From the Chief Nursing Officer

It is with great pleasure that I present the 2018 Nursing Annual Report. Our report highlights examples of clinical nurses and nurse leaders collaborating to promote exceptional nursing practice, leading to improved safety, quality and patient satisfaction. Nursing continues to contribute to the organization’s mission to improve the health of our community through innovative, outstanding care and services through exceptional people doing exceptional work.

Nurses across the continuum promote a professional practice environment through active participation in Professional Governance and The Uncommon Leader (TUL) culture. Our interprofessional efforts result in improved quality outcomes, patient satisfaction and exceptional nurse satisfaction as measured by the most recent nurse engagement survey.

The incredible Magnet® site visit leading to our fourth Magnet designation and our successful Joint Commission survey in November 2018 are evidence that Colleagues are actively living our values and meeting our mission. Nurses are presenting their achievements on the national stage and sharing best practice with healthcare organizations around the world.

Please join me in celebrating the outstanding accomplishments of these exceptional nurses as we work together to advance nursing practice and deliver excellence to those we serve.

Julie Crossley, MSN, MBA, RN, NEA-BC
Chief Nursing Officer
Goshen Health

The mission of Goshen Health is to improve the health of our communities by providing innovative, outstanding care and services, through exceptional people doing exceptional work.
We believe in providing safe, quality care that anticipates the needs of the patient, family and community by collaborating to provide cost-effective, innovative, comprehensive resources across the continuum.
Transformational Leadership

Strategic Planning Retreat
Clinical nurses, nurse educators, managers and directors met in September 2018 to develop the 2019-2020 Nursing Strategic Priorities. Unit Practice Council clinical nurse chairs provided valuable insight. The team reflected on progress toward meeting the 2017-2018 nursing priorities and celebrated the many accomplishments that nursing achieved over the past two years.

During the retreat, the team developed new priorities, which support the Goshen Health strategic plan. New areas of focus for 2019-2020 include:

- Increased joy and resiliency in nursing
- Achieving accreditation of the RN Residency Program
- Embarking on the journey to our fifth Magnet designation

Coaching and Mentoring

Coaching and Mentoring for Nurse Leaders
Nurse leaders continue to use the formalized mentoring process developed by the Nursing Management Council to support new nurse managers and directors, who are paired with experienced leaders. Mentees and mentors meet routinely to discuss challenges, identify resources for continued growth and share insights.

New and experienced nursing directors had an opportunity for coaching in 2018. The coach observed the directors during daily work and provided valuable feedback. Directors set goals following each coaching session to continue professional growth.

RESPECT
We believe in the absolute necessity of a healthy work environment that values each member’s contribution with their unique knowledge, skills and diversity of opinions.

Circle of Caring Birthplace 2P
Goshen Hospital is planning a major building project, including a new patient tower with private rooms for all patients. One of the first stages of the project is renovation of the Circle of Caring Birthplace (CCB). CCB clinical nurses were asked to participate in Project Planning (2P) to provide insight and recommendations for the renovation.

Architects used 2P ideas to create a ‘cardboard city,’ which is a true-to-life scaled version of the proposed newly designed unit. The model allowed testing of workflows and analysis of overall functionality of the unit. Architects made design changes early in the building process to ensure the space is optimal for patient care and efficient for Colleagues.

After 2P completion, clinical nurses have continued to be involved in decision-making about the CCB renovation. They have provided input about phasing of the renovations and new workflow in the newly designed space. Their active involvement and feedback have been key to designing a space that will benefit patients and be more efficient for nurses.

Coaching and Mentoring in Circle of Caring Birthplace
The Circle of Caring Birthplace (CCB) Unit Practice Council identified a need for a formal mentorship program to provide support for newly hired nurses. Nursing job transitions can be highly stressful. Mentoring is an evidence-based method to help decrease stress and increase nurse satisfaction.

A group of CCB clinical nurses reviewed literature and developed an evidence-based mentoring program. Team members identified potential mentors and asked about their interest in volunteering for the new program. Mentors who accepted the challenge received written guidelines for fostering a healthy mentor-mentee relationship.

Newly hired nurses are paired with an experienced nurse mentor. Both mentor and mentee sign a confidentiality agreement to ensure development of trust, as supported by literature. As part of the mentoring agreement, the mentor contacts the mentee on a regular basis through the first year of employment.

The mentoring program has made a positive impact on new nurses. New nurses received an intent-to-stay survey prior to the initiation of the program as well as after three and six months of employment. Survey results showed a significant increase in the new nurse’s intent to stay at Goshen Health.
We believe nursing is an autonomous profession, therefore we utilize evidence-based practice, research, TUL/LEAN activities and quality outcomes to drive exemplary professional practice every day, with every patient, in every setting.
Structural Empowerment

Professional Governance

Professional Practice Council
**Chair:** Julie Jacobsen, BSN, RN, CCRN, Clinical Nurse – ICU  
**Chair Elect:** Charlee Alsman, BSN, RN, RNC-OB, Clinical Nurse – CCB

**Accomplishments:**
- Developed Professional Practice Council (PPC) Scorecard to track quality and patient satisfaction
- Implemented new Joint Commission pain standards
- Increased labeling compliance for IV tubing from 62 to 87 percent
- Promoted measures to increase patient turns from 65 to 81 percent
- Developed a hand-washing campaign video with code word DIDYA to increase hand washing among all Colleagues, resulting in zero hand hygiene citations during Joint Commission visit
- Provided support and leadership development for Unit Practice Council Chairs

Professional Development Council
**Chair:** Maria King, BSN, RN, OCN, Goshen Center for Cancer Care  
**Chair Elect:** Lori Bontrager, BSN, RN, CPAN, Day Surgery, PACU

**Accomplishments:**
- Analyzed registered nurse needs assessment and provided education to meet identified gaps
- Reviewed summative evaluations from all American Nurses Credentialing Center (ANCC) Contact Hour classes and provided feedback to improve future classes
- Commissioned a Do It Group (DIG) to improve the RN orientation process
- Provided education to council members on teaching and learning methods
- Selected effective methods of providing education for Colleagues on a range of topics
ACCOUNTABILITY
We believe in the advancement of nursing practice by actively participating in professional governance, peer review and performance improvement activities to achieve nationally acclaimed nursing outcomes.

Nursing Management Council
Chair: Brandie Yoder, MPH, BSN, RN, CCM, Director of Goshen Home Care & Hospice Care Coordination
Chair Elect: Angel Keene, MSN, RN, CEN, Director of Emergency Department
Accomplishments:
- Completed education on interviewing and implemented techniques with leaders for peer review
- Developed scoring tool for performance evaluations
- Implemented tracking for nurses to report community volunteer hours
- Reviewed steps of crucial conversations and had discussion at each meeting as part of leadership development
- Prepped for successful Magnet® site visit and Joint Commission survey
- Provided oversight to projects within professional governance structure and organizations related to nursing

Transition of Care Committee
Chair: Krista Yoder, BSN, RN, CCM, Clinical Nurse – ACO
Chair Elect: Jamie Smith, BSN-MS, CCM, Clinical Nurse – ACC
Accomplishments:
- Collaborated with Professional Practice Council (PPC) to create Patient Education Project to address patient satisfaction scores related to education
- Implemented MAAP It Out® education for nurses across Goshen Health system, based on the Coleman Transitional Intervention model and teach back method
- Introduced Act Fast flyers as patient education tools for Action Planning in MAAP It Out education

Informatics and Electronic Documentation Committee
Chair: Heidi Stoffel, BSN, RN, OCN, Clinical Nurse – Meditech/2 North
Chair Elect: Catherine Przybyla, BSN, RN, CCRN, Clinical Nurse – CRU
Accomplishments:
- Revised Lay Caregiver process
- Streamlined Emergency Department to inpatient workflow process
- Defined process for transfer of patients with level-of-care change

Nursing Research Advisory Committee
Chair: Anika Wedel, MSN, RN, OCN, Clinical Practice Specialist, Oncology
Chair Elect: Katrina Peters, MSN, RN, RN-BC, Professional Development Specialist
Accomplishments:
- Created educational videos on use of Johns Hopkins evidence appraisal tools
- Facilitated completion of 20 evidence-based practice projects
- Promoted engagement in nursing research and evidence-based practices during Nurses Week and with annual National Research Advisory Committee apple cart initiative

COMPASSION
We believe in engaging in authentic, caring practices that include meaningful partnerships with patients, families and each other.
Certification and Degree Advancement

Certification
Professional certification as a public demonstration of nursing expertise and professionalism is a highly valued accomplishment at Goshen Hospital. Nurses are supported through the application process and are recognized for achievement of certification through public recognition and an annual bonus. Annual certification goals for the overall organization and individual departments are identified and progress is tracked throughout the year.

Nurses at Goshen Hospital recognized the benefits of certification and exceeded the goals for increasing the number of certified nurses in 2016, 2017 and 2018.

Degree Advancement
Goshen Health nurses continue advancing the profession as they work to achieve bachelor’s and master’s degrees. Goshen Health provides support for degree advancement through tuition reimbursement and loan repayment programs. As of December 2018, 79.3 percent of Goshen Hospital nurses had a Bachelor of Science in Nursing (BSN) or higher.

We are on the verge of meeting our Nursing Strategic priority to have at least 80 percent of nurses with a BSN or higher by 2020. This goal aligns with the Institute of Medicine’s recommendation for a nursing workforce that is academically prepared to deliver the highest quality patient care.

EXCELLENCE
We believe in the professional potential and personal wellness of each nurse by supporting life-long learning through certification, education and professional development opportunities.
RN Residency
Coordinators Katrina Peters, MSN, RN, RN-BC, and Tracy Carlstrom, BSN, RN, welcomed 35 newly licensed nurses into the new Vizient/AACN Nurse Residency Program™ in 2018. The 12-month program is designed to ease the transition of newly licensed nurses from the classroom setting to the clinical practice environment. Coordinators facilitate monthly sessions and provide a supportive environment for the new nurses to learn and share.

New nurses learn from experts in a variety of disciplines during monthly residency sessions and have opportunities to share their experiences during a debriefing time. Receiving support from experienced nurse mentors, building relationships with peers and participating in engaging learning experiences help new nurses gain confidence and increase competence during their first year. Residents report that sharing and support is beneficial as they navigate through their first year of professional nursing.

ACCOUNTABILITY
We believe all nurses are leaders and share the vision, act with purpose, remove barriers to quality care and make patients, families and Colleagues their highest priority.
ACCOUNTABILITY

We believe in the practice of nursing with integrity as guided by the ANA Standards of Practice and Code of Ethics.
Exemplary Professional Practice

MAAP it Out©

Nursing professional governance empowers clinical nurses to positively impact patient care. The Transition of Care Committee (TOC) is comprised of nurses representing both inpatient and outpatient settings. TOC promotes continuity and coordination of professional nursing practice across the continuum to strengthen the patient experience, improve clinical outcomes and deliver cost-effective care.

Professional Practice Council (PPC) engages clinical nurses from each department, promoting ownership of nursing practice and accountability for outcomes.

Nurses in TOC identified an opportunity to decrease readmission rates. They shared the data with the PPC and together developed a Patient Education Project led by PPC Chair-Elect Allison Pinion, BSN, RN, PCCN, and TOC Chair Krista Yoder, BSN, RN, CCM. As a result, the TOC created the MAAP It Out campaign, which has a pending copyright application.

MAAP It Out, based on the Coleman Transitional Intervention model, guides nurses in any setting to educate patients about medications, appointments and action plan for symptom management. The model uses the teach-back method. Evidence shows that patients who understand these key topics will more effectively self-manage and navigate the health system.

A group of clinical nurses developed education for nurses across the continuum to understand the campaign and use the new model. The education included interactive videos, a competency validation process and a logo displayed throughout the health system.

Data reflected in TOC’s scorecard continues to show improvement in readmission rates through this collaboration. Patient satisfaction will continue to be monitored, as it is still early in the process to note a significant change.
CAUTI Reduction

Catheter-associated urinary tract infection (CAUTI) is the most commonly reported hospital-acquired condition. The reduction of urinary tract infections related to indwelling urinary catheter has been a high priority for nurses at Goshen Health. Nurses on the Unit Practice Council (UPC) routinely review all their unit’s nurse sensitive clinical data. While reviewing this data, the Intensive Care Unit UPC identified a high rate of CAUTI and committed to making CAUTI reduction a priority.

The UPC members investigated possible causes for infections, despite an existing CAUTI bundle. They reviewed literature and current hospital policies and compared them to the units’ practice for indwelling urinary catheter care. Nurses implemented an action plan, including:

- Emptying catheter drainage bags before mobilization and every six hours
- Performing perineal care at a minimum of every shift
- Using a new securement device

Nurses reviewed education on CAUTI prevention. They introduced the use of an external female catheter, reducing indwelling catheter days. Intensive Care Unit (ICU) nurses performed real-time peer review of both documentation and clinical practice to assure the sustainment of CAUTI prevention practices and correct any deficiencies.

Immediately after nurses implemented the interventions, CAUTI rates in the ICU decreased to zero. CAUTI rates have sustained at zero for 32 months. Nurses continually review outcomes and nursing practice through interdisciplinary rounds and at each UPC meeting. The ICU/UPC nurses also shared best practice with peers at the Professional Practice Council meetings, spreading the knowledge throughout the system.
Nurse Satisfaction/Colleague Engagement

Randy Christophel, President and CEO, invited Colleagues to participate in the 2018 Colleague Voice Survey. This survey, administered by Press Ganey, provides an opportunity for Colleagues to identify areas of strength and opportunities for improvement in the work environment. Survey results guide efforts to make positive change.

More than 92 percent of registered nurses participated in the 2018 survey. Results showed higher levels of satisfaction in every category when compared to other Magnet facilities across the nation.

ANCC Category Performance Scores
We believe in promoting health and wellness through care delivery systems intentionally adapted to meet the needs and priorities of patients and their families in all practice settings.
Clinical nurses and nurse leaders proactively revised nursing pain assessments, policies and procedures to ensure full alignment with the new Joint Commission pain standards. The Interprofessional TJC Pain Management Project Do It Group (DIG) team, led by Julie Jacobsen, BSN, RN, CCRN, Intensive Care Unit Clinical Nurse, completed a thorough review of all nursing pain assessments, policies and procedures at Goshen Hospital. The team made multiple revisions, based on evidence and new standards.

One important revision was the addition of a functional pain assessment. This assessment focuses on the patient’s ability to complete routine tasks such as walking, feeding themselves, getting dressed, etc.

It also determines whether the current level of pain is impeding the ability to function. Patients actively collaborate in the assessment to set realistic, measurable and understandable goals of care related to function.

Another key revision increased pain screenings for all patients. Patients who report having pain receive a full pain assessment. The group focused on improving education about non-pharmacologic measures to reduce pain, as well as safe use of opioid and non-opioid medications when prescribed. Other revisions included improved patient education on safe storage and disposal of unused opioid prescriptions.
Smoke Evacuation in the Operating Room

Electrocautery is routinely used in the operating room to minimize bleeding during surgical procedures. The process produces surgical smoke that contains toxic gases. It is important to remove these gases from the abdominal cavity during laparoscopic procedures. Removing them from the air is also essential, as these gases can be harmful to Colleagues when inhaled.

Nurses in the operating room spearheaded efforts to decrease risk to both patients and Colleagues from inhaling surgical smoke. Nurses, surgical technicians and physicians trialed a variety of smoke evacuation products and identified a product that is effective in eliminating surgical smoke. Colleagues implemented use of the new product in 2018, decreasing exposure and minimizing risk for all in the operating room.

Meditech Expanse

Development of the new Meditech Expanse electronic documentation system was an enormous undertaking in 2018. Clinical nurses were at the forefront of improving the way information is documented and processed in the new system. Many nurses transitioned from their primary clinical roles to new positions on the Meditech team in 2018.

Clinical Nurses on the Meditech Expanse build team include:

- Heidi Stoffel, BSN, RN, OCN, Clinical Nurse – 2 North
- Kathy Turco, BSN, RN, CEN, Clinical Nurse – Emergency Department
- Celia Impey-Delagrange, BSN, RN, CEN, Clinical Nurse – Emergency Department
- Michelle Lambright, BSN, RN, Clinical Nurse – Care Coordination
- Dianne Hogan, BSN, RN, RNC-OB, Clinical Nurse – Circle of Caring Birthplace
- Lindsey Swinehart, BSN, RN, RN-BC, Clinical Nurse – Medical Surgical
- Linda Young, BSN, RN, CAPA – Clinical Informatics

Nurses on the Meditech team brought proposed new processes and documentation updates to the Professional Practice Council, Professional Development Council, and Informatics and Electronic Documentation Committee. Clinical nurses on these councils and committees provided additional feedback and valuable insight as a basis for the changes.

Representatives from Navin-Haffty, our consultants on the Meditech project, were impressed with the active involvement and commitment of Goshen Health Colleagues throughout the Meditech build.

Bedside Report in the Emergency Department

Laverne Moore, RN, BSN, CEN, Clinical Nurse in the Emergency Department (ED), recently completed her Bachelor of Science in Nursing at Goshen College. She spearheaded an evidence-based project as part of her degree completion requirements. Following review of the evidence, Laverne brought the proposal to begin bedside report in the Emergency Department to nurses in the Unit Practice Council (UPC).

The UPC reviewed evidence-based practices using the DIG process. The literature identified that bedside report can improve nurse satisfaction with report and have a positive impact on patient safety. The UPC approved the proposal to begin bedside report, implementing it in April 2018. Data collected from ED nurses prior to implementation and 60 days post-implementation showed an overall increase in satisfaction after bedside report was implemented.
We believe in the value of professional nursing care. Therefore, we seek to provide meaningful recognition to honor excellent nursing across all settings.
Awards, Presentations and Publications

Awards

Fourth Magnet® Designation
Three nurse appraisers from the American Nurses Credentialing Center’s (ANCC) Magnet Recognition Program® visited Goshen Hospital in November 2018 as part of the Magnet redesignation process. Appraisers were on site to verify, clarify and amplify the examples of professional practice highlighted in our Magnet document.

Appraisers interviewed nurses, patients, members of the healthcare team and community leaders. They frequently commented that nurses should publish our work to share best practices with other facilities across the nation. The positive energy was palpable, and Colleague engagement across the continuum led to a highly successful site visit.

Appraiser feedback validated the exceptional nursing practice and inter-professional collaboration as we provide excellent care for our patients, families and community. The report to the Commission on Magnet led to a unanimous vote to redesignate Goshen Hospital as a Magnet facility.

In addition, six areas were highlighted as exemplars where we exceeded the Magnet standards of excellence:

- Nurse satisfaction outperformed in all seven categories.
- Hospice initiative with the national We Honor Veterans program achieved Partner Level 3.
- MAAP It Out® patient education model and LACE Index Scoring tool were developed.
- Do It Group (DIG) improved the heparin protocol.
- Exclusive Breastmilk Feeding Rate outperformed the national mean for eight consecutive quarters.
- Goshen Hospice data for Core Measure Bowel regimen for patients receiving opioids outperformed the mean for eight consecutive quarters.
We Honor Veterans Level 3 Rating
Goshen Health’s dedicated hospice nursing team reached the 3-star rating in 2018 as part of the We Honor Veterans program. We Honor Veterans improves the ability to recognize the unique needs of armed services veterans and their families and provide exceptional end-of-life care. Hospice nurses engage members of local veterans’ organizations and patients to better understand the care needs and concerns.

Veterans may experience life’s transitions differently due to past military service. They may need to connect with other veterans, especially near the end of life, to reflect on life experiences. Feedback from veterans encouraged hospice nurses to create a program where, if desired, veterans receiving hospice services may receive visits or phone calls from other veterans in the community to provide a listening ear and interaction with a former comrade-in-arms.

At the suggestion of other veterans, hospice nurses also created ceremonies for veteran hospice patients, recognizing them for their service. Seeing the patients rally, helping the patient get dressed or be up in a wheelchair or standing with their cap and saluting during the recognition ceremony are proud moments for family, friends, other veterans and the veteran hospice patient. When the veteran’s journey ends, the hospice nurses recognize the veteran one more time, draping them with the American flag.

Beacon Award
The Intensive Care Unit (ICU) at Goshen Hospital received its third Beacon Award for Critical Care Excellence in 2016; the unit received gold ratings in 2013 and 2016. Given by the American Association of Critical Care Nurses, the award affirms that Goshen Hospital critical care nurses provide exceptional care.

2018 Vision Award
Vision First Eye Bank recognized Goshen Hospital with the 2018 Vision Award. Nursing staff coordinated efforts with Vision First representatives to support cornea donation. Their exceptional care for the 18 donors and their family members during a very difficult time resulted in renewed sight for 36 people.

Midwest Vascular Collaborative
Goshen Heart & Vascular Center was recognized in 2018 as a leader in long-term follow-up care of vascular patients. With a score of 99 percent, the center ranked second among hospitals in Indiana, Ohio and Kentucky that participate in the Midwest Vascular Collaborative. Nursing oversight of patients with vascular disease is critical to success. Kathy Maddox, RN, works closely with cardiologists, surgeons, radiologists and patients to ensure high quality, error-free patient care.
Baby-Friendly Hospital Designation
Goshen Hospital continues to hold a five-year designation as a Baby-Friendly Hospital, due to ongoing efforts by nurses in Circle of Caring Birthplace. The Baby-Friendly initiative is sponsored by the World Health Organization and the United Nations Children’s Fund. In 2010, Goshen was the first hospital in northern Indiana to receive the Baby-Friendly designation. The hospital successfully earned redesignation in 2015.

Platinum Performance Achievement Award
Goshen Hospital received the Platinum Performance Achievement Award for the seventh time in 2018. This award by the American College of Cardiology and the American Heart Association recognizes exceptional treatment and outcomes for emergency heart attack patients. Nursing ensures that each patient receives guideline therapies as indicated across the continuum of care, from the Emergency Room and ICU/PCU through cardiac catheterization to cardiac rehabilitation.

American College of Radiology Accreditation
The Center for Cancer Care achieved American College of Radiology (ACR) Accreditation in 2018. This three-year accreditation recognizes high quality radiation oncology practices. Nursing certification rates and experience are important components of achieving ACR accreditation. Nurses in Goshen Center for Cancer Care are key to the radiation oncology mortality and morbidity program, which is a standard for accreditation. The Center for Cancer Care first received ACR accreditation in 2012 and received reaccreditation in 2015.

Center of Distinction Award
Goshen Wound Center received the Center of Distinction Award from Healogics, a network of wound care centers certified by The Joint Commission. The award recognizes achievements for outstanding clinical outcomes. Patient satisfaction rates at the Wound Center were higher than 92 percent, and wound healing rates were at least 91 percent in less than 31 median days.

American Board of Perianesthesia Nursing Certification (ABPNC) Achievement Award
The Post-Anesthesia Care Unit received the prestigious ABPNC Certification Achievement award in 2018. The award recognizes that 75 percent or more of eligible perianesthesia nurses in the department have achieved CPAN® or CAPA® certification.
MACademy Awards

Customer Service
Juliet Leamon, BSN, RN, NE-BC, Director of Oncology, and Beth Jones, BSN, RN, OCN, Oncology Clinical Nurse, are known for their compassion and for exceeding Colleague and patient expectations. Going beyond standard of care, they planned a wedding for a patient in the final stages of cancer. When the patient was discharged and admitted to a Fort Wayne facility the day before the ceremony, Juliet moved the wedding site and arranged for the pastor to go to the new facility. Juliet and Beth took the cake, decorations, flowers and wedding favors to Fort Wayne after work to make the patient’s wishes come true.

Heparin Protocol DIG
An interprofessional group of pharmacists and nurses updated the protocol for heparin, a high-alert medication that can cause serious patient harm. Nurses had manually managed the process in the past. Following the Do It Group (DIG), the pharmacists manage the heparin protocol. Automation was built into the new process for ordering, administering and monitoring this drug. The new protocol resulted in no medication errors in the first two months following the change. This DIG group also discovered other opportunities for improvement moving forward.

COMPASSION
We believe in providing intentional and sensitive relationship-based care that is respectful of diversity and the patient’s right to choose.
Quantitative Blood Loss DIG
Nurses took the newest recommendations for quantified blood loss during a vaginal delivery and changed the practice for Circle of Caring Birthplace. More accurate blood loss documentation allows quicker recognition of postpartum hemorrhage and more timely treatment. The practice change allows mothers to recover more quickly without the chain of events that can occur if postpartum hemorrhage goes undetected. Circle of Caring Birthplace is providing safer postpartum care to women due to the changes this group implemented.

Patient Education DIG
Patient satisfaction scores revealed that patients did not feel prepared for discharge. In response to this data, nurses across the organization came together to address gaps in the transition from inpatient to outpatient. They developed patient education methods focused on medications, follow-up appointments and action plans (MAAP It Out©) to help patients more effectively manage their care after discharge. To roll out new education to nurses, the team used a voice-over PowerPoint presentation and video that highlighted the patient experience. The team worked hard to ensure sustainability of the new MAAP It Out model in the hospital and throughout the system.

Commitment to Education
Katrina Peters, MSN, RN, RN-BC, Professional Development Specialist, won the Commitment to Education award for her role in providing education and support for nursing students and newly licensed nurses. Katrina facilitated the Patient Care Extern (PCE) Program for several years. This program provides an educational experience for nursing students who completed their junior year of a Bachelor of Science in Nursing program. Many of the PCEs return to Goshen Health as newly licensed nurses following graduation.

Katrina also spearheaded the launch of the RN Residency Program for newly licensed nurses. She brought together a multidisciplinary group to create an engaging curriculum for the residency program. The support has helped first-year nurses more effectively transition into their new roles, which greatly impacts patients and other Colleagues. Katrina’s perseverance to make the program effective has raised the level of excellence in nursing care.
The Uncommon Leader (TUL) Ambassador Award
Heidi Stoffel, BSN, RN, OCN, 2 North Clinical Nurse, leads the core team building the Meditech Patient Care System (PCS) and chairs the Informatics and Electronic Documentation Committee. She works closely with the Clinical Advisory Board and Professional Practice Council to ensure the Meditech Expanse platform meets the needs of end-users. Colleagues recognize Heidi as a well-organized leader who bridges the gap between administration and staff nurses. She is an exemplary Colleague who embraces the TUL culture and is a mentor and role model for Colleagues.

Highest TUL Points
Anika Wedel, MSN, RN, OCN, 2 North Clinical Practice Specialist, is eager to teach, encourage and lead others in honing their clinical skills. She is a wealth of knowledge and leaves no stone unturned when Colleagues ask questions. Anika is quick to research resources to help guide next steps. Her efforts have led to improved patient experiences and empowered Colleagues.

Colleagues generated over 29,000 points from JDIs, DIGs and projects. Anika earned 147 TUL points, the highest in 2018.

President’s Award
Randy Christophel, President and CEO, selected Chief Nursing Officer Julie Crossley and Erica Prough, Director of Education and Professional Practice, as the 2018 President’s Award recipients. Julie and Erica worked closely together to lead the nursing team in the Magnet reaccreditation process. Nurses across the organization pulled together and transformed the nursing practice environment, leading to improved patient outcomes. The culmination of the team’s efforts occurred in January 2019 when our organization achieved its fourth Magnet designation. This puts Goshen Hospital in an elite group of approximately 59 organizations worldwide that have achieved this designation for a fourth time.
Presentations

National Presentations


Regional Presentations


Local Presentations

Julie Crossley, MSN, MBA, RN, NEA-BC, “The Nursing Professional Practice Environment,” October 2018, senior nursing students, Indiana University South Bend, South Bend, Indiana.


Brandie Yoder and Erica Prough shared the positive impact of our redesigned Nursing Professional Governance structure.
Josi DeHaven and Deb Sweetser presented the telehealth COPD results.