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2017 Sparrow Nurses Annual Report

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LYNN RAYNOR, MSN, RN, CNOR  
Surgery, Sparrow Hospital

ERIKA HURT, BSN, RN-BC  
Surgery, Sparrow Hospital
Sparrow's Nursing leadership would like to thank all of our academic partners, especially Michigan State University and Lansing Community College. A special thank you to our Nursing union partners: Michigan Nurses Association (PECSH-MNA); International Union of Electronic, Electrical, Salaried, Machine-Furniture Workers-Communications Workers of America AFL-CIO, CLC Local 84444 (IEU); and Healthcare Michigan Service Employees’ International Union, Nursing Unit (SEIU).
The organizational model of Shared Governance gives Nurses control over their practice, doing what is needed on their units to provide quality care. Nurses exercising judgement for Patient care is one of the most important factors in their practice. The frontline Nurses’ participation in Sparrow Councils and Champion groups brings the clinical expertise and commitment that fosters and ensures success of Sparrow’s mission and vision. The value of those at the bedside directly influencing decisions that affect care at the bedside is essential for Sparrow and limited only by the members’ time and creativity. The input of frontline Nurses and their control over their practice has identified gaps, highlighted risks, and improved processes in numerous units and divisions.

MARY KISTING, MS, RN, CCNS, CCRN-K, Nursing Education, Sparrow Hospital

EMEEMA SIRIGIRI, RN, Medical Surgery, Sparrow Hospital

DESIREE FELDPAUSCH, RN
PACU, Sparrow Hospital
Shared Governance on the Mother/Baby unit has been a true asset. Caregivers are involved in practice decisions that affect their work. Examples include where to store certain items and equipment, remodel design, and change in practices (i.e. closing the Nursery). I personally feel Caregivers should be involved in the decisions that affect them.

STEPHENIE BRUMMETTE, MSN, NE-BC
Mother/Baby, Sparrow Hospital
“Being a Champion for my unit allows me to stay in touch with what is happening throughout the hospital. It also gives me the chance to keep my unit informed of updates and changes.”

JEAN MARTIN, BSN, RN
Magnet Champion
RNICU, Sparrow Hospital

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JEAN MARTIN, BSN, RN
Magnet Champion
RNICU, Sparrow Hospital

“The Unit Based Council structure is an avenue that assists in providing autonomy to the bedside Caregiver. It sets aside a regularly scheduled time to come together, discuss issues, share ideas, develop and implement plans of action to execute on our unit. It allows Caregivers to know that they make a difference, have a say in what goes on in their area, and helps to facilitate an environment to discuss safety issues such as near misses and how we learn from those occurrences. It allows us a forum to celebrate each other and to show gratitude and re-connect to our purpose as a team and as individuals.”

LISA PALMER, BSN, CMSRN
Oncology Unit Manager, Sparrow Hospital
“BEING A CHAMPION
for my unit helps me ensure the safety of each and every Patient by reinforcing the necessary training to the bedside Nurse.”

KAREN USCHUK, BSN, RN
PACU, Sparrow Hospital
“Being co-chair of our Unit Based Council (UBC) on the Med/Surg/SCU unit has given me an opportunity to make decisions that have a positive impact on our unit, solving problems on our unit, and making recommendations for immediate and future improvements. Being involved with the UBC has been very rewarding on a professional and personal level.”

NANCY PREBBLE, BSN, RN
UBC co-chair, Sparrow Ionia Hospital

“SHARED GOVERNANCE provides the structural support for all nursing work at Sparrow Hospital. It gives Nurses the opportunity to impact and influence the work they do every day through involvement at the unit, hospital, and system levels. Nurses at the bedside are in a prime position to understand both Patient and staff needs to improve processes and make significant positive impacts on Patient care and their work environment. Through shared governance the bedside Nurses’ voices are heard, and a high level of value is placed on those recommendations. The influence of shared governance can be seen through staff empowerment, champion group work, committee involvement, and quality improvement projects that are staff-led throughout many units here at Sparrow. Specific examples of hospital-level shared governance include the Research Council, Professional Development Council, Practice Council, Quality Council and Nursing Leadership Council.

SARAH COLLINS, MSN, RNC-NIC
RNICU Manager, Sparrow Hospital
“In October 2017, our Nursing Research Council hosted Dr. Patricia Benner, a living nursing legend, to be the keynote speaker at our 7th Annual Sparrow Research Symposium. She shared her years of experience in research that benefitted both our seasoned and novice Nurses. I believe Nursing at Sparrow is in very good hands when I see the work that our younger Nurses are doing as they present their projects to the Nursing Research Council.”

CATHERINE BRENAN, MS, RN, CNS, CDP (left)
Nursing Education, Sparrow Hospital

“The Clinical Nurse Specialist uses specialized knowledge and skills to advance professional nursing through the identification and implementation of evidence-based nursing practices.”

ELIZABETH LESKOVAR, MSN, RN, AGCNS-BC (right)
Nursing Education, Sparrow Hospital
My role is Patient population specific. I spend more than half of my time teaching Patients and families how to care for and live with their ostomy. This is a long and often difficult journey. Patients are treated in the hospital and in the Outpatient Ostomy Clinic. This provides the Patients of Sparrow who have had ostomy surgery specialized care throughout this continuum of care, which may be several years.

I also work with the Skin Care Champions to improve Patient outcomes for the prevention and treatment of skin conditions such as pressure injuries, skin tears, and moisture-associated skin damage. The CNS tracks trends allowing for focused intervention in real time.

I also serve as a resource to Nurses, Physicians, and Nursing leaders in my areas of specialty.

SHERRY LYNN WERTH, MSN, RN, CWOCN
Nursing Education, Sparrow Hospital

Certified Registered Nurse Anesthetists (CRNA) are highly trained anesthesia professionals who safely administer approximately 43 million anesthetics to Patients each year in the United States. They have provided high-quality, cost-effective anesthesia care for more than 150 years. CRNAs are the primary providers of anesthesia care in rural America, enabling healthcare facilities in these medically underserved areas to offer obstetrical, surgical, pain management, and trauma stabilization services. CRNAs practice in every setting in which anesthesia is delivered: traditional hospital surgical suites and obstetrical delivery rooms; critical access hospitals; ambulatory surgical centers; the offices of dentists, podiatrists, ophthalmologists, plastic surgeons and pain management specialists; and more.

Sparrow CRNAs are providing evidence-based anesthesia care every day. In 2017, we implemented pre-warming of surgical Patients. The department is also intricately involved with the care of Enhanced Recovery After Surgery (ERAS) Patients.

PATTY GOORIN, MSN, CRNA
Anesthesia Services, Sparrow Hospital
TRANSFORMATIONAL LEADERSHIP
Doctoral Prepared Nurses

There are many benefits to doctoral education for Nurses working in the hospital setting. Nurses with a DNP, or Doctor of Nursing Practice degree, are Nurses who have been educated for clinical and leadership roles in both practice and academic settings. The focus is on provision of expert clinical care to improve Patient outcomes and enhance quality and safety. Most Nurses with a DNP are licensed as Advanced Practice Providers, as a Nurse Practitioner, Midwife, or Certified Registered Nurse Anesthetist. Nurses with a Ph.D. in nursing have a focus on research, which is necessary to advance the theoretical foundation of nursing, and validate methods for provision of nursing care. Both add value in the hospital setting by providing expertise necessary for implementation of evidence-based care.

PENNY STEVENS, DNP, RN, CPNP-AC, PC
Trauma Program Manager, Sparrow Hospital

CHASTITY WARREN, DNP, MSN TED, RN, CCRN (left), Nursing Education, Sparrow Hospital
DEBRA SCHUTTE, PH.D., RN (center left), Nursing Education, Sparrow Hospital
PENNY STEVENS, DNP, RN, CPNP-AC, PC (center right), Trauma Services, Sparrow Hospital
PIPER PROBST, DNP, MSN, RN-BC (right), Nursing Education, Sparrow Hospital

BARBARA GIVENS, PH.D., RN, FAAN, FAPOS
Chair of Sparrow Hospital Board, Sparrow Hospital
“As a Ph.D.-prepared Nurse, I have training and experience as a Nurse scientist; that is, being able to design and carry out studies to answer important questions related to health. The ultimate goal of conducting health-related research is to better understand health problems so that we can develop and evaluate more effective treatments to reduce the burden of disease and promote improved health. At Sparrow, I am able to assist Nurse Caregivers in both conducting research studies and in evaluating and translating existing research findings into practice to improve care for our Patients.”

DEBRA SCHUTTE, PH.D., RN
Nurse Researcher, Sparrow Hospital

“In our hospitals, Nurses and nursing care profoundly affects so much of what happens. To have these great outcomes, Nurses need to be able to deliver evidence-based care which involves a variety of pieces including protocols and practice changes. My DNP preparation has equipped me with the skills to develop and manage the complex change evidence-based practice requires of us to improve nursing care delivery.”

CHASTITY WARREN, DNP, MSN/ED, RN, CCRN
Nursing Education, Sparrow Hospital
Being a Champion for multiple projects within the Emergency Department helps ensure that evidence-based practices are provided to every Patient, every time.

Being a Champion has helped me focus on ways to improve the care that is delivered at Sparrow Ionia Hospital.

BRAD SIMONS, RN
Assistant Department Manager
Emergency Department
Sparrow Ionia Hospital
SAMANTHA FLETCHER, RN (left), Emergency Department, Sparrow Ionia Hospital
BRADLEY SIMONS, RN (right), Emergency Department, Sparrow Ionia Hospital
Becoming an IBCLC has been a goal of mine for a long time. It makes me feel great knowing that I can impact so many women in our community through Patient care at our hospital. It has also been very rewarding for those Patients who have already delivered and continue to come to classes offered to support them throughout the early nutritional years for their infants.

The most exciting thing about going back to school to receive this certificate was the opportunities that I have to allow for growth into our OB Department as well as throughout the community.

I feel very rewarded to have the privilege to work with so many families and help make their dreams a success.

LUANN WATTS, BSN, RN, IBCLC (left)
Obstetrics, Sparrow Carson Hospital
Being certified as a Pediatric Nurse (CPN) and being a Champion for my unit makes me feel proud of the quality of care I can provide to my pediatric Patients and their families.

RENEE MARTIN, BSN, RN, CPN (right)
Pediatrics, Sparrow Hospital
PROFESSIONAL DEVELOPMENT
Back to School

“Going back to school for my BSN was difficult, but I am happy to have had the opportunity to further my nursing knowledge.”

JEAN MARTIN, BSN, RN
RNICU, Sparrow Hospital
“Going back to school challenged me to critically think about the care of the Patient in a more in-depth way, and not just focusing on the acute illness.”

EVAN RUDNICKI, BSN, RN
Long Term Acute Care
Sparrow Specialty Hospital

“The most exciting thing about going back to school was gaining more knowledge on all of the intricacies of Patient-centered care and evidence-based practice.”

MEGGEN BAYNES, BSN, RN-BC
PACU, Sparrow Hospital

The most exciting thing about going back to school was that it helped me to improve my communication, critical thinking, and leadership skills.

LYDIA LAGUNAS, BSN, RN (right)
Medical Surgery, Sparrow Hospital

JESSICA PELLETIER, MSN, RNC-NIC, CNL
RNICU/SSCN, Sparrow Hospital

JISHA STANLEY, RN (left)
Medical Surgery, Sparrow Hospital
THE MOST EXCITING THING

about going back to school was the ability to study the elements of nursing that had become familiar to me in my day-to-day work. When I went to nursing school for my associate degree I had no medical background. All material was fresh, unfamiliar, and new. When completing my BSN, I was astonished and thrilled to expand my knowledge base on the nursing autonomy and processes that were now very familiar to me. It was very rewarding and empowering to present my projects to the Nursing Research Council.

AMBER RYAN, BSN, RN
Surgery
Sparrow Carson Hospital
The most exciting thing about going back to school to obtain my BSN for me is taking the knowledge I received and applying it to the everyday care of my Patients. My degree has helped me to think outside of the box to give the best care I possibly can.

NANCY PREBBLE, BSN, RN
Special Care Unit, Sparrow Ionia Hospital

The most exciting things about going back to school are expanding my knowledge and opening new career possibilities.

SAMI GAUTHIER, BSN, RN
Cardiac Stepdown Unit, Sparrow Hospital
COLLABORATIVE PRACTICE
Trauma Services

As an American College of Surgeons verified Level 1 Trauma Center, the staff in Trauma Services work collaboratively with a multitude of other disciplines. One example is our multidisciplinary trauma meeting, which occurs three times per week to discuss the care of all trauma Patients on the service and collaborate on Patient care issues and plan for a safe and seamless discharge. Participants include the core trauma staff of Physicians and advanced practice providers, a physical therapist, dietician, pharmacist, case manager, as well as Nurses from the Sparrow Long-Term Acute Care Hospital (LTACH), and Mary Free Bed at Sparrow Rehabilitation unit. Trauma Services staff also meet weekly with the ED Nurse liaison to discuss concerns, data, performance improvement projects, protocol changes, and to plan for disaster preparedness. The trauma surgeons and advanced practitioners meet several times per day with nursing staff on the intensive care units and floors to collaborate on care issues, answer questions, and plan for Patient discharge.

PENNY STEVENS, DNP, RN, CPNP-AC, PC
Trauma Program Manager, Sparrow Hospital
COLLABORATIVE PRACTICE
Joint Camp

At Sparrow, we have a preoperative total joint replacement class. Patients can attend this class to learn helpful information about their upcoming surgery. This includes what to expect before and after surgery and throughout their hospital stay, as well as how to ease recovery and transition back to home. Classes are taught by a Sparrow Nurse.

CARLY HUNDT, BSN, RN, CMSRN
Orthopedics, Sparrow Hospital

ANNA COOLEY, BSN, RN, CNOR
Surgery Manager, Sparrow Hospital
Since 2008, the Sparrow Nursing Department Evidence-based Practice Fellowship has provided a mechanism for bedside Caregivers to address a burning clinical question by conducting an evidence-based practice (EBP) project.

Guided by the Iowa Model of Evidence-based Practice to Promote Quality Care (Iowa Model Collaborative, 2017), EBP Fellows work with a Clinical Nurse Specialist and Nurse Researcher (Debra Schutte, Ph.D., RN) to critique evidence and then design, implement, and evaluate an evidence-based practice change, if warranted. Three EBP Fellows are currently actively engaged in implementing and evaluating an evidence-based practice change.

Meggen Baynes, MSN, RN-BC (PACU), developed a standardized bladder management protocol for Patients undergoing a total joint replacement under spinal anesthesia.

Miranda Stoneman, BSN, RNC-OB, C-EFM (Labor and Delivery), is implementing a Coping with Labor Algorithm (CALM) in the Labor and Delivery Unit at Sparrow.

Terry Ballinger, ADN, BS Education (GeroPsych Unit), is currently seeking Caregiver feedback on an Advanced Care Planning and Comfort Care Algorithm for use with Patients admitted to the unit with a diagnosis of advanced stage dementia.
### Primary Outcomes Component

#### FALL WITH INJURY RATES

- **Jan. 2017**: 0.282
- **Feb. 2017**: 0.214
- **March 2017**: 0.288
- **April 2017**: 0.300
- **May 2017**: 0.097
- **June 2017**: 0.501
- **July 2017**: 0.397
- **Aug. 2017**: 0.301
- **Sept. 2017**: 0.323
- **Oct. 2017**: 0.208
- **Nov. 2017**: 0.462
- **Dec. 2017**: 0.329

#### CAUTI RATES

- **Q1 2017**: 0.88
- **Q2 2017**: 0.89
- **Q3 2017**: 1.26
- **Q4 2017**: 0.56

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**JUSTINE ACHUONJEI, BSN, RN**
Neuro Stepdown, Sparrow Hospital

**BETHANIE DE LA OSSA, BSN, CEN, CPEN**
Observation, Sparrow Hospital
Strategic Outcomes Component
NATIONAL LEADER IN QUALITY & PATIENT EXPERIENCE

SPARROW HOSPITAL

47%  FRONTLINE NURSES ARE BSN OR HIGHER

32%  RNS ARE CERTIFIED

MAGNET RECOGNIZED
AMERICAN NURSES CREDENTIALING CENTER

MOSS
was published as a Clinical Program through Epic

ASHLEY SWEET, BSN, RN-NC, PCCN
Nursing Education and Practice, Sparrow Hospital
Started **same-day joint replacements** in conjunction with new **MAKO robotic** and anterior hips procedure

Expanded enhanced recovery program to GYN services

Decreased PACU throughput times for same-day admissions

Implemented Epic case management module

Opened **26-bed** Observation Center

Implemented MCG, a software tool that assists with best placement option for Patients
SPARROW CARSON HOSPITAL

- PRC 5-Star Excellence Awards:
  - Top 10 percent HCAHPS-Communication About Medications (Inpatient)
  - Top 10 percent HCAHPS-Discharge Information (Inpatient)
  - Top 10 percent Overall Quality of Care (Infusion Center)
  - Top 10 percent Overall Quality of Care (Emergency Department)

- Hosted first annual VIP event called “It Takes a Village.” This event celebrates a Patient’s positive outcome from a STEMI event and it brings together ALL of the people who contributed to the Patient's positive outcome.

- Heart to Heart distance program implemented on Medical Surgical Floor; markers every 10 feet on hallway wall to promote Patient rehabilitation efforts.

- 2017 Women’s Choice Award® for America’s Best Hospitals for Emergency Care

- Nursing Unit Based Councils spearheaded fall reduction measures for Medical Surgical floor by Adding GAIT belts to all rooms and incorporating chair seat alarms

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Increased **Communication About Medications** from 73.5% → 81.79% in 2016 → 2017

Team STEPPS program implemented as part of the “SPEAK UP” initiatives; 130 Caregivers trained

Implemented **“NO INTERRUPTION ZONE”** around all Pyxis machines for Patient safety

Achieved **100% SCORE** for participation in the Michigan Surgical Quality Collaborative (MSQC)

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100% CLINICAL CARE STAFF CERTIFIED

100% EMERGENCY DEPARTMENT/ OBSTETRICS STAFF CERTIFIED

100% RESPONSE TEAM STAFF CERTIFIED

- Applied for State Trauma Designation Level IV
- Achieved 96 percent Bar Code Scanning for medication compliance
- Nursing-led teams developed for Sepsis, Transfers, and Readmission Performance Improvement; efforts focused on achieving national standards for local populace.

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TAMMY KIMMEL, RN
Infusion Center, Sparrow Carson Hospital
SPARROW CLINTON HOSPITAL

15%  CERTIFIED RNS

55%  BSN AND HIGHER

0  FALLS WITH INJURY IN 2017

0.88  FALLS PER 1,000 PATIENT DAYS IN 2017

4  STAR RATING: ED PATIENT SATISFACTION (PRC) 2017

Sparrow Clinton Hospital Nurses received the Pathway to Excellence designation. Pathway to Excellence designation from the American Nurses Credentialing Center is earned by organizations that demonstrate a commitment to creating a positive practice environment where Nurses flourish because they experience, among other things, job satisfaction, professional growth and development, respect, and appreciation. Sparrow Clinton Hospital will be up for re-designation in 2019.

Sparrow Clinton Hospital obtained Level IV Trauma designation in the state of Michigan. This initiative was led by a team of Nurses in collaboration with all Caregivers.
SPARROW IONIA HOSPITAL

15% CERTIFIED RNS
12% MSNS
49% BSNS

0 CAUTIS IN 2017 0 CLABSIS IN 2017

Maintained a Patient satisfaction score of 78.2% overall quality of care for the year for surgery department.

- Applied for State Trauma Designation
- Michigan Peer Review Organization (MPRO)
- The 2017 Governor’s Award of Excellence for outstanding quality and Patient safety
- Surgery and Med/Surg had 4.36 in Gallup Engagement Score.
- After Gap Analysis performed for our Pathway to Excellence application, Caregiver well-being was identified as a key focus area. An inter-disciplinary team was formed to work on Caregiver well-being and the following were implemented in 2017:
  > Healthy food choice options for Caregivers and Patients
  > Fitness / Workout Room created
  > Focus on fitness activities: Walking at Work, Yoga, Zumba
  > SIH Fit Club formed

SIH Inpatient Med/Surg unit achieved CMS 5 STAR RATING for Patient Satisfaction.

SIH in partnership with SMGs decreased readmissions from 5.38% → 4.60% in 2016 → 2017

MATT GERRED, RN
Emergency Department, Sparrow Ionia Hospital

SAMPLANTHA FLETCHER, RN (left)
Emergency Department, Sparrow Ionia Hospital

BRADLEY SIMONS, RN (right)
Emergency Department, Sparrow Ionia Hospital
SPARROW SPECIALTY HOSPITAL

7.8% CERTIFIED RNS

47% BSN OR HIGHER DEGREE

100% Caregiver participation in engagement survey

PATIENT SATISFACTION RESULTS:
Overall teamwork between Doctors, Nurses, Therapists, and all other staff moved the top box score from

33% → 49.5%

Moved fourth quarter results from zero percentile in 2016 to 93rd percentile in fourth quarter 2017

REDUCTION OF FALLS WITH INJURY IN 2017

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<th>2016</th>
<th>2017</th>
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<tr>
<td>Falls</td>
<td>22</td>
<td>18</td>
</tr>
<tr>
<td>With injury</td>
<td>5</td>
<td>3</td>
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Collaborative practice – SSH loves to pilot new programs. In 2017 we piloted MyChart Bedside tablets, Constipation Protocol, IT Quarterly Rounds, and Physician/Nurse Discharge Care Coordination Rounds.

Getting certified – More than five RNs have taken the PCCN class in preparation for taking the test.

Being back in school/getting a BSN or other Nursing degree: Five more Caregivers are enrolled in the BSN completion courses.

First full year of UBC at SSH