NURSING OUTCOMES REPORT

2023-2024





UPMC | CHILDREN'S HOSPITAL OF PITTSBURGH

CNO Message



Paula Eicker, MSN, RN, NEA-BC Chief Nursing Officer Vice President, Patient Care Services

MISSION

Improving the health
and well-being of children
and young adults through
excellence, empowerment,
professional advancement,
evidence-based practice,
advocacy and nursing
research

VISION

To be the world leader in pediatric nursing

VALUES

Quality and Safety Dignity and Respect Caring and Listening Responsibility and Integrity Excellence and Innovation Colleagues,

I am honored and humbled to have the opportunity to be the CNO of UPMC Children's Hospital nursing division. The caring and compassion that I witness every day amazes me but does not surprise me. Staff walk into this hospital with one goal in mind, make it a good day for the kids. That common goal unites our teams and fosters a sense of inclusion and purpose. Reflecting on key strategic priorities and achievements this past year, I am grateful for staff's unwavering commitment to our patients and families.

This past year, we placed our focus on high quality care and patient outcomes. Key priorities include hardwiring high reliability efforts and programs that ensure zero harm to patients and staff. Our high-quality care partnered with excellent patient experience fosters a partnership with our patients and families that facilitates decision making specialized for each patient. Nurse led initiatives and process improvement efforts led the way in reducing hospital acquired conditions.

Our Shared Leadership Councils have played a vital role in improvements in care delivery, recruitment and retention of staff and patient experience. The growth of our pediatric service line includes transforming and directing the pediatric care here at Children's and ensuring standardization of care in other UPMC pediatric centers. Empowering nurses to reach beyond our four walls facilitates high quality pediatric care in those areas that may be limited.

Our workforce is strong, and nursing leaders continue to look for improvements in recruiting, onboarding and retaining new nurses. I give a heartfelt thank you to our mentors and preceptors who provide the necessary resources to ensure success as new nurses maximize their scope of practice.

Along with all the challenges in the past few years, we were able to obtain our 3rd Magnet Designation in 2022. This is such an honor and acknowledges the magnificent nursing professionals we have at Children's. We are diligently working towards obtaining our 4th designation in 2026 by elevating our nursing practice to heights that strive for excellence in patient outcomes and nurse experience. Interprofessional teams collaborate and share a vision of creating programs that elevate our nursing practice and patient outcomes.

The following pages will present the amazing achievements of our nursing team and our focus on what matters the most; delivering high quality/safe care, a patient experience that creates open communication and a work environment that fosters growth and development. Please join me in celebrating nursing at UPMC Children's Hospital.

ORGANIZATIONAL OVERVIEW



2024 UPMC Children's Hospital of Pittsburgh Visits

Emergency Room Visits	76,917
Express Care Visits	146,146
Inpatient and Observation Stays	22,334
Surgeries	20,400
UPP Encounters	456,404
Outpatient Visits	1,756,965

NURSING OVERVIEW

Nursing by the Numbers

New Hires 2023

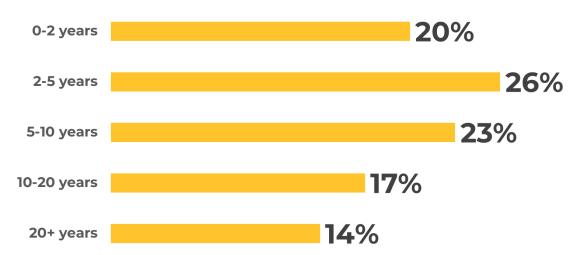
333

New Hires 2024

214

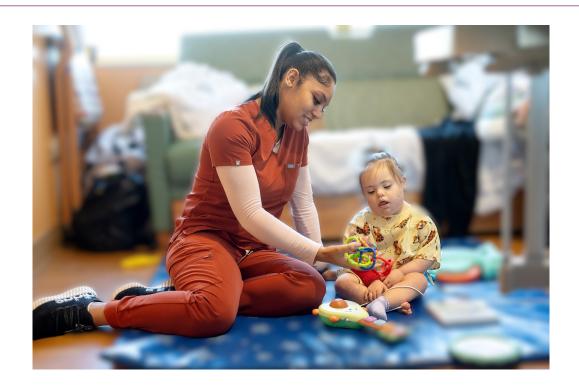


Years of Nursing Experience



NURSING OVERVIEW

Commitment to Excellence in Nursing



UPMC Children's Hospital of Pittsburgh 2023-2025 Nursing Strategic Vision and Priorities



SENIOR LEADERSHIP



Paula Eicker. MSN, RN, NEA-BC Chief Nursing Officer Vice President, Patient Care Services



Diane S. Hupp, DNP, RN, NEA-BC, FAAN President



Durae Vincze. MSN, RN, NEA-BC Vice President, Operations



Melissa McIntyre, BSN, RN, CM-BC Senior Director. Transplant/ Oncology/ Neurosciences



Carrie Vincett, DNP, RN, CPN, Senior Director, Critical Care Medicine



Dawn Wilkerson, MSN, RN, CCTC, CPTC, Director, Transplant Services/ Hepatology/ Intestinal Care



Belinda Callaghan, DNP, RN, NEA-BC Senior Director, **Ambulatory Services**



Jennifer Dickman, DNP, RN, CPN Director, Surgical and Anesthesia Services



Kristen Straka, DNP, RN, NEA-BC. CPN Senior Director, Emergency Department/ Behavioral . Health Sciences/ Rehabilitation Services

UNIT LEADERSHIP



Lynn Belice, MSN, RN, CPN 7B, Transplant



Lisa Burek. BSN. RN. CPN Procedure Center



Jamie Capone, MSN, RN, CCRN NICU C



Stacey Cote, MSN, RN, CPN, CCTN Clinical Transplant



Tonya Evangelista, MSN, RN, CPHON, CPN 9B, Hematology/ Infusion/ Dialysis Oncology/ BMT



Pam Hackett, BSN, RN, CPN



Kesha Jones, BSN, RN, CPN 7D. CHRU



Brendan Karnbauer, MSN, RN, CPN 9C. Hematology/ Oncology/ BMT



Kris Kolden, BSN, MBA, RN, CPEN, 9A Adolescent/ Endo



Leslie Konyk, MSN,RN, CCRN Operating Room



Ericka Kincaid. BSN, RN, CPN SDS/PACU



Jackie Kwasniewski. DNP, RN, CPN 8B, Medical/ GI



Branee Miller, MSN, RN, CPN North Surgery Center



6E, EMU/ Vascular Access Team



Amanda Petrill, MSN, RN, CPN 6B, General/ Thoracic Surgery



Christine Perlick, MBA, BSN, RN, Trauma Services



Felicia Pruszenski, MSN, MBA, RN, **CPN** Cardiac Catheterization Lab



Emily Shawley, DNP, RN, CPEN PICU



Katrina Tarquinio. MSN, MBA, RN, CPN 7C, Medical/ Surgical



Ann Terzis, MSN, RN, CPN 6A. Ortho/ Neuro/ Trauma



Marcie Tharp, MSN, RN, CCRN CICU/7A



Leah Urbaniak, MSN, MBA, RN Radiology



Sheila Vasbinder, MSN, RN NICU A



Susan Wible, MSN MBA, RN, CPN **Nursing Services**



Jennifer Woodring, MSN, RN, CPN **Emergency Department**

TRANSFORMATIONAL LEADERSHIP

Nurse Leader Rounding to Improve the Patient Experience through Consistent Bedside Practices

Unit leadership at UPMC Children's Hospital of Pittsburgh is committed to improving the patient experience. Leadership partnered with a Huron coach to make a difference in the UPMC Experience using nurse leader rounding. Unit leaders take accountability for improving the patient experience though daily rounding on each patient with specific areas of concentration. Unit leaders are provided a template of questions to ask, specifically targeted toward the assessment of:

- ♦ The patient's knowledge of who their nurse is for the day and building nurse-patient relationships with evidence of staff performing a meaningful AIDET during **bedside shift reporting.**
- How often the nurse came in to check on the patient, knowing that hourly rounding is a best practice to avoid patient errors, injuries and to improve patient care productivity.
- Knowing the plan of care for the day, building a culture of 'always,' acknowledging the communication between the patient, parent, and provider and having communication boards that are always being updated.
- Did the patient and parent receive appropriate rest, building a strong trust and respect between the patient and nurse to allow for meaningful rest.
- How well was pain addressed, always the concern of parents and their child
- Was the patient given any medications and did the nurse describe possible medication side effects, knowing the importance of patient engagement, knowledge and empowerment over their treatment plan and preparing them for discharge.
- ♦ Cleanliness of the **environment**.
- How often are you having to use the call bell, an indication that hourly rounding on behalf of the staff may not be occurring if patients are having to use the call bell more frequently.

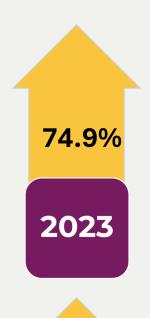
Percent of Behaviors Rated as 'always' or 'yes' on Child HCAHPS Survey

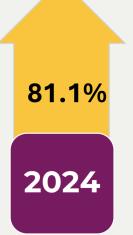
Best Practice Behaviors	2023	2024
Bedside Shift Reporting 'always'	80.9%	83.3%
Leader Rounding 'yes'	85.2%	85.1%
Hourly Rounding 'always'	61.7%	67.0%
Discharge phone calls 'yes'	75.2 %	80.4%
Whiteboards updated 'always'	70.0%	73.8 %

On a weekly basis, the unit leadership and senior directors meet with Paula Eicker, MSN, RN, NEA-BC, Chief Nurse Officer and Vice President of Patient Care Services to review the outcomes of nurse leader rounding and discuss potential barriers for success. By year end, UPMC Children's Hospital of Pittsburgh had improved their overall patient experience top box scores "Rate the Hospital 9/10" from 74.9% (2023) to 81.1% (2024).

Child Hospital
Consumer
Assessment of
Healthcare
Providers and
Systems (Child
HCAHPS)

Top Box Scores for Overall "Rate the Hospital 9/10"





UPMC Children's Hospital of Pittsburgh has implemented strategies focused on recruitment and retention of nurses. These strategies include a robust onboarding program, nurse residency program, a promotional career ladder, a shared leadership structure, nurse mentor program, nurse fellowship program, and professional development opportunities. These programs have been successful in keeping nurses engaged and supported in their careers at UPMC Children's Hospital. The overall nursing turnover rate remains below the national average.



Nursing Retention

Nurse Residency Coordinator



Carrie Jeffery, MSN, RN, CPN, NPD-BC

Nurse Residency Program		
NURSE RESIDENTS		
228	150	
2023	2024	

Nurse Residency Program

The Vizient Nurse Residency Program (NRP)® was established in 2017 at UPMC Children's Hospital of Pittsburgh. Key drivers of the NRP are to improve patient outcomes, enhance leadership, improve the professional role, and decrease turnover. All newly hired nurses with less than six months of clinical experience are required to complete the year-long program. Nurse residents are supported throughout the program by a residency program coordinator and a nurse residency facilitator. Nurse residents present their practice project proposal at graduation to audiences of nurses, leaders, and educators.



Nurse Excellence

In October 2024, all Registered Nurses who work at UPMC Children's Hospital of Pittsburgh had the opportunity to participate in the Glint Nurse Excellence Survey. The survey measures seven categories; adequacy of resources and staffing, autonomy, fundamentals of quality nursing care, interprofessional relationships, leadership access and responsiveness, professional development, and RN to RN teamwork and collaboration. The results were compared to the Glint benchmark mean scores in either Combined Pediatrics, Med-Surg, Critical Care or Operating Room.

UPMC Children's outperformed the Glint benchmark in 4 of the 7 Magnet® categories.



Healthy Work Environment

UPMC Children's Hospital of Pittsburgh is committed to creating and sustaining a healthy work environment for nurses. Nurses were surveyed in 2023 and 2024 using the American Association of Critical Care Nurses' Healthy Work Environment (HWE) 2.0 Assessment Tool. The tool measures six essential standards including meaningful recognition, skilled communication, true collaboration, authentic leadership, effective decision making, and adequate staffing.

Kate Bogue, DNP, CRNP, FNP-C, NPD-BC, CPN, Programmatic Nurse Specialist, is dedicated to implementing strategies to improve nurses' environment and improve nurse retention. One of the strategies implemented included empowering clinical nurses through Nursing Excellence Council to lead a hospital-wide initiative to practice skilled communication. Continual efforts to improve the nurse environment are part of the Nursing Excellence Council strategic priorities.

Healthy Work Environment Score Category

(Range: Needs Improvement, Somewhat Healthy Moderately Healthy, and Very Healthy)

2023-2024
Moderately
Healthy
Organizational
Level

In 2024, UPMC Children's scored "Moderately Healthy" in 4 of the 6 HWE essentials

Authentic Leadership

Effective Decision Making

Adequate Staffing

Programmatic Nurse Specialist

Stilley Fund

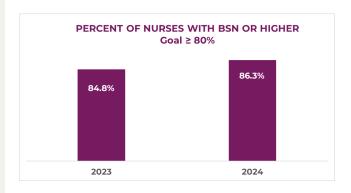
Kate Bogue, DNP, CRNP, FNP-C, NPD-BC, CPN



NURSES WITH BSN OR HIGHER 2024 1,304 (86.3%) 75.6% BSN 9.5% MSN 1.1% DNP 0.1% PhD

Educational Achievements

UPMC Children's Hospital of Pittsburgh fully supports staff in professional development, lifelong learning, and educational advancement. We have strong academic partnerships for degree completion and serve as the practicum site for clinical rotations and capstone projects. From January 1, 2023, to December 31, 2024, 75 nurses successfully achieved advanced degrees in nursing. These degrees included baccalaureate, master's, and doctorate degrees.





New Degrees

Advancing Nursing through Education and Professional Development

New Certifications 2023-2024

> 147 Nurses

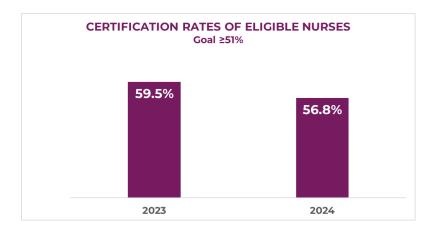
Scan for New Certifications



New Certifications

Certifications

Certification validates a nurse's knowledge and continued competence in a specialty area. Many positive patient outcomes have been linked to advanced degrees and nursing certification and is required for all nurse leaders including unit directors and senior nurse leaders. As a part of our mission and commitment to nursing excellence, certifications are highly encouraged for our frontline staff. Many resources are offered to help nurses meet their professional development goals through review courses, free study aids, mentoring, and exam voucher programs.



My Nursing Career Promotions

MY NURSING CAREER		
NUMBER OF RNs IN MY NURSING CAREER LADDER		
707	815	
PERCENT OF ELIGIBLE RNS IN MY NURSING CAREER LADDER		
95.4%	88.4%	
2023	2024	

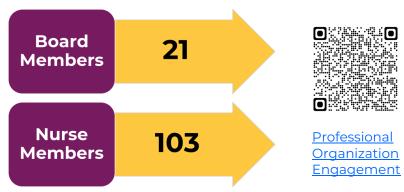
My Nursing Career (MNC) enables nurses to grow professionally within their organization while remaining at the bedside. MNC enables nurses to continue to grow their careers through various pathways, aligned with their individual levels of education, credentials, and experience. The MNC program included pathways specific for inpatient nurses, predominately outpatient area nurses, operating room nurses, and outpatient nurses. Nurses can self-promote within the appropriate areas of practice when criteria have been met.

Pediatric Education Series

The Pediatric Education Series (PES) is a free webinar series created by UPMC Children's Hospital of Pittsburgh. Monthly webinars by pediatric health specialists provide information on topics relevant to professionals working in community, clinical, and school settings.



Nurses in Professional Organizations



Staff Serving as Nursing Faculty



CHP Faculty

Schools of Nursing

UPMC Children's Hospital of Pittsburgh offers a pediatricfocused clinical experience for approximately 1,600 undergraduate and graduate nursing students from approximately 27 schools of nursing each year. Nursing students observe, practice, and learn with the faculty in a dynamic, diverse, and innovative hospital environment to prepare for their professional role as clinicians, researchers. and educators to positively impact patient care outcomes. Many of our staff nurses have partnered with schools serving as clinical faculty for student nurses. These pediatric nursing experts provide an excellent resource to schools and the profession.

Nursing Fellowships

The Nursing Fellowship Program offers opportunities to enhance knowledge of specialty practice and settings. The fellowship is an 8 hour per month facilitator-led program using a blended learning technique with online, synchronous, and autonomous platforms. Curriculum includes 12 monthly sessions, incorporating principles of quality improvement (QI) and evidence-based practice (EBP), and completion of an EBP project. In 2024, the program incorporated the Johns Hopkins Evidence-Based Practice Model to standardize the curriculum. Also in 2024, a new Advanced Wounds/Burns fellowship track was added through collaboration with UPMC Mercy Hospital.

Burn and Wound Care Fellowship

Amanda Geyser, BSN, RN, CCRN (2024) Amanda Kranick, RN, CBRN (2024)

Critical Care Fellowship

Olivia Barracchini, RN (2023) Jana Beene, RN, CCRN (2023) Meghan Hixenbaugh, BSN, RN, CCRN (2023) Meghan Fitzroy, BSN, RN (2024) Alisha Lawhead, RN (2024)

Neonatal Nursing Fellowship

Ashley Frishkorn, BSN, RN, CCRN, CBC (2023) Brittany Wuenstel, BSN, RN (2023) Ashley Finn, BSN, RN, CBC (2024) Diedre McCluskey, BSN, RN, CCRN, CBC (2024) Chandler Richert, BSN, RN, CBC (2024) Megan VonStein, BSN, RN, CBC (2024)

Nursing Leadership Fellowship

Carolyn Hoffman, BSN, RN (2023) Kylie Kostie, MSN, RN, CPN, CCRN (2023) Neil O'Brien, BSN, RN (2023) Kelly Evangelista, BSN, RN, CPN (2024)

Oncology/ Bone Marrow Transplant Fellowship

Kirsten James, BSN, RN (2023) Mia Sipple, BSN, RN, CPN (2023) Madison Shemansky, BSN, RN (2023) Rachel Szewczyk, BSN RN, CPN (2024)

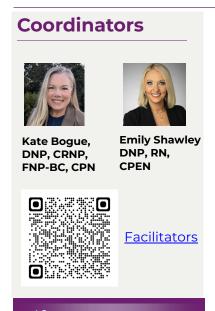
Pain Fellowship

TyNiesha Lee, BSN, RN (2023) Jacquelyn Buchanan, BSN, RN, CPEN (2024) Angela Militzer, RN (2024)

Trauma Fellowship

Jacqueline Buchanan, BSN, RN, CPEN (2023) Natalie McKinley, BSN, RN, CPEN (2023) Jade Festa, RN (2024)

Commitment to Advanced Professional Development





WAT-1 Withdrawal Improvement: 2023 Fellowship



TyNiesha Lee, BSN, RN, **CCRN**, began the project as a 2023 Pain Fellow and identified a gap in the assessment of withdrawal symptoms for patients receiving opioids /benzodiazepines. UPMC Children's Hospital did not have a standard assessment tool available within the electronic record to document withdrawal symptoms. Ineffective management of withdrawal symptoms may prolong length of stay in an intensive care unit and in Quarter 1 of 2023, the length of stay

(LOS) in the Pediatric Intensive Care Unit (PICU) was 4.45 days. TyNiesha identified a valid and reliable tool to assess opioid and/or benzodiazepine withdrawal symptoms called WAT-1. TyNiesha collaborated with medical, legal, and health information management stakeholders to implement the new tool within the electronic medical record.

PICU Length of Stay in Days



Empowering Nurses for Improved Patient Outcomes through Nursing Fellowships

Helping Hands: Family- Nurse Partnership 2024 Fellowship

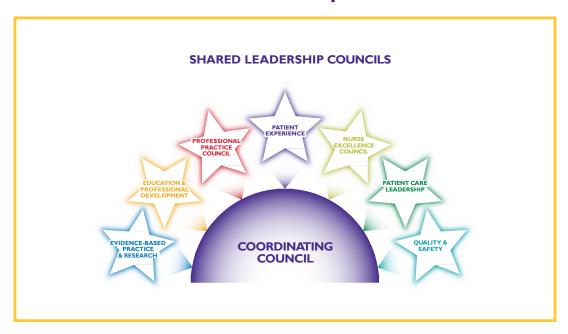
Ashley Finn BSN, RN, CBC; Deirdre McCluskey BSN, RN, CCRN, CBC; Chandler Richert BSN, RN, CBC and Megan VonStein BSN, RN, CBC were Neonatal Fellows in 2024. The fellows used information gained from neonatal intensive care unit (NICU) patient satisfaction feedback related to caregivers not knowing if, when, and how they can engage in care. The current practice of family participation in care was variable, without a standardized method for involving the families in newborn care. With family feedback, the fellows developed a step-by-step education guide for five patient care tasks families can complete, educated NICU C staff on helping hands program, and created a visual checklist, which was given to each family showing learning and independence of patient care tasks. The Helping Hands project kickoff was October 2024 with patient satisfaction scores improving after implementation.



Top Box Percentages for "Nurses Encourage Participation In Care"



Shared Leadership Model



Empowering Nurses through a Shared Leadership Model

Evidence-based Practice and Nursing Research Council: Ventilator-Associated Pneumonia (VAP) Oral Care Practice Change

In June 2023, **Christina Jockel, MSN, RN, CCRN**, Programmatic Nurse Specialist, received information regarding the latest recommendation from the Society of Healthcare Epidemiology of America (SHEA) for prevention of ventilator-associated pneumonia (VAP), specifically oral care and eliminating the use of Chlorhexidine. Current practice for oral care for VAP prevention at UPMC Children's Hospital of Pittsburgh was to use Peridex (Chlorhexidine Gluconate) every 12 hours and sterile water every 2 hours. Christina presented the recommendations from SHEA along with additional articles to the Evidence-based Practice (EBP) Council, whose membership includes nurse leaders, nurse educators, and clinical nurses, to engage them in the practice change process. Council members were empowered to make clinical practice recommendations for improved outcomes.

After council members reviewed the literature, a practice change to eliminate Chlorhexidine Gluconate was supported by the EBP council. The practice change was also vetted at VAP Committee, the Pediatric Intensive Care (PICU) Practice Council, and Physician Quality Oversight Committee for finalization. The practice change was implemented in October 2023 and the ICU standards of care were updated to eliminate the use of Chlorhexidine for oral care and to continue to use sterile water as VAP prevention standard of care.

Frank LeMoyne Award for Excellence in Nursing

UPMC Children's Hospital of Pittsburgh presents the **Frank LeMoyne Award for Excellence in Nursing** to honor a professional nurse who has made outstanding contributions to pediatric nursing at Children's. The award was established in 1964 under the provision of the will of Mrs. Mary LeMoyne Page in honor of her father, Frank LeMoyne, MD, who founded Children's Hospital of Pittsburgh in 1886. Unique to the Lemoyne Award is that nurses are nominated by their peers.



Samantha Norris, MSN, RN, CPEN, SANE-P Emergency Department 2023 Recipient



Marci Czachowski, MSN, RN, CCRN PICU 2024 Recipient

Frank LeMoyne Award Nominees

2023 Nominees

Caleb Berrett, BSN, RN, CPN Renee Dellaera, BSN, RN, CPN Nikki Ernst, BSN, RN Courtney Fletcher, BSN, RN, CCRN, CBC Tara Graham, DNP, RN, CCRN, CNL, CPN Jenna Harper, BSN, RN, CCRN Carrie Jeffery, MSN, RN, CPN, NPD-BC Traci Kabigting, BSN, RN, CNOR Kate Kirstein, MSN, RN, CNOR Melony Murray, MSN, RN, CPEN, CPN Kristin Nicolla, BSN, RN Samantha Parlett, BSN, RN Leanna Plunkett, BSN, RN, CPN Malia Rosenfeld, BSN, RN, CPN Abby Streblick, BSN, RN, BMTCN, CPHON Megan Treese, BSN, RN, CCRN Emily Williams, BSN, RN Heather Womeldorff, MSN, RN, CPEN, CPN Ashley Yurkovich, BSN, RN, CPEN

2024 Nominees

Courtney Avon, BSN, RN, CCRN Sherri Boone, BSN, RN, CPN Kaitlyn Corran, BSN, RN, CCNR Wendy Fait, RN, CCRN Mallory Funyak, MSN, RN Rachel Lott, BSN, RN, CPN, BMTCN Riley Marshall, BSN, RN, CBC Melony Murray, MSN, RN, CPEN, CPN Caitlin Patterson, MSN, RN, CCRN Zachery Reiser, BSN, RN Michelle Yovanof, BSN, RN, CPN



Cameos of Caring®

The Camos of Caring® program was created to honor exceptional bedside nurses who work at acute care hospitals. The program was established in 1999 in keeping with the University of Pittsburgh School of Nursing's commitment to the advancement and promotion of the nursing profession. At UPMC Children's Hospital of Pittsburgh, our Frank LeMoyne Excellence in Nursing Awardee serves as our Cameos of Caring Awardee.



Samantha Norris, MSN, RN, CPEN, SANE-P 2023 Cameos of Caring Recipient



Marci Czachowski, MSN, RN, CCRN 2024 Cameos of Caring Recipient



Rachel Lott, BSN, RN, BMTCN 2024 Cameos of Caring Safety and Quality Recipient

Nurse Week Awards 2023 -2024

UPMC Awards

2023 Recipients



Nicolette Siefert, BSN, RN, CPN, IBCLC 2023 Outstanding Patient Advocate



Christina Jockel, MSN RN, CCRN; Shaina Watson, BSN, RN, CCRN; Leslie Konyk, MSN, RN, CCRN 2023 2nd Place Poster

IMPACT AWARD



Emily Shawley, DNP, RN, CPEN PICU 2023 IMPACT Award Recipient



BSN, RN, BMTCN 9B 2024 IMPACT Award Recipient

PATIENT ADVOACY AWARD



Alisha Cousins, RN, CPN 8B 2023 Patient Advocacy Award Recipient



Sadie Porter, BSN, RN Emergency Department 2024 Patient Advocacy Award Recipient

2024 Recipients



Jamie Capone, MSN, RN, CCRN 2024 Outstanding Nurse Leader

Kimberly Nelson, DNP, RN, CNS, ACNS-BC, NEA-BC, NPD-BC, CV-BC, CHFN; Donna Weyant, MSN, RN, CPN; Kate Bogue, DNP, CRNP, FNP-C, NPD-BC; Carrie Jeffery, MSN, RN, CPN, NPD-BC; et al.

2024 1st Place Research Poster

Jackie Kwasniewski, DNP, RN, CPN 2024 1st Place Poster Quality Improvement

PRECEPTOR AWARD



Katelyn Eustice, BSN, RN, CCRN PICU 2023 Preceptor Award Recipient



Delani Higgins, BSN, RN PICU 2024 Preceptor Award Recipient

CHAMPION OF NURSING AWARD



Kimberly Washington, LCSW Social Work 2023 Champion of Nursing Award Recipient



Shelby Deakyne Child Life 2024 Champion of Nursing Award Recipient

Ilene Beal Courageous Provider Award

Established in late 2018, the Ilene Beal Courageous Provider Award annually honors a pediatric provider who provides exceptional family-centered care in circumstances of serious childhood illness. **Carol May, RN, MSN, MBA, CHPPN, Director, Supportive Care,** was the recipient of a grant award of \$25,000 which will be used as a family support fund for the division





Jewish Healthcare Foundation Grant

UPMC Children's Hospital was awarded a \$20,000 grant through the Jewish Healthcare Foundation Foundation's Maternal Care Innovation grant program. **Katrina A. Warner BSN, RN, CCRN, CBC, Joshua Hess, MSN, RN, CCRN, and Spencer Bowersox, MSW, LCSW** implemented safe sleep strategies aimed at reducing Sudden Unexpected Infant Death. The grant supports the provisions of sleep sacks, safe sleep education, and improved community resources.

American Association of Critical Care Nurses (AACN) SILVER-Level BEACON Award for Excellence

BEACON AWARD

Congratulations to our Neonatal Intensive Care Unit and Pediatric Intensive Care Unit at UPMC Children's on being awarded the Beacon Award for Excellence from the American Association of Critical Care Nurses (AACN).

Each unit highlighted excellence in patient outcomes, work environment, and nursing workforce.



Neonatal Intensive Care Unit 2024 Recipients



Pediatric Intensive Care Unit 2024 Recipients

Beverly Sahlaney Award

The Beverly Sahlaney Award is presented annually to a Neonatal Intensive Care Unit (NICU) nurse for excellence in neonatal intensive care nursing and family centered care. The award is given annually in memory of Beverly Sahlaney, beloved and former nurse manager of the NICU.



Riley Marshall, BSN, RN, CBC NICU A Pamela Jackson, MSN, RN, CCRN NICU C 2023 Recipients



Neil O'Brien, BSN, RN NICU C Marvis Rhea, BSN, RN, CCRN, CBC NICU A 2024 Recipients



Terry Sabatine, BSN, RN 6B 2023 Recipient

Richard L. Simmons, MD, Speak Up for Safety Award

The Richard L. Simmons, MD, Speak Up for Patient Safety Award honors Dr. Simmons's dedication to improving the quality of health care and patient safety. This award honors those who embody Dr. Simmons' values of passion for patient safety in caring for patient



Brendan Karnbauer, MSN, RN, CPN 9C 2024 SWPONL Annual Conference 2nd Place Poster Award



Tara Graham, DNP, RN, CNL, CCRN, CPN CICU 2024 AONL Young Professional Voices Honoree

OASIS Award

OASIS Award

This award is given to recognize nurses and other health care professionals who are actively demonstrating excellence in evidence-based practice and nursing research.



Rachel Lott, BSN, RN, BMTCN 2023 OASIS



TyNiesha Lee, BSN, RN, CCRN 2024 OASIS

Kate Bogue, DNP, CRNP, FNP-C, NPD-BC Carrie Jeffery, MSN, RN, CPN, NPD-BC 2023 OASIS



Marisa Rozwat, BSN, RN, CPN Brendan Karnbauer, MSN, RN, CPN 2024 OASIS





Meghan Hixenbaugh, BSN, RN, CCRN, 2024 OASIS

DAISY Lifetime Achievement Award 2023



Diane S. Hupp, DNP, RN, NEA-BC, FAAN President, **Inaugural Endowed Chair for Nursing Excellence**

DAISY Nurse Leader and Team DAISY Awards



Lynn Belice, MSN, RN, CPN Unit Director, 7B 2023 Recipient



MSN, RN, CPON, CPN Unit Director, 9B 2023 Recipient



Lisa Burek, BSN, RN, CPN Clinician Procedure Center 2023 Recipient



Emily Shawley, DNP, RN, CPEN Unit Director, PICU 2024 Recipient



Jennifer Woodring, MSN, RN, CPN Unit Director Emergency Department 2024 Recipient



Melissa McIntyre, BSN, RN, CMGTBC Senior Director Nursing Administration 2024 Recipient



Radiology Nursing Sedation and Anesthesia Services 2023 Team DAISY Recipients



9C Hematology/ Oncology/ BMT Ambulatory Clinic 2024 Team DAISY Recipients

DAISY AWARDS 2023 –2024





Tammika Jefferies, RN, **CCRN** NICU C January 2023 Recipient



RN 9*A* February 2023 Recipient



Ashley Pawlak, BSN, RN, CPN CHRU March 2023 Recipient



Ashley Ruffley, BSN, RN 7C April 2023 Recipient



BSN, RN 6B May 2023

Recipient



Sarah Hawthorne, Ashley Skowronek, RN 9A June 2023 Recipient



Kira Flynn, BSN, RN, 6A July 2023 Recipient



Kaitlyn Winkler, BSN, RN, NICU August 2023 Recipient



Angela Cupelli, BSN, RN, CPHON, **BMTCN** 9B September 2023



Mary Crawford, **BSN, RN, CCRN** CICU October 2023 Recipient



Marlana Werderber, BSN, RN NICU A November 2023 Recipient



BSN, RN, CHPON December 2023 Recipient



Taylor Brennan, BSN, RN 9C January 2024 Recipient



Sky Hale, RN February 2024 Recipient



Recipient

Audrey Lane, BSN, RN 7C March 2024 Recipient



Haley Marinack, BSN, RN, CBC NICU C April 2024 Recipient



Jade Arnold, RN PICU May 2024 Recipient



Sherri Boone, BSN, RN, CPN 7B June 2024 Recipient



Ryan Sweeney, RN, CPEN, EMT-B Emergency Department July 2024 Recipient



Zachary Reiser, BSN, RN Transport Team August 2024 Recipient



Rachel Graziano, BSN, RN PICU September 2024 Recipient



Angela Beall, BSN, RN **Emergency** Department October 2024 Recipient



Tiedeman, BSN, RN 9B November 2024 Recipient



Craig Rockey, BSN, RN Emergency Department December 2024 Recipient

Scholarships 2024

STILLEY NURSING EXCELLENCE FUND SCHOLARSHIPS



Angela Cupelli, BSN, RN, CPHON 2024 Recipient MSN Capella University



Stephanie DeMarsh, BSN, RN 2024 Recipient MSN Kent State University



Brenna Flynn, BSN, RN, CPN 2024 Recipient MSN St. Francis University



BSN, RN 2024 Recipient MSN Capella University



Jillian McCloskey, Morrin McEwen, BSN, RN 2024 Recipient MSN Capella University



Natalie McKinnley, BSN, RN, CPN 2024 Recipient MSN Drexel University



Allison Smith, **BSN, RN, CCRN** 2024 Recipient MSN Duquesne University



Emmariah Tiedeman, BSN, RN BSN, RN 2024 Recipient Drexel University



Lauren Wood, 2024 Recipient MSN Carlow University



Brittani Miller, BSN, RN 2024 Recipient **DNP Robert** Morris University



Melony Murray, MSN, RN, CPEN, CPN 2024 Recipient **DNP Chatham** University

Kelly Skolda Scholarship Fund



Lindsay Hans, BSN, RN 2024 Recipient (In honor of her mother) MSN Chatham University

Nursing Excellence Fund Scholarship



Leslie Lucas, RN 2024 Recipient BSN Capella University



Madison Quinn, RN 2024 Recipient BSN Capella University

Diversity in Nursing Scholarship



Victoria Mobley, **PCT** 2024 Recipient BSN Duquesne University

Scholarships 2023



Stephanie Buhr, BSN, RN, CCRN 2023 Recipient DNP -PNP Rush University



Kerry Dolan, BSN, RN 2023 Recipient DNP Rush University



Kelly Evangelista, BSN, RN, CPN 2023 Recipient MSN, Carlow University



Kayla Jubic, MSN, RN, CCRN 2023 Recipient DNP Carlow University



Jennifer McFoy, BSN, RN, CPON, BMTCN 2023 Recipient MSN Capella University



Natalie McKinnley, BSN, RN, CPN 2023 Recipient MSN Drexel University



Jamie Melhorn, BSN, RN, CPHON 2023 Recipient MSN Capella University



Amy Parks, BSN, RN, CPN 2023 Recipient MSN Capella University



Ashley Shor, BSN, RN 2023 Recipient DNP-FNP Robert Morris University



Abby Streblick, BSN, RN, CPHON, BMTCN 2023 Recipient MSN Capella University



Carrie Vincett, MSN, RN, CPN 2023 Recipient DNP Chatham University



Dakota Mayfield, PCT 2023 Recipient Diversity in Nursing

Alumni Award

Jessica Huber, PhD, MSN, RN, CCRN, CPN PICU La Roche University 2023 Distinguished Alumni Award



ACES Award

The Award for Commitment and Excellence in Service (ACES) is awarded and honors the most outstanding employees within UPMC. Nominated by their peers, these staff members reflect the highest standards of excellence that our communities have come to expect form UPMC.



Amanda Chamberlain, RN 8B 2023 Recipient



Lynn Belice, MSN, RN, CPN 7B 2024 Recipient



Craig Rockey, BSN, RN Emergency Department 2024 Recipient



Colleen McSteen, BSN, RN, CCRN PICU 2023 Recipient



Melissa Murphy, BSN, RN, CCRN, IBCLC NICU A 2024 Recipient



Heather Womeldorff, MSN, RN, CPEN, CPN Quality Services 2024 Recipient

Years of Service

50 Years

Barb Liberati, RN (2024) East Medical

45 Years

Cheryl Majewski, BSN, RN (2024) Unit 9A

Dorothy Moreland, RN, CPN (2023)

Same Day Surgery

Gloria Rumick, BSN, RN, CPN (2023)

Unit 6E

40 Years

Kelly Bagnato, RN (2024)
North Surgery PACU
Fern Wasko, BSN, RN (2024)
North Surgery Center
Lorraine Watenpool, RN, CPI

Lorraine Watenpool, RN, CPN (2024)

Same Day Surgery

Lorraine Wolfe, BSN, RN,CPN (2024)

Unit 6A

35 Years

Lori Andreassi, BSN, RN, CPN (2024)

Same Day Surgery

Michael Badach, RN, CCRN (2024)

Pediatric Intensive Care Unit

Tracey LaSota, BSN, RN, CPN (2024)

Unit 8B

Linda Loughner, BSN, RN, CPN (2024)

Nursing Services

Rosemarie Margiotta, BSN, RN, CPN (2024)

Unit 9A



Neonatal Intensive Care Unit A

Maria Palmieri, RN (2023)

Marvis Rhea, BSN, RN, CCRN, CBC (2023)

Neonatal Intensive Care Unit A Beth Schreck, BSN, RN (2024)

Same Day Surgery

Durae Vincze, MSN, RN, NEA-BC (2024)

CHP Administration

Colleen Zangara, RN, CPN (2024)

North Surgery PACU

30 Years

Melissa Boris, BSN, RN (2024) North Surgery PACU

Pamela Berman, BSN, RN, CCTC (2024)

Transplant Heart and Lung

Heather-Dawn Cooper, DNP, RN, CCRN (2024)

Administrator on Duty

Wendy Fait, RN, CCRN (2024) Neonatal Intensive Care Unit C

Lauren Morelli, BSN, RN (2024) Unit 6E

Carrie Rubino, MSN, RN, CPN (2024

Quality Services

25 Years

Karen Albert, BSN, RN, CPN (2024)

North Surgery PACU

Jeffery Beveridge, BSN, RN, CPEN (2024)

Emergency Department

Tracey Brashear, BSN, RN, CPN (2024)

Unit 9A

Megan DallVechia, BSN, RN CPN (2024)

Nursing Services

Denise Giannattasio, BSN, RN, CPN (2024)

Unit 6E

Kristen Horvath, BSN, RN, CPN (2024)

Transplant Services

Laurie Keller, BSN, RN, CPN (2024)

Unit 6A

Cynthia Knesh, RN (2024)

Neonatal Intensive Care Unit A

Adrienne Marcinick, MSN, RN, CPN (2024)

Clinical Analytics

Michele Molish, BSN, RN, CLC (2024)

Child Advocacy

Lisa Mulkerin, BSN, RN, CPN (2023)

Nursing Services

Heather Nickels, RN (2023)

Nursing Services

Dawn Phillians, BSN, RN (2024)

Nursing Business Office

Cheryl Putney, RN (2023)

North Outpatient Med Services

Darci Robinson, BSN, RN, CPN

(2023)

Nursing Services

Richard Skewers, MSN, RN, CCRN (2024)

Transport Teams

Brenda Stinner, BSN, RN, CCTC (2024)

Transplant Heart and Lung
Jennifer Woodring, MSN, RN,
CPN (2023)

Emergency Department







EXEMPLARY PRACTICE

Professional Practice Model

Patient and family-centered care. the heart of our professional practice model, focuses on providing exceptional patient care through the use of evidence-based practice and research, effective and efficient care services, autonomy, and a culture of safety. Using the Professional Practice Model results in high-quality patient outcomes driven by **exemplary professional** practice. Nurses at UPMC Children's Hospital of Pittsburgh (CHP) have the autonomy and are **empowered** to make decisions regarding their professional practice through a shared decision-making structure starting at the unit level with unit-based councils. Within that decision-making structure is the collaboration and shared acknowledgment of roles and abilities among all members of the CHP team, demonstrating both positive and respectful interactions across the care continuum. Nurses are offered development opportunities to excel professionally through fellowships, nursing scholarships, attending conferences and mentoring to become the experts in pediatric nursing by advancing in formal nursing education and professional certifications. CHP nurses are the primary source of care for infants, children and adolescents in providing preventative health and safety education, through various community outreach opportunities. Nurses at CHP are appreciated for their excellence in care and are recognized by the organization, peers, and families.

UPMC Children's Hospital of Pittsburgh Professional Practice Model



THE UPMC EXPERIENCE CHILD HOSPITAL CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS (CHCAHPS) SURVEY TOP BOX PERCENTAGE 81.1% NURSE COMMUNICATION 81.5% NURSE COMMUNICATION 84.6% PATIENTS DISCHARGED FROM 7/1/2023 - 12/31/2023 SURVEYS RECEIVED THROUGH 1/14/2024

EXEMPLARY PRACTICE

Purposeful Rounding on 9C Hematology/ Oncology/ BMT Ambulatory Clinic

Brendan Karnbauer, MSN, RN, CPN and Marisa Rozwat, BSN, RN, CPN

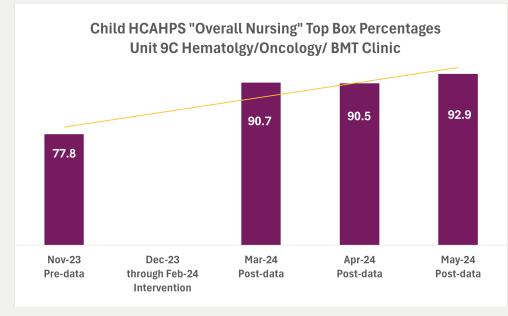
implemented an evidence-based structured purposeful rounding program for ambulatory patients. In December 2023, **Brendan** and **Marissa** used the Professional Practice Model for change. They were empowered to implement *Exemplary Nursing Practice* to improve the patient experience and used *Collaboration* to lead a project where staff were invited to have positive and respectful interactions with patients and families while participating in patient rounding. The *Glue* of the model holds it all together and understanding that we all have a role on the team for improved outcomes

Purposeful rounding officially began February 2024 for rounding of all ambulatory patients at least once during the visit by a nurse. The rounds were structured to include:

- ♦ Introduction/orient to unit
- Ask about check in process/make them aware of any delays
- ♦ Things that are planned for the appointment today
- Anything more needed from the appointment today?
- ♦ Any questions for the nurse/provider?



Purposeful rounding was successfully implemented in 9C ambulatory clinic and realized improvements post intervention in patient and family satisfaction on Child HCAHPS Top Box percentages for "Nursing Overall" with scores improving from 77.8% to greater than 90%

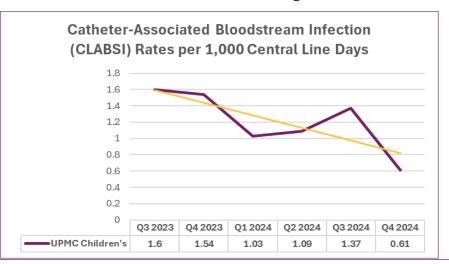


EXEMPLARY PRACTICE

Central Line-Associated Blood Stream Infection Reduction

In 2023, the central line-associated blood stream infection (CLABSI) rate house-wide was above the benchmark of 0.81 per 1,000 central line days with a rate reaching 1.60 in the 3rd quarter. The nursing division had strategized ways to reduce CLABSIs and included the development of a bedside peripherally inserted central catheters (PICCs) program, the implementation of daily central line rounding, house-wide central line validations, a blood culture protocol, escalation protocol, and expansion of the vascular access service line to 24-hour coverage.

The 2024 CLABSI action plan went live February 2024 with daily rounding and May 2024 for the PICC program and expansion of vascular access coverage. There has been a downward trend in CLABSIs since the implementation of the action plan.

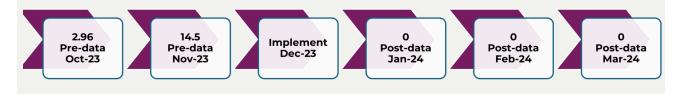


Exemplary Practice to Improve Patient Outcomes

Closed Intermittent Catheters for Children's Hospital of Pittsburgh Rehabilitation Unit (CHRU)

The CHRU has a moderate population of children with neurogenic bladders. These patients often require intermittent straight catheterization, placing them at a higher risk to develop a urinary tract infection. The current practice at the time, was to use a sterile, open-ended straight catheter to drain urine into a receptacle as ordered intermittently. In October 2023 the urinary tract infection (UTI) rate was 2.96 per 1,000 patient days, and 14.5 in November 2023. A clinical nurse on the CHRU Unit, **Katie Kratz, BSN, RN** became aware of the UTI data and recommended implementing using an intermittent closed catheter system. The Unit Director, **Kesha Jones, BSN, RN, CPN,** supported the practice change and worked to acquire resources, while Katie and **Samantha Parlett, BSN, RN,** created educational videos for the staff. The practice change was implemented in December 2023 and there were zero UTI's for three months after implementation.





NEW KNOWLEDGE AND INNOVATION



Nursing Research

Davis, J.; Baumgartel, K.; Baust, T.; Conley, Y.; Kim, A.; Ren, D.; Morowitz, M.; & Demirci, J. Neonatal Diet Type and Associations with Adverse Feeding Outcomes in Neonates with Critical Congenital Heart George, B., Davis, A., Tinelli, J., Luckenbaugh, K. The Defects (2023, 2024)

Davis, J.; Baumgartel, K.; Conley, Y.; Firek, B.; Mazzocco, S.; Morowitz, M.; Ren, D.; Siefert, N.; & Demirci, J. Gut Microbiome Composition of Neonates with Critical Congenital Heart Defects and Associations with Neonatal Diet, Gestational Parent's Correlations with RN/ Physician Collaboration and Own Milk, and Feeding (2023, 2024)

Langford, C. & Shields, A. The Impact of Sedation on Extubation Success in Infants Post Cardiac Surgery (2023)

Morando, V., Austin, K., Narr, M., Rohall, J. Dixon, T., Neal, A. Perianal Maceration in Pediatric Ostomy Closure Patients (2023)

Nelson, K., McCreary, D., Anderson Bogue, K., Jeffery, C. Weyant, D., Klinge, E., Zillman, J., Boulanger, K., Henry, C., Parrotte, J., Ziccardi, S., George, R., impact of restricted clinical experiences during a pandemic on newly graduated nurse experiences (2023)

Valerino, Heather. Perceptions of Moral Distress in Nurses within Pediatric Intensive Care Units: Intent to Leave (2023)

Weyant, D., Emily Wickline, E., Barreca, R., George, B., Hess, D., Lucas, W., Tinelli, J., White, K., Ziccardi, S. Igniting Nurses' Value, Implementation, and Knowledge of Evidence Based Practice (2023)

Presentations



Presentations

Publications



Publications

NEW KNOWLEDGE AND INNOVATION

EBP Projects 2023-2024

Bogue, K.; Nelson, K.; & Weyant, D. Implementation of the AACN s Healthy Work Environment Within a Pediatric Hospital Setting (2023, 2024)

Buchanan, J.; Militzer, A.; Moelber, C.; O'Rourke, L.; & Pitetti, R. Emergency Department Suspected Extremity Fracture Protocol (2024)

Buhr, S., Reimplementation of a Cardiac Arrest Prevention Bundle in a Pediatric Cardiac Intensive Care Unit CAP in the CICU (2023)

Ecoff, S.; Terzis, A.; & Kellogg, R. Neurosurgical SSI Reduction: Incisional Care (2024)

Evangelista, K.; Nelson, K.; & Shawley, E. Lack of Mentorship for Nurses in nursing education (2024)

Festa, J.; Sandridge, K.; Ecoff, S.; Woodring, J.; Perlick, C.; & Weberling, N. Hypothermia Protocol in Trauma (2024)

Frishkorn Burton, A.; O'Malley, T.; Vasbinder, S. Utilizing Standing Transfer for Kangaroo Care in the NICU (2024)

Geyser, A.; Kranick, A.; **Jockel, C.;** Gravel, K. CLS; Razorsek, R. Pieri, N.; & Buraczewski, M. Distraction Therapy with Burn Dressing Changes (2024)

Heinle, M.; Ecoff, S.; Streblick, A.; Duursma, M.; Nelson, K.; & Ferguson, E. Medication Simulation Rooms in the Pediatric Acute Care Setting (2024) Hixenbaugh, M.; Jockel, C.; & Grefe, C. High Flow Feeding Protocol (2024)

Hontz, R. & Shawley, E. Noise Reduction in the Pediatric Intensive Care Unit (2023)

Frishkorn Burton, A., Utilizing Standing Transfer for Kangaroo Care in the NICU (2023)

Jubic, K.; Nelson, K.; & Weyant, D. Pediatric Cardiac Orientation Education Curriculum (2023, 2024) **Kwasniewski, J.** PCT retention with shared governance (2023)

Karnbauer, B.; & Rozwat, M. Purposeful Rounding with Structure in an Ambulatory Hematology, Oncology, and Bone Marrow Transplant Clinic (2024) Lawhead, A.; Fitzroy, M.; Graham, T.; & Jockel, C. 4 eyes: 2 RN skin assessment in pediatric critical care (2024)

Kate Bogue, DNP, CRNP, FNP-BC, CPN and Kayla Jubic, MSN, RN, CPN, CBC

Society of Pediatric Nursing Conference Arizona 2024 **Lee, T.** WAT-1: Withdrawal Improvement (2023, 2024) **Lott, R., &** Windreich, R. Photo biomodulation Therapy for Chemotherapy-Induced Mucositis (2023, 2024)

Nelson, K., & McDowell, C. Enhancing Nursing Leadership Development to Improve Frontline Staff Retention and Succession Planning (2023)

Nichi, A., Introducing Oral Mesna to Rhabdomyosarcoma and Ewings Sarcoma Patients in the Outpatient Clinic to Reduce Inpatient Admissions

Rieker, S.; Pasek, T.; Hahner, S.; & Sinclair, E. Button Battery Ingestion Treatment in the Pediatric Patient (2024)

Shawley, E.: & Shaffer, S. Emotional Intelligence Framework in Simulation Education to Improve Retention of New Graduate Nurses (2023, 2024)

Shields, A.; Graham, T.; Stolarz, L.; Viegas, M.; Cottle, J.; & Sickenberger, E. Pediatric Cardiac External Cannula Exit Site Assessment Tool (2024)

Sipple, M.; Streblick, A.; Tonya Evangelista, T.; & McFoy, J. Implementing a "Chemo Corner" to double check chemotherapy and BMT orders to decrease distractions for oncology and BMT nurses to increase workflow efficiency (2023, 2024)

Trenker, H. Improving Asthma Care in Pediatric Patients

Vincett, C. Use of a Standardized Handoff Tool for Patients Transferring from the Operating Room to the Pediatric Intensive care Unit (2023)

Wagner, S.; Hahner, S.; Rosen, J.; & Cagnina, M. Enhancing Early Detection of a Hidden Crisis: A Quality Improvement Study on Human Trafficking Screening in the Pediatric Emergency Department (2024)

Womeldorff, H., & Hernandez, C. Application of PIVIE Assessment Tool and Risk Stratification Resources to Decrease Patient Harm (2023)

Zdrojewski, C.; & Straka, K. Assessing the effectiveness of phone calls on appointment attendance (2024)



NEW KNOWLEDGE AND INNOVATION

Nursing Research

Perceptions of moral distress in nurses within pediatric intensive care units: Correlations with RN/Physician collaboration and intent to leave

Heather Valerino, BSN, RN, CCRN

A study to describe the perception of moral distress, describe the perception of nurse-physician collaboration, determine if a relationship between reported moral distress and intent to leave exists, and determine the impact of collaboration on intent to leave. No statistical significance was found within the relationship between intent to leave



and overall satisfaction and collaboration. Those nurses reporting an intent to leave were found to have lower satisfaction/collaboration scores and higher moral distress scores, than those not reporting an intent to leave. Heather presented regionally on this study and hopes the new knowledge will guide strategies to decrease moral distress.

Innovation to Improve Patient Outcomes

Photobiomodulation Therapy for Chemotherapy-Induced Mucositis

Rachel Lott, BSN, RN, CPN, BMTCN

Rachel began the project as an Oncology/ Bone Marrow Transplant (BMT) Nursing Fellow working to identify innovative strategies to reduce incidence of mucositis and accompanying pain in the BMT population. Rachel partnered with Dr. Randy Windreich to implement the evidence-based Photobiomodulation Therapy (PBM). PBM is an LED light that targets the mitochondria of the cell and decreases inflammation in the oral mucosa. PBM is used in other practice care settings and has been supported for use in pediatrics. PBM was implemented in January 2024. By addressing new and innovative ways to minimize pediatric pain, Unit 9B's percentage of Child HCAHPS top box scores for "Attention to Child's Pain" have improved for three consecutive quarters after implementation.

