

Nursing

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# Sentara Albemarle Medical Center

2023 Nursing Annual Report



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# Dear Nursing Colleagues,

As I pen my message for the 2023 Nursing Annual Reports, I am proud to recognize and celebrate the countless contributions Sentara's nurses make in the lives of the thousands of patients, members, and community residents we serve each year throughout our hospitals, home health/hospice services, health plans and ambulatory services across the system. There is a reason that nursing has remained the most trusted profession in the country for 22 consecutive years, per Gallup annual report which highlights the high honesty and ethical standards displayed by nurses across the country. Here at Sentara, we see and feel this impact every day, both within our walls and throughout the many communities we serve.

When I reflect upon the over 9,000 incredible nurses and total 30,000 colleagues who make up the Sentara team, the words that first come to mind include commitment, professionalism, and excellence. Sentara nurses work tirelessly to deliver the highest quality care to our patients and members at every level of our organization. At the same time, we know it takes a dynamic, diverse, and multidisciplinary team to support Sentara's mission to improve health every day. As nurses, we work in collaboration with countless other disciplines, and we could not do what we do without the expertise and support of our colleagues across the system.

As a nurse for more than 42 years, I often reflect on why I have chosen to continue my commitment to the

profession of nursing, year after year. For me, it is that passion – that fire within me that reminds me of the importance of what we are doing here. Every day, patients, members, and their families place their humanity into our hands. That is an honor and a privilege that many other professions never experience.

2023 saw us launch the One Sentara strategic plan as a road map for the future, along with Transformation Initiatives to accomplish that plan. Nursing has a key role in much of this work for the years ahead. System outcomes in 2023 showed overall improvement in many areas. Overall Hospital Acquired Infections (HAIs) decreased in 2023 and has over the past 7 years. Nursing retention for 2023 was in the top quartile of the nation with nursing turnover at 12.5%. Close to 2,000 RNs were hired in 2023, well over our 2022 volumes. Our nursing shared governance structure continues to be strong and allows for frontline staff to collaborate with leaders for shared decision-making. Our scholarly work, including published manuscripts, poster and podium presentations, and research projects continue to add to nursing's overall body of knowledge.

I wish you all well and look forward to seeing each of you live out our mission "to improve health every day." Making a difference takes courage, integrity, passion, ingenuity, and advocacy. These endeavors connect all Sentara nurses.



With deepest gratitude and respect,  
**Mary Morin, MSN, RN, NEA-BC**  
Enterprise Chief Nursing Officer /  
Senior Vice President

# Dear SAMC Nurses,

As the famed Dr. Suess once wrote in one of his most beloved books, Oh the Places You will Go, **"Congratulations! Today is your day. You're off to Great Places! You're off and away!"**

SAMC Nursing is off to great places, and I wanted to take a moment to reflect on the amazing work of SAMC Nurses and say, "Thank You, I am so very proud". In 2023, we recommitted to Because We Care expectations, focusing our work on quality and patient experience. We reduced our healthcare acquired infections and healthcare acquired pressure injuries for the third year in a row, we reduced our line days through nurse driven ultrasound guided IV starts, and SAMC nurses designed and implemented 9 of the 12 best practices at the system level for patient experience.

**"You have brains in your head. You have feet in your shoes. You can steer yourself any direction you choose" (Suess,1990).**

SAMC nurses found their voice, steering nursing practice through strengthening of our shared governance structure. Implementing best practices through robust unit councils, SAMC nurses have implemented a re-engineered discharge nurse, moved to mobile documentation utilizing WOWs, and advocated for nurse driven ultrasound guided IV starts. Through SAMC nurses active voices, there have been changes in design of the new hospital that better align with nursing workflows. SAMC nurses also designed

the theme for our Magnet journey, Around the World in 80 days, ensuring that we continued our diversity, equity and inclusion work, proudly displaying various nursing practices, and partnering with our dietary team to bring native dishes to the café for the team to enjoy.

**"You'll be on your way up! You'll be seeing great sights! You'll join the high fliers who soar to great heights. You won't lag behind, because you'll have the speed. You'll pass the whole gang, and you'll soon take the lead" (Suess, 1990)**

As we look to the future, SAMC nursing will soar to new heights in 2024 continuing to lead the way on our patient experience nursing bundles, and remaining laser focused on implementing evidence-based best practices for falls, healthcare acquired infections and pressure injuries.

Thank you for your ongoing commitment and dedication to excellence for our patients, their families, your teams and the community! I am incredibly proud of the work that each of you have done and humbled to lead such an amazing group of talented team members. I am excited for the journey to continue and look forward to ongoing success.

**"And will you succeed? Yes! You will, indeed! (98 and ¾ percent guaranteed)" (Suess, 1990)**



With gratitude,  
**Elizabeth Albaugh, MBA, BSN, RN, NE-BC**  
Vice President/Chief Nursing Officer



# Quality & patient sensitive measures

SAMC continues on our Magnet journey to nursing excellence, the majority of our units outperformed in all patient-centered clinical indicators for both the inpatient and ambulatory care settings. This could not be achieved without your dedication and commitment to safe, patient-centered care.

## NDNQI Performance Q1 2022 - Q4 2023 Highlights

Patient-Centered Clinical Indicators	ICU	3 North	2 South	3 South	Postpartum	# of Units Outperforming
	Q1 2022 - Q4 2023 (Rolling 8 Quarters)					
Falls with Injury	8 out of 8	6 out of 8	5 out of 8	7 out of 8	8 out of 8	5 out of 5
HAPI Stage 2 and Above	7 out of 8*	7 out of 8*	7 out of 8*	7 out of 8*		4 out of 4
CLABSI	6 out of 8	7 out of 8	7 out of 8	6 out of 8		4 out of 4
CAUTI	7 out of 8	7 out of 8	8 out of 8	8 out of 8		4 out of 4
Medical Device Related HAPI	7 out of 8*	7 out of 8*	7 out of 8*	7 out of 8*		4 out of 4
New Healthcare Onset C-Diff	6 out of 8	8 out of 8	7 out of 8	8 out of 8		4 out of 4
New Healthcare Onset MRSA	8 out of 8	8 out of 8	8 out of 8	6 out of 8		4 out of 4

Data: Q4 2021 - Q4 2023

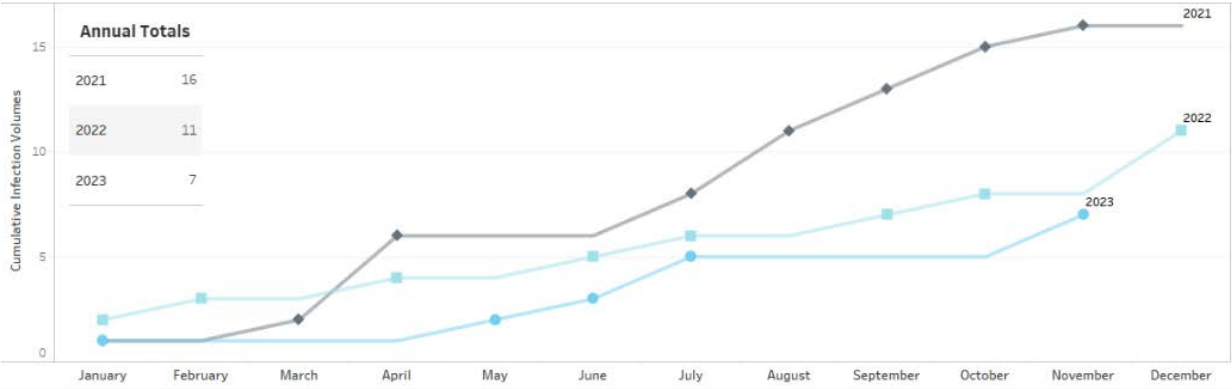
## Ambulatory

Patient-Centered Clinical Indicators	ED	PAT Testing	Same Day Surgery	PACU	Operating Room	Infusion Clinic	Cath Lab	Cardiac Rehab	Cardiac Non-Invasive	Radiology	# of Units Outperforming		
	Q1 2022 - Q4 2023 (Rolling 8 Quarters)												
	Falls with Injury	4 out of 8	8 out of 8	7 out of 8	8 out of 8		7 out of 8	8 out of 8	8 out of 8	8 out of 8		6 out of 8	8 out of 9
	Treat and Admit-Median Minutes	8 out of 8											1 out of 1
	Decision to ED Departure-Admissions	8 out of 8											1 out of 1
	Treat and Release-Median Minutes	6 out of 8											1 out of 1
	Total RN Assault Rate	1 out of 8	8 out of 8	8 out of 8	8 out of 8								3 out of 4
	Patient Burns					7 out of 8	8 out of 8	8 out of 8				7 out of 8	4 out of 4
	Surgical Errors					8 out of 8	8 out of 8	8 out of 8				5 out of 8	4 out of 4

Data: Q1 2022 - Q4 2023

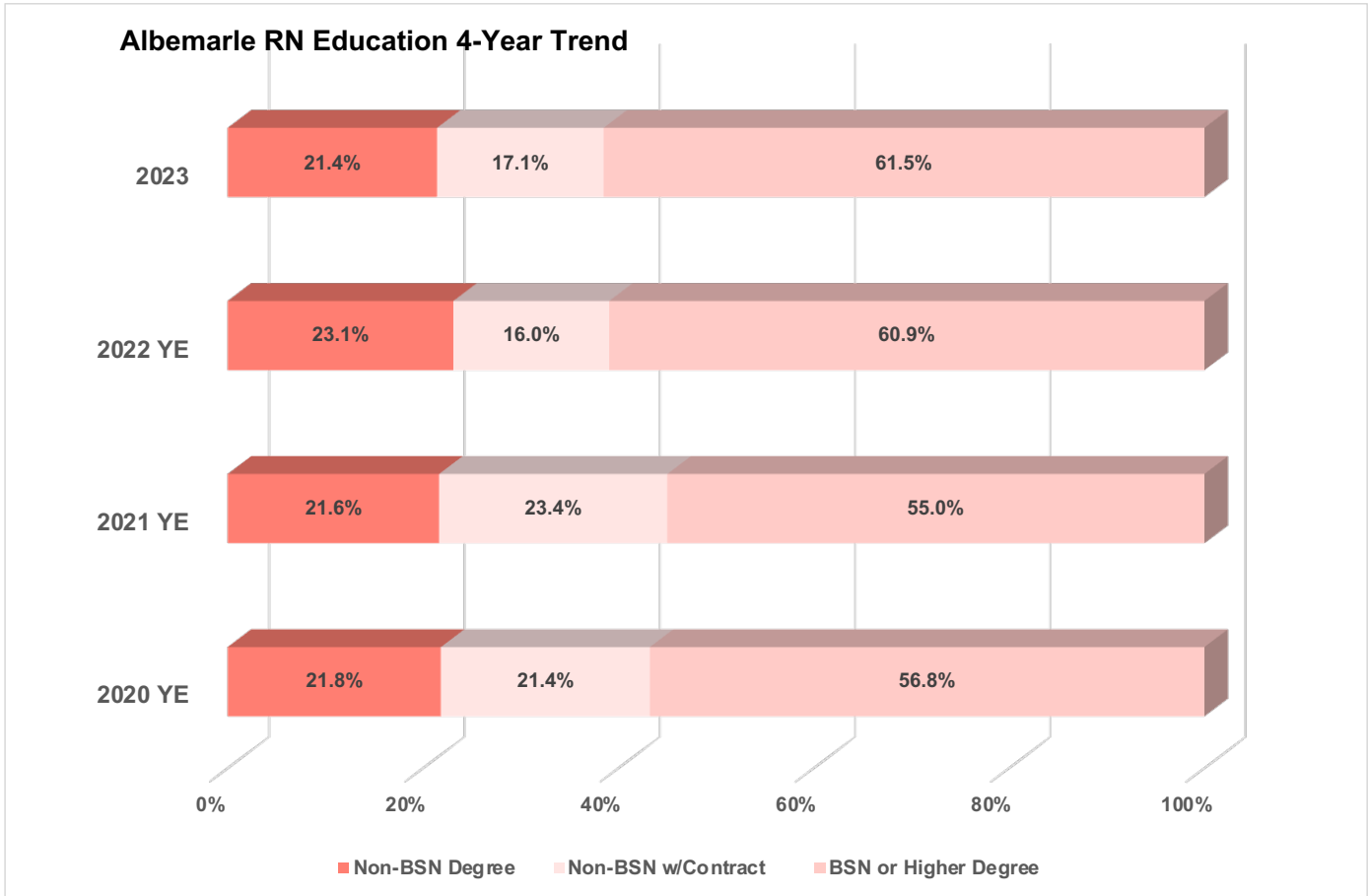
Our facility has steadily decreased our hospital-associated infections for two consecutive years!

## Total HAIs 2021-2023



# Academic advancement

There is a growing body of literature linking organizations with a greater percentage of BSN prepared nurses to improved patient outcomes. The BSN or higher degree percentage at SAMC has grown over the last four years. In 2023, the number of nurses with a BSN or higher degree was 61.5%. Sentara offers tuition reimbursement for full-time and part-time employees to allow them to advance their education for free



# Celebrated certified nurses

**Bowes, Kimberly**  
Certified Emergency Nurse

**Copeland, Pamela**  
Registered Cardiovascular Invasive Specialist (RCIS)

**Daniels, Charity D**  
Trauma Nursing Core Course Certification

**Parrish, Celia R**  
Certified Emergency Nurse

**Brinkley, Jessica**  
Certified Operating Room Nurse

**MacDonald, Kristina L**  
Case Management Nurse

**Eure, Robyn Giles**  
Case Management Nurse

**Madden, Cecelia R.**  
Accredited Case Manager Certification

**Russell, Ronnie**  
Case Management Nurse

**Brothers, Glendora**  
Accredited Case Manager Certification

**Hewitt, Sarah**  
Electronic Fetal Monitoring Certification

**Vogt, Rachel**  
Electronic Fetal Monitoring Certification

**Krehel, Ashley E.**  
Certified Medical Surgical Registered Nurse

**Badgley, Ruth J.**  
Oncology Certified Nurse

**Bowling, Kala**  
Progressive Care Certified Nurse

**Stallings, Teresa**  
Critical Care Registered Nurse

**Turner, Kate**  
Certified Medical Surgical Registered Nurse

**Russell, Megan**  
Adult Gerontology Clinical Nurse Specialist Board Certified

**Brickhouse, Ashley T.**  
Certified Cardiac/Vascular Nurse

**Cartwright, Lindy**  
Certified Cardiac/Vascular Nurse

**Marriner, Patsy**  
Certified Diabetes Educator

**Planck, Crystal**  
Certified Emergency Nurse

**Bilger, Melissa D.**  
Certified Emergency Nurse

**McCormack, Lindsey**  
Certified Emergency Nurse

**McLennan, Sarah E.**  
Certified Emergency Nurse

**Morgan, Catherine M**  
Certified Emergency Nurse

**Hiebert, Jenna Hopkins**  
Trauma Nursing Core Course Certification

**Helepololei, Katherine A**  
Certified Emergency Nurse

**Bartkowiak, Elizabeth Eleanor**  
Certified Emergency Nurse

**Jessup, KristieAnn**  
Certified Post Anesthesia Nurse

**Worley, Debra Harris**  
Certified Operating Room Nurse

# Celebrated certified nurses

**Hoaglund, Nina**  
Certified Psychiatric Mental  
Health Nurse

**Martin, Katherine**  
Certified Informatics Nurse

**Matthews, Clarice Albertson**  
Certified Post Anesthesia Nurse

**Hodnett, Haley**  
Certified Post Anesthesia Nurse

**Perry, Alissa**  
Certified School Nurse

**Griffin, Sonya Lynn**  
Certified Inpatient Obstetric Nurse

**Simpson, Cheryl**  
Certified Inpatient Obstetric Nurse

**Elmore, Brenda**  
International Board-Certified  
Lactation Consultant

**Arno, Vaneza**  
Certified Emergency Nurse

**Knowles, Tara**  
Certified Heart Failure Nurse

**White, Deborah**  
Certified Operating Room Nurse

**Deanes, Margaret B**  
Nursing Professional  
Development Certification

**Stevenson, Lynette**  
Certified Operating Room Nurse

**Wendy Barnett**  
Certified Chemotherapy &  
Biotherapy Provider

**Janet Askew**  
Certified Chemotherapy &  
Biotherapy Provider

**Darlene Sanderlin**  
Certified Chemotherapy &  
Biotherapy Provider

**Albaugh, Elizabeth**  
Nurse Executive Board Certified

**Needham, Glen**  
Certified Clinical Nurse Leader

**Parker, Bethan**  
Certified Clinical Nurse Leader

**Lesley Scott**  
Certified Breast Care Nurse

**Melanie Meads**  
Certified Hospice & Palliative Nurse



# NRP 2023 Graduates

Congratulations to our  
2023 NRP Graduates

**Lauren Powers** - ED  
**Caroline Jarvis** - 3 South  
**Traci Simmons** - 2 South  
**Jessica Elliott** - 3 North

# ASPIRE Program Graduates 2023

This program allows  
for nominated high  
performing, and high  
potential, individuals  
to participate  
in development  
opportunities that foster  
Sentara's values, culture,  
and competencies



**Katrina Staples**  
Aspiring Leader

**Megan Russell**  
Aspiring Leader

**Suzanne Ange**  
Aspiring Manager

**David White**  
Aspiring Director

**Margaret Deanes**  
Aspiring Director

# Introducing the new Sentara Nursing Professional Practice Model

Professional Practice Models (PPMs) serve as graphical depictions  
demonstrating how professional nurses practice, function, interact,  
and develop professionally to provide high quality care. SAMC's PPM  
is used to describe a common foundation of nursing practice, provide  
clear vision for nursing care, and helps visually set nursing culture.

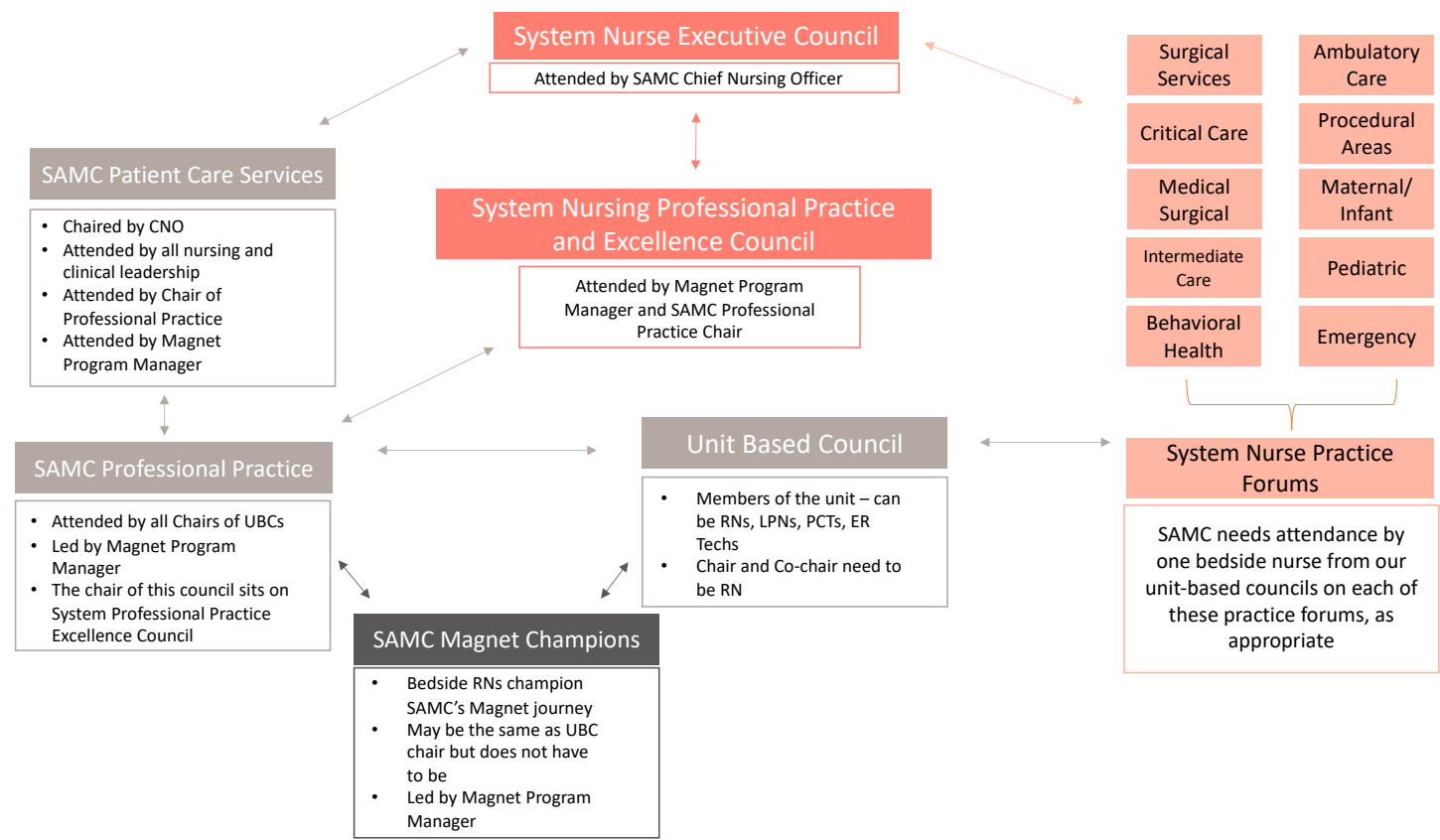


Mission: We Improve Health Every Day



# Shared governance

Shared governance in nursing is a professional practice model that promotes shared decision-making and nursing empowerment by making nurses accountable for decisions impacting processes, policies, and procedures at the point of patient care.



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# The DAISY award for extraordinary nurses

The DAISY Foundation was established in 1999 by the family of Patrick Barnes. He died at the age of 33 from complications of Idiopathic Thrombocytopenic Purpura (ITP). Like many families who nurses see every day going through this kind of horrific loss, the Barnes family wanted to find a way to turn their grief into something positive and do something that would honor the very special man Patrick was. They created DAISY – an acronym for Diseases Attacking the Immune System. The family was so impressed by the clinical care Pat's nurses provided, and they were overwhelmed by the level compassion and kindness that his nurses brought to Pat's bedside day in and day out. The DAISY award is bestowed upon nurses who go above and beyond for their patients and families. Nurses may be nominated by patients, families, and colleagues, and they are chosen by a committee of nurses at Sentara Medical Center to receive the DAISY Award.



## The winners of the 2023 DAISY award were:

- |   |   |
|---|---|
| Quarter 1 2023<br><b>Becky Lang</b>                                 | Quarter 3 2023<br><b>Traci Simmons</b>  |
| Quarter 2 2023 (tie)<br><b>Hannah Smith</b><br><b>Ashley Krehel</b> | Quarter 4 2023<br><b>Easter Overton</b> |





# Healthy work environment

## Infection prevention success

In 2023, the Surgical Services and Women's Center teams were celebrated for their commitment to infection prevention. SAMC has not had any abdominal hysterectomy surgical site infections for seven years due to their dedication to patient safety!

## SAMC Green Party

SAMC wrapped up Patient Experience week in April 2023 with a GREEN party! All inpatient, outpatient, and essential services scores were GREEN for the entire month of March!

## Patient experience superstars

In June 2023, the 3North team was recognized as our patient experience superstars of the month. This amazing team upholds our Sentara commitments and fulfills our mission to improve health every day!

## Diversity day

SAMC celebrated Diversity Day in April 2023 by wearing their t-shirts emphasizing their dedication to promoting diversity, equality, and inclusion. Diversity is crucial in assuring that we understand each other in deeper ways that help keep us humble and open to the fact that the world does not revolve around our beliefs. It can help develop us into better people, as it increases our understanding of human nature. The importance of diversity itself can benefit us in all aspects of our lives, especially in providing healthcare.





# Community outreach & volunteerism



## United Way Day of Caring

The SAMC team came together to volunteer at different local organizations, including the Albemarle Food Bank, where food boxes were packed for those individuals with food insecurities.



## Annual Community Flu Drive

SAMC administered a total of 206 flu vaccines at our annual drive-thru event! Community partners also involved were members from the Community Cares Clinic, Albemarle Food Bank, and Albemarle Regional Health Services.

## SAMC Safety Fair

SAMC held their first “Trunk or Treat” Safety Fair that included several departments throughout the facility. This family-friendly event focused on safety topics for employees, activities for the kids, and collaboration with our community partners.



## MICU Gives Back to the Community

The MICU team donated food items to the Albemarle Hopeline Women's Shelter for families to cook their Thanksgiving meal.





MOB Grand Opening

The medical office building at the new campus opened its doors to our community as it is now the current location for Cardiac Rehab, Radiation Oncology, and other outpatient providers. This will be the future location of our new hospital in 2025!



New Facility Construction

Bedside staff members in each department got to tour the construction site for the new facility to gain insight on their future work areas and provide input on where items should be located.





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