I'M AN RN, WHAT'S YOUR SUPERPOWER?
“The nursing staff at UPMC Pinnacle is among the nation’s elite.”
I’m proud to present to you the 2016 UPMC Pinnacle Nursing Annual Report for UPMC Pinnacle Harrisburg, Community Osteopathic, and West Shore.

2017 has been an exciting year for us. PinnacleHealth joined forces with UPMC to provide additional services and increased access to the best care in the region. In addition, we welcomed five hospitals from Carlisle, Hanover, Lancaster, Lititz, and York to expand health care services and advance quality initiatives to patients across south central Pennsylvania, allowing us to continue to provide high-value, nationally recognized care.

This report highlights the accomplishments of our nurses in 2016. We rolled out the DAISY Award, submitted the Magnet® documentation for all three hospitals, and we rolled out the Epic electronic medical records system across all three campuses.

I am fortunate to have a team of nurses and nurse leaders who step up to every challenge while continuing to give high quality care and exemplify professionalism and excellence. The nursing staff at UPMC Pinnacle is among the elite group of nurses across the country privileged to be a part of the “gold standard” for nursing. As a Magnet® organization, the staff takes pride in their nursing practice. They have created a culture based on best practice, and keeping our patients safe. I could not be more proud to serve as their leader.

Nurses have a great effect on patient outcomes. With the coming changes in the health care arena, our nurses will take on new challenges, yet continue to create a safer environment for our patients, families, and staff. All nurses at UPMC Pinnacle are valued and empowered to make a difference.

On behalf of the nursing leadership team, I hope you enjoy learning about the great contributions our UPMC Pinnacle nurses have made to our community in 2016. And we look forward providing life-changing medicine to area residents for years to come.

Thank you,

Susan K. Comp
Susan Comp, MBA, MHA, BSN, RN, CNOR
Senior Vice President and System Chief Nursing Officer
The DAISY Award blossoms
In January 2016, Susan Comp, chief nursing officer, introduced the DAISY Award to UPMC Pinnacle. This new accolade recognizes bedside nurses who provide extraordinary care, demonstrate excellence, and create a collaborative team effort. Each serves as role models to other nurses.

DAISY is an acronym for Diseases Attacking the Immune System. The DAISY Award was established by the DAISY Foundation in memory of J. Patrick Barnes who died at 33 of ITP, an auto-immune disease. The Barnes Family was so impressed and moved by the skills, caring and compassion of the nurses who cared for Patrick that they created this national award to say thank you to nurses everywhere. Receiving this recognition honors the patient, as well as the nurse, and UPMC Pinnacle is proud to be part of the DAISY Award program. Each month patients, families and staff are encouraged to nominate a special nurse who provides direct patient care at the bedside and exemplifies the following characteristics:

**Integrity:** Maintains the trust and confidence of all with whom she/he engages

**Commitment:** Serves patients and their families by honoring UPMC Pinnacle’s mission

**Advocacy:** Truly focuses on serving the patient

**Respect:** Provides dignity and respect to everyone she/he serves and encounters

**Excellence:** Strives for the highest quality and continuous improvement

This award is presented by the chief nursing officer, senior leadership team members, and DAISY committee members to its deserving recipients. We are proud to have so many award-winning nurses in our midst.

### JANUARY

**2016 DAISY Award winners**

**January – First DAISY**
**Award recipient**
Susan Spencer, BSN, RN-BC, CTI, Main 6, UPMC Pinnacle Harrisburg

**February**
Tiffany Jackson, RN, Medical/Surgical ICU, UPMC Pinnacle Harrisburg

**March**
Cheri Kost, RN, BSN, ICU, UPMC Pinnacle West Shore

**April**
Helen Haddick, BSN, PCCN, ICU, UPMC Pinnacle West Shore

**May**
Susan Stoudt, RN, AG-7, UPMC Pinnacle Harrisburg

**June**
Carlos Patino-Quiroz, RN, ICU, UPMC Pinnacle Community Osteopathic

**July**
Timothy Fisher, RN, BSN, ICU, UPMC Pinnacle Community Osteopathic

**August**
Elizebeth Edmister, RN, BSN, Medical/Surgical ICU, UPMC Pinnacle Harrisburg

**September**
Karen Marencic, RN, Perianesthesia, UPMC Pinnacle Community Osteopathic

**October**
Ashley Morris, RN, BSN, Emergency Department, UPMC Pinnacle Harrisburg

**November**
Jordan Betts, RN, Cardiothoracic ICU, UPMC Pinnacle Harrisburg

**December**
Christopher Gunter, RN, Main 7, UPMC Pinnacle Harrisburg
JANUARY
Blizzard of 2016
On January 22 and 23, Winter Storm Jonas hit central Pennsylvania hard, covering our area with 30.2 inches of snow. Despite this adversity, our nurses, physicians, employees, and volunteers weathered the storm to provide exceptional care for our patients and support for each other. There are countless stories of staff working multiple shifts and transporting employees and physicians to and from work safely. EMS workers answered every call despite the extreme conditions and our maintenance crew worked 48 hours straight to ensure access to our hospitals and facilities. We are extremely grateful for their dedication.

FEBRUARY
“The stars come out at night”
It takes a special kind of nurse who is willing to confuse their own biological clock in order to care for our patients overnight. That’s why the nightshift committee was born. The primary objective of the committee is to recognize and promote those individuals who work nightshift, while enhancing the reputation and acknowledging the care our night shift staff provides.

The committee began with a few goals in mind:
- Improve employee satisfaction of those who work primarily night shift
- Improve patient safety
- Increase the number of educational offerings for those working night shift
- Identify perks aimed directly at those working overnight

The committee surveyed overnight staff in an effort to target areas in need of enhancement. Some of these improvements include educational opportunities, committee representation on the nurse residency agenda offering tips to improve sleep while working night shift, and a nursing grand rounds presentation entitled “Surviving and Thriving on Night Shift.”

The committee plans to continue to identify unit champions and further develop initiatives focused on those who come out at night and shine in the eyes of our patients.
MARCH
Support staff recognized for their contributions to patient safety
Our colleagues in food and environmental services have embarked on a journey with clinical staff to improve the quality and safety of our patients’ stays.

The support staff have improved their response to bed alarms, remained with patients while they are getting out of bed (until clinical staff could respond), and even used their education to identify that the doors in rooms of patients considered a “fall precaution” should not be closed.

In 2016, Sodexo’s food and environmental services staff saved 72 falls throughout the UPMC Pinnacle enterprise. Several of their staff members were nominated for the “I Am Patient Safety” recognition with the Pennsylvania Patient Safety Authority and they won. It is phenomenal to see how they’ve been able to help shape a culture and foster such good working relationships with the clinical staff and we thank them for their support in helping prevent patient falls.

In the calendar year 2016, we decreased patient falls by 19 percent from the year prior as an organization.

Magnet fair theme:
I’m an RN, what’s your superpower?
In preparation for our re-designation site visit, the Magnet Champions rallied the troops by reigniting everyone’s excitement for all things Magnet®. The purpose of the fair was to re-educate staff on what being a Magnet® organization means to patients, employees and the community. The chosen theme was “I’m an RN, what’s your superpower?” and the fair included superhero-themed refreshments, a photo booth complete with props, as well as a contest between units to see who made the best superhero cape. The fair traveled between all three hospitals, inspiring everyone to recognize why UPMC Pinnacle deserves to be recognized as a Magnet® organization.

Winners of the cape contest:
• UPMC Pinnacle Harrisburg, Main 6
• UPMC Pinnacle Community Osteopathic, Emergency Department
• UPMC Pinnacle West Shore, Operating Room

The champions continue to promote a culture of excellence as we continue our Magnet® journey.
EXTREME NURSE: IT’S NOT FOR THE WEAK

Two times a year, the Professional Nurse Council sponsors the Extreme Nurse program, which provides high school students the opportunity to explore nursing as a career. This “day in the life of a nurse” program introduces them to a wide variety of settings throughout UPMC Pinnacle. Two eight-hour sessions each year yield experiences such as a visit to the emergency department, operating room, Women & Children’s areas, and the helipad. Students spend time with nurses participating in hands-on tasks such as basic CPR, donning personal protective equipment, lung auscultation, and injecting an orange. The students’ evaluations are glowing year after year.
MAY

Rest assured, new beds provide better patient comfort

UPMC Pinnacle nurses were excited to receive nearly 450 new patient beds and additional replacement mattresses for all three hospitals. With this large of a delivery, it took an entire team to ensure patient care was minimally interrupted as we changed out our bed fleet. Teams of housekeepers and nurse leaders cleaned the new beds as staff from the transport department unloaded the beds off the truck. The nursing staff had all patients out of bed when it was time to receive the new beds—all in record time. Security was instrumental in keeping the flow of traffic moving outside the emergency departments and loading docks while the beds were being unloaded and staff from tech services and biomed were there to assist as well. This was a concerted effort by everyone involved and a great example of teamwork.

“I’m an RN, what’s your superpower?”

The Professional Nurse Council planned another extraordinary National Nurse’s Week. The theme “I’m an RN, what’s your superpower?” from the March Magnet® Fair was promoted throughout the week’s events including nursing expos at all three campuses. The week concluded with the annual nursing gala to celebrate nurses and their superhuman strengths and to present the nursing excellence awards. The highlight of the evening was the premier of the annual nurse leader video. Incorporating the superhero theme, system leaders demonstrated their dance moves to Silento’s song, “Watch Me (Whip/Nae Nae).”
JUNE
Nursing department hosts “God Gave Me You” book signing event
Author and UPMC Pinnacle oncology nurse Tricia Seaman was on site at each campus to sign copies of her book “God Gave Me You: A True Story of Love, Loss, and a Heaven-Sent Miracle.” The book tells the heartwarming, true story of how Tricia met Trish Somers, a terminally ill cancer patient, and the immediate bond they formed. Ms. Somers, a single mother, asked Tricia to look after her eight-year-old son upon her death. In anticipation of the book signing event, Chief Nursing Officer Sue Comp gifted a book to every nurse at each hospital. Tricia’s story resonates with nurses everywhere and exemplifies the strong, emotional bond that is formed between a nurse and a patient.

JULY
Nurse residency: livin’ it, lovin’ it
All UPMC Pinnacle nurses with less than six months of acute care experience are assigned to the Nurse Residency program. This one-year “transition-to-practice” program is designed to specifically meet the needs of new nurses entering the profession. A team of clinical nurse specialists, nursing professional development specialists, and experienced staff nurses provide ongoing support and mentoring for each nurse resident. The nurse residents meet each month. The program provides a structured forum for continuous learning and professional development. The goal is to strengthen nurses’ commitment to their profession, build confidence, develop their clinical skill set, and grow professionally.

This initiative has become a powerful tool to recruit and retain high-quality nurses in direct care positions. The program has undergone many positive improvements with interactive sessions such as lessons on self-care, emergency skills, and time management. Nurse residents have an opportunity to meet members of the nurse leadership team and interact with experienced nurse educators. The nurse residents are exposed to our evidence-based approach to practice and the program culminates with them showcasing their work on an evidence-based project. This residency requirement engages them in the process of improving clinical practice and empowers them to use this knowledge to improve patient outcomes.
AUGUST

New Surgery Optimization Clinic opens

The Surgery Optimization Clinic (SOC) was created to improve patient outcomes through surgical risk reduction, coordination of care and standardization of practices. The ultimate goal is to reduce complications, length of stay, same-day surgery cancellations and readmissions, and to provide high-quality care to at-risk surgical patients. The clinic opened on August 1, in 3 Landis at the UPMC Pinnacle Polyclinic Campus. UPMC Pinnacle embraced the efforts of a multidisciplinary team to pioneer the development of the SOC. Root cause analysis reports, readmission data, specialty collaboration, and evidence-based practice research were used to identify modifiable risk factors for surgery. Enhanced collaboration between all members of the team has led to early optimal outcomes for patients. The program is not limited to prehabilitation for surgery, and can lead to lasting lifestyle changes that ultimately result in patient empowerment and lifetime health improvement.

SEPTEMBER

LPNs: our partners in patient care

As the organization continues to grow and expand, additional resources were added to ensure the delivery of quality patient care. The licensed practical nurse (LPN) is an essential member of the health care team who performs a variety of direct and non-direct care activities. The introduction and expansion of the LPN program has proved to be a positive addition to the nursing team. As a team member, LPNs play an integral part in the delivery of care. Under the direction of a registered nurse, the LPN participates in planning, implementing and evaluating care for each patient and family member. LPNs bring significant value to our care team and we appreciate their dedication.
OCTOBER

Get ready for Epic Go Live

Strong operational engagement is critical to a successful electronic medical record (EMR) implementation. UPMC Pinnacle embarked on a system-wide Epic EMR installation in October 2016. To help facilitate operational ownership across clinical applications, we developed the Clinical Operational Readiness (CORe) program. This program consisted of several key initiatives to guarantee our success. First, Epic staff visited the organization often throughout the implementation. The first few trips, referred to as site visits or discovery, consisted of gathering information about current hospital processes. A Clinical Content Build Out (CCBO) team was created and responsible for helping to detail current nursing workflows. CCBO comprised staff nurses, nurse managers and nursing directors. CCBO had monthly meetings to review content relevant to the nursing documentation. This group also identified complex workflows and worked with operational leadership to mitigate, monitor and improve workflows among the nursing units. Next, clinical operational readiness meetings were established. Monthly interdisciplinary meetings were established to develop content that crosses many disciplines. These meetings all culminated in an Epic Clinical Readiness Day. Hundreds of leaders came together to ensure we were ready to implement the new EMR. We held breakout sessions to review our high-risk workflows.

To prepare our staff for Go Live, nurse managers identified super users and subject matter experts (SMEs) from various nursing departments. This model allowed nursing to have bedside caregivers train our own staff and the model proved quite positive. Each nurse attended training sessions varying in length and content. Once training was completed, staff had the ability to login and “play” in a training environment. This helped the staff get acquainted with the new system and workflows.

October 1, was filled with great anticipation. We prepared for the event by securing 300 individuals known as At the Elbow support from an outside company to focus on how to use the system. We used our SMEs and identified super users to focus on workflows during Go Live. It was an all-hands-on-deck effort. Daily conference calls and emails to improve communication proved to be a good tool. In addition, we made sure to have plenty of around-the-clock fueling stations for staff to have meals and take breaks. Our staff showed amazing resilience and our Epic event proved to be a success with our frontline staff leading the way.

Even after implementation, we continued to improve processes and prioritize Epic optimization requests. Nurse Practice Council established an Epic work group that approves all change requests to the EMR.
NOVEMBER

Nightingale Award for excellence in nursing

Nightingale Awards of Pennsylvania is a statewide, non-profit foundation created to help recruit and retain nursing professionals. The awards program is designed to recognize area nurses on their contribution to the nursing profession. Clinical Nurse Specialist Deborah Schafer, MSN, AGCNS-BC, RNC-OB, received the award for advance practice nurse (APN) in November. Deb has been passionate about the care of obstetric patients for more than 25 years and is certified as an inpatient obstetrics nurse. As an APN, Deb has shared her clinical expertise in the specialty of high-risk obstetrics and ensures this patient population receives high-quality, evidence-based care.

DECEMBER

Magnet® journey: in pursuit of excellence

It is with a focus on quality patient outcomes, nurse satisfaction, and patient satisfaction that we have continued the journey towards attaining and retaining Magnet® recognition. This award was created by the American Nurses Credentialing Center (ANCC) to promote and recognize innovation and excellence in professional nursing practice. In the pursuit of this prestigious designation, we are able to reflect on the incredible expertise and dedication of our nursing staff throughout every part of our organization.

Pursuit of the Magnet® designation requires submission of a document supporting all of the Magnet standards. It also involves a site visit from ANCC Magnet® appraisers to verify, clarify and determine that we exemplify what we have written in the document. This process required the dedication and hard work of many individuals to strategically showcase the exemplary nursing practice we provide every day.

A key element in our preparation efforts included the time, dedication, and commitment of the Magnet Champions. They were instrumental in our efforts to prepare the organization for document submission and the site visit. The initial document was submitted in February. ANCC requested additional evidence that was provided to them in August. It was after review of this evidence that we were granted a site visit in December.

Throughout all of our efforts to prepare for document submission and the site visit, a single theme emerged: we do not provide the care that we do simply to be recognized as Magnet; we are Magnet because of the excellent nursing care that we provide.
Systemwide, Compared to 2015, Total Patient Falls **DECREASED 5%**

Patient Falls with Injuries **DECREASED 19%**
QUALITY OUTCOMES

UPMC Pinnacle nurses take pride in providing the highest quality patient care. At each of our three hospitals, nursing processes are in place to ensure a safe and caring environment. We continually review our patient outcomes related to all nursing sensitive indicators and strive to provide the most up-to-date evidence-based practice.

Our rates dramatically declined for central line associated blood stream infections (CLABSI) and catheter associated urinary tract infections (CAUTI). When compared to other hospitals rates across the nation, the majority of nursing units at all three hospitals, consistently outperformed the benchmark mean.
CLABSI TRENDS

UPMC Pinnacle Community Osteopathic CLABSI Trends 2016

UPMC Pinnacle Harrisburg CLABSI Trends 2016

UPMC Pinnacle West Shore CLABSI Trends 2016
FALL TRENDS

UPMC Pinnacle Community Osteopathic Fall Trends 2016

UPMC Pinnacle Harrisburg Fall Trends 2016

UPMC Pinnacle West Shore Fall Trends 2016
HAPI TRENDS

UPMC Pinnacle Community Osteopathic
Hospital Acquired Pressure Injuries Incidence Rates Trends 2016

UPMC Pinnacle Harrisburg
Hospital Acquired Pressure Injuries Incidence Rates Trends 2016

UPMC Pinnacle West Shore
Hospital Acquired Pressure Injuries Incidence Rates Trends 2016