have set goals for hiring BSNs. We’re also actively promoting the use of LVHN’s tuition reimbursement benefit and other scholarships to help with the cost of education. Here’s a glance at the progress we’ve made to date.

Growth in BSN Graduates

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