

2019 Nursing Annual Report





Joan Simon, CNO



Extraordinary Nurses

The 2019 annual report for nursing celebrates the extraordinary role nurses at Kootenai Health play in caring for our community and the outcomes that have been achieved as a

result of their commitment to excellence. As our community has grown in size so has our labor force. Our nursing workforce has grown in both size and scale while learning to care for more complex patients.

Some highlights to note in 2019 include:

Our Professional Nursing Council (PNC) refreshed our vision statement for nursing and our professional practice model, reinvigorating our commitment to professional governance as the way we do our work. The **Nursing Work Environment (NWE)** sub-council planned and celebrated our first ever **Team DAISY Award** in which we honored multiple providers AND multiple units that came together to provide the best care for a patient and family that experienced an unusual but significant event.

Nurses were trained to care for patients as the organization sought to deliver more complex care to our community including the opening of the **Epilepsy Monitoring Unit (EMU)**, **Extracorporeal Membrane Oxygenation (ECMO)**, **Transcatheter Aortic Valve Replacement (TAVR)**, **Infusion Center** for non-oncologic therapies and worked to expand our bed capacity to 330 by opening our 3 East unit, which will house our **Dedicated Transition Unit (DTU)** for nurse residents starting in 2020.

Continued efforts to ensure our nursing pipeline remains strong was highlighted by our **New Graduate Ahead** program allowing nurse managers to hire ahead when students are graduating and looking for their first job, ensuring we get the most talented new hires. We celebrated three new graduates from our **Aspiring Nurse Leader (ANL)** program in 2019 ensuring our staff with an interest in leadership will have the capacity to take on new roles as we continue to grow.

Our community health prevention efforts introduced the **Stop the Bleed Program** in an effort to train volunteers how to save a life should a mass casualty occur in our community. Disease prevention through screening was also a priority in our ambulatory clinics increasing diagnostic rates for both colon and breast cancer.

Ensuring our workforce feels safe to speak up and supported by leadership is an organizational priority. We were thrilled to see remarkable gains in nearly every domain for our **Nursing Work Environment Survey**. Significant effort has been placed on increasing situational awareness and access to leadership through the introduction of learning boards and daily executive rounding on our inpatient units.

As we look ahead to 2020 in the second quarter we will be preparing our submission documents to **re-designate as a Magnet** organization for the fourth consecutive time. There are less than two percent of hospitals nationally that have achieved that level of distinction. Magnet recognizes our shared commitment to improving the health of our community by investing and supporting the caregivers across Kootenai Health that come together, day in and day out, to provide that care.

I am forever grateful all of our nurses and caregivers for their steadfast commitment to our patients, to our board of trustees and organizational leaders for their support ensuring our ability to continue provide exceptional care for our community and to our community for the trust they impart to us by allowing us to care for them - we are honored to serve those who choose us for their care.

Joan Simon, MSA, BSN, CENP, NEA-BC, FACHE
Chief Nursing Officer

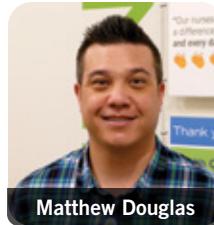
Aspiring Nurse Leaders

Another excellent group of **Aspiring Nurse Leaders** (ANL) completed the program in 2019. This innovative, exciting, and evolving program is for Kootenai Health clinical nurses who have a sincere interest in professional development with the intent to become nurse leaders at Kootenai. 2019's graduates are Melinda Chambers, BSN, RN; Shannon Duncan, BSN, RN, CNOR; and Christina Johnson, BSN, RN. Congratulations to the Class of 2020, comprised of Matthew Douglas, BSN, RN, CMSRN; Jennifer Miller, BSN, RN, RNC-NIC; and Lindsey Pacotti, BSN, RN.



Class of 2019 ANL program graduates (l-r) Melinda Chambers, Shannon Duncan, and Christina Johnson.

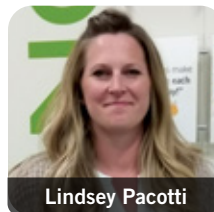
**Congratulations
Aspiring Nurse
Leaders, Class
of 2020**



Matthew Douglas



Jennifer Miller



Lindsey Pacotti

Leadership Transition



Ken Mills and Jan Moseley

Professional Governance

As part of the normal ecocycle seen in Professional Governance, 2019 was a year of moving from a rigidity trap in our **Shared Decision Making Model** to creative destruction and renewal. A delegation of nurses went to **AONL's Shared Governance Leadership Conference** in May. The team, now called **Professional Governance Steering Committee**, worked long and hard to bring a brand new workshop to Kootenai. The first set of these workshops was offered in December and received glowing reviews!



Professional Governance Steering Committee

The workshop is mandatory for all UPC chairs and chair-elects, the goal being foundational training on professional governance concepts, how to hold effective meetings, and business/computer basics. A parallel nursing research study is also underway, which will measure the effectiveness of the workshop in improving the health of our Shared Decision Making councils and ultimately our **Index of Professional Nursing Governance (IPNG)** score! Stay tuned for details on this exciting work!



Thank You Jan Moseley

After dedicating over 40 years to Kootenai Health, **Jan Moseley**, MBS, BSN, RN, NEA-BC retired in 2019. She was a visionary, a practice champion, and a challenger of the status quo. Many Kootenai nurses weren't sure how life would go on without her. While her presence is missed, Jan earned her retirement and is enjoying it thoroughly!

Welcome Nikki Graham



Nikki Graham, MSN, RN-BC, NPD-BC, Director of Nursing Excellence

Nikki Graham, MSN, RN-BC, NPD-BC joined Kootenai Health in November 2019 as **Director of Nursing Excellence** and is thrilled to be part of our journey.

Our strong professional governance structure and highly engaged clinical nurses excited her from day one and she has found herself with no shortage of opportunities to be immersed in Kootenai culture!



In collaboration with:



Fourteen DAISY Award honorees were recognized at Kootenai Health in 2019. These honorees were selected from over 80 nominations by our Nursing Work Environment sub council. These nominations are submitted by patients, families, and co-workers in honor of nurses who demonstrated excellence through their clinical expertise and extraordinary, compassionate care. These nurses were recognized as outstanding role models in our nursing community.

Daisy Award Winners



1. Sharon Funkhouser, MSN, RN, CBCN, **1 North**

2. Erin Fay, DNP, RN, CCRN, **ICU**

3. Tabitha Dole, BSN, RN, **2 South**

4. Daniel Kasza, BSN, RN, **NRT**

5. Charlee Magnus, BSN, RNC-OB, **OB**

6. Robyn Walters, BSN, RN, CBCN, **1 North**

7. Tara Avriett, BSN, RN, **2 South**

8. Wendy Grassman, BSN, RN, ONC, **2 East**
and **Karen Bryan**, BSN, RN, **2 East**

9. Windy Manzardo, BSN, RN, **Heart Services**

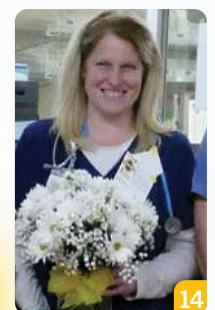
10. Kim Beckman, RN, CAPA, **PACU**

11. Karen Wilson, BSN, RN, VA-BC, **VAT**

12. Claire Hessing, BSN, RN, **NRT**

13. Leo Awag, BSN, RN, **2 East**

14. Christie Koziol, BSN, RN, **1 North**



Team Daisy

2019 was another year of growth for Kootenai Health. As we grow, nurses at all levels can feel some internal discord between meeting organizational performance goals and meeting the individual needs of their day-to-day nursing practice. In late July 2019, **Heart Center, Emergency Department, and Critical Care** demonstrated a particularly moving example of how our nurses and non-nursing staff come together to take care of patients. While one spouse was undergoing a routine procedure in the Heart Center, the other spouse experienced a sudden and life-threatening health event. The three departments worked together seamlessly to provide the best care for both patients as well as facilitating the spouses being together as much as possible, working well outside their normal departmental workflows to improve the experience for both patients. Ashley Miller, Stroke Program Nurse Coordinator nominated this large group for Kootenai's first ever DAISY Team award, which was presented in December 2019.

Critical Care & Emergency Dept.

Living the Kootenai Health Way

Kootenai Health's **Emergency Department** and **Critical Care** were recognized by one patient's caregiver/friend for the care they provided at the turn of the year from 2018 to 2019. Joan Simon received a letter from this caregiver/friend that was moving to the point of bringing tears. As recognition and thanks, a beautiful video was created and shown at several events, eliciting emotional responses at each venue. These nurses were individually called out in the letter for their care and compassion, recognizing the powerful relationship they established with their patient and support system and the caring values of this compassionate team of nurses living the **Kootenai Health Way**.



Heart Center Team
(front row, l-r): Wanda Condon, Shane Walden, Ashley Miller, Belinda VanDitto (back row, l-r): Lisa Winget, Susan Dahlberg, Dianne Pinkert, Beth Stern, Stephanie Hollibaugh



Critical Care Team (l-r): Rachel Otey, Mike Little, Katie Whitt, and Sean White (not pictured: Dr. Todd Hoopman)



Neurology: Dr. Cliff Hampton



Nursing Operations: Ken Mills



Emergency Department Team (l-r): Deren Guerrero, Sherry Vogel, Kaylene Wheeler, Kaitlyn McDonald, Ashley Miller (not pictured: Dr. McLane Simpson, Dr. Stephanie Sargent, Stan Foster, Leslie Aide)

Injury Prevention in our Community

2019 was another successful year of **Kootenai Health nurses volunteering** in our community to prevent injury. **Over 500 hours were donated** by our incredible nursing staff! This year, over 1,200 children were educated on helmet safety and over 800 free helmets were distributed. More than 2,000 adults, teens, and children were educated on basic bleeding control measures. Kootenai Health nurses demonstrate that we ARE nurses, whether we are on the clock or not.



Pictured (l-r) Michelle Burton, Lisa Fredrick, Wendy Ferguson, Della Jenkins, Samantha Keppler

Kootenai nurses doing new and great things!



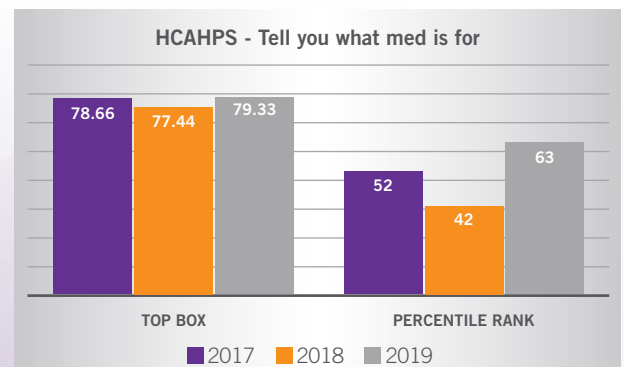
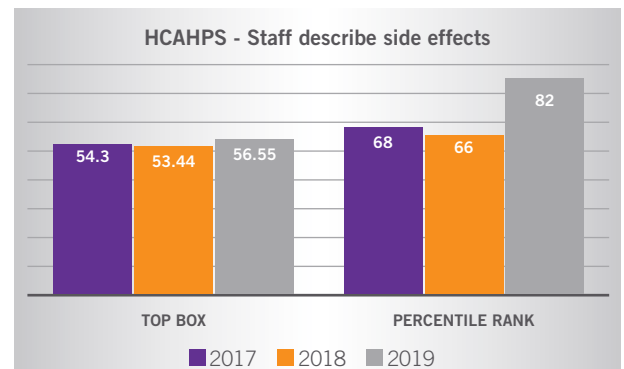
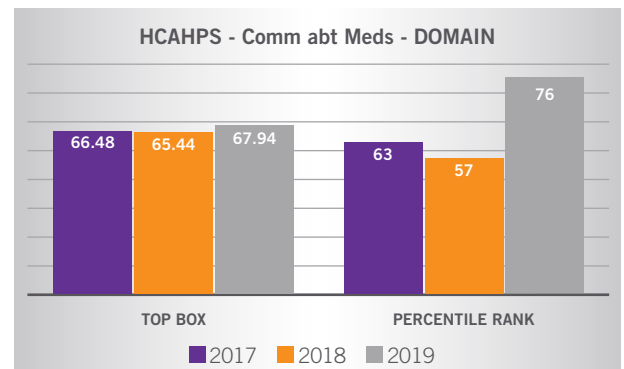
Infusion Services at Kootenai Health



Kootenai Urgent Care

Patient Education

Patient education is one of the most important components of health-care today. It is nursing's honor and duty to carry this responsibility. Kootenai's patient satisfaction scores reflect all of the hard work that has gone into improving the education that nurses provide to patients! Our year over year HCAHPS Top Box and Percentile Rank have shown great improvement in the "Medication Communication" domains and this could not have been achieved without the diligence done by front-line caregivers, each and every day. Suzanne Burk, BSN, RN, RN-BC, NRT clinical nurse and Interactive Patient Care (IPC) Champion adds, "I would like to encourage you to continue to utilize Get Well to further educate your patients by utilizing the patient-specific education videos. RNs, CNAs and PSAs are encouraged to offer to "put on a video" for patients and families anytime that it can readily be squeezed into their workflow...like after doing vitals, after helping a patient order a meal, after proactive rounds, or when tucking patients in for the night." Our IPC Champions are huge proponents for using the GetWell system and their excitement and engagement is greatly appreciated! If ever you wonder what goes into our patient education materials, definitely check out the Patient Education Committee, where an interprofessional team from all over Kootenai Health, along with patients and family members from our community review every new patient education tool to make sure they are understandable and effective. **For any questions, feel free to contact Julie Hoerner, Patient Engagement Specialist at jhoerner@kh.org or your local IPC Champion.**



A Focus On Safety

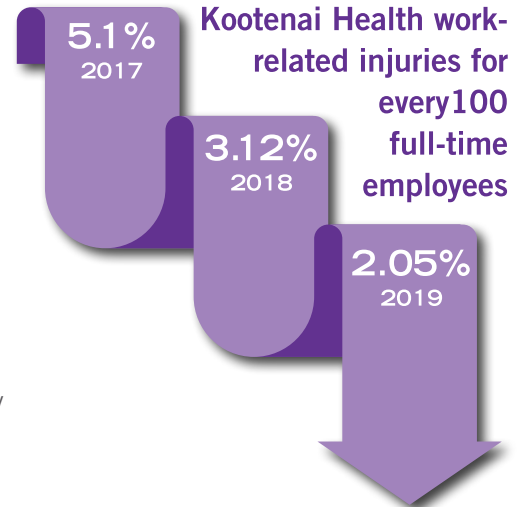
Did you know that our performance in protecting patients from harm is measured continuously? Kootenai submits safety data every quarter to the **National Database of Nursing Quality Indicators (NDNQI)**. This ongoing measurement helps us to quantify whether we are on-target for patient safety and other quality measures compared to other organizations with similar characteristics. **Patient safety is foundational to excellent nursing care** and 2019 saw a huge focus on safety here at Kootenai Health.

Quarterly house-wide HAPI prevalence studies and monthly focused prevalence studies are accomplished by our **Skin and Wound Assessment Team (SWAT)**. In the 2nd Quarter, our prevalence study showed 0% of surveyed patients had hospital acquired pressure injuries at stage II or greater! This incredible achievement demonstrates the care Kootenai Health nurses strive to provide for every patient, every day of the year.

Another major priority focus was Falls, particularly Falls with Injury. 4th Quarter, Nikki Graham, MSN, RN-BC, NPD-BC, Director of Nursing Excellence, called for **“All Hands on Deck” to eliminate falls**. This has resulted in many unit-level improve-

ment projects and weekly leadership huddles specifically to brainstorm how to accomplish this lofty, but necessary, goal. If you haven't heard about what Kootenai is doing about Falls, please talk to your peers and leaders ASAP!!!

Not only do we want and need to protect patients from harm, we want to keep our nurses and all staff safe from harm! Our **Safe Patient Handling and Mobility (SPHM) committee** is very much alive and well and meet regularly to identify any barriers to employee safety and come up with solutions. We also have a dedicated Safe Patient Handling and Mobility Coordinator, Justin Yu, who is always looking to partner with nurses, therapists, and any staff who are interested in this very important work. The work of SPHM has resulted in great improvements: over 50% reduction in work-related injuries! 3 North was recognized for the 2019 Safe Patient Handling and Mobility award. Great work 3 North!

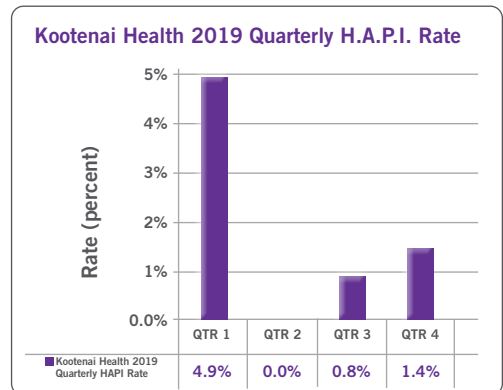


3 North Medical Unit received the Safe Patient Handling and Mobility Award. Pictured (l-r): Mike Montreull, Mickey Shirly, Jeannie Rickert, Janna Clifton, Camey Yeager, Rachel Ross

Skin and Wound Assessment Team



Pictured (back row, l-r): Jesse Anderson, Kevin Stansberry, Lo Tuthill, Tabitha Rocha, Gina Faggion, Cindy Radavich, Tanna Moore, Colleen Clayson, (front row: l-r) Michele Goode, Desiree Manifold, Nikki Peters, Ashley Corensides, Ana Urbina



Nurses

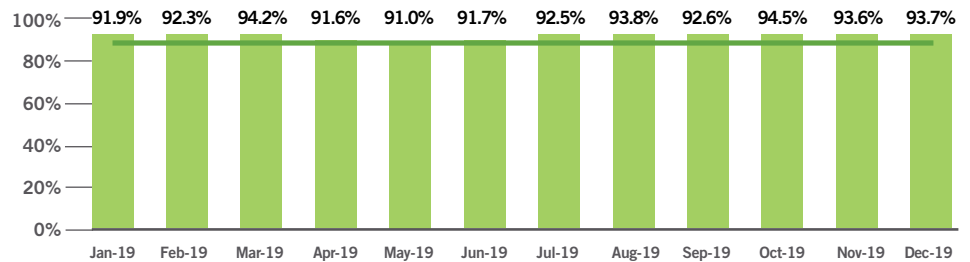
represent a large majority of Kootenai's staff. A huge shout-out goes to everyone for the impressive hand hygiene compliance statistics in 2019! Kootenai exceeded the goal of 90% for every month of the entire year.

"In March, the PACU trialed a new hand hygiene program called **All Hands on Deck**. A nonverbal cue was selected by the marketing department and the Nursing Quality Sub Council that was used as a reminder for staff to use proper hand hygiene. While auditing, nurses would use the nonverbal cue to give their peers real time feedback on hand hygiene. PACU's 2018 average for hand hygiene was 77.9%. Since the end of the pilot in June 2019 PACU has been above their goal of 90% every month!" – *Mia Mcrory, BSN, RN, CPAN, PACU*



"Stickers and posters were placed throughout our units to educate staff. We had drawings as incentive for nurses who reminded care providers to wash their hands. We also had hand washing audits monthly by staff members and identified hand hygiene champions. **Why:** patient safety! By implementing the **All Hands on Deck** we have raised our handwashing rates. This new implementation is just one change PACU has implemented that reflects Kootenai's mission statement by being committed to superior quality and patient safety." – *Chauntae Peterson, BSN, RN, PACU*

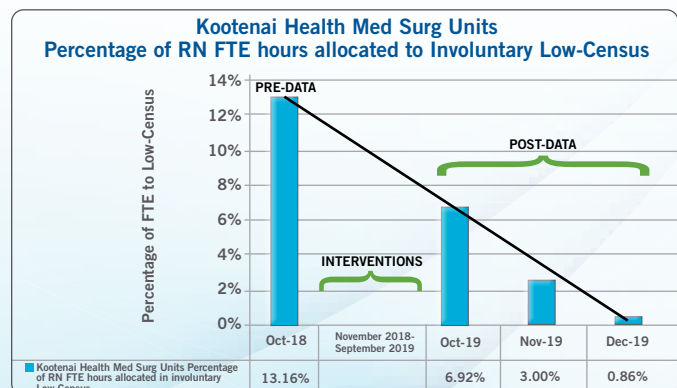
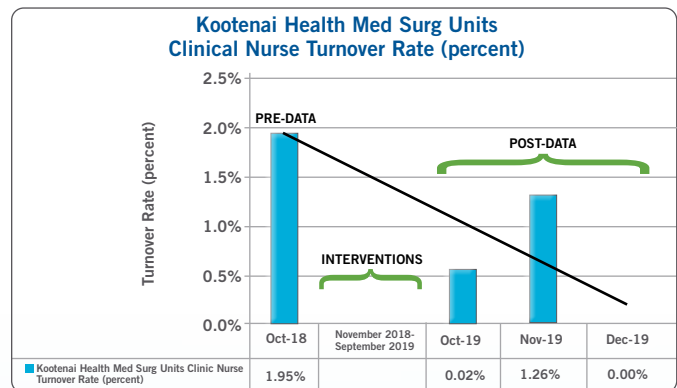
Hand Hygiene Compliance Combined: Hospital + Clinics | Goal = 90.0%



Learning Boards

Healthcare organizations everywhere struggle to consistently and effectively **track nursing quality improvement** at the unit level and resolve issues from bedside nurses. In an effort to combat this, Kootenai's leadership team innovatively **combined Executive Rounding with Learning Boards**. In 2019, this grew from the original 5-unit trial to include many more units, with a goal of eventually having all nursing units included. Each unit must undergo extensive training prior to going live.

One project that came out of the Learning Boards was inception of an excessive involuntary low census policy. Alyson Peters, RN, 3 North, posted her concern to her Learning Board about how nurses were losing their PTO and/or wages due to excessive involuntary low census. Over the course of the following year, the Staffing Committee and Nursing Operations developed a brand new and very novel way to rectify this problem. The outcome has been a significant reduction in FTEs allocated to low census, and even a reduction in turnover! Additionally, the hours that staff spend doing non-direct-patient-care contribute great value to the organization by providing much-needed quality improvement data.



Kootenai Heart Clinics

Connecting with Cardiac Device Patients

“Health care is about relationships. How we connect with patients determines our long-term care, our patients’ compliance, and our business model success. At **Kootenai Heart Clinics**, we review these relationships periodically for the good of patient care as well as our business success. This review revealed that we were only 63% effective in maintaining patient device connectivity follow up at one year in our device implant population. In other words, we were losing roughly one in three patients to device follow up a year later. We needed improved patient connectivity to provide excellent patient care.” – **D. Paul Kugler, RN, Kootenai Heart Clinics**



Heart Services Team (back row, l-r): Dr. Michele Murphy-Cooke, Janette Canoy, Hillary Harmon, Paul Kugler (front row, l-r): Laura Morrison, Ashley Anderson

A **Robust Process Improvement (R.P.I.)** project was completed, which involved nurses, physicians, medical assistants, schedulers, billers, arrhythmia techs, quality, I.T., device vendors, marketing, management, and facilitators. The entire process, from the decision to implant a device to the intended one-year follow-up appointment, was mapped out in “current” and “ideal” states. The whole pathway was rewritten so that each step became consistent, regardless of discipline or clinic location. At the time of R.P.I. Capstone report-out in September 2019, connectivity was 99%! A vast improvement and a huge success, and an attestation to what can be done when everyone is on the same page: patients get excellent care.

Critical Care Culture Work

“On November 6, 2019 **Critical Care began meeting with Insights**

(third-party consultants)

to see what could be done better and how the team could function more dynamically. These meetings were meant to grow the unit’s members individually and the team as a whole to realize opportunities for growth and development. Critical Care identified that their current culture included the ability to work



well together and nurses were very involved within the unit. It was noted that ‘Critical Care nurses are all actively committed to the unit and very passionate about the patient population.’ ‘The nurses are driven to improve our work environment as we grow.’ ‘The critical care team members are committed to our team and our community.’ ‘Critical

Care fully recognizes that there are many things to work on and appreciate this opportunity to redesign our future

as an ICU.’ Since the meeting with Bob and Scott from Insights, Critical Care has initiated cultural work that is taking place to grow our unit. Cultural work teams have been designed and each team has a different category of work. These categories are called ‘The Buckets of Work.’ A better culture doesn’t just happen, it takes commitment and it takes work. A few examples of these buckets include streamlining processes, policies and procedures, hiring/retention/celebration, education, and staffing. Many of the staff members have committed to these buckets and we continue to grow every day because of it.”

– **Greg Pedersen, BSN, RN, Critical Care**

Honor Walk

Recognizing those that donate life



“Kootenai Health is at the forefront of cutting-edge medicine in North Idaho, a designated Magnet hospital, a draw to the best and brightest medical professionals in our region, and a place where patients know they can receive safe and compassionate care. Consequently, progress is embraced—and often spearheaded—at Kootenai Health. Combining holistic, cultural, ceremonial and sentimental aspects of humanity into all that we do enables a recognition, and a furtherance, of the disparate but interwoven parts of the whole that make us humans. Such a comprehensive approach recognizes patients as they are, and as they deserve to be, as complex entities, entire beings—and not simply addressing the pure physicality of illness or injury.

Part of this mindset at Kootenai Health is our tribute to those that give even when it seems there is nothing left to give—namely, our organ donors. For those who’ve selflessly become organ donors due to forethought, compassion, pragmatism or awareness, and have suffered catastrophic trauma from which there is no recovery, their kindness and selflessness is made practically manifest as they save and heal others’ lives and liberate frightened families of recipients through

organ donation. To instill life into fading hopes, to regenerate hope itself, the effects of such acts are immeasurable. This is the powerful nature of designating oneself as an organ donor—it is not lost upon those who become recipients, or their families, nor should it be on the rest of us.

To esteem the sacrifice of these individuals, the solemn sanctity and dignity of human life lost, and the piercing grief of loved ones left behind, **Honor Walks** are held. Hospital employees form two rows of admirers, and fellow grievers, and silently salute the organ donor as his or her last selfless procession plays out. The destination is an OR where the organs will be harvested while there is yet time, but the journey marks something even more profound – a spotlight on humanity. Throats tighten, chests constrict, eyes moisten, tears fall, and staff know—bearing solemn witness to the proceeding—a bit more of the essence of humanity than perhaps they did when they arrived for their shifts. The families of the donors are also honored, their sadness is not lessened, but a purpose is engendered deep within the pit of their souls—to know that their horrible loss was not entirely in vain. Even as the donor, no longer cognizant, is rolled to that hallowed room, we are

made aware of things unquantifiable and precious. We all do what we do, in part, for the sake of compassion and delivery of quality care to those in need. It is incumbent and natural upon us to acknowledge similar acts in others, even as their lives are ended in this world, and their decision enables others to reside here a little longer.”

– *Christina Teller, BSN, RN, CPAN, PACU*



PUBLICATIONS

Coogle, Carlana. What is your Role in Empowering Nurses to Implement Best Practice? RN Idaho Nov 2018 - Jan 2019 41(3); 6-13. (2p)

Wyatt, P., Coogle, C., Glenn, R. Increasing responsiveness scores with CNA care zones. Nursing Management 2019 Mar; Vol. 50 (3), pp. 50-53

Wilson, Marian; Permito, Regan; English, Ashley; Albritton, Sandra; Coogle, Carlana; Van Dongen, Hans P.A.. Performance and sleepiness in nurses working 12-h day shifts or night shifts in a community hospital 10th International Conference on Managing Fatigue: Managing Fatigue to Improve Safety, Wellness, and Effectiveness"., Accident Analysis and Prevention May 2019 126:43-46.

Laurie Hassell, Charlie Gregor, Ann Melvin, Christopher Goss, Robert H. Coker, Cindi Laukes, Sandra Albritton, Jeannine Brant, Paul Amoroso, Nichole Whitener and Katherine R. Tuttle (2020) Feasibility of connecting regional research programs to national multisite trials emanating from the CTSA Trial Innovation Network. Journal of Clinical and Translational Science <http://dx.doi.org/10.1017/cts.2019.437>

Elizabeth L Ciemins, Brenda L Mollis, Jeannine M Brant, Laurie A Hassell, Sandra Albritton, Paul Amoroso, Angela Lloyd, Jodi M Smith, Bethann M Pflugeisen, Katherine R Tuttle and Laura-Mae Baldwin (2019) Clinician Engagement in Research as a Path Toward the Learning Health System: A Regional Survey Across the Northwestern United States. Health Services Management Research, 1-10. <https://doi.org/10.1177/0951484819858830>

Ferguson, W., Coogle, C., Leppert, J., Odom-Maryon, T. (2019) Local Anesthetic Systemic Toxicity (LAST): Designing an Educational Effort for Nurses that will LAST. Journal of PeriAnesthesia Nursing, Vol 34, No 1 (February), 2019: pp 180-187

POSTER PRESENTATIONS

Moriah L. Cason, Samantha M. Riedy, Ashley F. English, Patricia Morgan, Maddy Himmel, Joshua Burton, Sandra Albritton, Marian Wilson. (2019) Survey of Health Care Workers' Break Use and Sleep Interruptions at Two U.S. Hospitals. Poster Presentation The National Institute for Occupational Safety and Health (NIOSH) 2019 Coeur d'Alene, ID

Teresa Bigand, Moriah L. Cason, Tullamora T. Diede, Marian L. Wilson. Dietary Intake of Registered Nurses Working Nights Compared to Days off Work The National Institute for Occupational Safety and Health (NIOSH) 2019 Coeur d'Alene, ID

Tullamora T. Diede, Marian L. Wilson, Moriah L. Cason, Carlana Coogle, Teresa Bigand, Josh Burton, Leah Furman Qualitative Interviews of Registered Nurses' Experiences Taking Breaks on Night Shift The National Institute for Occupational Safety and Health (NIOSH) 2019 Coeur d'Alene, ID

Mills, Ken, McIlvain, Sheri, Ealy Ann. Patient Throughput Redesign Mayo Clinic Leadership Conference April, 2019

White, Denise and Ogorek. Denise. Implementation of Post-discharge Phone Calls at a Youth Acute Behavioral Unit Sigma Theta Tau Gonzaga University. Abstract accepted.

Smith, Meghan, Anaya, Natalie. The Powerful Push That Brought Engagement and Joy to an Obstetrics Unit AWHONN June, 2019 Atlanta, GA JOGNN 2019; Vol. 48, Supplement 3S

PODIUM PRESENTATIONS

Carlana Coogle November 20-22, 2019 Awareness Matters: Improving Healthcare Workers' Self-Efficacy, Knowledge, Skills and Attitudes related to Mental Illness and Suicide Prevention Fuld Institute for EBP National Summit in Columbus, Ohio

Sandra Albritton May 7, 2019 Clinical Research Conference, Boston, MA: Conducting Research in a Community Hospital Setting: A panel discussion

Sandra Albritton October 9, 2019 ANCC Magnet Conference - Orlando FL: Using Research to Inform Clinical Financial Decisions

Wendy Ferguson April 29, 2019 Injury Prevention Professionals Symposium Annual Conference in Las Vegas "Stop the Bleed: Teaching and Collaboration in a Rural Setting Community"

AWARDS

2019 - Sandra Albritton - University of Washington Institute of Translational Health Sciences Carlos de la Pena Award for Contributing to Advance Translational Science for Work with the Idaho Senate Bill 1097, Coverage for Participants in Clinical Trials

2019 NEW DEGREES & CERTIFICATIONS

Natalie G. Anaya, CEFM
 Tara Avriett, BSN
 Teresa Bandy, BSN
 Nicole Bates, BSN
 Jonathan Beecher, BSN
 Brenda J. Boughton Mills, CCM
 Eva Bradburn, RNC-OB
 Katuska A. Brewer, RNC-OB
 Sarah Byrne, BSN
 Chelsea Cameron, BSN
 Kristine Carr, BSN
 Evelyn B. Considine, CNN
 Crystal Cronoble, BSN
 Ami Currie, BSN
 Natalee A. Demers, CEN
 Alisha R. Dickey, LRN
 Sharon Dutton, BSN
 Jordan A. Fiorini, CMSRN
 Hailey Foster, BSN
 Teresa M. French, CHFN
 Greg L. Fullmer, PCCN
 Nicole Halby, BSN
 Amanda K. Herzberg, CFRN
 Hannah Hobart, BSN
 Douglas D. Holcomb, CCRN
 Elizabeth N. Hubbard, RNC-OB
 Chloe Hutter, BSN
 Daryn Jett, BSN
 Klayton R. Johanson, CCRN
 Kristen M. Jordan, CMSRN

Makayla Kaufman, BSN
 Kelsi Kemper, BSN
 Deborah Kitselman, RN-BC
 Stacey Krentz, BSN
 Jessica M. Lenon, RN-BC
 Karen D. Leoni, CWCN
 Rachel Livingston, BSN
 Ira Lopachuk, BSN
 Taylor Lundy, BSN
 Morgan Marshall, BSN
 Jenae Martin, BSN
 Snowy Martin, BSN
 Jennifer Manalis, BSN
 Windy Manzardo, BSN
 Mia I. Mcrory, CPAN
 Rene L. Miles, RN-BC
 Jennifer Miller, BSN
 Michael Montreuil, BSN
 Hannah Mort, BSN
 Timothy A. Mroz, RN-BC
 Alaina M. Muehlhausen, CEN
 Lydia Myers, BSN
 Nikki Nicholson, BSN
 Jason Ollis, BSN
 Bailey Opsal, BSN
 Christine Oxenrider, BSN
 Brayden Panttaja, BSN
 Chrissy Paul, BSN
 Lori A. Pegg, CPAN
 Kristine D. Perry, ACM

Macie Peterson, BSN
 Sheena R. Ragan, RN-BC
 Kara Rantala, BSN
 Jace P. Robins, ACM
 Julie A. Robinson, CNOR
 Emily E. Roser, CEN
 Lisa D. Rubinsky, ONC
 Rachel D. Sandford, CGRN
 Hannah Schrader, BSN
 Katy A. Short, CCRN
 Kristin J. Sims, OCN
 Kari Sloat, BSN
 Robert Smotherman, BSN
 Samantha Sperber, BSN
 Jane G. Spohn, CEN
 Caralea A. Tanner, CNN
 Abigail Taylor, BSN
 Nicholas M. Taylor, RN-BC
 Kristina L. Tessoroff, RNC-OB
 Rhonda Thompson, BSN
 Jessica B. Tith, RNC - OB
 Kara L. Torgerson, RN-BC
 Sherry L. Vogel, CEN
 Cathy R. Waddell, RN-BC
 Jacque L. Walker, CAPA
 Payton Weakland, BSN
 Rochelle Wiedenhoff, BSN
 Terri L. Yoshida, RN-BC
 Sabina Young, BSN
 Sarah Young, BSN

BSN Goals

Organization-wide progress toward increasing the percentage of nursing workforce educated at a BSN level or higher continues. Based on empirical evidence of improved patient outcomes and the Institute of Medicine’s recommendation, Kootenai Health is striving to meet the call for 80 percent of nurses to have a BSN or higher.

BSN Goals	2015	2016	2017	2018	2019	2020
Actual Achieved Year End - Clinical Nurses	52.0%	54.2%	57.9%	66%	70.8%	
Actual Achieved Year End - All RNs	54.7%	58.1%	61.6%	69.4%	74.3%	
Kootenai Health BSN Target %	48%	53%	58%	65%	70%	72%

Certification Goals	2018	2019	2020
All Eligible RNs	46.08%	57.9%	
Kootenai Health Certification Target %	NA	49%	≥ 51%

Recognizing our GEMS: *Nursing Excellence Program*

The Nursing Excellence Program team used staff input to make enhancements to the program for 2019 and set a goal to increase participation in year three. 144 awards (up from 101 in 2018 and 60 in 2017) are being presented for the 2019 year. Not only did the individual awards increase but the number of units that participated also increased. This year 27 different units/departments participated compared to 21 units/departments last year. Once again, Nursing Excellence Program submissions demonstrated that Kootenai Health nurses are truly gems - doing inspiring work, delivering great care and contributing to the health of our community!

NAME	UNIT	AWARD	NAME	UNIT	AWARD
Caralea Tanner	1N	Star Garnet	Mariah Toms	CCU	Opal
Christina Johnson	1N	Star Garnet	Matthew Owen	CCU	Opal
Dena Payne	1N	Star Garnet	Muhammed Nizamani	CCU	Opal
Lynn Bui	1N	Star Garnet	Philip King	CCU	Opal
Irina Lopachuk	1N	Topaz	Wendy Roller	CCU	Opal
Amanda Johnson	2E	Topaz	Alaina Muehlhausen	CCU	Star Garnet
Desiree Florea	2E	Topaz	Katie Barbera	CCU	Star Garnet
Karen Bryan	2E	Topaz	Jenna Hall	CCU	Star Garnet
Rebecca Perry	2E	Topaz	Sara Olsen	CCU	Star Garnet
Samantha McMillan	2E	Topaz	Lex Silvrants	CCU	Star Garnet
Glesni Neall	2E	Opal	Michele Goode	CCU	Star Garnet
Jeff Sample	2E	Star Garnet	Rachel Otey	CCU	Star Garnet
Kim Martin	2S	Topaz	Jamie Myler	CCU	Star Garnet
Roxanne Gadberry	2S	Opal	Dylan Williams	CCU	Star Garnet
Jessica Wardak	E East	Topaz	Matthew Queral	CCU	Star Garnet
Katherine Gwin	3 East	Topaz	Michael Little	CCU	Star Garnet
Christie Koziol	3 East	Star Garnet	Sherry Vogel	ED	Opal
Elizabeth Cameron	3 N	Topaz	Katelynn Weatherly	ED	Opal
Matthew Douglas	3 N	Opal	Christopher Gibbar	ED	Opal
Rebecca Glenn	3 N	Star Garnet	Maddy Marinos	ED	Opal
Katherine Stang	3 S	Opal	Farrah Arneson	ED	Opal
Garrett Glover	CCU	Topaz	Crystal McCown	ED	Star Garnet
Gregory Pedersen	CCU	Topaz	Megan Lorincz	ED	Star Garnet
Katherine Whitt	CCU	Topaz	Stanley Foster	ED	Star Garnet
Kelly Goertzen	CCU	Topaz	James Lyons	ED	Star Garnet
Klayton Johanson	CCU	Topaz	Kacie Klein	ED	Star Garnet
Melissa Croft	CCU	Topaz	Jessica Lenon	Heart Center	Opal
Vanessa Albert	CCU	Topaz	Belinda VanDitto	Heart Center	Star Garnet
Adam Wabs	CCU	Opal	Michele Brown	Heart Center	Star Garnet
Bailey Camp	CCU	Opal	Lori Jackson	Infusion Services	Topaz
David Irving	CCU	Opal	Nancy Clough	Infusion Services	Topaz
Douglas Holcomb	CCU	Opal	Anne Bear	Infusion Services	Opal
Emily Farness	CCU	Opal	Jodie Miller	KC Endoscopy	Opal
Janelle Sladek	CCU	Opal	Kalie Buroker	KC Internal Medicine	Topaz
Jessica Daugharty-Sterner	CCU	Opal	Mallory McConnaha	KC Internal Medicine	Opal
Jessica Milholland	CCU	Opal	Carolyn Dolan	KC Nephrology	Topaz
Katherine Hurley	CCU	Opal	Rosie Willy	KC Plastic & Rec. Surgery	Topaz



NAME	UNIT	AWARD
Pamela Kohn	KCCS	Topaz
Hannah Schrader	KCCS	Opal
Teena Barnes	KCCS	Opal
Lisa Kolenda	KCCS	Star Garnet
Charlotte Broesch	KHCNW	Opal
Paul Kugler	KHCNW	Opal
Kayla Wade	NICU	Topaz
Alisha Dickey	NICU	Opal
Heidi Cooper	NICU	Opal
Jennifer Bixby	NICU	Opal
Karin Madruga	NICU	Opal
Kristie Hiiva	NICU	Opal
Lauren Petticolas	NICU	Opal
Mei Fong	NICU	Opal
Elizabeth Khoury	NICU	Star Garnet
Jennifer Miller	NICU	Star Garnet
Ashlee Maple	NRT	Topaz
Erica Anderson	NRT	Topaz
Suzanne Burk	NRT	Opal
Sabrina Mael	NRT	Opal
Kara Torgerson	NRT	Star Garnet
Lynda Heise	NRT	Star Garnet
Moriah Cason	NRT	Star Garnet
Daryn Jett	OB	Topaz
Jenae Martin	OB	Topaz
Megan Pentecost	OB	Topaz
Rachel Davis	OB	Topaz
Whitney Phillips	OB	Topaz
Maureen Finigan	OB	Opal
Natalie Anaya	OB	Star Garnet
Tammy Branom	OR	Topaz
Christine Brewer	OR	Opal
Rachel Wickham	OR	Star Garnet
Ashley Spencer	PACU	Topaz

NAME	UNIT	AWARD
Chauntae Peterson	PACU	Topaz
Eric Oscarson	PACU	Topaz
Lacy Engelstad	PACU	Topaz
Mark Hayden	PACU	Topaz
Nicholas Krosnicki	PACU	Topaz
Teresa Ragan	PACU	Topaz
Kristin Wood	PACU	Opal
Brenda Guy	PACU	Opal
Robert Smotherman	PACU	Opal
Hailey Morris	PACU	Opal
Christina Treller	PACU	Opal
Aran Borgman	PACU	Star Garnet
Barbara Richardson	PACU	Star Garnet
Kim Beckman	PACU	Star Garnet
Mia McRory	PACU	Star Garnet
Shannon Kline	PACU	Star Garnet
Debbie Kitselman	Pediatrics	Opal
Rebekah Davis	Pediatrics	Topaz
Taylor Delie	Pediatrics	Topaz
Abigail Taylor	SPA	Opal
Kelly O'Neal	SPA	Opal
Megan Kennedy	SPA	Opal
Teresa Deuling	SPA	Star Garnet
Cassandra Oddy	TCS	Topaz
Colleen Zwiers	TCS	Topaz
Wendy Ferguson	Trauma	Star Garnet
Karen Wilson	VAT	Opal
Scott Gunderson	VAT	Opal
Jesse Anderson	VAT	Star Garnet
Cynthia Hale	Wound Care	Opal
Nikki Peters	Wound Care	Opal
Tanna Moore	Wound Care	Opal
Kristine Carr	Youth Acute	Topaz
Denise White	Youth Acute	Opal

Nursing Vision Statement

Kootenai Health nursing professionals will be recognized nationally as leaders of innovation and excellence in the delivery of evidence-based care across the health care continuum.

A Lot of Movement Happened in 2019!

After construction of 3 East was completed:

- **March 28** - 3 South moved to 3 East
- **May 31** - 3 South moved back to their newly renovated unit
- **June 3** - Four rooms opened on 3 East as NEW Epilepsy Monitoring Unit and 3 North moved to 3 East
- **August 19** - Pediatrics moved to 3 North
- **October 1** - Pediatrics and 3 North moved back to their newly renovated units

All of these coordinated moves required a lot of flexibility from nursing staff and their efforts are truly appreciated! Patients, nurses, and non-nursing staff agree that the 3 South, 3 North, and Pediatrics renovations were needed and now 3 East is fully operational!

