



UPMC | PRESBYTERIAN

**PATIENT CARE SERVICES
ANNUAL REPORT 2023**

TABLE OF CONTENTS

Letter from CNO.....	1
Nursing Strategic Plan.....	2
Magnet® Journey Update.....	3
Shared Leadership.....	4-5
Quality and Safety Council Update.....	4
Professional Practice and Development Council Achievements.....	5
Structural Empowerment.....	6-22
Nursing Certifications.....	6
Nursing Degrees.....	7
Panel Presentations.....	8
Podium Presentations.....	8
Poster Presentations.....	9
Leadership Positions in Professional Organizations.....	10
Above and Beyond Recipients.....	11
ACES Recipients.....	12-13
DAISY Award Recipients.....	14
DAISY Nurse Leader Award Recipients.....	15
PHIL Award.....	16-17
PETALS Award.....	18
Nurses Week Awards.....	19-20
Employee Resource Groups.....	21
Procedural Ambulatory Council Update.....	22
New Knowledge and Innovation.....	23-27
Evidence Based Practice and Research Council	23-25
Information and Technology Council	26-27
Transformational Leadership.....	28-29
Nursing Leadership Council.....	28
Patient Care Services Nursing Division Leaders.....	29
Resources.....	30-31
Tuition Assistance.....	30
Life Solutions.....	31



Letter from Chief Nursing Officer
Melanie Smith-Fortney DNP, RN, NEA-BC
Chief Nursing Officer and
Vice President of Patient Care Services

It is a pleasure to reflect on the accomplishments within the nursing division and share the many achievements in this 2023 Annual Report. I am very proud of the effort put forth by the many teams and individuals who have supported and carried great work forward to better care for our staff and our patients.

I am privileged to serve as your chief nursing officer and grateful for the depth of collaboration across departments and disciplines. I had viewed 2022 as a year of *recovery*, and I knew going into 2023 we were entering a year of *rebuilding*. We are well underway to continue to restore and reestablish ourselves as we build upon a well-established foundation.

Some of the highlights observed in 2023 were the return to steady patient volume, improved access to care for our patients, and stabilization of staffing across many of our departments. We welcomed external agency nurses and UPMC Travel Staff (UTS) to leverage the opportunity for stability while we adjusted recruitment and retention tactics. We observed success within our critical care division which has achieved staffing goals and is now able to exit all agency and UTS nurses at year's end across all the ICUs. We have reduced the number of closed beds allowing for decompression of our emergency department and procedural areas while getting patients into the right level of care more quickly. The interdisciplinary throughput efforts have improved our overall efficiency and allowed us to receive our patients more timely and into the capable hands of our specialized nursing staff.

As you read through the many accomplishments of 2023, reflect on your vital role in all this work and the impact your contributions have had on our success. I am thankful for such a stellar, dedicated team, and have an unwavering confidence in what we will achieve together in the new year.

Sincerely,

Melanie Smith-Fortney

Nursing Strategic Plan

UPMC Presbyterian

Each year we collectively reflect on the needed services of the hospital from the perspective of our patient, family, and staff. The UPMC Presbyterian Nursing Strategic Plan 2020-2025 reflects nurses' collaborative efforts to improve patient experience, quality outcomes, and staff engagement. The strategic plan determines how our nursing profession is directed and creates processes to attain our end goals. This plan evolves annually and can be modified to reflect our changing healthcare environment.

UPMC System-Wide Strategic Goals are cascaded down to our hospital and refined to meet the needs of our UPMC Presbyterian's patient and staff populations. The hospital goals are coordinated by our shared leadership councils and developed by our front-line staff. The Strategic Plan has four Pillars to focus our nursing efforts: **Service, People, Quality, and Finance**.

Each of the pillars encompasses a nursing goal, strategic initiative, and empirical outcome. The measurements are for the assurance that UPMC Presbyterian is leading through data analytics, evidence-based practice, and research.

UPMC Presbyterian Nursing Strategic Plan 2020 -2025 UPMC Shadyside Nursing Strategic Plan 2020 -2025				
Goals	Service	People	Quality	Finance
	Improve the Patient Experience	Improve the Employee Experience	Improve the Quality and Efficiency of Patient Care	Operate All Departments to Budget
Nursing Strategies	<ul style="list-style-type: none"> Continue The Patient Experience Work Develop Collaborative & Multi-disciplinary Care Build Interdepartmental Relationships 4 Key Behaviors Optimize Ambulatory Care Access 	<ul style="list-style-type: none"> Maintain Magnet Designation Reduce Turnover Increase Recruitment & Retention Complete Succession Planning & Professional Development Increase BSN & Certification Rates Continue Shared Leadership Ensure Staff Safety Promote Interdepartmental Relationships Recognition Programs Promote Healthy Workforce Programs 	<ul style="list-style-type: none"> Working to Scope Evidence-based Practice and Research Promote Publications, Regional, National & International Visibility Outperform National Quality Indicator Benchmarks Reduce 7-day Readmissions Care Transitions Calls 24/7 Regulatory Readiness Patient Safety Reduce HAI's 	<ul style="list-style-type: none"> LOS Ensure Direct/Indirect Operating Costs to Budget

UPMC Nursing Vision

Our vision for UPMC Nursing is to create the best patient experience, nationally and internationally, through the selection, development, retention, and reward of the highest performing nurses, while creating systems and programs that create consistency and excellence in patient care.

Magnet® Journey Update

Jennifer Maley MSN, RN, TCRN, NE-BC

Magnet® Program Director

UPMC Presbyterian

The Magnet® program is recognized as the gold standard of nursing excellence. Achieving this status is considered a great accomplishment for any hospital. Only 8% of hospitals in the United States -including UPMC Presbyterian can boast this recognition.

The legacy does not stop there. In March 2024, we will submit the Interim Report to the American Nurses Credentialing Center (ANCC) Magnet® Program Office. In this report, we will share nursing engagement, patient satisfaction, and nursing sensitive indicators: Falls with Injury, HAPIS Stage 2+, CLABSI and CAUTI data. All of these reports are above the national benchmark as Presbyterian continues to demonstrate excellence. Upon successful review, from the Magnet® Program Office, we are on our way to a 2nd designation!

Our Professional Practice Model: Bridging Relationships in Care embodies our culture of excellence. Magnet® organizations integrate evidence-based practice and research into the clinical and operational processes. Nurses apply evidence to improve the science of nursing. Innovation in patient care, nursing, and the practice environment are the trademark of organizations that receive Magnet® recognition. Establishing new ways of achieving high quality, effective, and efficient care is the outcome of transformational leadership and exemplary professional practice in nursing.

I am honored to be on this journey with you!

Very Sincerely Yours,

Jen



Quality and Safety Council Update

Co-Chair: Susan Vesa Smith, BSN, RN

Co-Chair: Courtney Teatino, BSN, RN

The Presbyterian Montefiore Quality and Safety Council works collaboratively with the Presbyterian Montefiore Steering Council and with the other Professional Nursing Councils to provide information, communicate ideas, solve problems, and create meaningful improvements for all staff and patients. The Quality and Safety Council worked diligently to find opportunities to work closely with its own members in person and with the other Councils and larger nursing bodies to accomplish its goals.



To this end, the Council voted to select two major projects of value to promote not only safety and quality for patients and families, but also for the benefit of nursing satisfaction, by enhancing a greater understanding of what resources are available, how to access them and the full potential of these tools to ensure the best UPMC Experience for all parties. The first project voted on and adopted by the Council involved caring for the Limited English Proficiency patient, project name LIFE (Language Inclusion for Everyone), which in ten months covered the scope of the resources provided by the International Patient Relations Service, from live in person translators to CyraCom equipment and usage. A booklet explaining how to obtain and utilize in summary form was provided to each unit to perpetuate the learning and utilization. The second project involved High Risk Non-Adherent patients and the program to support staff caring for this type of patient. Experts presented to the Council and answered questions regarding the Program, Policies, and Protocols developed and the Council developed a short manual summarizing the salient points, which were distributed to the units for quick reference and learning. There was plenty of time for other work and celebrations such as May's Nurses Week contribution in which Quality and Safety Council was accompanied by UPMC Security and K9 officers for rounding on the units to share plates of K9 bone shaped cookies and the Wolff Learning Academy Center for Nursing Excellence Certificates of Completion flyer complete with link to help our nurses advance on the Career Ladder while learning Quality Improvement Fundamentals. The endeavor is so popular that it is now an annual event during Nurses Week.

Following a successful Presentation at the All-Council Conference Meeting in September, the Quality and Safety Council is currently working to identify the two major projects to develop in 2024, building membership, and creating bonds while socializing at informal but fun gatherings in out of work settings.



Objectives of the Council:

- ◇ Develop two major projects to enhance Nurse Satisfaction as well as Patient Safety and Quality of care for which data could be collected
- ◇ Address safety topics and concerns from bedside and frontline staff
- ◇ Collaborate professionally with each of the other councils to demonstrate effective Self-governance in Nursing
- ◇ Support information sharing and project development from each of our sub councils: Infection Prevention, Diabetes, Falls, Skin and IV Team

Professional Practice and Development Council Achievements

Staff Retention, Staff Satisfaction, and Decrease Burnout

Co-Chair: Lea Anne Raybuck, BSN, RN, CCRN

Co-Chair: Janet Wanielista, BSN, RN



UPMC Presbyterian’s Professional Practice and Development Council (PPDC) mission is to come together to communicate, problem solve, advocate, and create multidisciplinary partnerships. The goals of 2023 were to increase staff and new graduate retention, increase nurse satisfaction, and decrease nurse burnout. We continue to focus on the goals from the prior year as staff recruitment and staff retention have remained at the forefront for the hospital.

There were many wins this year for the PPDC! Our first win was the rollout of the UPMC Mentor Program. This was especially important as many units have been onboarding a lot of new hires. The UPMC Mentor Program has the potential to retain staff by helping new staff members feel welcomed, supported, and accepted in their respective units. The UPMC Mentor Program has a Teams page that is being rolled out for mentors and mentees to refer to for resources and tools.

Another win for the PPDC is two new chairs for the 2024 Council year. We welcomed Roxanne McWreath and Rachel Hall. Both have been members of the PPDC and will do a wonderful job taking over for the 2024 year.

Moving into 2024 the PPDC will be breaking off into work groups to tackle big projects for the year. The overall project for the PPDC will be a Nurses’ Page for Nurses to refer to for meeting minutes, “good to know information”, and nurse resources. The individual work group will focus on a PPDC Newsletter, the UPMC Mentor Program, Tip Sheets from meetings for distribution within units, Nurses’ Week Planning, and Fundraising.

Lastly, the presence of the PPDC was felt as the council continued the “Grow with UPMC” theme. Almost 500 gift bags were distributed to RNs for the day and night shift, 12 baskets were raffled, and money raised from the raffle was donated to the nursing certification scholarships.

The rebuilding that has occurred through 2023 has the council set up for a strong presence in 2024. The PPDC looks forward to working with the other councils on projects in the upcoming year and is ready to do powerful things in 2024.

UPMC Presbyterian prides itself on the exemplary care given to patients and values the excellence of the nursing staff providing this care. One way to acknowledge this excellence is through encouraging our eligible clinical nurses to achieve a certification in their specialty. By achieving certification, it demonstrates to patients, employers, and the public that the nurse’s knowledge, skills, and abilities meet the rigorous national standards and reflects a deep commitment to patient safety. Today, there are over 100 different nursing specialty certification exams available. UPMC supports our nurses’ efforts and will reimburse the nurse when he/she successfully completes the certification exam. Certification is part of our professional development process and promotion with in the *My Nursing Career Ladder*. Currently UPMC Presbyterian has a certification rate of **32.77%**

NURSING CERTIFICATIONS

CCRN

Sarah Brown
 Robert Scott Coulter
 Julianna Curry
 Stefani Francesconi
 Logan Francis
 Xiaofei Gao
 Madeleine Kats
 Amber Klink
 Allison Kowal
 Amanda Lopez
 Lauren Moshyedi
 Sierra Pastel
 Aislinn Pilloff
 Kiley Roche
 Suzann Shockey
 Elizabeth Smialek
 Jamie Smith

Katie Stachtiaris
 David Sullivan
 Kristen Szymanski
 Keelan Turner
 Mercedes Wallace
 Jessica Wasik

CMSRN

Emily Bennett
 Rachel Gruber
 Erika Hansen
 Emily Murphy

CNE

Lena Mullaney

CNRN

Katie Furney

CPAN

Sarah Westerbeck

CSPI

Susan Lindsay
 Sonia Sherlock
 Brandon Weisbrod

CSRN

Ellen Argento
 Miranda Crum
 Brenda Unghajer

CST

Rachael Kish

FNP-C

Pabitra Koirala

NIHSS

Justine Matey

OCA

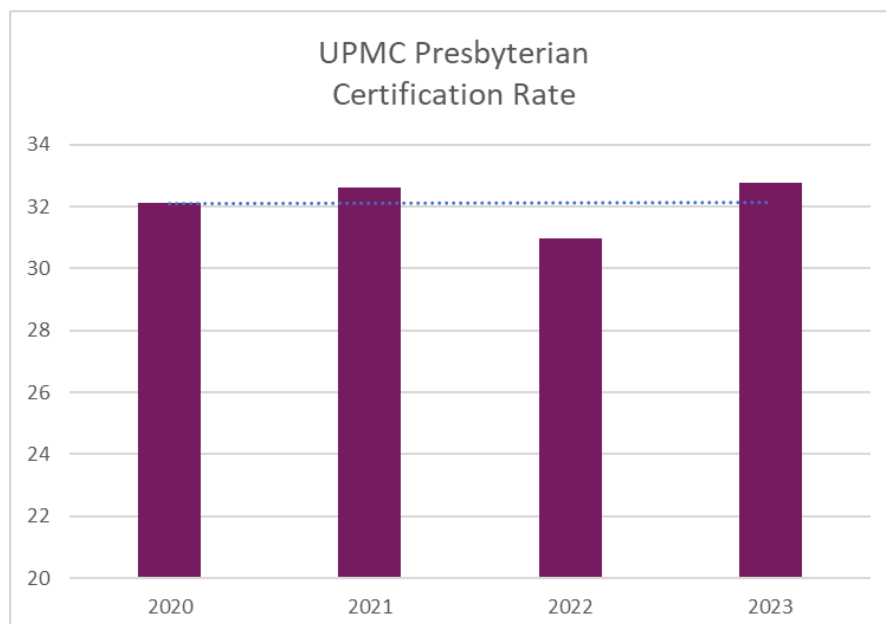
Nisha Mary
 Chinnappan

SCRN

Brittaney Colonna
 William DeLair
 Karla Yurko

TICRN

Michelle Broge-Connor
 Holly Capcara



UPMC Presbyterian also supports professional development through nurses obtaining a higher degree of nursing. UPMC provides many resources and tools to support our nurses pursuit of their higher education. Through the programs and benefits offered as part of our Total Rewards program, nurses can advance their degree, with features that include, tuition assistance benefits and tuition discounts through various higher education institutions. These opportunities can broaden our nurses' knowledge and skill set while also advancing the nurse through the *My Nursing Career Ladder*. Currently, our nursing workforce with a minimum Bachelor's of Science in Nursing (BSN), through the Master's degree and Doctorate level is **74.84%**

NURSING DEGREES

Diploma of Nursing

Heritage Valley School of Nursing
Alexis Zendt

UPMC Shadyside School of Nursing
Beatrice Herring

Associate

Community College of Allegheny County
David Van Oss

Institute of Medical and Business Careers
Shawntae Talton

BS

University of Pittsburgh
Isabel Delosrios
Elise Palatine

Edinboro University
Beatrice Herring

BSN

Capella University
Whitney Colosimo
Shannon Grainy
Kayla Holmes
Philip Pietropaolo
Charles Eric Staderman
Mindy White
Caroline Witt

Chamberlain University
Erin Wearing

Pennsylvania Western University
Brooke Panfil

University of Mary
Jie Hall

University of Pittsburgh
Daniel Duenas

West Virginia University
Brianna Heck

MSN

Capella University
Christina Baker
Michelle McIntosh
Alexis Schwartz
Abigail Smith

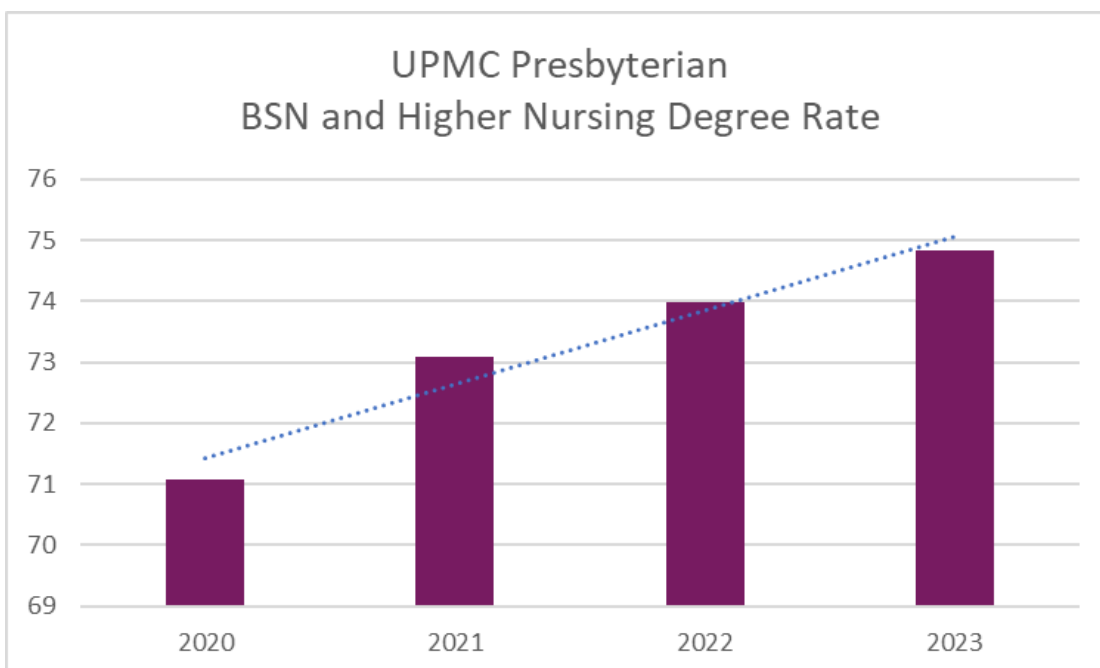
Carlow University
Meghan Rosen

FNP

Carlow University
Meghan Rosen

DNP

Walden University
Rebecca McClelland



UPMC Presbyterian encourages our nurses to consistently evaluate our current nursing practices. Through this evaluation we often discover opportunities to improve our practices that are beneficial to our patients as well as our nursing workforce. When the outcomes support the efforts of our new and innovative practices our nurses look to share our best practices with colleagues, locally, regionally, nationally, and even internationally. One way to share our best practices is by presenting at various conferences either as a panelist, podium, or poster presenter.

PANEL PRESENTATIONS

Zamarripa, C. (2023, June). Panel Discussion. *Skin Tone Assessment: Integrity Disruptions and Diversity*. WOCNNext 2023 National Conference from WOCN®, Las Vegas, NV.

PODIUM PRESENTATIONS

Nyoh, C., Lidey, D. (2023, March). *Resident self-care: It's a personal choice!*. Vizient Nurse Residency Annual Conference. New Orleans, LA.

West, A., Tokarski, M. (2023, June). *GNs in this ED? Heck no turned into HECK YES!*. Horizons 2023 PA Emergency Nurses Association State Conference. Cranberry, PA.

Zamarripa, C., Mathews, C. (2023, June). *Fistula Hands-On Workshop*. WOCNNext 2023 National Conference from WOCN®. Las Vegas, NV.

Zamarripa, C., Brienza, D. (2023, June). *An RCT on the Effectiveness of Support Surface Microclimate Management in Preventing Pressure Injuries for People with Moisture Risk Factors*. WOCNNext 2023 National Conference from WOCN®. Las Vegas, NV.

Keeling, J. (2023, September). *PAPT DCD Lung Transplant Collaborative*. OPTN DCD Lung Transplant Collaborative Learning Congress. San Antonio, TX.

Scholle, C. (2023, October). *Panelist, Hot Topics in Rapid Response*. 2nd Annual Wisser UPMC Rapid Response Symposium. Pittsburgh, PA.



Professional organizations can be beneficial to all nurses since these organizations can close the loop between the clinical nursing practice and outside influences that impact nursing. Whether one has a passion for a particular organization or wants to expand their knowledge for their specialty there are various professional organizations that UPMC Presbyterian nurses belong to locally, regionally, nationally, and even internationally. Participation in such organizations shows a true commitment to the nursing profession and the following nurses are actively leading various professional organizations in some capacity.

POSTER PRESENTATIONS

Jordan, H., Ortenzo, S.
 (2023, April) *Look Up! The Impact of Fall Flags.*
 Poster presented at:
 Neuroscience
 Conference, Orlando, FL.

UPMC Presbyterian Look Up! The Impact of Fall Flags
 Heather Jordan MSN RN, Carey Slefka BSN RN, Sarah Ortenzo MSN RN SCRNP CNRN

Introduction
 Patient fall prevention has remained a challenge for an array of patient populations in hospitals across the country. The neurological population poses an added layer of difficulty in fall prevention due to factors such as acute inpatient delirium, post-operative confusion, or complications associated with neurological diagnosis. Our 12-bed neurological inpatient unit, 8D, is no exception and experienced an alarming increase in patient fall occurrence rates prompting leadership and staff to recognize the need for a change in practices to ensure neurological patient safety. The goal of our project was to decrease falls on unit 8D through increased staff awareness of patient fall risk level using our Fall Flag process and observe a 20% decrease in fall occurrences from beginning of CY 2020 to end of CY 2021.

Methods
Previous process:
 Admitted to 8D → Bedside shift report → Patient falls
 • No flag used at all → No report given → No report given → No report given
 • Lack of communication → Lack of risk level → Patient falls

New Fall Flag Process:
 Fall flag → Admitted to 8D → Bedside shift report → Fall risk level assessment → Patient falls

Objectives
 1. Identify each patient's individualized fall risk using our fall flag system
 2. Implement our identified best practices to reduce fall occurrences in the neurological population through fall flags
 3. Incorporate fall flag process into unit orientation in the acute care setting

Timeline

Action	Date
• SD leadership identified problem of falls and created fall flag process • Education for staff, patients, and support team developed • Created by SD unit leadership • Process given	October 2019
• Process expanded to include post-operative patients	February 2020
• Process further expanded to include patients transferring from ICU	May 2020
• Initial outcomes evaluated	December 2021
• Fall Flag process shared with other units throughout hospital	January 2022
• Formal printed fall flags made available to all units for order and implement	February 2022

Outcomes
 Monthly fall occurrences were analyzed by nursing leadership. As a result, the original goal was surpassed and 28% reduction in fall occurrences can be observed from beginning of CY 2020 through end of CY 2021.

Nursing Implications
 Project sustainability can be supported through leadership incorporating this as part of the unit onboarding curriculum for newly hired nurses and clinical support staff. Because of these flags not being population-specific, this project can be easily replicated in other care settings. A result of this initiative demonstrates that while fall prevention in the neurological population poses unique challenges for nursing staff, it is possible to implement processes to impact patient fall occurrences. Although not measured in this project, organizational impact of reduced falls potentially results in decreased patient harm, shorter length of stay, reduced healthcare costs, and increased patient satisfaction.

References
 There are no relevant conflicts of interest to disclose.

UPMC Comparison of QTc Duration versus Reported Daily Loperamide Dose in Chronic Loperamide Cardiotoxicity
 Boda T¹, Sivak M¹, Korenoski AS^{1,2}, Shulman JA^{1,2,3}
¹Pittsburgh Poison Center, Pittsburgh, PA, ²University of Pittsburgh School of Pharmacy, Pittsburgh, PA, ³University of Pittsburgh School of Medicine, Pittsburgh, PA

BACKGROUND
 Loperamide is an over-the-counter mu-opioid receptor agonist that can cause central mu-opioid receptor-mediated cardiotoxicity. Interaction with inorganic phosphate and/or chronic thoughts of dose repletion, manifested as QTc abnormalities. This can predispose and manifest as polymorphic ventricular tachycardia (PVT) or torsades de pointes.
 These patients also commonly experience lethargy or unresponsiveness.

RESULTS
 • 7 patients with chronic loperamide abuse with average age of 32.5 years (range 18-64 years) (71% male).
 • The mean self-reported loperamide exposure reported was 27.5 mg (range 10-60 mg) per day.
 • Mean QTc duration was 422 ms (range 435ms to 433ms) at 300s.
 • Correction coefficient between dose and QTc 0.303
 • All patients were treated with magnesium (mean 30.5 mg).
 • Patients had QTc widening ranging from 110ms to 236ms (mean 142ms).
 • Correction coefficient between dose and QTc 0.026
 • Two of the patients were also treated with sodium bicarbonate for QTc widening.
 • Average length of stay was 3.7 days (range 1-11 at discharge).
 • Patients were discharged to bedside at discharge.

CONCLUSIONS
 Loperamide can cause significant cardiotoxicity when abused. Even preexisting daily doses for QTc prolongation could not be identified. Prolonged QTc from loperamide abuse can result in larger hospital stays. Prolongation of QTc from loperamide abuse can require high amount of magnesium therapy. Limitations included small sample size, accuracy of chronic dose, unknown length of time of abuse. Further studies include comparing loperamide and n-dimethyl-heroin-like levels with QTc prolongation.

Age	Gender	Reported Daily Dose (mg)	QTc (ms)	Average QTc (ms)	QTc Range (ms)
28	M	36	Y	562	488-703
30	M	220	N	379	344-413
31	M	90	N	452	328-582
35	F	200	Y	481	495-492
41	M	150	Y	347	433-397
42	M	80	Y	427	494-433
44	M	90	Y	428	NA

REFERENCES
 1) Loperamide Use Linked to Heart Rhythm Problems in Patients with Chronic Abuse
 2) Loperamide Abuse Report
 3) AARC Annual Report

Fatona, E. (2023, April) *Preventing Coagulation of Extracorporeal System in Hemodialysis.* Poster presented at: Spring 2023 Pennsylvania Higher Education Nursing Schools Association (PHENSA) meeting, Boalsburg, PA.

UPMC Water Beads... Size Matters?
 Boda T¹, Weisbrod B¹, Korenoski AS^{1,2}, Shulman JA^{1,2,3}
¹Pittsburgh Poison Center, Pittsburgh, PA, ²University of Pittsburgh School of Pharmacy, Pittsburgh, PA, ³University of Pittsburgh School of Medicine, Pittsburgh, PA

BACKGROUND
 Superabsorbent polymer beads, a popular child toy, have been associated with risk of intestinal obstruction after ingestion. Small children are at particular risk for obstruction due to their small bowel size (diameter of 2.5-3 cm). Primary aim was to measure pre- and post-submersion diameter of various purchasable brands. Secondary aim was to evaluate clumping or fracturing behavior.

RESULTS
 • Mean expansion of all beads in bottled water at 8 hours was 349% (range 78-529%).
 • The "large" size bead from brand 4 expanded 460% in water, averaging 1.6 mm.
 • Vinegar was the fluid with the lowest post-expansion change (mean diameter change ratio to water 0.26, range 0.17 to 0.47).
 • Water was the solution with greatest expansion across all brands and sizes.
 • Clumping was observed with juice, sports drink, and vinegar. Highest near contact was Triple Sec.

CONCLUSIONS
 Healthcare professionals should be aware of these findings when advising on indications for referral to healthcare facility. When poison center recommendations were accepted there were less instances of each medical outcome. "Large" size of brand 4 (pre-submersion diameter 6.0 mm) which achieved 1.0 cm diameter at 8 hours and was still expanding at the 8-hour mark. Research observation showed increase chance of clumping and adherence to container walls in these injury solutions as well as stool solution. No single solution gave a favorable combination of low percentage expansion and complete lack of clumping across all bead sizes. Limitations include in vitro nature and lack of simulation of gastric acid and no measurements past 8 hours.

Solution	Brand Contact (300s)	Exp. (%)
Water	0	625.5
Vinegar	0	2.9
Carbonated Water	0	4.5
Milk	1.0	646.8
Saltwater	1.0	5.0
Pomegranate	2.0	624.8
Apple Juice	3	304.4
Triple Sec	3.0	6.8

REFERENCES
 1) Hazardous Material Safety Data Sheet for Superabsorbent Polymer Beads
 2) National Poison Center System (NPCC) Toxicology Database
 3) AARC Annual Report
 4) The Great Outdoors

Czapko, E., Boda, T., Weisbrod, B., Korenoski, A., Shulman, J. (2023, October). *Comparison of QTc Duration versus Reported Daily Loperamide Dose in Chronic Loperamide Cardiotoxicity.* Poster presented at: NACCT, Montreal, Canada.

Czapko, E., Boda, T., Weisbrod, B., Korenoski, A., Shulman, J. (2023, October). *"Water Beads... Size Matters?"* Poster presented at: NACCT, Montreal, Canada.

LEADERSHIP POSITIONS IN PROFESSIONAL ORGANIZATIONS

Professional organizations can be beneficial to all nurses since these organizations can close the loop between the clinical nursing practice and outside influences that impact nursing. Whether one has a passion for a particular organization or one wants to expand their knowledge for their specialty, there are various professional organizations that UPMC Presbyterian nurses belong to locally, regionally, nationally, and even internationally. Participation in such organizations shows a true commitment to the nursing profession. The following nurses are actively leading professional organizations in various capacities.

American College of Lifestyle Medicine: Central & Western Pennsylvania Lifestyle Medicine Interest Group
Nicole Barthel BSN, RN
President

Carlow University School of Nursing Advisory Board
Jeannine DiNella DNP, RN, CCNS
Board Member

Golden Triangle Chapter, International Transplant Nurses Society (GTC, ITNS)
Antoinette Carroll RN, CCTC
Educational Co-Chair

Karen Emmett BSN, RN, CCTN
President Elect

Rita Swink RN, CCTC
Secretary / Board Member

National Kidney Foundation
Antoinette Carroll RN, CCTC
Board Member

Society of Otorhinolaryngology and Head-Neck Nurses (SOHN)
Beth Grabiak PhD, CRNP, BSN, BA, RN
Board of Director

Southwestern Pennsylvania Organization of Nurse Leaders (SWPONL)
Jeannine DiNella DNP, RN, CCNS
Chair of the Nursing Education Committee

University of Pittsburgh Alumni Association Board of Directors
Maria Hamidi MSN, RN, NPD-BC
Director at Large





2023 ABOVE AND BEYOND RECIPIENTS

UPMC Presbyterian in collaboration with UPMC offers many opportunities to honor the outstanding contributions from our associates. The **Above and Beyond** program acknowledges quarterly our associates who go out of their way to provide service *Above and Beyond* the expectations of our patients, guests, and one another.

Team Wins

Barbara Drake, Guest Services Concierge Volunteer & Community Services
Linda Reid, Advance Clinical Education Specialist SHY-Nursing Ed/Research
David Rayzer Jr, Guest Services Concierge Volunteer & Community Services
Shruti Talekar, Guest Services Concierge Volunteer & Community Services

Special Chemistry Team

Katelyn Rice, Medical Technologist
Joshua Sailor, Specialty Laboratory Technologist
Lisa Shotter, Sr. Medical Technologist

Individual Winners

Eliza Dichiera, Patient Care Technician - Specialist, 10N GI Surgery
Melissa Fisher, Patient Services Representative, EMU- Epilepsy Monitoring Unit
Adam Van Houten, Master Police Officer, PUH_MUH Public Safety
Anna Kohler, Physical Therapist & Occupational CRS-Presby PT/OT
Megan Konkol, Professional Staff Nurse, Expert, 2D, CT ICU
Paige LaFontaine, Senior Administrator On Duty, PUH AOD
Juana Morant, Food Service Host, PUH/WPIC Patient Services
Shatia Nelson, Pre-Arrival Representative, Revenue Cycle Pre-Arrival
Claudette Simmons, Guest Services Concierge Volunteer & Community Services
Haley Wagner, Physical Therapist & Occupational CRS-Presby PT/OT



2022 ACES RECIPIENTS

At UPMC, we work alongside incredibly dedicated and passionate people who make Life Changing Medicine happen every day. Among all our great teams and individuals, our Award for Commitment and Excellence in Service (ACES) winners shine as champions of Our Values, exhibiting excellence in everything they do, and going above and beyond to serve our patients, our members, our communities, and each other. Our ACES winners have set themselves apart as our very best. Our 2022 ACES winners join the ranks of less than 1% of UPMC employees who receive this exclusive honor every year. Most incredibly, in a year filled with extraordinary adversity, our awardees rose to the occasion like only they could. To all of our 2022 ACES winners, thank you for making your team members and leaders proud. On behalf of UPMC, congratulations on this incredible honor.



Chhali Bhujel
Supervisor, Environmental Services



Melissa Dawson
Expert Professional Staff Nurse II



Joe Dietz
Lead Nuclear Cardiology Technician



Marianne Driscoll
Senior Administrative Assistant



Ashley Fogle
Clinical Transplant Coordinator II



Theresa Hovanec
Expert Professional Staff Nurse, BSN



Jackie Klunk
Dietitian II



Kayla Mahan
Unit Director



Danielle McBurney
Manager
Student Success and Engagement

2022 ACES RECIPIENTS continued



Dion Prioleau
Supervisor
Environmental Services



Monica Schirm
Senior Social Worker
MSW, LSW, LCSW



Sunish Shah
Unit Based Clinical Pharmacist



Tenica Sherrill
Health Unit Coordinator



Joe Willard
Intermediate Pharmacy Technician

2023 ACES Winners will be announced in March 2024

Do you have a colleague you would like to nominate?

Above and Beyond

<https://upmchs.sharepoint.com/sites/infonet/UPMCEXperience/Recognition/Pages/Above-and-Beyond.aspx>

ACES

<https://upmchs.sharepoint.com/sites/infonet/UPMCEXperience/Recognition/ACES/Pages/default.aspx>

DAISY Award

<https://upmchs.sharepoint.com/sites/infonet/UPMCEXperience/Recognition/Pages/DAISY-Award.aspx>

2023 DAISY AWARD RECIPIENTS

The DAISY (Diseases Attacking the Immune System) Award is an international recognition program that honors and celebrates the skillful compassionate care nurses provide every day. The DAISY Foundation was established by the family of J. Patrick Barnes after he died from complications of the auto-immune disease ITP in 1999. During his hospitalization, they deeply appreciated the care and compassion shown to Patrick and his entire family. When he died, they felt compelled to say "Thank You" to nurses in a very public way. UPMC Presbyterian has been partnering with the DAISY Foundation since 2010. Nominations are accepted electronically and through paper form. The Professional Practice Council members review the nominations and choose the winners for each quarter. All DAISY nominees receive a recognition pin while 12 nurses each year earn the distinction of being the DAISY awardee. Our winners and their story are shared on the electronic monitor at the DAISY Tribute area on the bridge from Presbyterian to Montefiore.



Holly Deeb, MICU

Bryan Fender, 4G

Mark Geminetti, Gamma Knife

Kelly Graff, 7F

Lindsay Graham, 4F5F

Diana Jaynes, 11N

Paige LaFontaine, AOD

Bridgett Powell, 9D

Heather Rizza, 6D

Colleen Speaker, MICU

Christine Steiner, ET

Martha Tarr, CTICU

Here's an example of one of our winners and her story.

Holly Deeb MICU is a DAISY winner:

July 4th is not a time anyone would want to be in the MICU let alone the hospital. Many patients are comfortably sedated, but many are alert and missing their family members and the July 4th celebration and festivities that accompany Independence Day. On my night rotation, I noticed Holly wheeling one such patient out of her room, down the hall to a corner room. The fireworks were just starting. I looked inside the room and realized there were windows all around the room and the view from the 10th floor was perfect. The MICU is a busy place, full of complex medical care, challenging social situations, and emotional ups and downs. Acts like those performed by Holly Deeb remind me of what it is to be a good person and put renewed meaning into the work that we do here. I would like to nominate Holly Deeb for the extraordinary thoughtful actions that she performed for a patient on July 4th.



2023 DAISY Nurse Leader Award

‘A Leader Is One Who Knows the Way, Goes the Way, and Shows the Way’

The [DAISY Nurse Leader Award](#)® is an offshoot of the DAISY Award for Extraordinary Nurses, the national program operated by the DAISY Foundation to recognize outstanding nurses. [The DAISY Nurse Leader Award honors nurse leaders](#) for the special skills and behaviors that make them not just great nurse, but great leaders, including accessibility, transparency, communication, and advocacy for the team.

Nurse leaders at UPMC Presbyterian, including clinicians, unit directors, clinical directors, educators, preceptors, and charge nurses are now eligible for this award which began in July 2022.

One Nurse Leader is chosen as a winner each quarter. UPMC Nursing Leadership under the direction of our Melanie Smith-Fortney, MSN, RN, NEA-BC CNO assist in choosing the DAISY Nurse Leader Awardees.



Jess Drohn, MBA, MSN, RN
Unit Director
6F/6G Surgical Trauma ICU



Dorothy Herzog
LPN Lead
Out Patient General Medicine



Krystal Pegg MSN, RN, CNL
Unit Director
4F/5F Neuro ICU and Neuro IR





The PHIL Award® is The FACES Foundation's® signature program. It is the only nationally recognized hospital-based recognition program dedicated to honoring outstanding respiratory therapists who provide exemplary care and treatment for patients with respiratory illnesses, as nominated by patients, family members and other caregivers. The PHIL Award was created in 2006 in honor of Philip C. Lamka, who passed away from Interstitial Lung Disease (ILD). The award honors and recognizes the unsung heroes in the respiratory profession who understand that each breath matters. We are fortunate to bring this recognition to UPMC Presbyterian through the generous financial support of the Ladies Hospital Aid Society.

This is a new award being recognized at UPMC Presbyterian that is supported by an LHAS grant. Since advertising began in July, we received 68 impressive nominations submitted, with some RT's receiving multiple nominations.

The following people have been nominated:

- | | | |
|--------------------------|------------------------|-------------------------|
| ◇ Dave Beattie 8W | ◇ Drew Hrehocik MICU | ◇ Jewlee Romani 6FG |
| ◇ Jim Bigley | ◇ Kevin Kaczorski MICU | ◇ James Roth 4G |
| ◇ Jordan Chapman MICU | ◇ Gina Lancaster NICU | ◇ William Rupp Trauma |
| ◇ Doug Cooper MICU | ◇ Gina Lanchester NICU | ◇ Bill Rupp Trauma |
| ◇ Kyle Crago 6FG | ◇ Amy McDonald MICU | ◇ Angela Schad MICU |
| ◇ Jen Daubman MICU | ◇ Elisee Milis CTICU | ◇ Kyle Spinillo MICU |
| ◇ Beth Darvic MICU | ◇ Jimmy Montanari MICU | ◇ Steve Spudich MICU |
| ◇ Caty Donovic MICU | ◇ Luke Pepka | ◇ Gregg Stiver CTICU |
| ◇ Andrea Gelotti MICU | ◇ Jeffrey Polecritti | ◇ Amberle Stuckert MICU |
| ◇ Scott Hodermarsky TICU | ◇ Zach Rind 3F | ◇ Aaron Waldron MICU |

All nominees receive a nominee pin. The awardee will receive the Appreciation Sculpture & awardee pin. To submit a nomination, please search "PHIL Award" on the Infonet.

In the spirit of The PHIL Award, artist MK Shannon adapted her Appreciation sculpture, of a sole standing figure, to include in its encircled arms a large and fully opened butterfly. The figure's lines are clean, strong and quiet; the detailed butterfly in the foreground appears resting, yet ready to flutter. The figure represents the unfailing, and often background, support of the respiratory therapist—who continually seeks more effective ways to enable the patient to breathe easier. The butterfly symbolizes the lungs, in their fragility, beauty and vitality. The sculpture illuminates the relationship between the respiratory therapist and the patient; in his or her hands, the outstanding caregiver holds the patient's freedom to breathe easier.

DREW HREHOCIK - PHIL AWARD RECIPIENT

Where do we begin with the appreciation, admiration and overall love we as a family have for Drew. From day one he was the quiet observer, working diligently to help our Josie. Josie's case is very complicated. Her breathing mechanics and management are challenging. Drew poured over the numbers on the vent and worked tirelessly to make Josie's breathing easier. Drew is known in the unit as the expert and the one other therapist, as well as doctors "go to" for managing patients with difficult lung problems. He gained our trust and our admiration as we watched him persevere in managing the vent to make our girl more comfortable with genuine love and concern. His gentle voice and approach with Josie would put her at ease and with him we are able to chat openly about our concerns & feelings and the rest is history. He is our #1 trusted RESPIRATORY ANGEL and "family" to us (forever). Josie has even said "I wish Drew could be my grandfather" Our response was "he is" ~our chosen family. If anyone is most deserving of the PHIL award it is this man. He is the true definition of EXTRAORDINARY. His kindness, his humor, his stories, his faith and positive outlook on life will remain in our hearts forever!



PETALS Award

Every DAISY has petals extending from its core that makes it the perfect flower. The PETALS (Professional Exemplar That Actively Lends Support) Care Partner Award Program is a meaningful recognition program for extraordinary care partners such as Nursing Assistants (NAs), Patient Care Technicians (PCTs), Advanced Patient Care Technicians (APCTs) and Health Unit Coordinators (HUCs). This program was started Spring 2021 at UPMC Presbyterian and founded by Sue Svec, Senior Clinician, MICU with the support of UPMC Presbyterian Nursing Administration to recognize those who partner with nurses in caring for our patients and families.

The award recognizes those who emulate the Core Values of UPMC. The description for the PETALS acronym is used to help in the nominations / selection process.

- P** – Passion / Compassion
- E** – Exemplary interdisciplinary relationships
- T** – Trust and Teamwork of families, patients, and peers
- A** – Admirable attributes possessed
- L** – Learner
- S** – Selflessness



Congratulations to those who achieved this designation:

- ◇ Hannah Earnhardt 5E
- ◇ Debra Englert MICU
- ◇ Tony Garrett Renal Unit
- ◇ Jenna Greenwald Renal Unit
- ◇ Duane Johnson PACU
- ◇ Shannon Johnson 4D5D
- ◇ Christine Moye Renal Unit
- ◇ Thomas Putney 8G
- ◇ Taylor Smajda 4D5D

Each winner will receive a PETALS Awardee pin presented by Nursing Leadership. As nurses, we rely on our care partners as part of our team in getting the work done and impacting the patient experience. To submit a nomination, please search “PETALS Award” on the Infonet.

2023 Nurses Awards

Team Daisy Award



8G Neuroscience

Spirit of Nursing (In honor of Laurie Rack)



Theresa Hovanec - Professional Staff Nurse Expert, PACU

2023 Nurses Awards Continued



Nurse Rising Star
Megan Lear
Professional Staff Nurse
Eltrophysiology



**Nursing Beyond the Bedside
Community Service**
Renee Spohn
Senior Professional Staff Nurse
Admission Team



Donate Life Award
Sarah Ortenzo
Programmatic Nurse Specialist
Nursing Education & Research



Outstanding Student Advocate
Cheryl Martin
Professional Staff Nurse Expert, 12D



Case Manager Award
Sarah Buckreis
Senior Discharge Plan Manager 6D



Honoree Award
Kristie Milis
Professional Staff Nurse, Expert, 6D



Advanced Practice Manager Focus
Aprille Oesterling
Unit Director, 10D/10G



Advanced Practice Clinical Focus
Natalie Scarmack
Advanced Clinical Education
Specialist Nursing Education &
Research



Quality & Safety Award
Sucila Prabhu
Senior Professional Staff Nurse, 8D

Award Recipients Not Pictured

**Outstanding Ambulatory Care
Patient Advocate**
Cindy Catalano
OP Nurse Coordinator I

Outstanding Leader
Theresa Hamlin
Unit Director, Emergency Dept

Employee Resource Groups

Michelle Gilbert, Practice Manager, Rheumatology

Danielle Robinson, Project Analyst, Nursing Education

Dana Thompson-Smith, MBA, Technical Pro Analyst Information Services

Employee Resource Groups (ERGs) are voluntary, employee-led, sponsored groups whose aim is to foster a diverse, inclusive workplace. The Presbyterian Shadyside Employees of Color & Allies (EOC&A) ERG has been in existence since November 2020. Since 2020, the group has grown to over of 100+ members. The EOC&A ERG exists to provide support for personal or career development and to create a safe space where employees can bring their whole selves to the table.



The purpose of the ERG is to:

- ◇ Educate about the history, culture, and heritage of persons of color, and to raise awareness of the inequities they face
- ◇ Raise awareness of inequities that our patients of color face
- ◇ Provide professional opportunities for all employees of color at Presbyterian and Shadyside Hospitals
- ◇ Provide a forum to discuss topics of diversity and inclusion, to collaboratively promote creating a better workplace for employees of color

The UPMC Presbyterian Shadyside EOC&A ERG has participated in and led a variety of activities including Kneeling against Racism, Hispanic Heritage Month Celebration, and Juneteenth Marketplace. We have worked on service projects such as Karing for Kids, MLK Day of Service, and Wrap a Batch Wrapping Party. In June of this year, the Diversity Mentorship Program with 13 mentees and mentors from Presbyterian Shadyside was implemented. We continue to work on identifying reasons for disproportionate amounts of patients of color who leave against medical advice. We hosted two Diversity Townhalls, provided our members with monthly leadership opportunity listings, and assisted with the promotion of the Patient Family Advisory Council to help recruit patients of color to improve the diversity of the group.

The group is led by co-chairs, Michelle Gilbert, Danielle Robinson, and Dana Thompson-Smith. The ERG meets the 3rd Tuesday of each month from 12 – 1 PM, with the subcommittees meeting as follows:

- ◇ Cultural Celebrations the 1st Tuesday of each month from 12-1pm
- ◇ Professional Development the 4th Tuesday of each month from 11am-12pm
- ◇ Patient Experience on the 1st Thursday of each month from 12- 1pm.



The EOC&A ERG is actively seeking new members. If you are interested in joining, please contact us at FOCAERGPS@UPMC.EDU.

Procedural Ambulatory Council Update

Chair: Tamara Williams, MSN, RN

Unit Director, Invasive Cardiology

Co-Chair: Blair Lavake, MBA

Director, Cardiology



The Procedural Ambulatory Council (PAC) was developed as a shared leadership forum representing the ambulatory and procedural departments, hospital-based clinics, and testing areas. This council's purpose is to serve as the outpatient frontline staff's voice. The council strives to be a multidisciplinary council, seeking to include a diverse group not limited to nurses, but [all](#) staff are encouraged to participate. Our shared leadership model exists to facilitate continual cultural growth in alignment with UPMC's mission. Our members are looking forward to connecting departments in a cohesive way to bridge the gap between inpatient and outpatient services.

Kathleen Zell (Kitty), Vice President, Ops-PUH/SHY, is the executive sponsor for the PAC. She shares administrative updates monthly at meetings and provides ongoing support to the council and its members. Tim Powell and Michelle Gilbert serve as PAC facilitators. The appointed Chair is Tamara Williams, and the Co-Chair is Blair Lavake.

Over this past year, we have been working closely with Jennifer Maley, Magnet® Program Director, and Nancy Tran, project analyst, who continue to guide us through the Magnet® journey and narrowing our council's objectives. One of the Steering Council goals is to improve patient satisfaction HCAHPS scores and has also been adopted as a goal of the PAC. In the upcoming year, our council will focus on departmental level issues that will make the flow better for the staff and patients.

We are working on a better wayfinding (QR Code) for the patients that are coming for outpatient procedures. We are working to improve the pre-procedure call/alert process to lessen confusion. We also want to get more involved in assisting the disabled community during their outpatient visits. Kitty is an excellent source for these types of projects. Our agendas include guest speakers from all areas of UPMC (University of Pittsburgh Medical Center) that provide knowledge essential to improving care to all of our patients. We look forward to continuing our growth and development within the council.

Evidence Based Practice and Research Council Project Updates and Goals

Chair: Christine Dawson BSN, RN, CNR

Co-Chair: Patricia Keri Reeves, BSN, RN, BA

Facilitator: Betsy George PhD, RN, CCRN

Facilitator: Christine Ros MSN, RN, NEA-BC



TUMBLE Sub-committee Project

The Evidence Based Practice and Research (EBP&R) Council's long-standing member, Kevin McCormley, has continued his work on his TUMBLE project since 2019. The TUMBLE project aimed to decrease the number of falls at UPMC Presbyterian Hospital by improving the section of the nurse handoff report that focused on communicating how a patient can ambulate and emphasized the importance of this information during handoff report. This information is vital to pass on, especially for patients transferring between units of varying acuity levels. The trial units experienced a reduction in the number of falls following the TUMBLE intervention. This quality improvement project was accepted by the Journal of Nursing Quality and the EBP&R Council plans to expand the project across more units throughout UPMC Presbyterian Hospital in 2023.

“Examining nurses’ perception of shift work and evaluating supportive interventions” published by the Journal of Nursing Care and Quality Project

This descriptive cross-sectional study was done by EBP&R member Megan Konkol. She examined the perceptions of shift work from the nurses’ perspective and suggested potential interventions based on the research. The study found that there was a significant difference in the perspectives of day shift versus night shift workers on their ability to complete work and life-oriented tasks, with night-shift employees experiencing higher levels of fatigue. The research suggested that healthcare workers implement initiatives to mitigate the negative effects they experience from shift work including the use of blackout curtains while sleeping, block scheduling, and consulting with a nutritionist, and that healthcare leaders work to provide shift-workers access to an on-site exercise facility. This work was published by the Journal of Nursing Care and Quality in 2023 and later served as inspiration for an educational tip sheet on nutrition and shift work that was distributed to nurses throughout UPMC Presbyterian hospital.

Nutrition & Shift Work Tip Sheet

There is evidence on the negative impacts of shift work on the overall health and well-being of the healthcare worker. The evidence showed that shift workers tend to eat foods that lack nutritional value more irregularly, they tend to be dehydrated, have an inconsistent sleep cycle, have decreased sun exposure, and have a misalignment with their internal circadian clock. These imbalances can lead to an increased risk of various health conditions such as excessive

weight gain, type 2 diabetes, hypertension, metabolic syndrome, imbalanced cardiovascular system, and poor skin health. The EBP&R Council compiled this information as well as research-backed tips to combat these concerns such as setting goals to pre-pack healthy snacks and meals for work that focus on plant-based and lean meat options, eating smaller portions more regularly throughout the night shift, ensuring adequate hydration, obtaining enough sleep, and scheduling consistent shift work patterns to avoid continuously fluctuating between day and night shifts.

Screen for presence of substance use disorder Tip Sheet

This nursing education focused on the importance of checking for the completion of the section of the admission assessment that addresses a patient’s history of substance or alcohol misuse of abuse and encouraged completing this questionnaire if it hasn’t already been completed by the admissions team. This is a questionnaire that is often underutilized as a resource and aims to help guide the best nursing care and facilitate interdisciplinary collaboration to prevent adverse events such as acute withdrawal. It also guides nurses on how best to approach patients with the questions from the questionnaire in a completely non-judgmental way that facilitates a trusting relationship between the nurse and patient and allows the nurse better advocate for the patient further.

The Professional Practice and Development Council Mentorship Program

The EBP&R Council collaborated with the Professional Practice and Development Council (PPDC) on their new project that aims to develop a structured mentorship program at UPMC Presbyterian hospital based on best nursing practices. This project will provide structured support to new-hire nurses with their acclimation and comfortability with their new profession as a staff nurse at UPMC based on a best practice model. The EBP&R Council was able to search and synthesize current research articles into a literature review and provide recommendations to the PPDC for next steps moving forward with the project and its framework. Both councils hope to utilize each other as a valuable resource moving forward through collaboration on this project to produce a mentorship program that is both sustainable and useful to new nurses and will promote nursing new nurse retention at UPMC Presbyterian.



Leadership Vision and Goals for 2024

The 2023 year for the EBP&R Council was made successful by the acceptance of Kevin McCormley’s “TUMBLE to reduce falls after intensive care unit stay” project to the Journal of Nursing Quality, the publication of Megan Konkol’s project titled “Examining nurses’ perception of shift work and evaluating supportive interventions” to the Journal of Nursing Care and Quality, the completion of tip sheets on nutrition and shift work balance and on the importance of screening for the presence of substance use disorder, and by the completion of the literature review and first steps for the Professional Practice and Development Council’s upcoming project on establishing a mentorship program for new hires at UPMC Presbyterian hospital.

For the upcoming 2024 year the EBP&R Council strives to increase the momentum behind new project development aimed at improving patient outcomes, and by developing or updating educational tip sheets based on relevant monthly collaborations with the UPMC department of Quality and Safety based on current Riskmaster data. The EBP&R Council will increase efforts to disseminate this new information across all relevant units in a timely manner and to be available as a resource to other councils for collaboration on their own projects. Additional long-term goals of the council include further diversifying and increasing our council membership and participation, and by providing ongoing education for council members on proper EBP&R processes so they can produce work that best supports the overall hospital quality improvement efforts.



2023 Evidence Based Practice and Research Council Members

Informatics and Technology Council

Redesigning Workflows to Improve the Quality of Patient Care as UPMC Bridges the Gap to a New Electronic Health Record

Chair: Melissa Angelo, RN, MSN, Expert Professional Staff Nurse

Co-Chair: Gunnar Dorrenbacher, RN, BSN, Professional Staff Nurse

Throughout 2023, UPMC Presbyterian has continued to transition to a new standard of communication and increased staff interaction following the pandemic over the past two years. The Information and Technology Council along with other hospital based councils are now meeting in person in order to increase collaboration, communication, and participation. Council meetings are now an interactive environment in which to discuss technological successes and opportunities for improvement in order to optimize patient care and staff satisfaction.

With the introduction of a new Director of Clinical and Operational Informatics as well as a new Informatics RN, the Informatics Team and Council is a robust group dedicated to providing education, resources and advances in technology in order to provide nurses and physicians with the tools to provide quality patient care and enhance proper documentation. In order to assist in redesigning electronic health record documentation for efficiency and accuracy, several changes were made throughout the year to achieve these goals. Surge documentation was officially discontinued. The In-patient and ED admission assessments were redesigned to reduce both time and duplicate documentation. My Teams was also redesigned in order to assist bedside nurses in determining which physician or physician group is currently caring for the assigned patient. Ultimately, this reduces nursing time and effort in regards to proper communication with physician teams. Infusion interoperability, medication and patient scanning, vitals link and admission height/weight audits continue to be a main focus in order to provide optimal patient care in regards to medication administration and vital sign documentation. New Power – Bi Technology is being used for unit and staff compliance surveillance. The new technology allows the user to pinpoint breakdowns in compliance related to medications and workflows and create opportunities for continual improvement.

Technological improvements were also made throughout the year in order to increase physician and nurse satisfaction, education and ease of finding and disseminating information related to the continuity of patient care. The Collect System went live in August in order to improve the process of collecting specimens at the bedside. New phone systems were trialed in an effort to listen to staff dissatisfaction and improve telephone communications throughout the hospital. The PUH Informatics SharePoint Site went live to provide a centralized location where nurses could ask questions, request training, read the latest updates regarding clinical technology initiatives, connect more effectively with the clinical informatics



Information Technology Fair



2023 Informatics and Technology Council Members

team, and view self-help resources and training videos. In addition to the SharePoint Site, eCoach also became available for RNs, PCTs, and physicians. The site provides a quick reference learning page that contains relevant communication and learning content such as videos and job aides based on their particular role. Available content will be specifically recommended and tailored based on the actions performed in eRecord. New Smart Zone Alerts provide passive alerts that are less intrusive to the workflow of physicians. Providers can view multiple alerts in one location in order to provide optimal patient care in both the inpatient and outpatient settings. Lastly, the introduction of PowerShare eliminates the use of outside imaging discs and provides a comprehensive cloud based sharing platform in order to securely request and share images and reports with non-UPMC hospitals and providers.

Even with the advances that were made throughout this past year, the Informatics Team and Council continue to look forward to the future of the electronic health record. The health system has announced that it will embark on one of its biggest projects yet in regards to the electronic health record with the approval of the UPMC Bridges Project. The Bridges Project will allow for the transition from eRecord to Epic in order to create a cohesive system wide electronic health record. The Informatics Team and Council will be a pivotal component of this transition through education, communication and interprofessional collaboration. The Informatics Council will also be focusing on increased interaction and collaboration among its members. Monthly meetings have a new structure that promote discussion and teamwork. The council's 2023 main focus included a critical lab value documentation project in addition to team building and holiday outreach programs. Recent events included a pumpkin patch visit, a Top Golf outing, and participation in the Salvation Army's Angel Tree Program.

As 2024 quickly approaches, the Informatics Council will help pave the way for a bigger and brighter future as the health system joins forces to bridge the gap to a centralized new electronic health record.



Salvation Army Angel Tree Program



Nursing Leadership Council

Krystal Pegg MSN, RN, CNL

Unit Director, Neuro ICU, Neuro IR, & RRT

Erica Shadle BSN, RN, CNRN

Director, Patient Care Services



The goal of nursing leadership council is to promote patient and family centered care, in addition to the promotion of staff vitality. This is achieved through maintaining a culture of mutual respect and recognition, continuous and open communication, and shared ownership and accountability for meeting the needs of all patients and families. We provide a proactive, engaging learning environment, and support the autonomy and authority for decision making at the bedside nursing level.

The Transformational Leadership Council (TLC) is made up of engaged nursing leaders from in-patient, ambulatory, and procedural departments, as well as from the Emergency Department. The purpose of the TLC is to serve as a resource to all nursing staff members, our patients, and their families in order to achieve superior patient outcomes.

Our group has celebrated many wins this year, including the Nurse Leader Residency program. We are excited that our meetings are consistently in-person and have a collaborative approach to topics discussed. We have utilized our 4 breakout groups including Retention, Recruitment, Professional Development, and Team Building to further develop the mission and vision of the council.

Recruitment of nurses remains in the forefront of our work. Human Resources is engaged with our group to improve the process from application to offer. Nurse leaders are working together to recruit nurses into new positions including GN transition from floor to ICU in all service lines and a prepare to travel position. We work with Talent Acquisition to promote sign-on bonuses and student loan forgiveness for new hires. Unit Directors recently participated in student nurse events and continue to meet with clinical groups to showcase nursing opportunities at Presby.

Along with recruitment comes retention of our own nurses. The TLC collaborates and supports Nurses' Week to celebrate and thank our nurses. We promote and utilize extra shift bonus and Increased Commitment Incentive (ICI) contracts to reward staff for the extra time they put in caring for our patients. We onboard UPMC Travel Staff (UTS) and external agency staff to support our nurses with more hands at the bedside. Nurse leaders have been integral in promotion of countless nurses through the updated My Nursing Career Ladder, rewarding staff for their contributions and years of nursing experience.

We focus on advancing the UPMC Experience for our patients and staff. Nurse leaders promote Hourly Rounding, updating our Communication Boards, and daily Nurse Leader rounding. Unit Directors have participated in skills labs to become proficient in all tactics and frequently round with our Huron coaches.

The purpose of the TLC is to earn the satisfaction of our customers, the respect and trust of those who govern us, and the pride of our employees. We strive to be a resource to our staff, patients, and families and to attract, develop, motivate, and retain a workforce within a supportive environment. We are committed in the next year to provide strong leadership while supporting the mission, vision, and values of our organization.

PATIENT CARE SERVICES

NURSING DIVISION

LEADERS



Melanie Smith-Fortney
DNP, RN, NEA-BC
 Chief Nursing Officer
 Vice President, Patient
 Care Services



Michaele Kennedy
MSN, RN, NEA-BC
 Director,
 Nursing Operations



Shelley Watters
DNP, RN, NE-BC
 Sr. Director,
 Cultural Excellence



Lisa Donahue
DNP, RN, CPPS
 Sr Director,
 Patient Safety & Innovation



Shauna Campbell
MSN, RN, NEA-BC
 Clinical Director



Duke Dyer
MSN, RN, CCRN
 Clinical Director



Christine Ros
MSN, RN, NE-BC
 Clinical Director



Erin Jay Scholle
MSN, RN
 Clinical Director



Carol Scholle
MSN, RN, NEA-BC
 Clinical Director



Jennifer Maley
MSN, RN, TCRN, NE-BC
 Magnet® Program Director



Jeannine DiNella
CNP, RN, CCNS
 Director, Organizational Development
 and Nursing Education & Research



Erica Shadle
BSN, RN, CNRN
 Director,
 Patient Care Services



Lisa Weber
MSN, RN
 Director, Clinical
 Operational Informatics

Tuition Assistance

UPMC | PRESBYTERIAN

For those interested in advancing your careers, consider the below:

Tuition Discounts

As an additional benefit, the following schools provide a tuition discount to UPMC staff. The characteristics and qualifications of each school's discount program are unique and are subject to change at any time. We encourage you to investigate the programs directly with the schools listed. UPMC does not maintain any details about the programs other than the general overviews listed below. UPMC does not endorse, guarantee, solicit, nor have any interest in any organization listed here. You, as an individual and potential student, are fully responsible for all interactions with these schools.

- American Sentinel College of Nursing & Health Sciences at Post University
- Aspen University
- California University of Pennsylvania
- Capella University
- Carlow University
- Chamberlain University
- Chatham University
- Community College of Allegheny County
- Drexel University
- Duquesne University
- Eastern University
- Elizabethtown School of Graduate and Professional Studies
- Gannon University
- Geneva College
- Grand Canyon University
- La Roche College
- Mercyhurst University
- Messiah University
- Penn State Altoona
- Pennsylvania College of Health Sciences
- Pittsburgh Technical Institute
- Point Park University
- Robert Morris University
- Saint Francis University
- Seton Hill University
- University of Phoenix
- University of Pittsburgh
- Walden University

Additional information can be found: <https://upmchs.sharepoint.com/sites/infonet/Benefits/BenefitOptions/TuitionAssistance/Pages/Tuition-Discounts.aspx>

Tuition Assistance for Staff

If you are classified as regular full-time, flex full-time, job share, or regular part-time, you are eligible for tuition assistance upon employment, provided the school term or class date begins on or after the employment date.

Types of Tuition Assistance for Staff

[Tuition advancement](#) allows your eligible tuition assistance benefit to be paid directly to your school at the beginning of the term.

[Tuition reimbursement](#) allows you to pay your school directly at the beginning of the semester, then request reimbursement for eligible out-of-pocket tuition expenses from UPMC at the completion of the term.

Additional information can be found: <https://upmchs.sharepoint.com/sites/infonet/Benefits/BenefitOptions/TuitionAssistance/Pages/Tuition-Assistance-for-Staff.aspx>

Employee Assistance Program



LifeSolutions employee assistance program (EAP) can help you balance your work and personal needs to become healthier, happier, and more productive.

Our trained professionals can help with:

- Stress, anxiety, or depression.
- Parenting resources.
- Caregiving support.
- Financial and legal worries.
- Overuse of alcohol.
- Grief and loss.
- Work-related challenges.
- Making healthy lifestyle changes.

Our consultation and problem-solving services include:

- Short-term coaching and counseling in person, by telephone, or via video.
- Parenting resources and options for children.
- Support for those who are caring for an older loved one.
- Community referrals and information to address many everyday concerns.
- 24/7 phone support for immediate help.

We offer various support services for workgroups, including:

- Disruptive event management (workplace crisis support).
- Personal and professional development trainings.

You have access to free, 30-minute consultations with a licensed attorney and/or a certified financial adviser. During these consultations, you can address:

- Legal concerns, such as landlord/tenant issues, real estate transactions, bankruptcy, child custody and other family matters, estate planning, immigration issues, and criminal matters.
- Debt management, credit concerns, student loans, mortgages, retirement planning, and financial hardships.

Our interactive website includes thousands of tools to help you and your family address most major life issues. Available resources include:

- Skill builder courses and articles.
- Wellness, fitness, nutrition, and emotional well-being materials.
- Expert-led webinars on personal development, health topics, and caregiving.
- Financial education tools and legal forms, educational information, and discount offers.

Remember, EAP services are private and confidential, and they are available to you and members of your household at no cost.

LifeSolutions@upmc.edu
1-800-647-3327 (TTY: 711)

To access the Work-Life section of our website, go to www.lifesolutionsforyou.com, click Login, and enter your company code: UPMC

Click on the Work-Life Resource Portal under Featured resources.

Here's to our team of employees— real people who are making real sacrifices to care for our patients and their families every day.

You are the soul of UPMC and we thank you.



WE ♥ OUR
HEALTH CARE
HEROES

Heroes.UPMC.com

UPMC | PRESBYTERIAN