

A background image showing several hands of different skin tones reaching up and touching to form a circle. The hands are positioned around the perimeter of the page, with fingers pointing towards the center. The lighting is soft and natural, highlighting the texture of the skin.

2021

Nursing Annual Report

ACHIEVING NURSING EXCELLENCE

COMING TOGETHER IS
a beginning.

KEEPING TOGETHER IS
progress.

WORKING TOGETHER IS
success.

– HENRY FORD



Welcome



MELISSA FRADETTE, MSN, RN, CCRN-K
EXECUTIVE DIRECTOR, CENTRACARE, CNO

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Unwavering dedication to our patients

As I reflect on the past year, a few things come to mind, a sense of purpose, acknowledgement, appreciation and pride. The pandemic has challenged our mindset, resiliency, working relationships, personal lives and community. Despite these challenges, we have responded with flexibility and determination to best serve our patients and have achieved great things together.

In the upcoming year, exciting things are on the horizon. We will strive to achieve zero preventable harm in collaboration with Press Ganey in our journey to high reliability. Through the 2021-2022 Nursing Strategic Plan, we have committed to focus on our resiliency and engagement through redefining our purpose. We will improve patient outcomes and experience through enhanced technology, communication and implementation of best practices.

As you read the stories shared in the nursing annual report, take pride – we have done amazing things – amidst a time which has stretched us and our interdisciplinary colleagues. Reflect on successes, legacy of nursing excellence and envision how this strong foundation will guide CentraCare – St. Cloud Hospital nursing into the future.

A handwritten signature in black ink that reads "Melissa Fradette".

Message from the President



JOY PLAMANN, DNP, MBA, RN, BC
CENTRAL OPERATIONS SVP - ST. CLOUD HOSPITAL PRESIDENT

This past year has been monumental for us as nurses at CentraCare – St. Cloud Hospital. We have been through so much, not only in our professional lives, but at home as well. It has changed who we are as people and how we think about our sacred profession. We have experienced a range of emotions – feelings of togetherness, frustration, doubt and fear, and for some, a recommitment to their calling as a nurse to serve patients, families and colleagues at a time like no other in history. There were times during the past year where you were proud to say you were a nurse and other times where you may have felt alone. The emotions of the past year run deep, and it is important that we acknowledge this.

What I also know is that you have shown up time and time again to serve those in dire need and it reminds me of a poem a dear friend passed onto me nearly 15 years ago. To me, this poem represents the strength of nurses and the health care team. Our roots run deep, and we have a forest of people to support us in the times ahead.

A handwritten signature in black ink that reads "Joy M. Plamann". The signature is written in a cursive, flowing style.

The Oak Tree

A mighty wind blew night and day.
It stole the oak tree's leaves away,
Then snapped its boughs and pulled its bark.
Until the oak tree was tired and stark.
But still the oak tree held its ground
While other trees fell all around.
The weary wind gave up and spoke,
"How can you still be standing Oak?"
The oak tree said, "I know that you
can break each branch of mine in two,
carry every leaf away, shake my limbs,
and make me sway.
But, I have roots stretched in the earth,
growing stronger since my birth.
You'll never touch them, for you see,
They are the deepest part of me.
Until today, I wasn't sure
of just how much I could endure.
But now I've found, with thanks to you,
I'm much stronger than I ever knew."

Author Unknown

Hospital Profile

JULY 1, 2020 TO JUNE 30, 2021

- Licensed Beds: 489
- Net patient revenue: \$919,454,595
- Consumers served: 761,565
- Inpatient admissions: 24,773
- Number of patient days: 113,159
- Average length of stay: 4.57
- Number of outpatient visits: 339,804
- Number of Emergency Trauma Center visits: 56,052
- Number of home care visits: 66,410
- Number of surgeries: 13,847
- Number of births: 2,623

Nursing Team

OUR NURSING TEAM IS MADE UP OF ADVANCED PRACTICE REGISTERED NURSES, REGISTERED NURSES, LICENSED PRACTICAL NURSES AND NURSING ASSISTANTS.

	APRNs	RNs	LPNs	NAs
Number employed	131	1,973	259	610
Number of FTEs	99.10	1,467.65	186.61	353.87
Skill mix		73%	9%	18%
Average length of service (years)	6.15	10.50	9.36	3.84
Turnover rate	4.8%	9.2%	15.7%	44.4%
Vacancy rate	4.7%	3.9%	13.5%	11.7%
Diverse staff rate	8.1%	4.5%	8.9%	16.6%

Education and Certification

PROFESSIONAL DEVELOPMENT AND ADVANCEMENT OF NURSES AND NURSING PRACTICE AT CENTRACARE – ST. CLOUD HOSPITAL IS ALWAYS A PRIORITY. THIS CAN BE ACHIEVED BY INCREASING THE PERCENTAGE OF REGISTERED NURSES WITH A BACCALAUREATE DEGREE OR HIGHER AND SPECIALTY CERTIFICATION.

CentraCare – St. Cloud Hospital set goals to increase nurses with a baccalaureate degree or higher by 0.5% annually and specialty certification by 1% annually with Fiscal Year 2019 percentages as baseline.

For Fiscal Year 2021, the percentage of RNs with a baccalaureate degree or higher was 76.2%, which exceeded the annual goal of 75.88%. Attainment of higher education and national specialty certification is a testament to the advancement of nursing practice and commitment to patient safety and outcomes.



MELISSA STOWE, MSN, RN, CNOR
MAGNET PROGRAM DIRECTOR/
PATIENT SAFETY MANAGER

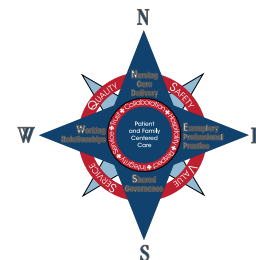
Introducing Our Magnet Program Director

Melissa Stowe, MSN, RN, CNOR, has a dual role as St. Cloud Hospital's Magnet Program Director (MPD) and CentraCare's Patient Safety Manager. Melissa is highly respected by her peers. Her previous experience in Surgery and Patient Safety and her passion for applying evidence-based practice to provide safe, quality care is evident.

Stowe shares, "I am proud to see the improvement in processes, collaboration, professional development and innovation by nurses to promote safe, quality and compassionate care. I also am appreciative of how my dual roles complement each other to achieve our goals."

Nursing Strategic Plan

2020-2021 CENTRACARE – ST. CLOUD HOSPITAL



NURSING CARE DELIVERY (Experience, Value)

- Enhance nursing clinical documentation to support nursing practice (Jen Burris, Hillary Waldum): **Enhancement of admission process complete. Item will be carried over to FY 2022.**
- Improve throughput at St. Cloud Hospital and achieve a GMLOS Index ≤ 0.99 (Gail Olson, Melinda Jennings): **Work continues. Item will be carried over to FY 2022.**
- Reduce all-cause 30-day readmission rate to 10.42% (Gail Olson, Evalyn Michira): **Efforts on hold due to COVID-19 response.**
- Evaluate nursing practice through a rapid improvement event and other lean/performance improvement methodologies to eliminate waste in practice (Tiffany Omann-Bidinger, Kirsten Skillings): **Evaluation complete. Implementation of practice changes will be completed in FY 2022.**
- Implement staffing benchmark recommendations for St. Cloud Hospital inpatient and outpatient departments (Joy Plamann, Chris White, Nursing Leaders): **Completed.**
- Implement valid, reliable staffing acuity tool (Tyler Dwyer, Holly Kockler): **Evaluation completed. Item will be carried over to FY 2022.**
- Evaluate recommendation of staffing in 4-hour increments (Jennifer Seifert): **Evaluation completed and pilot initiated.**
- Improve patient experience scores in likelihood to recommend in Endoscopy through rounding efforts from baseline (Keri Bush, Dena Walz, Michelle Zaske): **Improvement in likelihood to recommend achieved.**
- Through implementation of evidence-based tools, improve patient experience in hospital inpatient and outpatient departments to achieve the Magnet goal of 50% of departments being above the benchmark in five out of eight quarters in four of nine Magnet patient experience categories (Melissa Fradette): **Improvement in patient experience scores achieved. Item will be carried over to FY 2022.**

WORKING RELATIONSHIPS (People)

- Consider the concept of implementing resiliency/employee engagement champions consistently across all St. Cloud Hospital inpatient and outpatient nursing departments (Dave Walz, Diane Pelant): **Completed.**
- Continue to enhance provider/nursing communication to act more as a united care team with the discharge planning process (Gail Olson): **Work continues. Item will be carried over to FY 2022.**
 - Make an assessment and determine the process for enhancing data/dashboard transparency to the nursing team. Release 1-2 new dashboards for hospital inpatient and outpatient departments (Holly Kockler, Diane Pelant, Melissa Lahn): **Efforts placed on hold. Evaluations of dashboards being completed at system level.**

EXEMPLARY PROFESSIONAL PRACTICE (Community Health)

- Evaluate and optimize scope of practice for LPNs (Lori Mader, Dena Walz): **Completed.**
- Continue exceptional response and implement nursing practice changes to address COVID-19 (Joy Plamann, Michelle McDonald): **Completed with transition back to normal operations.**
- Develop and implement a standardized mentor tool kit for nurses in hospital inpatient and outpatient departments (Lora Gullette, Britney Winkelman): **Evaluation completed. Item will be carried over to FY 2022.**
- Implement Sepsis documentation alerts/deterioration index scoring system (Holly Kockler, Evalyn Michira): **Efforts on hold due to COVID-19 response. Item will be carried over to FY 2022.**

SHARED GOVERNANCE (People)

- Reformulate Resource Management Committee to include staffing best practices for staffing management and leader accountability (Jennifer Seifert, Ann Backes): **Completed.**
- Explore a system-wide shared governance structure that is complimentary to St. Cloud Hospital's shared governance model and supports further nursing collaboration across the ambulatory, acute and skilled nursing facilities within CentraCare and Carris Health (Joy Plamann, Jennifer Burris, Nursing Alignment Committee): **Efforts on hold due to COVID-19 response. Item will be carried over to FY 2022.**

Patient Experience

Satisfaction is Contagious

Satisfied staff can be a patient satisfier. Laura Van Heel, BSN, RN, CCDS, CentraCare Heart and Vascular Center Pacemaker/ICD Clinic shares her story:

“I was talking to a patient about the Pacemaker/ICD Clinic at CentraCare Heart and Vascular Center, describing the wonderful people I am surrounded by every day and our partnership with the rest of the electrophysiology service. As I was chatting about this, the patient started to cry, wiping tears away from their face. Taken aback, I asked what was wrong. The patient said nothing was wrong, ‘It is so good to know the people caring for me care about each other, and I am so happy to know I’m in such good hands.’”

Laura believes the environment created by the Pacemaker/ICD Clinic, built on caring about each other and our patients, directly influences patient experience scores. “Working in an atmosphere where co-workers have your back and sharing and caring is the norm, it flows into everything you do, the people you care for and the peers you collaborate with daily,” she said.

Certified Nurse Midwives Improve Experiences



BRENDA BRIDGES, MS, CNM

In Fiscal Year 2021, the CentraCare – St. Cloud Hospital Certified Nurse Midwife (CNM) program was initiated to enhance obstetric services and improve patient experience.

Four CNMs are readily available seven days a week to provide labor and delivery support, postpartum care, assist in the operating room and manage obstetric (OB) triage. On arrival to OB triage, patients have requested a CNM, a testimony to the value these roles are to our hospital and community. Through a holistic nursing approach, CNM’s expertise and presence has led to a well-rounded birthing team and improved patient and staff experience.

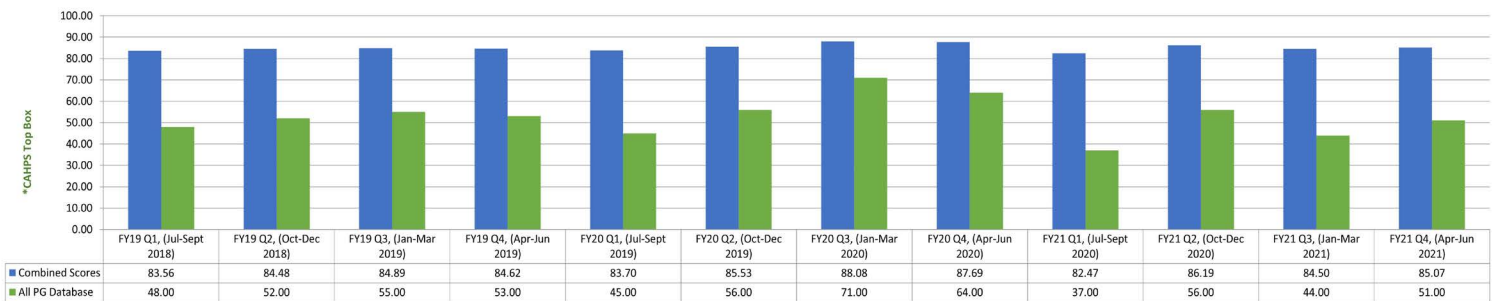
Leading at the Bedside

In order to positively affect the patients and communities served, CentraCare – St. Cloud Hospital Endoscopy departments recognized a need to improve the patient experience. The Endoscopy departments, located at St. Cloud Hospital and CentraCare Plaza, developed a team of clinical nurses, leadership and patient experience representatives to action plan next steps. Literature review revealed innovative ideas to enhance patient care delivery, including real-time survey feedback which allows for immediate service recovery and positively affects the patient experience.

A goal was set to implement leadership rounding in the Endoscopy units to improve patient experience. Attention was focused on questions within survey sections: “staff treated me with courtesy and respect,” and “the likelihood to recommend.” Challenges faced during leadership rounds included time commitment for leaders and patients’ willingness to participate.

The team chose to enlist charge nurses and unit supervisors to have bedside conversations. Real-time leader-led patient feedback allowed the care team to intervene quickly and perform service recovery before discharge. Survey data is shared at team huddles, emphasizing team success, kudos and accolades. This feedback has a positive effect on the team’s overall engagement and satisfaction. Direct patient responses also led to improvements in patients’ procedural preparation processes. These changes have demonstrated improved patient experience, decreased patient anxiety and increased consumer trust.

CentraCare – St. Cloud Hospital Endoscopy and Health Plaza Endoscopy Combined Press Ganey Scores



Nursing Care Delivery

Pediatrics Pitches In

The COVID-19 pandemic has brought forth a unique time for pediatric nursing. While children have felt the impact of COVID-19, it has not led to many pediatric hospitalizations. As a result, pediatric nurses have been asked to step outside their typical roles and assist in areas where help is needed. Pediatric nurses have provided care for the adults in Critical Care Units, Emergency Trauma Center and vaccine clinics. In addition, the inpatient pediatric leadership team, nurses and support staff created a monoclonal antibody infusion (mAb) clinic, a new service to help prevent COVID-19 hospitalizations. Based on their success, the team collaborated with other leaders across CentraCare to establish additional infusion centers and practices.

To fight this pandemic, nurses and support staff have been challenged to demonstrate additional flexibility and comradery; and the pediatric staff answered that call.



SCOTT WILFONG, MBAHM, MSN, BSET, RN

RN Sedation Program Success

In March 2020, a Registered Nurse Sedation Program was developed. This team has performed 499 sedation cases and monitored patients in 39 local anesthesia cases.

The COVID-19 pandemic has forced every department to evaluate current practice and develop more innovative and efficient strategies while improving patient care. In the operating room, there was opportunity to further expand the intra-operative administration of sedation and reinvent the peripheral nerve block program.

Sedation RNs identified an opportunity to improve nursing workflows and patient experience specific to the peripheral nerve block program. To improve productivity, an order set was created specific to the type of block, which included necessary medications and indication for use. The team developed education materials for both patients and staff. Patients receive enhanced preoperative education as well as discharge instructions using the after-visit summary. Lastly, the team collaborated with Information Systems to create an electronic report to generate a patient follow-up list. Sedation RNs enhance the nursing care delivery model by conducting post-procedure follow-up visits to seek patient and staff feedback and close the loop on any needs.

RACHAEL NIESEN, BSN, RN



Bed Huddle – A Platform for Communication

Since 2015, bed huddle has been a place for charge nurses, nursing supervisors, Environmental Services staff and other leaders throughout the hospital to gather twice daily and provide a proactive approach to staffing and patient placement. Since COVID-19, bed huddle expanded to be one of the main platforms for communication, feedback sessions and an avenue for Incident Command (IC) and CentraCare leaders to show support and appreciation.

One success of our COVID-19 response can be contributed to clear, concise dissemination of information, which occurred through various methods, including bed huddle. IC leaders would regularly attend bed huddle prior to a change in practice or guidelines to quickly disseminate information. The feedback received from frontline staff was incorporated into clinical practice or guidelines managed by IC subgroups. Charge nurses became the avenue to a successful closed loop communication plan by bringing the firsthand knowledge to frontline staff allowing for nimbleness, innovative change and quick dissemination of information.

Bed huddle also was an opportunity for charge nurses and frontline staff to ask IC members and CentraCare leaders questions. This transparency and regular attendance created a sense of trust and appreciation. This open forum, bidirectional flow and timely dissemination of information led to practice changes which improved patient outcomes and practice environments.



JESICA SCHUERMAN, LPN

Enhancements to LPN Practices

Nursing scope of practice identifies services a licensed nurse is deemed qualified to carry out in their professional practice. In October 2019, a group of staff came together to review the scope of practice for licensed practical nurses (LPNs) and strategize how CentraCare – St. Cloud Hospital can enhance current practice to support the LPN role.

LPNs were surveyed to identify if they were practicing at the top of their license. Survey results indicated practice and policies needed further evaluation and change to better support the LPN scope of practice. The group identified opportunities in intravenous therapy and medication administration practices, including independent double checks for heparin and administration of large volumes of continuous infusion. In June 2021, policies were updated and education was disseminated.

Exemplary Professional Practice



Beacons of Light

The Beacon Award for Excellence from the American Association of Critical Care Nurses (AACN), a significant milestone on the path to exceptional patient care and healthy work environments, recognizes unit caregivers who successfully improve patient outcomes and align practices with AACN's six Healthy Work Environment Standards.



Recipients of a Beacon Award demonstrate staff-driven excellence in sustained unit performance and improved patient outcomes that exceed national benchmarks. This award recognizes the contributions of all members of the multidisciplinary team working toward a common goal of the best outcomes for our patients.

- Intensive Care Unit (ICU) was awarded the gold level.
- Cardiovascular Thoracic Unit (CVTU) was awarded the silver level.
- Telemetry was awarded the gold level.



Units achieving this three-year, three-level award with gold, silver or bronze designations, meet national criteria consistent with Magnet Recognition, the Malcolm Baldrige National Quality Award and the National Quality Healthcare Award. This award recognizes these units for working together to meet and exceed the high standards set forth by AACN, whose consistent and systematic approach to evidence-based practice optimizes patient outcomes.



PRISM Award

In 2020, CentraCare – St. Cloud Hospital Surgical Care Unit 1 (SUR1) was awarded the Academy of Medical-Surgical Nursing Premier Recognition In the Specialty of Med-Surg (PRISM) Award. This award celebrates med-surg units that sustain excellence through use of evidence-based practice, positive patient outcomes, effective leadership, recruitment and retention, health practice environment and lifelong learning of staff.



No One Goes Missing:

Creating an Elopement Risk Plan of Care

Cognitively impaired or patients with a legal guardian can be at risk for harm if they leave the hospital unattended. In December 2020, a team of nursing leaders, educators, informaticists and nurse clinicians recognized an opportunity to identify patients at risk for elopement from inpatient departments. The team completed a literature review of evidence-based practice and created an elopement screening tool, implemented in February 2021. Clinical nurses complete screening on admission, upon transfer to another unit and as needed. If positive, the screening tool prompts nurses to individualize the plan of care, such as use of video observation, sitter, patient safety alarms, patient and family education and delirium assessment. Policies were revised to direct nursing staff to conduct a post-event debriefing, create a Unique Treatment Plan and file a vulnerable adult report.

Exemplary Professional Practice

Stay Interviewing – An Approach to Nurse Retention



RACHEL RADERMACHER, BSN, RN, CMSRN,
AND PAT SMITH, BSN, RN, CMSRN

Retention of RN staff continues to be a goal for health care facilities across the nation; a single RN turnover costs approximately \$50,000 to an organization. The American Nurses Association estimates approximately 500,000 experienced nurses are expected to retire by the year 2022. In an effort to retain experienced nurses, stay interviewing is a process for managers or leaders to meet with existing staff to hear what motivates them to stay, understand their reasons for leaving and allow for early intervention.

Following a graduate nursing student quality improvement project, the Surgical Care Unit (SCU) leadership team implemented stay interviewing. During the interview, leaders ask RNs about learned skills at work, why they stay, have they thought about leaving, what prompts thoughts of leaving and what can leadership do to make work better. Stay interviewing instills a sense of appreciation and investment from the SCU and organization, increasing the likelihood of the employee's desire to stay.

Post-operative Vital Signs – A Time for Change

Kristina Kjellberg, MSN, RN, conducted a literature search regarding inpatient post-operative vital sign frequency and found current practices were based on tradition rather than evidence. In April 2021, a test of change led by Sadie Seezs, BSN, RN, and Liz Plante, BSN, RN, using a modified version of vital sign frequency was completed on the Neuroscience and

Orthopedic units. No increase in post-operative emergent events was seen in the two months following implementation, however, project leaders noticed variation in completion of the vital signs. It was recognized no further evidence supports a validated frequency in post-operative vital signs, therefore, a nursing research study will be conducted in Fiscal Year 2022.

A Change from Two to One: Insulin Independent Double Check

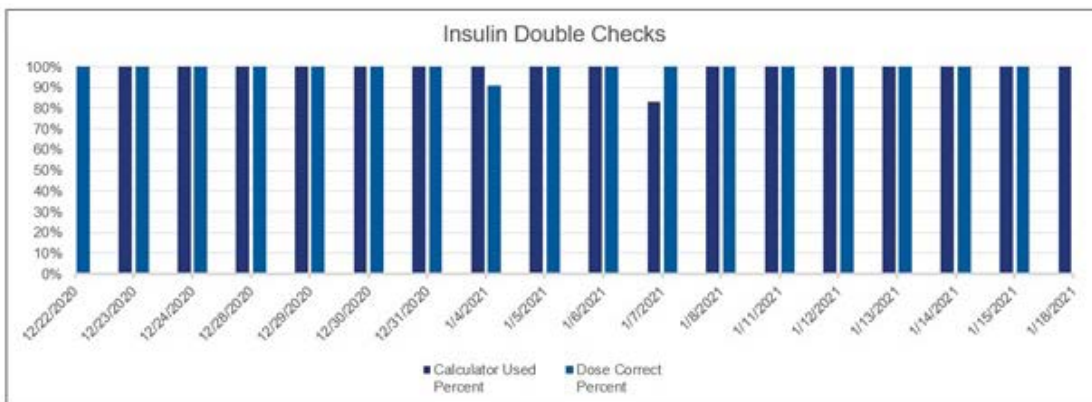
In 2017, an interdisciplinary team created an insulin calculator in the electronic health record.

The insulin calculator was used in conjunction with the independent double-check process, a practice requiring two licensed staff to verify correct dose, medication and route. Calculator use resulted in decreased insulin adverse events.

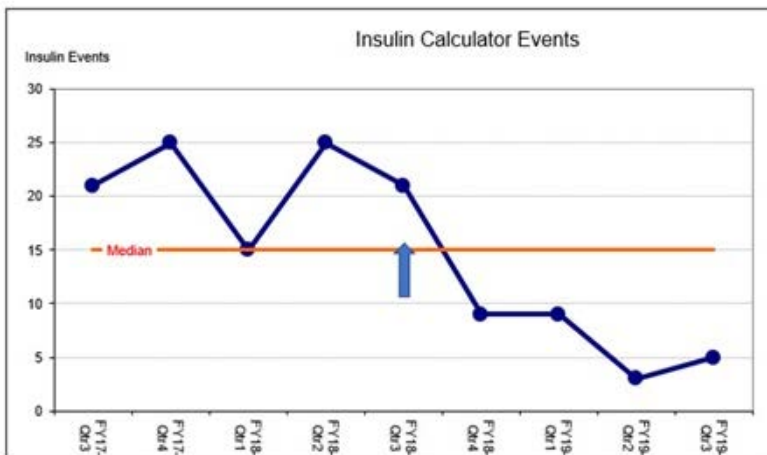
During COVID-19, practices were evaluated to limit staff exposures and improve efficiencies. Nursing leaders decided to temporarily discontinue independent double-check processes and nurses relied on the calculator. Adverse insulin-related medication events did not increase following practice change. Nurses voiced appreciation and trust in technology. Nursing

and pharmacy leaders listened, and a decision was made to discontinue insulin independent double checks. To ensure compliance, an insulin calculator report was created, and leaders monitor for accuracy and events. Discontinuation of insulin independent double checks created reliable processes, improved efficiencies and prompted evaluation of further practices.

Evaluation During Trial:
Dec. 22, 2020–
Jan. 18, 2021



Insulin Calculator Go-Live:
December 2017



Shared Governance

Voices in Action: Practice and Workflow Enhancements

In the fall of 2020, an opportunity was identified to evaluate inefficiencies in patient care practices and workflows. Initially a baseline survey, focused on efficiencies, workflows, practices and opportunities for improvement, was sent to CentraCare – St. Cloud Hospital nursing staff.



NURSING WORKFLOW ENHANCEMENT COMMITTEE

COMMITTEE MEMBERS:

Erin Lundin, BSN, RN, CCRN - ICU
Whitney Kelm, BSN, RN - Telemetry
Paul Smith, RN - MPCU
Chelsey Ness, BSN, RN, CMSRN - MPCU
Kathleen Payne, BSN, RN, ONC - Orthopedics
Wendy Gangl, RN, OCN - Oncology
Amber Juetten, MSN, RN, CMSRN - Med 1
Sara Rick, MSN, RN, FOCN - Neuro/Spine
Holly Kopetka, BSN, RN - NICU
Scott Wilfong, MBAHM, MSN, BSET, RN - Peds
Kayla Kociemba, BSN, RN - CVTU/CICU
Michelle Johnson, LPN - Sur 2
Melissa Andreen, LPN - Neuro/Spine
Jessica Schuerman, LPN - Med 1
Lisa Kujava, NA - Sur 1
Alishia Marczak, NA - ICU
Benita Adolph, NA - Oncology
Christine Johnson, BSN, RN, CMSRN - Obs

LEADERSHIP MEMBERS:

Kirsten Skillings, MA, APRN, CCRN-K, CNS,
Director Co-Lead

Tiffany Omann-Bidinger, BSN, RN,
Director Co-Lead

Kacey Hiltner, BSN, RN, BC, CNML, Director

Curt Devos, BSN, RN, CNRN, Director

Susan Kales, BAN, RN, Performance
Excellence Facilitator

Based on survey responses and value stream mapping, a team of clinical registered nurses (RNs), licensed practical nurses (LPNs) and nursing assistants (NAs) formed CentraCare – St. Cloud Hospital's Nursing Workflow Enhancement Committee. Facilitated by nursing leaders, the committee's goal was to evaluate redundancies and duplications, optimize practice at the height of scope and licensure, increase staff engagement and job satisfaction, improve safety and patient outcomes and create more joy and passion for the art of nursing. The team identified 184 opportunities and created the following categories:

- Admissions/transfers
- Ancillary support
- Assessment, rounding, vital signs
- Documentation and care planning
- Interdisciplinary communication
- Discharge education
- Medications and pharmacy
- Routine cares, supplies and equipment

Subgroups were formed to explore opportunities and make recommendations for each category. Content experts and stakeholders were consulted for discussion and assisted with navigating shared governance committee approvals. Innovation continues to drive the following positive practice changes:

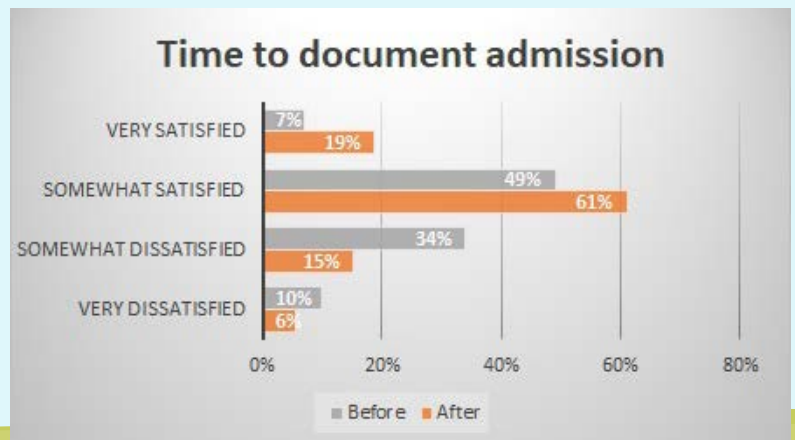
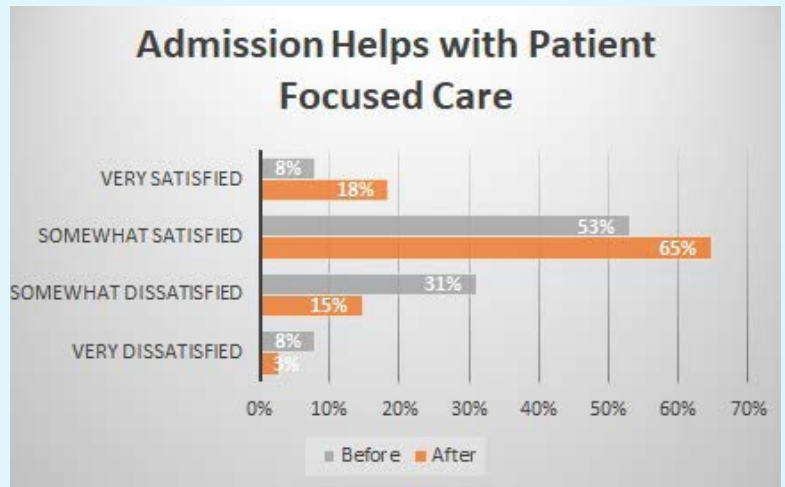
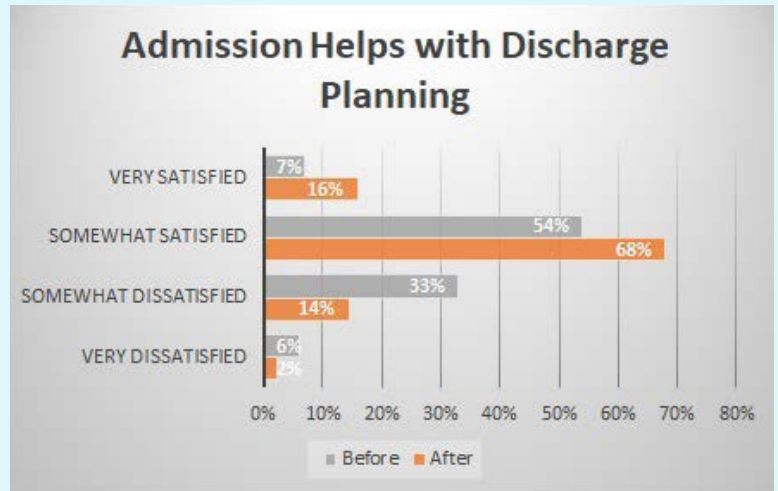
- Removal of "verify first dose" functionality, addition of refrigerator location on medication administration record and quick link icon for patient education.
- Created synonyms to improve supply ordering.
- Created an alternative method to confirm dining on-call orders and identified new patient snack options.
- Included NAs in the double skin verification process.
- Improved visualization of inpatient therapies documentation.
- Pharmacy and medication optimization.
- Created a nursing admission protocol.
- Standardized NA access to tube stations.

Admission Documentation Overhaul Project Improves Outcomes

Hillary Waldum, MSN, RN, and Holly Kockler, BSN, RN, Nurse Informatics, and Jennifer Burris, APRN, CNS, Director Nursing Practice, were assigned through the Nursing Strategic Plan to support practice through enhanced nursing clinical documentation. In September 2020, an interdisciplinary team formed to evaluate admission documentation processes. The team reviewed evidence and consulted with regulatory and compliance officers.

On Jan. 5, 2021, an updated Functional Health Assessment and Admission Navigator went live with a focus on content prioritization and efficiencies.

Based on staff feedback, further enhancements included, rearrangement and optimization of admission navigator content and workflow, along with modifications to required admission documentation. The admission overhaul project reduced time required to complete admission documentation from 18 to 14 minutes and improved nurse satisfaction.



Creating an Equitable Schedule

Staffing management is an integral component of the quadruple aim. Having the right people in the right place at the right time allows a department to provide high quality care. In September 2020, the CentraCare - St. Cloud Hospital Emergency Trauma Center (ETC) began its journey to evaluate staffing patterns ensuring needs were met. A group of frontline team members, selected by their peers, came together to rework the department schedule. To scope and guide work, surveys were sent to team members. The group spent hours developing an equitable way to staff the department and provide balanced coverage. In December 2020, the schedule was finalized and implemented in June 2021. ETC leadership continues to seek feedback and develop strategies to optimize the department schedule.

Working Relationships

APRNs: Credentialing Collaboration

Prior to establishment of the System Credentials Committee (SCC), there were two separate credentialing committees for nurses and physicians. The intent of creating SCC was to provide a unified approach to credentialing, ensuring patients receive care from qualified health care professionals including medical, advanced practice provider and allied health professional staff.

Jill Massmann, DNP, APRN, CNS, and Michelle Peterson, MSN, APRN, CNP, AGNP, members of the SCC, are responsible for review and participation in the decision to approve registered nurses and advanced practice registered nurses who apply for initial or renewal credentialing.

Working Relationships: **Providers in Action**

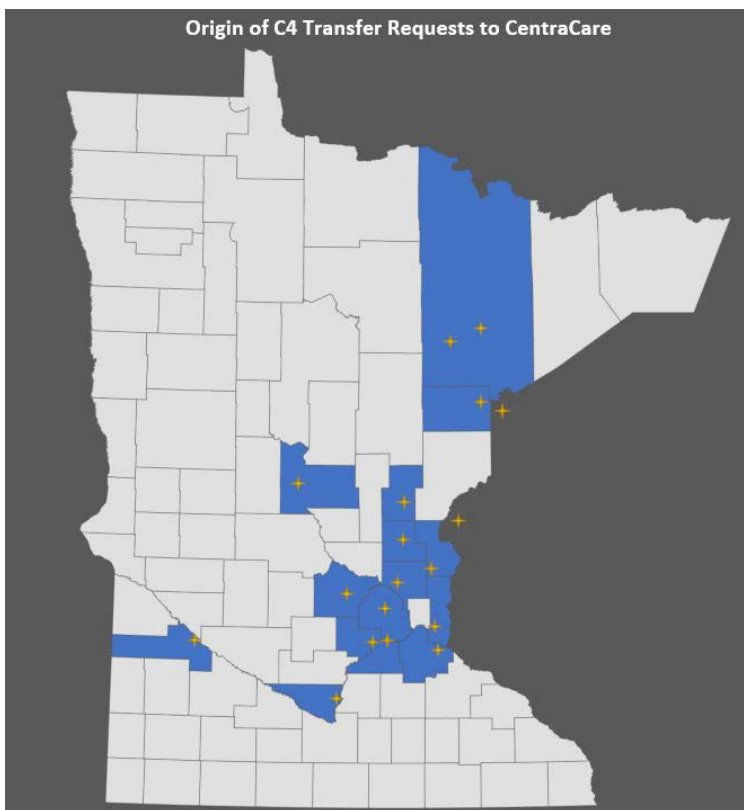
We have a high-achieving community at CentraCare; always striving to better ourselves as individuals and an organization, working tirelessly to reach the next level, step, degree or award. We do it for our patients because health means everything.

The COVID-19 pandemic halted and changed many parts of our practice. Elective surgeries and medical procedures were paused and medically complex patients continued to require hospitalization. To respond to the immediate need of our patients, a provider labor pool was created and led by Bobbie Bertram, MBA, APRN, CNP.

There was a sense of humility versus humanity as providers were directed to perform other duties. Providers, regardless of assignment, just wanted to help. Surgery physician assistants and nurse practitioners worked alongside the intensivists as scribes. Certified registered nurse anesthetists helped in critical care and respiratory therapy departments. Anesthesiologists assisted intensivists with invasive lines and ventilator management. In addition, providers staffed the acute respiratory clinic, swabbed patients, screened visitors and employees and helped in long-term care. In the end, without knowing, we bettered ourselves as an organization and individuals.

Critical Care Coordination Center

In response to the COVID-19 pandemic, CentraCare – St. Cloud Hospital was committed to a collective practice outside of our organization. The Statewide Healthcare Coordination Center (SHCC) identified a need for a Healthcare Bed Coordination Center to assist in matching a bed request to an available bed.

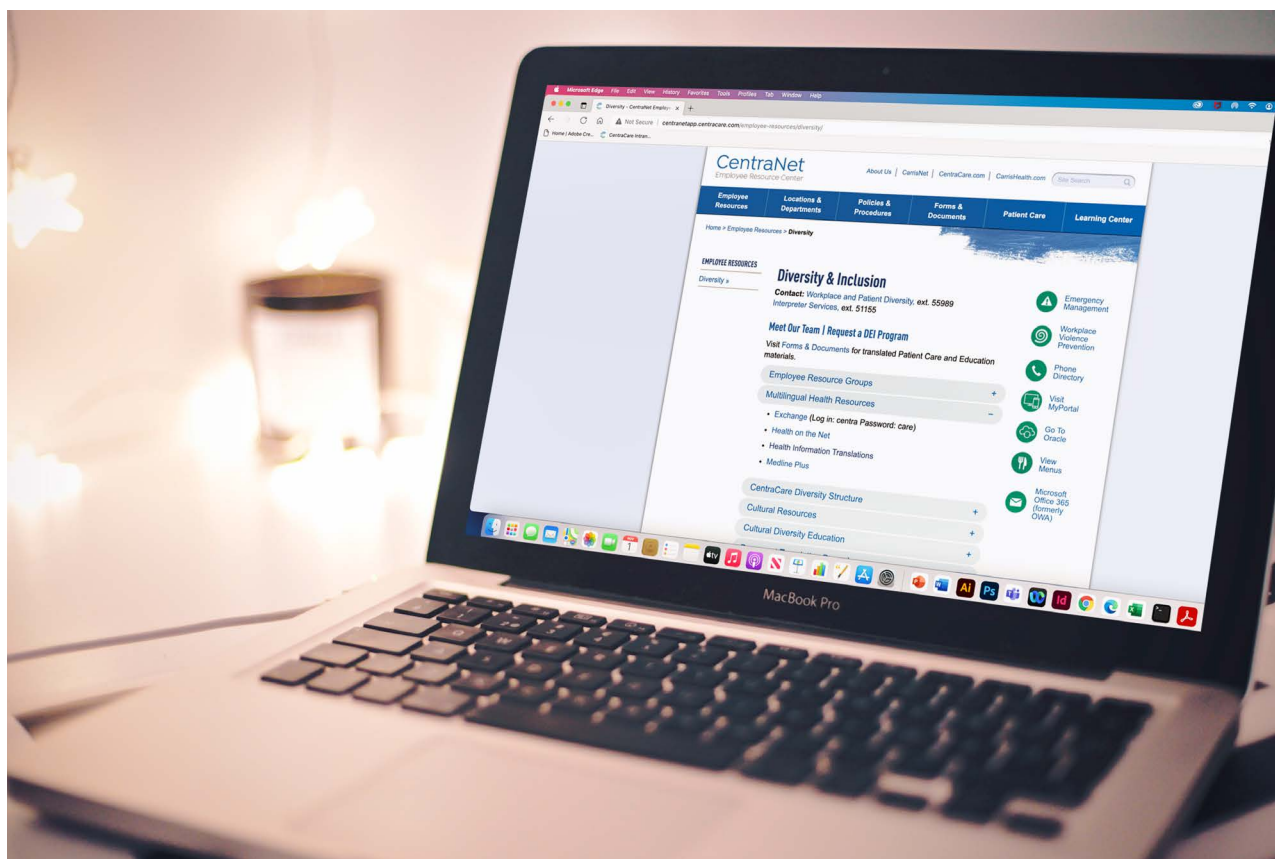


Collaboration occurred with various organizations including SHCC, Minnesota Department of Health, Minnesota Hospital Association and Minnesota Homeland Security and Emergency Management to finalize and implement a plan for critical care beds. To represent Greater Minnesota, Kay Greenlee, MSN, RN, CNS, CPHQ, Vice President-Performance Excellence, was invited to participate bringing critical care, administrative and improvement skills experience. In addition, Cari Wilder, RN, Administrative Supervisor, with experience in bed placement and emergency management represented St. Cloud Hospital. In less than one month, the Critical Care Coordination Center (C4) was created to enhance visibility and coordination of patient placement to available staffed critical care beds.

During the fall COVID-19 surge (October-December 2020), St. Cloud Hospital made 20 requests to C4 and accepted three patients from C4 outside of our usual referral patterns. In the spring (April-June 2021), St. Cloud Hospital made 21 requests to C4 and accepted 27 patients from C4 outside of our usual referral patterns. These 41 requests represented 5.1% of statewide requests made to C4. Patients accepted from C4 were from hospitals across the State of Minnesota.

Working Relationships

Navigating Cultural Competency Resources



In 2019, Kim Karsch, BSN, RN, Medical Unit 1, recognized that the CentraCare “Toolkit to Support Communication and Cultural Competence for Clinical Staff” was difficult to navigate and resulted in duplicative work.

Karsch contacted the Workforce and Patient Diversity department and suggested a systematic process to obtain translated materials, as well as navigation instructions for online translation resources. With their approval, Karsch created the navigation tools and worked with the Cultural Competence and Communication Committee and Language Translation Sub-committee to finalize the documents. Final approval and assistance with dissemination was received from the house-wide Education Committee. The updated toolkit was available to CentraCare – St. Cloud Hospital staff in October 2020, allowing them to quickly find materials for Limited English Proficiency (LEP) patients and user-friendly systematic instructions. Through working relationships, LEP patients are better served promoting trust between our communities and CentraCare.



DEANNA BUCHTA, BSN, RN, CPN, CCRN; KELLY KNUDSON, RN, VA-BC;
AND STEPHANIE MCNAUGHTON, CCLS

Vascular Access Team Serving Pediatric Patients

The Vascular Access Team (VAT) uses ultrasound and near infrared technology to deliver vascular access services to adult patients at CentraCare – St. Cloud Hospital.

Due to fluctuating volumes of pediatric patients, nurses were unable to maintain competency in venipuncture, implanted port access and central venous catheter maintenance which spurred a collaborative approach to meet pediatric needs.

A task force of VAT, pediatric and Emergency Trauma Center nurses and leaders, along with child life specialists, evaluated best practices on pain management, distraction and child-friendly holding techniques to achieve “one-stick” venipuncture. To coordinate and develop a plan of care, VAT and pediatric nurses huddle before procedures, bringing expertise together for an improved patient experience. In December 2019, an interdisciplinary approach to pediatric vascular access services was implemented and managed by the VAT.

Building on success of the collaborative, pediatric vascular access experience services continue to evolve. Pediatric vascular access services are now provided to outpatients for infusion and chemotherapy with the intention of expanding to include adolescent peripherally inserted central catheters.

Professional Development FISCAL YEAR 2021

NURSING POSTER PRESENTATIONS

Ahmad, R. & Patterson, K. (2021, May). *Increasing Access to Data through Microsoft's Power BI*. Poster presented virtually at CentraCare – St. Cloud Hospital Nurses Week.

Backes, A. & Morstad, M. (2020, September). *Reducing Mucosal Barrier Injury Central Line Bloodstream Infections: Quality Improvement Project*. Poster presented virtually at Oncology Nursing Society Bridge.

Belanger, J. & Kastanek, B. (2021, May). *Increased Respiratory Needs of Rehab Patients*. Poster presented virtually at CentraCare – St. Cloud Hospital Nurses Week.

Boeke, A. (2021, May). *Providing Education Regarding Antimicrobial Stewardship for the Bedside Nurse*. Poster presented virtually at CentraCare – St. Cloud Hospital Nurses Week.

Burris, J., Collins, K., Kockler, H., Omann-Bidinger, T., & Plante, L. (2021, May). *No One Goes Missing – Creating an Elopement Risk Safe Plan of Care*. Poster presented virtually at CentraCare – St. Cloud Hospital Nurses Week.

Burris, J., Kockler, H., & Waldum, H. (2021, May). *Admission Documentation Overhaul*. Poster presented virtually at CentraCare – St. Cloud Hospital Nurses Week.

Dumoncaux, P., Rooda, J., & Walz, D. (2021, May). *Implementation and Standardization of Evidence-Based Practice for Reprocessing of Flexible Endoscopes*. Poster presented virtually at CentraCare – St. Cloud Hospital Nurses Week.

Fernholz, K., Theis, J., & Anderson, E. (2021, May). *A New Approach to Sternal Precautions: Keep Your Move in the Tube*. Poster presented virtually at CentraCare – St. Cloud Hospital Nurses Week.

Freese, M. (2021, May). *Reduced Frequency Monitoring Post-Stroke Treatment*. Poster presented virtually at CentraCare – St. Cloud Hospital Nurses Week.

Glenz, T. & Jahn, T. (2021, May). *Contemporary Treatment Options for Pulmonary Embolism (PE)*. Poster presented virtually at CentraCare – St. Cloud Hospital Nurses Week.

Jahn, T. (2021, May). *Implementation of Proper Lead Selection Based on 2017 Bedside ECG Practice Standards*. Poster presented virtually at Virtual National Teaching Institute (NTI) 2021.

Jennings, M., Patterson, K., Volkens, A. & Salzer, J. (2021, May). *Huddle to Enhance Patient Progression of Care*. Poster presented virtually at CentraCare – St. Cloud Hospital Nurses Week.

Kjellberg, K., Plante, L., & Seezs, S. (2021, May). *Routine Post-Surgical Vital Signs: Time for a Change*. Poster presented virtually at CentraCare – St. Cloud Hospital Nurses Week.

Klaverkamp, L, Stowe, M., Henderson, A. & Nester, S. (2021, May). *High Reliability Principles in Safety*. Poster presented virtually at CentraCare – St. Cloud Hospital Nurses Week.

Mondloch, M. & Watson J. (2021, May). *Suspension of Independent Double-Check for SubQ Insulin Administration*. Poster presented virtually at CentraCare – St. Cloud Hospital Nurses Week.

O'Connell, A., Waldoch, K., & Junes, A. (2021, May). *Meeting the Educational Needs of the Busy Bedside Nurse: Curbside Education an Innovative Program*. Poster presented virtually at CentraCare – St. Cloud Hospital Nurses Week.

Swanson, J. (2021, May). *Improving Hepatitis B Vaccination Rates in Nephrology Patients with Chronic Kidney Disease: A QI Initiative*. Poster presented virtually at CentraCare – St. Cloud Hospital Nurses Week.

Walz, D. & Zaske, M. (2021, May). *Performance Improvement Leadership Rounding Implementation*. Poster presented virtually at CentraCare – St. Cloud Hospital Nurses Week.

NURSING PODIUM PRESENTATIONS

Jahn, T. (2021, May). *Contemporary Interventional Treatment Strategies for Acute Pulmonary Embolism*. Virtual Podium Presentation at Virtual National Teaching Institute (NTI) 2021.

Jahn, T. (2021, March). *Implementation of Proper Lead Selection Based on 2017 Bedside ECG Practice Standards*. Virtual Podium Presentation at National Association of Clinical Nurse Specialist National Meeting.

Jarvis, R. & Shuneman, S. (2021, March). *Cancer Care & the LGBTQ+ Patient*. Virtual podium presentation at West Central Minnesota Chapter Oncology Nursing Society Webinar.

Jennings, M., Thoma, J. & Schulz, K. (2021, May). *Breaking Out of the Traditional: Building an Escape Room to Fill Learning Gaps*. Semi-live podium presentation at Virtual National Teaching Institute (NTI) 2021.

Klein, B. & Thoma, J. (2021, May). *Sometimes, the Answer Is No: When Cardiovascular Surgery is not an Option*. "On-demand" podium presentation at Virtual National Teaching Institute (NTI) 2021.

Moengen, D. (2021, April). *Culture of Safety: Increasing Workplace Civility*. Virtual podium presentation at ASPAN Precision Vision Empowering Innovation and Wellbeing Virtual National Conference.

Moengen, D. (2020, November). *Effective Communication: Dealing with Challenges*. Virtual podium presentation at ASPAN Leadership Development Institute 2020 - Leadership Skills to Empower Innovation and Well Being Webcast.

Moengen, D. (2020, October). *Resilience in a Difficult Time using ASPAN Resources*. Virtual podium presentation at Ohio Peri Anesthesia Nurses Association Coping with Hope 2020 Fall Webinar.

Skillings, K. & Annett, L. (2021, May). *Making the Final Lap by Reapplying for Beacon: Going for Gold Again*. Virtual podium presentation at Virtual National Teaching Institute (NTI) 2021.

LINDA CHMIELEWSKI SCHOLARSHIP AWARD

Michael Kihiu, BSN, RN, and Nicole Treb, RN, were recipients of the Linda A. Chmielewski Nursing Scholarship.



MICHAEL KIHU, BSN, RN

Michael, an RN in the Cardiovascular Thoracic Unit (CVTU) and Telemetry Unit, is enrolled at Morningside University pursuing a Master's in Science within the Family Primary Care Nurse Practitioner program. Michael participated in completing the Telemetry and CVTU Beacon applications, was a Magnet champion and is well known for his compassion, respect and courtesy. Michael sees himself becoming a NP who creates holistic plans of care to meet the patients' and families' desired goals.



NICOLE TREB, RN

Nicole, a hospice RN for CentraCare Home Care and Hospice, is enrolled at Graceland University pursuing a Master's in Science within the Family NP program. Nicole is a preceptor, developed a standardized medication set-up process and assisted with COVID-19 community testing. While helping patients and families make difficult decisions, she remains poised, professional and empathetic. Nicole's desire as an NP is to promote health and wellbeing.

Professional Development

Simulations for New Graduate Nurses

Prior to the COVID-19 pandemic, new nurses completed two four-hour simulation days as part of orientation. This experience translates knowledge and skill into practice on a variety of concepts, including blood administration, alcohol withdrawal, sepsis, delirium and safe patient handling equipment.



NATALIE TIGUE, BAN, RN


These valuable simulation experiences were canceled in March 2020 as education shifted to a virtual setting.

As a result of the pandemic, new graduate nurses entering the workforce had a shift in their clinical experiences, from in-person clinicals to other methods. Nurses graduated with fewer clinical hours than normal, resulting in lengthened orientation and time-intensive coaching within each clinical department. Clinical educators brought these concerns forward to Lora Gullette, MSN, RN, Graduate Nurse/Intern/Student Supervisor, who partnered with the nursing orientation educators and department clinical educators to reinstate one four-hour simulation day for new graduate nurses. This change was implemented in February 2021, focusing on four high priority simulations, including respiratory distress, code blue/AED validation, safe patient handling equipment and blood administration. The simulation experiences have been well received by new graduate nurses and the positive impact has led to additional simulation implementation in new graduate nurse curriculum.

Surgery Leadership Succession Planning: **A Strategy Covering 142 Years of Knowledge**

The Surgery program at CentraCare – St. Cloud Hospital has seen a tremendous amount of growth within the career spans of four registered nurse leaders who have a combined surgery experience of 142 years.

This team has seen the expansion from eight to 26 Operating Rooms, including two specialized Endovascular Suites, and multiple technological advances. With retirements imminent among this level of nursing experience, the Surgery team leaders began to plan for successions. In 2018, five team charge RNs worked with the Surgery director to begin an extensive planning process for the future, including a literature review of the Association of periOperative Registered Nurses (AORN).

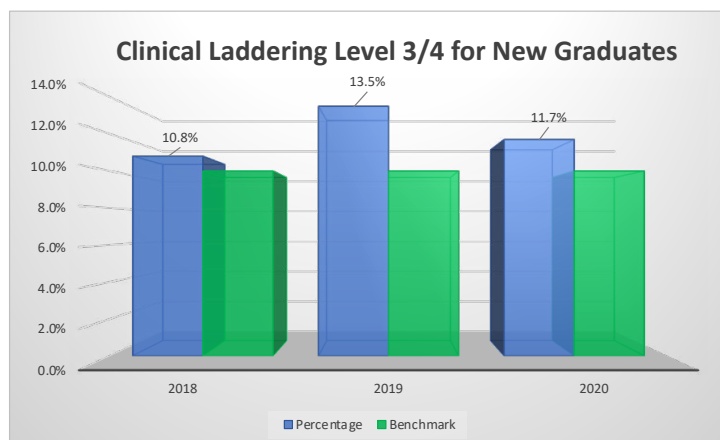


Aligning safe and
timely surgical
interventions for the
patients we serve.

Two years later, a new Surgery leadership structure was created based on evidence, feedback from perioperative nursing colleagues and recommendations from Sullivan Healthcare Consulting. Six surgical specialty teams were reduced to three, permitting Surgery to go from six team charge RNs to three managers and three supervisors with specialized cross training for staff. Other changes from the structure reformation included: increased opportunities for RNs to seek leadership positions, a hands-on focus in ORs with supervisors, an emphasis on CentraCare's long-term goals with management and a new director, reduced FTEs to meet staffing consultant recommendations and improved day-to-day communications through a well-defined leadership structure. Reorganization created the Surgery Implant Coordinator and Technology Support Specialist roles that aid in aligning safe and timely surgical interventions to the patients we serve.

Professional Development

Clinical Laddering Rewards New Grads



The New Graduate Nurse Residency Program, created in 1999, has continued to evolve over the years to better support Nurse Residents during their first year as a professional nurse. As part of the program, Lora Gullette, MSN, RN, Graduate Nurse/Intern/Student Supervisor, aims to enhance CentraCare – St. Cloud Hospital’s culture of nursing practice through promotion and encouragement of professional development. Meeting monthly, program curriculum is designed to mentor, support and encourage Nurse Residents to ask questions, seek feedback and pursue opportunities to build upon their professional growth accomplished through St. Cloud Hospital’s Professional Practice Model (PPM). Curricula highlights a point of the PPM’s Compass to incorporate nursing research, evidence-based practice, clinical laddering and shared governance into the program.

The clinical ladder program recognizes RNs with a reward for active participation in committees, policy development, projects and education aligning with department and St. Cloud Hospital nursing strategic plans. The overall goal to promote high quality care, enhance patient safety and improve patient outcomes was demonstrated through 10% of Nurse Residents attaining Clinical Ladder 3 or 4 within two years of residency graduation. Over the previous three years, Nurse Residents achieving Clinical Ladder 3 or 4 have exceeded the benchmark with 10.8% successfully achieving Clinical Ladder 3 or 4 in 2018, 13.5% in 2019 and 11.7% in 2020.

ADVANCED PRACTICE PROVIDER ORIENTATION PROGRAM

CentraCare – St. Cloud Hospital’s hospitalist program started in 2001. On June 2, 2008, St. Cloud Hospital utilized nurse practitioners and physician assistants, commonly referred to as advanced practice providers (APPs), to assist with evening admissions. The program has grown and now APPs provide inpatient care: admissions, cardiac diabetic and observation unit patient management, hospital cross-coverage and emergency department triage. APPs also provide services at CentraCare – Monticello Hospital. With the expansion of services, the APP onboarding process needed an overhaul.

APP orientees are assigned a physician and APP mentor for their three- to six-month orientation program. Based on recommendations from the Society of Hospital Medicine, orientation is phased and focused on building a knowledge base beginning with admissions by diagnosis, followed by other roles of the service, such as observation unit patient management. Electronic presentations, prepared by fellow hospitalist providers, are learning opportunities incorporated into orientation. Lastly, orientees shadow various subspecialties, such as cardiology, infectious disease and gastroenterology. Open dialogue occurs between APP orientees and physician and APP mentors to enhance the orientation process and learning opportunities. The hospitalist service believes patient care has been strengthened through collaboration with one another and those served.

Nursing Makes a Difference

Minnesota Hospital Association **Good Catch Award**



On Feb. 22, 2021, Jodi Lillemoen, BSN, RN, CMSRN, Core Charge Medical Unit 2, was awarded the quarterly Minnesota Hospital Association (MHA) Good Catch for Patient Safety Award. Jodi identified a patient, on hospital day three, who had a history of chronic suicide ideation and a previous hospital encounter for a suicide attempt. She noted the patient did not have the needed prevention measures in place, which included an order for suicide precautions, a sitter, environment checklist completion and individualized safety interventions. Jodi collaborated with the patient's care team, a Behavioral Health Dysregulation specialist and the hospitalist, to have the patient's risk assessed and a safe plan of care created. Jodi, an active member of Clinical Practice Suicide Prevention Committee, has been involved in the implementation and evaluation of practices related to suicide risk identification and prevention. She will be eligible to win the annual MHA Good Catch award announced later in the year.

Deb McCarl **Diversity Award**



On Dec. 3, 2020, Rosa Erickson-Jarvis, BSN, RN, OCN, clinical nurse on CentraCare – St. Cloud Hospital's Medical and Oncology Unit, was presented the Deb McCarl Diversity Award. This award recognizes staff who are committed to advancement and celebration of diversity and inclusiveness at CentraCare, named in honor of first-time recipient, Dr. Deb McCarl in 2014.

Rosa is a beam of compassion and kindness. Nominators spoke of her advocacy and contributions toward culturally competent and equitable care. Rosa learns her patients' stories and listens intently to their wishes to provide the best care. She actively seeks out diversity educational opportunities and disseminates her learnings to her colleagues. Rosa strives to create a positive workplace where all are welcome and recognized for their gifts.

Minnesota Perinatal Organization **Kunsche Award**



Melissa Bray, MSN Ed., BSN, RN, RNC-MNN, PHN, Nurse Clinician, Birth Center, was awarded the Minnesota Perinatal Organization's (MPO) Kunsche Award. This award is presented annually to a perinatal health care community member for their outstanding work and dedication to advancing the field and furthering MPO's mission. Melissa is an active member of the Minnesota Perinatal Quality Collaborative steering committee and faculty for the Maternal Hypertension Initiative (MHI). She participated in developing resources for MHI and spearheading the Blue Band Project bringing community awareness to maternal hypertension.

Melissa has consistently been recognized as a leader in improving perinatal health throughout Minnesota, earning the March of Dimes 'Women's Health' Minnesota Nurse of the Year Award in October 2020.

Nursing Makes a Difference

CENTRACARE – ST. CLOUD HOSPITAL FINALISTS FOR THE 2020 MARCH OF DIMES NURSE OF THE YEAR AWARDS

Corrine Aarestad, BSN, RN, RNC-NIC
Cameron Atkinson, BSN, RN, RNC-NIC
Courtney Bevans, BSN, RN
Melissa Blake, LPN
Nicole Blake, BSN, RN
Melissa Bray-Erickson, MSN Ed., BSN,
RNC-MNN, PHN
Kallyne Harren, BSN, RN, RNC-OB, PHN
Hani Jacobson, BSN, RN, PHN
Michelle Johnson, LPN
Stacy Kuechle, BSN, RN, RNC-NIC
Heidi Lohse, RN
Maggie McLaird, BSN, RN, CMSRN
Debra Mock, LPN
Christine Neu, LPN
Lori Steffen, MSN, MBA, RN, NE-BC
Amanda Walz, BSN, RN
Kim Welvaert, BSN, RN, RNC-MNN,
CCRN, CLC, IBCLC, RLC

WINNERS BY CATEGORY:

LPN
Debra Mock (Pediatrics)

NEONATAL
Cameron Atkinson (NICU)

PUBLIC HEALTH
Lori Steffen (EHS)

WOMEN'S HEALTH
Melissa Bray-Erickson (Birth Center)



The Daisy Award

During May 2021, CentraCare – St. Cloud Hospital celebrated the annual DAISY Award recognizing nominees and DAISY Award winners in their respective departments. CentraCare – St. Cloud Hospital established nomination and selection criteria in alignment with organizational core values and purpose. Nurses who exemplify these criteria are nominated by patients, families, peers, physicians and colleagues. DAISY Award winners receive a unique, hand carved, “Healer’s Touch” statue, created by artisans from Zimbabwe that represent nursing’s meaningful work.

DAISY AWARD WINNERS FOR 2021

Erika Burggraff, DNP, APRN, FNP (Addiction Medicine)
Denise Christie, APRN, CRNA, MNA (Anesthesiology)
Patricia Dumonceaux, MSN, RN, PHN, CIC (Infection Control)
Amanda Hitchings, BSN, RN-BC (Observation Unit)
Honarae Kedrowski, BSN, RN, PHN (Addiction Medicine)
Kayla Kerin, BSN, RN (Birth Center)
Leah Lahmann, BSN, RN, IBCLC (PCS Float Pool)
Mary Lovgren, BSN, RN (Chemo Infusion)
JoLene Moline, BSN, RN, CMSRN (SUR 1)
Sara Muellner, BSN, RNC-OB (Maternal Fetal Medicine)
Ayan Nour, LPN (Neuroscience/Spine)
Kathleen Payne, BSN, RN, ONC (Inpatient Orthopedics)
Jessica Reed, BSN, RN (Center for Surgical Care)
Amelia Schmitz, ADN, RN (Hospice)
Christa Wagner, BSN, RN, CNN (Dialysis)
Hannah Welinski, BSN, RN (CICU)
Cindy Wilson, ADN, RN, PCCN (Cardiology)
Carrie Zeigler-Erickson, BSN, RN (ETC)



Learn more about the
Daisy Foundation by
[clicking here.](#)

The DAISY Award was established in 2000 by the Barnes Family to recognize nursing clinical skills, leadership and compassionate patient care as a means of honoring their son, Patrick, who died at the age of 33 from idiopathic thrombocytopenia purpura (ITP). The DAISY Award was created to express the profound gratitude of the Barnes Family for the care nurses provide to patients and families every day.

COVID Times Call for COVID Measures

Nurses at the frontline, and nurses behind the scenes, working together with one goal – to keep our community safe.

Infection Prevention and Control (IPC) has served as a member of CentraCare/Carris Health Incident Command from early learnings about COVID-19 emerging across the world, nation, state and locally. Immediately a partnership was formed between IPC and inpatient and outpatient departments, leaders, providers and community members to prevent virus spread. Collaboratively, processes were developed to manage hospital and clinic COVID-19 patient volumes; appropriate personal protective equipment (PPE) policies were developed for staff, patients and visitors; care pathways were created and reviewed through Clinical Pathways and infrastructures were designed to mass dispense COVID-19 tests, vaccinations and monoclonal antibodies. IPC reviews and reports COVID-19-positive cases to Minnesota Department of Health (MDH) and updates public reporting sites to indicate health care systems' ability to accept patients and availability of ventilators, supplies and medications. IPC promoted rapid changes in practice and made ethical and critical decisions to protect all within our health care settings and community.

Employee Health Services (EHS) quickly implemented processes and procedures to meet emerging pandemic needs. A call center was created managing large volume of calls to answer questions, order COVID-19 tests, evaluate exposure and risk for transmission and determine

return to work plans. Centers for Disease Control and Prevention (CDC) and MDH practice guidelines were reviewed by EHS to assure a safe work environment for staff, residents and patients. EHS, in collaboration with Logistics, IPC and nursing leaders, monitored PPE supply and effectiveness. Thorough evaluations were completed to create aggressive conservation and reuse practices until enough PPE was readily available. In December, EHS formed a vaccination team, traveling around the region to vaccinate as many CentraCare employees as quickly as possible.

In January 2021, COVID-19 community vaccination became a reality and CentraCare responded by creating mass vaccination sites in our Central, Western and Southwest regions. Most vaccination sites occurred in existing clinical settings except for the COVID-19 vaccine clinic, South Point. CentraCare South Point, a building usually used as office space and conference rooms, was transformed; the lobby and meeting area space became a clinic setting. In the initial months, demand for the vaccine greatly outpaced supply and MDH guidance was used to prioritize eligible recipients. Patient care staff, retired nurses, nursing faculty and EHS staff administering vaccines heard many stories of grief, fear and hope of normalcy from those whose lives or families were impacted by COVID-19. As of June 30, 2021, CentraCare administered almost 167,000 doses

of vaccine through mass vaccination sites, primary care clinics, employee health clinics, long-term care sites and mobile teams.

To be at our best, workforce wellbeing and emotional resilience are needed. COVID-19 created a heightened state of fear and anxiety. In response, a multidisciplinary team was formed to create and provide accessible and timely resources. Two models were utilized to create a response framework: Universal Selected Indicated and Wellness Hierarchy. Resources were developed based on feedback from leaders and frontline staff. Metrics were utilized to gauge impact and address new needs.

Examples include:

- Employee/Leader resource pages = 16,139 views
- Wellbeing Moments at Huddles = 61 weeks of content
- Individualized team interventions = 28 teams November 2020 to April 2021
- AiRCare furloughed and frontline outreach = 6,315 people contacted

These successful initiatives led to creation of a Wellbeing Steering Committee to align with strategic objectives.

Nursing Makes a Difference

National Nursing Professional Organization Presidency

On May 4, 2021, Dave Walz, MBA, BSN, RN, CNN, LNHA, FACHE, assumed the role of 2021-2022 American Nephrology Nurses Association (ANNA) President during the Nephrology Nurse Recognition Event at the ANNA Virtual National Symposium. Reflecting on the Year of the Nurse and the challenges nurses have encountered throughout the pandemic, Dave inspired attendees to “rise” together to carry ANNA’s vision and mission forward, collaborating for the benefit of nurse colleagues and their patients. He vowed ANNA leaders will “listen, learn and lead” as the organization embarks on ANNA and nephrology nursing’s future.



DAVID WALZ, MBA, BSN, RN, CNN, LNHA, FACHE

National Offices

Nursing Membership on National/State Offices

American Association of Critical Care Nurses (ACCN)

- Melissa Fradette, MSN, RN, CCRN-K, Nominating Committee July 2020 – July 2021.

Academy of Medical-Surgical Nursing (AMSN)

- Katie Schulz, DNP, MBA, RN, NPD-BC, PRISM Award Committee April 2018 – April 2022.

American Nephrology Nurses Association (ANNA)

- David Walz, MBA, BSN, RN, CNN, FACHE, National President May 2021 – May 2022.

American Society of PeriAnesthesia Nurses (ASPAN)

- Deborah Moengen, BSN, RN, CPAN, ASPAN Board of Directors Region 3 May 2019 – May 2023.

Association of periOperative Registered Nurses (AORN)

- Larry Asplin, MSN, RN, CNOR, CSSM, AORN Foundation Board of Trustees President January 2021 – January 2023.

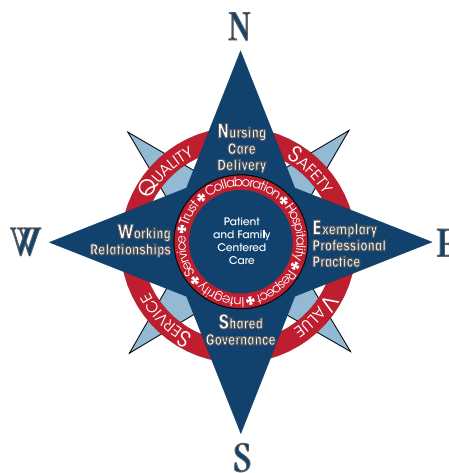
Nursing Annual Report Contributors

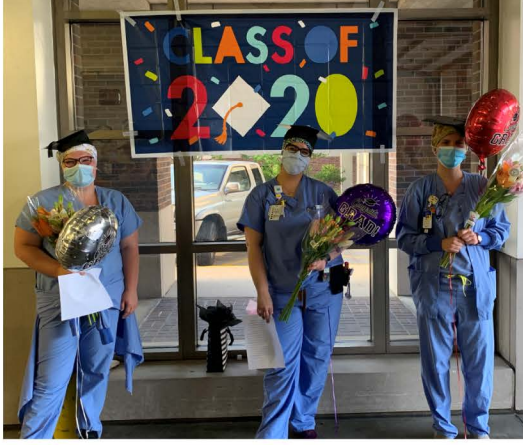
Larry Asplin, MSN, RN, CCSM, CNOR
Ann Backes, MSN, RN, OCN
Chelsie Bakken, MBA, BSN, RN, CPPS
Lisa Bershok, MSW, LICSW
Bobbie Bertram, MBA, APRN, CNP
Laurie Biniek
Jen Burris, MA, APRN, CNS
Michelle Chmielewski, BSN, RN, CCRN
Denise Christie, APRN, CRNA, MNA
Kathy Collins, BSN, RN, CMSRN
Curt DeVos, BSN, RN, CNRN
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Melissa Fradette, MSN, RN, CCRN-K
Michelle Gamble, BSN, RN, CCRN
Kay Greenlee, MSN, RN, CNS, CPHQ
Lora Gullette, MSN, RN
Stephanie Hagen, BSN, RN
Tracy Hanan, LPN
Donelle Hintermeister, MS
Kim Karsch, BSN, RN
Kristina Kjellberg, MSN, RN
Holly Kockler, BSN, RN
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Tiffany Omann-Bidinger, BSN, RN
Nathan Peterson, BA
Rolee Peterson, BSN, RN
Susan Piehl, MSN, APRN, CNP
Joy Plamann, DNP, MBA, RN, BC

Elizabeth Plante, BSN, RN, CNRN, SCRN, PCCN
Jenna Rooda, BSN, RN
Seth Royce, MSN, RN
Katie Schultz, DNP, MBA, RN, NPD-BC
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