

2021

# Nursing ANNUAL REPORT

Woman's 



## **Executive Nurse Leaders**

Cheri Johnson, MSN, RNC-OB, Senior Vice President of Patient Care/Chief Nursing Officer

Cathy Griffiths, DNS, RNC-OB, NEA-BC, Chief Quality Officer

## **Nursing & Patient Care Directors**

Peggy Dean, BS Pharm, MBA, BCPS, BCGP, Director of Pharmacy

John Hiltibidal, MSN, RN, NEA-BC, Executive Director of Perioperative Services

Laurel Kitto, MSN, RNC-NIC, Director of Neonatal ICU and Neonatal Transport

Danette Legendre, RCP, CRT-NPS, Director of Respiratory Care

Jennifer Levy, MSN, RN, NE-BC, Executive Director, Physician Practice Management

Mary Beth Magee, BSN, RN, CNML, Director of Assessment Center

Alicia Plumer, MSN, RN, CPAN, Clinical Director of Perioperative Services

Amye Reeves, BSN, RNC-OB, C-ONQS, Director of Obstetrical Services and Adult ICU

Wendy Singleton, MSN, APRN, ANP-BC, NEA-BC, Associate Chief Nursing Officer

Kayla Tamplain, MSN, RN, Director of Care Management

Dana Vidrine, MSN, RNC-MNN, Director of Mother/Baby, Lactation and Transition Nursery

# Letter from the Chief Nursing Officer



In some ways, the last few years since the onset of the COVID-19 pandemic have seemed to last a lifetime. In other ways, however, I feel as if time has passed in the blink of an eye. It seems like just yesterday we were talking about 2020 being the “Year of the Nurse.” It certainly was, but after what I’ve seen from this incredible group of nurses, they deserve to be celebrated each and every year for their heroic efforts for our patients and the community.

In 2021, our nurses were part of several noteworthy accomplishments...

- Achieving World’s Best Hospitals recognition for oncology care
- Earning the Press Ganey Guardian of Excellence Award for patient experience
- Increasing our percentage of specialty-certified nurses
- Achieving Birth Ready designation
- Efforts to increase inclusivity for patients and employees
- Engaging the community to decrease infant deaths related to unsafe sleep practices
- Managing unprecedented surgical and NICU volumes
- Opening of the interventional radiology service

Our nurses were all asked to be flexible and were called on to help in ways that went above and beyond their job descriptions. Though we have seen marked improvement from where we were early in the pandemic, COVID-19 is still present, and we are still experiencing the effects of this health crisis. Yet they continue to support patients and each other during this challenging time. This is what makes being a nurse at Woman’s so special. Not only do we provide exceptional care for our patients – because we do – but we truly are a family that holds each other up and walks together through each day’s struggles and triumphs. I couldn’t be prouder of this team.

I am excited to present to you the 2021 nursing annual report. The report highlights a selection of our many successes and how they align with the foundational components of Magnet. We chose “rooted in strength” as this year’s theme because just as a tree gets its strength from roots deep in the ground, this organization is strong because of the resilient nurses who use their individual gifts each and every day for a greater purpose. I am honored to work alongside this group of nurses who show continued strength, compassion and dedication to Woman’s, our patients, and the communities we serve.

*Cheri Johnson, MSN, RNC-OB  
Senior Vice President, Patient Care/Chief Nursing Officer*



## Nursing at Woman’s

Woman’s exceptional team includes over 900 nurses, each of whom is dedicated to improving the health of our patients and the community. This commitment is exemplified by recognition as a Magnet organization since 2006. ANCC’s Magnet Recognition Program® distinguishes healthcare organizations that meet rigorous standards for nursing excellence and is the highest honor an organization can receive for professional nursing practice.

# Transformational Leadership



## Transformational leaders inspire both achievement of extraordinary outcomes and development of leadership capacity in others. They communicate expectations, serve as advocates for patients and staff, and evolve to meet the needs of the organization.

### Best Place to Work in Healthcare...AGAIN!

Woman's Hospital has again been recognized as a Best Place to Work in Healthcare by Modern Healthcare based on employee satisfaction survey data. This is the 14th year in a row Woman's has made the list - the only healthcare organization to earn the distinction every year since the program's inception. Woman's is also the only hospital in the Baton Rouge area to receive this recognition.

### World's Best Hospitals Recognition

Woman's Hospital is one of only 16 specialty hospitals in the United States to be named one of the World's Best Hospitals 2021 by Newsweek. The recognition came for oncology care provided at Woman's Hospital and the Breast & GYN Cancer Pavilion, our partnership with Mary Bird Perkins-Our Lady of the Lake Cancer Center. The only other U.S. hospitals recognized for cancer care were MD Anderson and Memorial Sloan Kettering Cancer Center.

The World's Best Hospitals ranking, now in its third year, is intended to be a resource to help patients make a more informed and data-driven decision when choosing the right hospital for their medical needs. Recipients are determined by hospital recommendations from peers, patient experience surveys and medical outcomes and quality metrics.

This year's list recognizes the best medical institutions across 25 countries. To know that our patients consider us to be one of the best in the world speaks volumes. And through collaboration with Mary Bird Perkins - Our Lady of the Lake Cancer Center, we are able to offer women with cancer an individualized experience unlike any other in the country.



### CMS 4-star Rating

In recognition for providing quality care and positive outcomes for patients, Woman's Hospital was awarded four stars by the Center for Medicare & Medicaid Services (CMS) for the second year in a row. CMS star ratings are designed to provide consumers with a simple overall rating to help them choose where to receive their care. Scores include a summary of seven different areas, including effectiveness of care, patient experience and timeliness of care.

### Press Ganey Guardian of Excellence Award

Woman's has been recognized by Press Ganey as one of the nation's leaders in providing exceptional patient experience for both inpatient care and outpatient surgery. This is the seventh straight year that Woman's has earned the Guardian of Excellence Award for outstanding inpatient experience and also for the first time ambulatory (outpatient) surgery.

Press Ganey, a leading provider of patient experience measurement and performance analytics for healthcare organizations, gives this award annually to the top organizations who have achieved the 95th percentile or higher for any of a set of designated survey measures, including likelihood to recommend, overall rating and/or teamwork. Woman's exceeded state and national averages in all measurement categories and ranks in the top five percent in the country.





## Cancer Program Accreditations

Woman's Hospital received reaccreditation from the National Accreditation Program for Breast Centers (NAPBC) and the American College of Surgeons' Commission on Cancer (CoC) for setting the standard for women's cancer care in the region.

Woman's received a three-year full accreditation by the NAPBC which is granted only to centers that are committed to providing the best possible care to patients with diseases of the breast. To maintain accreditation, Woman's must undergo a rigorous on-site evaluation and review of its quality care every three years. The hospital was initially accredited by the NAPBC in May 2011 and has been reaccredited in 2014, 2017 and now 2021.

Woman's also received a three-year full reaccreditation by the American College of Surgeons' CoC. The CoC encourages hospitals to improve their quality of patient care through cancer-related programs focused on the full continuum of care from prevention through end-of-life or survivorship. To maintain this accreditation, a facility must also undergo an on-site evaluation every three years and comply with standards throughout all areas of their cancer program.



## Laboratory and Point-of-Care Testing Accreditation

In June 2021, Woman's laboratory, respiratory therapy laboratory, and waived laboratory services were re-accredited by The Joint Commission (TJC). TJC accredits and certifies more than 22,000 healthcare programs worldwide and focuses on continually improving healthcare by setting the highest standards for healthcare quality throughout the world. Achieving accreditation means that our staff has made an extra effort to review and improve key areas to ensure safety and quality of care.

## Bariatric Surgery Accreditation

Our Bariatric Surgery program was awarded the Bariatric Center of Excellence (COE) accreditation from the Clinical Sciences Institute of Optum. As of August 2021, there were only 397 Bariatric Optum COEs in the US. Louisiana COEs are located in Alexandria, Lafayette, Monroe, New Orleans, Shreveport and Slidell. Woman's is now Optum's only Center of Excellence in the Baton Rouge area. Those who belong to the Optum Bariatric COEs program perform more successful bariatric procedures than many other facilities nearby. The Optum COEs also have fewer complications and readmissions and are able to boost lower mortality rates, lower readmissions, lower reoperation rates and lower cost.

Woman's weight loss surgery program is also nationally accredited by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP) and has achieved Blue Distinction Specialty Care Center Plus designation from Blue Cross Blue Shield.

## Record-Setting Surgical Volume

Woman's performs thousands of surgeries every year on patients residing in the Baton Rouge area, the surrounding community, and from out of state. Thanks to the highly specialized and excellent care of our perioperative teams, we celebrated a record high of 8,669 surgeries performed at Woman's in fiscal year 2021! These surgeries included gynecologic procedures, urologic surgery, general surgery, breast surgery, plastic surgery, weight loss surgery, pediatric surgery and colorectal procedures.

## Cheri Johnson Appointed to National Board

Woman's Chief Nursing Officer, Cheri Johnson, was invited to serve on the 2021 American Hospital Association (AHA) Maternal and Child Health Council. This national board represents AHA-member women's and children's health provider organizations and participates in the AHA's advocacy, policymaking, and resource development related to the care of women and infants. As part of this council, Johnson has the opportunity to work towards addressing and solving disparities in maternal health on both a local and national level.

## CNO Advisory Committee

The CNO Advisory Committee is made up of clinical nurses from all departments who meet monthly with CNO, Cheri Johnson and Associate CNO, Wendy Singleton. The meetings provide an opportunity for clinical nurses to connect with the CNO and ACNO and to understand the important relationship between their work and how it directs the way nurses practice at the bedside. It also improves the bi-directional flow of information and fosters quicker resolution of clinical staff concerns. In 2021, topics discussed by this group included emergency team staffing for weather events, organizational leadership changes, DE & I work, care of COVID-19 patients, visitation policies, staffing, compensation and potential EMR changes.

## CNO Advisory Committee Members

*Sarah Babin, Imaging*

*Shelisa Cager, Cancer Pavilion*

*Renee Carlisle, Med-Surg/Oncology*

*Tiffany Carter, Mother/Baby*

*Stacie Crawford, LSU OB-GYN Clinic*

*Meredith Gaudet, High-Risk Unit*

*Sarah Gisclair, Assessment Center*

*Adrienne McVea, Pre-Surgery Center*

*Stephanie Powers, Surgical Care Unit*

*Lauren Rachel, Outpatient Clinics*

*Cindi Sanders, PACU*

*Janelle Simmons, Labor and Delivery*

*Meagon Singletary, Operating Room*

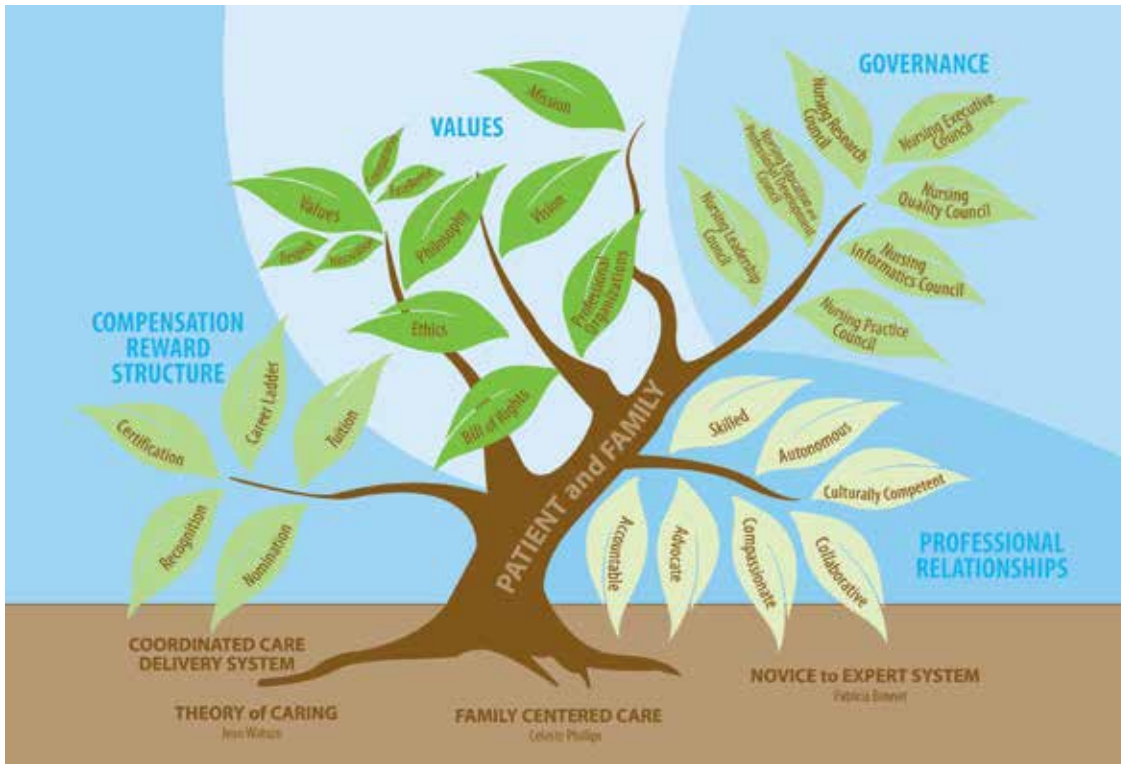
# Structural Empowerment





**Nurses are involved in decision making that impacts patient care and their work environment. Nurses support organizational goals, advance the nursing profession, and enhance professional development by extending influence to professional and community groups. Nurses are recognized for their contributions in support of the strategic priorities of the organization.**

**Nursing Professional Practice Model: The Tree of Life**



Woman's Professional Practice Model, referred to as The Tree of Life, guides how nurses practice, collaborate, communicate, and develop professionally. It depicts our core beliefs and the values that guide patient care and nursing practice. It recognizes the importance of the interdisciplinary collaboration that supports exceptional nursing care.

The Nursing Professional Practice Model governance branch reflects shared decision-making. The shared governance council structure consists of seven councils, each with its own responsibility and scope. These councils are interdisciplinary and include clinical nurses from each department/service line.

# Shared Governance Councils



# Nursing Recognition

## Nightingale Awards

Monica Frederic, Nurse Manager of Labor and Delivery, was honored with the Registered Nurse Mentor of the Year Nightingale Award from the Louisiana Nurses Foundation/Louisiana State Nurses Association. Due to pandemic-related safety measures, the banquet was held virtually on October 22, 2021. Additionally, Cheri Johnson was nominated for Administrator of the Year and Tara Guidry was nominated for Clinical Practice Nurse of the Year.



## March of Dimes Nursing Awards

Three Woman's NICU Nurses – Stephanie Powers, Christina Bell and Darla Mathews – were honored at the 2021 March of Dimes Chefs Auction as three of the top five nominees in the state for the Excellence in NICU Nursing award. Woman's own Christina Bell was selected as the winner for the Louisiana state level award.

Congratulations to the following nurses who also were submitted for nursing excellence from our NICU by fellow colleagues: Aimee Arceneaux, Sandra Beninate, Maria Darnell, Allie Derouen, Tameka Heckard, Crystal Maynor, Elizabeth Skipper and Kaitlin Warren.





**The DAISY  
Award®**

**FOR EXTRAORDINARY NURSES**

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**HONORING NURSES INTERNATIONALLY  
IN MEMORY OF J. PATRICK BARNES**



The **DAISY (Diseases Attacking the Immune System)** Award is an international program that honors the skillful, compassionate care nurses provide every day. Nominations are submitted by patients, visitors, and other members of the care team. Award winners receive an award pin, a certificate and a special sculpture hand-carved by artists in Africa. A surprise celebration is held in the winner's department, along with a congratulatory banner posted in the unit.

### **2021 DAISY Award Recipients**

- Meghann Roper, *High-Risk Unit*
- Christina Bell, *NICU*
- Linda Travis, *NICU*
- Brittany Dunn-Rose, *Assessment Center*
- Denise Soto, *Assessment Center*
- Sarah Gisclair, *Assessment Center*
- Erika Johnson, *Mother/Baby*
- Tara Guidry, *LSU OB-GYN Clinic*
- Kali Smith, *NICU*
- Gina Caro, *Utilization Management*

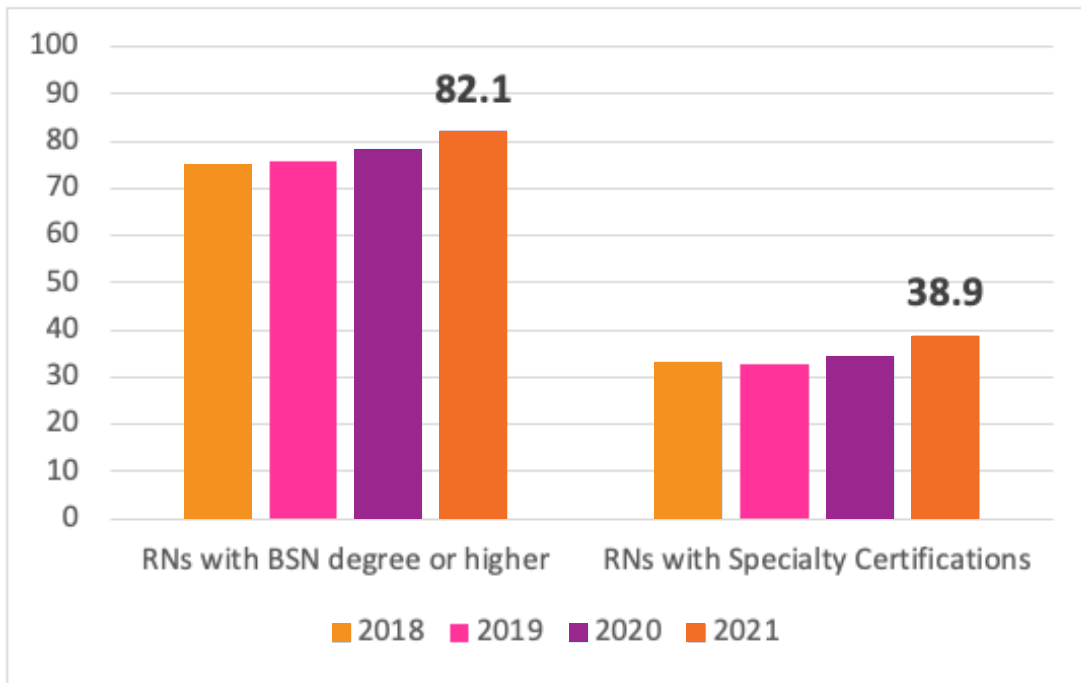
## Fostering the Professional Development of Nurses

The Nursing Education and Professional Development Council promotes the professional development of nurses and supports nurse retention. The committee, made up of clinical nurses, oversees and manages the Nursing Professional Development Program (career ladder) and evaluates and implements other professional development activities for nurses. At the end of 2021, the Nursing Professional Development program (career ladder) was updated to provide more opportunities for clinical RNs to grow and develop within their roles. Two additional opportunities to earn points on the rubric were added - years of service as a Woman's Hospital RN and cross-training to a secondary clinical role. These changes, along with some additional flexibility regarding progression, allow for movement from RN II (Competent) to RN III (Proficient/Expert) level. These changes were made by a team of nurse leaders, nurse educators, and clinical nurse members of the Nursing Education and Professional Development Council.

We would like to congratulate our 200+ career ladder nurses and recognize their efforts to develop and grow professionally.

## Advancing Nursing Education and Certification

Woman's encourages nurses to continue their education and seek opportunities to grow professionally through professional certification in their area of practice. Support for these endeavors is offered through the Educational Assistance program, which provides certification and tuition reimbursement, as well as certification bonuses. In FY 2021, \$156,000 was paid out to nurses pursuing baccalaureate and graduate nursing degrees, and \$18,000 was awarded for nursing specialty certifications.





## Welcome aboard the PreceptorSHIP!

Transitioning to a new nursing role can be stressful. Whether the nurses are new graduates or have practice experience, there is much to learn about the hospital, clinical unit, and job responsibilities. Preceptors are critical to the success of onboarding new nurses and this role requires knowledge, commitment and patience. There have been previous preceptor courses at Woman's, but it had been a while since they were offered. In the past, some clinical units had preceptor training, but nurses and educators requested that a course be offered that would provide consistent information to all nurses. Based on these requests, a new and improved version of Woman's preceptor training program was launched in February 2021.

Recognizing that the preceptor role requires an extensive time commitment, it was important to the planning team that the preceptors were not only provided training materials, but also recognized for their commitment that is critical to the success of transitioning new nurses. The team decided to take the preceptors on a "cruise" for the day, where excursions and on-board activities included communication, teamwork, teaching and learning styles, providing feedback, and creating a safe culture. The day aboard the PreceptorSHIP is designed to be interactive, and participant input is welcomed and encouraged. The overall purpose of the workshop is to provide preceptors with the knowledge, skill, and tools necessary to successfully prepare the participant to assume the preceptor role. Ultimately, well-prepared and engaged preceptors lead to greater retention and overall satisfaction among new nurses.

The PreceptorSHIP Workshop is offered every other month, with the class size limited to 20 participants. Nurses who have previously participated in a preceptor course are welcome to attend, and nurses who have never taken a class are strongly encouraged to participate. Preceptors receive career ladder points and also an hourly pay differential for serving in this important role. We value what the preceptors bring to the organization and hope they are rewarded by the voyage!



# Certified Nurses Day

March 19 is a national day of recognition for certified nurses. Certification is an official recognition of a nurse's knowledge and expertise within an area of specialty practice. The American Board of Nursing Specialties defines certification as "the formal recognition of specialized knowledge, skills, and experience demonstrated by achievement of standards identified by a nursing specialty to promote optimal health outcomes." It benefits the nurse through increased feelings of competence and confidence, and opens doors to personal growth, career advancement, professional recognition and empowerment. On March 19, a special breakfast was held to celebrate and honor Woman's 250 certified nurses.



## Transition-to-Practice Program for New RNs

The “Galaxy of Success” transition-to-practice (TTP) program was implemented to assist nurses in successfully transitioning to the role of professional registered nurse at Woman’s. The theme of Empowering, Experiencing and Engaging is incorporated throughout the program, and begins as soon as new nurses are hired. The program objectives are applicable to all nurses, whether they are new graduates, experienced RNs, or in a leadership role.

New graduates, and nurses with less than two years of experience, participate in the “Successful Transition through Application and Research” (STTAR) program, which is a component of the Galaxy of Success. It is a six-module program that extends over one year. New graduate nurses meet with the STTAR team for a full day every other month for one year to assist with role transition. All newly hired nurses are invited to participate in the STTAR program, but it is required for nurses with less than two years of experience.

Module topics include:

- o Communication, Collaboration and Teamwork
- o Patient- and Family-Centered Care
- o Evidence-Based Practice
- o Quality, Safety and Outcomes
- o Informatics and The Nurse as a Leader
- o Lagniappe (Self-care and Resilience, Motivation, Continuing Education, Career Ladder and Preventing Burnout)

Classes are interactive, with goals and objectives designed to align with other hospital programs (preceptor program and charge nurse program). Support is further provided to the STTARs through the use of mentors. The TTP leadership team is made up of nurse leaders dedicated to helping the nurses be successful. These team members include:

- Jeannie Harper, PhD, MSN, RN, Manager, Nursing Professional Practice
- Tina Englade, MSN, RNC-LRN, Manager, Nursing Administration
- Kelli Dixon, MSN, RNC-NIC, Clinical Educator, NICU
- Lani Carter, BSN, RNC-MNN, Clinical Educator, Mother/Baby
- Gayden Landry, RNC-OB, Orientation Coordinator, Labor and Delivery

The significance of evidence-based practice (EBP) is an important part of the content, and the participants worked in groups to develop an EBP project. The leaders provided support and guidance throughout the process, and excellent projects were developed! Some of the topics included:

- Non-Nutritive Sucking in the Pre-term Infant
- Prenatal Breastfeeding Education
- Pre-operative Teaching for Managing Post-operative Pain
- High-dose Pitocin and Risk of Poor Labor Outcomes
- Intermittent vs. Continuous Catheter in Laboring Women Infection Rates
- Got NEC?





The first cohort of the TTP STTARs program graduated on December 6, 2021! We are proud of these nurses and look forward to following their progress here at Woman's.

## Professional Organization Leadership

The following nurses served in leadership positions within their professional nursing organizations:

### Association of Women's Health, Obstetric and Neonatal Nursing (AWHONN)

- Amber Carbo, *Mother/Baby Planning Committee, BR Chapter*
- Maureen Dempsey, *Perinatal Care Coordination BR Chapter Coordinator*
- Robin Firmin, *Mother/Baby Secretary/Treasurer, Louisiana Section*
- Monica Hunt, *Assessment Center Planning Committee, BR Chapter*
- Jamie Schmolke, *Mother/Baby Planning Committee, BR Chapter*

### American Holistic Nurses Association (AHNA)

- Katie Wallis, *NICU Chair, BR Chapter*

### Association of Perioperative Registered Nurses (AORN)

- Carolyn Alexander, *O.R. Board Member, BR Chapter*
- Danielle Collins, *Pre-Surgery Center Nominating Committee Member, BR Chapter*
- Brandi Iles, *Perioperative Services Nominating Committee Member, BR Chapter*
- Annette Savoy, *O.R. Nominating Committee Advisor, BR Chapter*
- Kristy Simmons, *O.R. Board Member, AORN National Board of Directors*

### Baton Rouge Oncology Nursing Society (BRONS)

- Nancy Baker, *Med-Surg/Oncology Chair, Membership Committee*
- Marlene Boudreaux, *Med-Surg/Oncology Virtual Community Manager*
- Lakaisha Jackson, *Med-Surg/Oncology Secretary*

### Louisiana Association of Peri-Anesthesia Nurses (LAPAN)

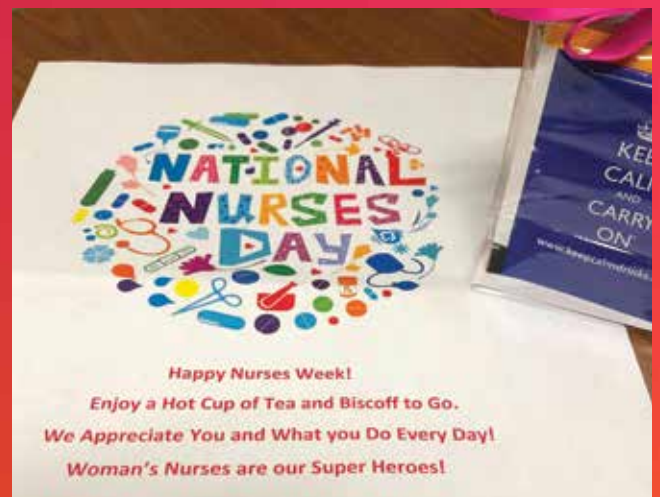
- Toni Dantonio, *Surgical Care Unit/Pre-Surgery Media Co Chair*
- Karen Geiger, *Surgical Care Unit Chair, Ways and Means Committee*
- Joelle Lemoine, *Surgical Care Unit Chair, Media Committee*
- Cachet Mitchell, *PACU Co-chair, Education Committee*
- Leslie Roy, *PACU Co-chair, Education Committee*
- Cindi Sanders, *PACU Co-chair, Education Committee*

## Nurses Week 2021

Woman's 900+ nurses are the best around and we celebrated their exceptional contributions during the week of May 3-7. Nurses Week activities focused on self-care and resilience. Activities included educational offerings related to resilience, the traditional "blessing of the hands," a 1980s themed tea party, and a spa day in which hand and shoulder massages were offered to Woman's nurses. The week wrapped up with pet therapy provided by a local animal rescue organization. Daily drawings were held for spa-themed prizes and treats were delivered throughout the week.



Approximately  
**900**  
nurses work at  
**Woman's** 







### Nurse's Prayer

As I care for my patients today,  
 Be there with me, O Lord, I pray  
 Make my words kind –  
 It means so much.  
 And in my hands  
 Place your healing touch.  
 Let your love shine through  
 In all that I do.  
 So those who are in need  
 May hear You, feel You,  
 See You in me.  
 Amen



## A Family Affair

In honor of nurse's month, a very special family of Woman's nurses were interviewed by a local news station. Kahne Prestridge, Kristy Simmons, Kim Edwards and Elizabeth Lowrance are all in the same family and have spent the bulk of their nursing careers caring for patients here at Woman's. In the interview, these three sisters and their daughter/niece shared how they all came to work at Woman's Hospital and how being on the same team at work brings them even closer together outside of it. Kahne, Kristy, and Kim all work in the operating room and have been at Woman's for 38 years, 37 years, and 34 years, respectively. Elizabeth is a NICU nurse with 10 years of service.



## NICU Quality

Woman's has participated in the Vermont Oxford Network (VON) NICU quality collaborative for more than 20 years. VON is made up of hospitals around the world and includes the world's largest database of high-risk infants to benchmark practices and outcomes, as well as to identify areas for improvement. Countless advances in neonatal care have been achieved through this collaborative, and this work continues today through participation in the Critical Transitions in Care Micro-Premature Infants Homeroom aimed at increasing survival without specified morbidities for infants born at 22-29 weeks gestation. More specifically, the group worked toward reducing the rate of chronic lung disease in 2021 by increasing the rate of successful non-invasive ventilation (NIV). Through this work, NIV failures were explored, and small tests of change were implemented to target the causes of failures. A thorough review of delivery room protocols and the introduction of a different cannula interface with a standard securement method yielded good results, and the goal to increase the rate of successful NIV was met. The NICU quality team continues to monitor the effectiveness of these changes.



## Specialized Care in the Assessment Center

In the summer of 2021, nine Assessment Center nurses attended a two-day Trauma Nursing Core Course (TNCC) from Emergency Nurses Association (ENA)/ Louisiana Emergency Nurses Association to promote high-quality trauma nursing care through evidence-based interventions. Congrats to the following nurses who attended this training: Crystal Martin, Sarah Gisclair, Jennifer Sing, Teri Dungan, Mary Duffy, Leslie Leblanc, Tena Pearson, Brittany Rose and Leighton Honea.



## Partnering to Improve Childbirth Outcomes

Woman's has continued active engagement in the Louisiana Perinatal Quality Collaborative (LaPQC) since 2018 to work with providers across the state in advancing care equity and improving outcomes for women, families and newborns. As a population health initiative of the Bureau of Family Health and the Louisiana Commission on Perinatal Care and Prevention of Infant Mortality, the team works collaboratively to change the culture of care, achieve equity, and address the multifaceted challenges faced by birthing persons in our community. All participating facilities work together to implement best practices related to hemorrhage, hypertension, labor support, and health equity, continuously reviewing data and discussing opportunities for improved birth outcomes.

In alignment with The Joint Commission Perinatal Standards, the LaPQC 2021 Safe Births Initiative maintained an evidence-based focus on timely recognition and treatment of hypertension, assessing every patient for hemorrhage risk, early identification and treatment of postpartum hemorrhage through quantified blood loss measurement, and labor support to prevent primary cesarean deliveries. Through participation in charter chats, coaching calls, learning sessions and data submissions, Woman's demonstrated improved outcomes and achieved the LaPQC Birth Ready designation in August 2021. The Birth Ready Designation recognizes the work surrounding the reduction of maternal morbidity and the promotion of safe births through specified performance measures within designation areas of facility participation, equity and patient partnership, policy and procedure, structure measures and education, and process/outcome metrics.

With a commitment to promoting safe, equitable, and dignified births for all birthing persons in Louisiana, the focus remains on improving patient outcomes. Our engagement continues with sustaining best practices for hemorrhage, addressing hypertension timely, updating practices, and providing labor support to promote vaginal deliveries.



# Exemplary Professional Practice



## Nurses practice, collaborate, communicate and develop professionally to provide the highest quality care to the patients, families and communities we serve.

### GRACE Program Expansion

Woman's Guiding Recovery and Creating Empowerment (GRACE) program was launched in 2018 as a care coordination program for pregnant women with opioid use disorder. As part of the program, GRACE participants work with a nurse case manager and social worker who guide them through pregnancy and into the postpartum period. They provide non-judgmental support and connect women to treatment providers and other resources in the community to help address and overcome substance misuse.

In late 2021, the program was expanded to women in need of help with alcohol or tobacco addictions during pregnancy. The program is free to participants and open to any pregnant woman in the Baton Rouge area seeking treatment for opioids, alcohol, or tobacco, regardless of where she is receiving prenatal care.

### Celebrate Life Car Parade

The Breast & GYN Cancer Pavilion hosted its second annual Celebrate Life Car Parade on October 22 to honor cancer survivors. The day was full of pink and teal as our survivors paraded around our campus and employees of Woman's, Mary Bird Perkins Cancer Center and Our Lady of the Lake cheered them on.





## Cancer Navigation

The Oncology RN Navigation Team at Woman's Breast and GYN Cancer Pavilion serves as a point of contact for cancer patients beginning at diagnosis, through active treatment, and into survivorship. RN Navigators provide individualized education, support, and advocacy to anticipate, identify, and overcome barriers and healthcare disparities. The support services navigation team consists of Ashley Marks, BSN, RN, OCN, ONN-CG, CBCN and LaToya Sampson, BSN, RN, OCN, breast and GYN cancer navigators; Michelle Leerkes, MS, BSN, RN, CHPN, RN Navigator-Palliative Care; and Shelisa Cager, RN, OCN, RN Navigator-Survivorship. In 2021, the RN navigators provided a total of 6,450 navigation encounters and provided 15,757 care activities.

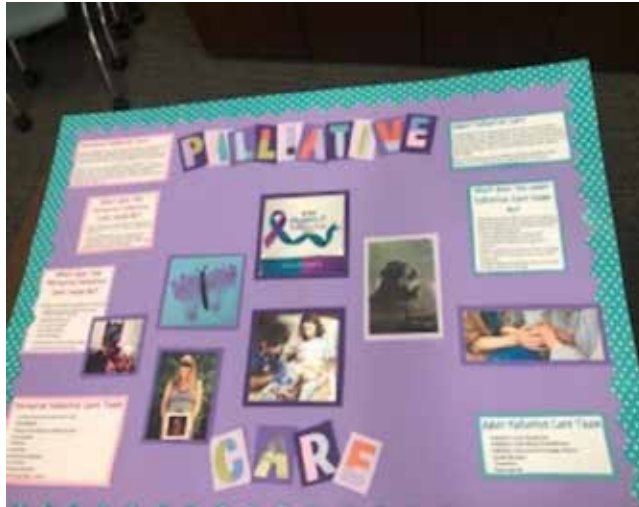
In March 2021, the navigation team began studying the effectiveness of therapeutic marijuana on symptom management in breast and gynecological patients. The study includes a survey of demographic and illness information, as well as how the patient has responded to various types of marijuana in effectively managing their pain, anxiety, nausea, neuropathy, insomnia and appetite. While final analysis is still pending, the hope is to obtain supportive data on the positive impact that therapeutic marijuana can have on alleviating cancer symptoms. With this study, there has also been an opportunity to educate staff and patients on the use of therapeutic marijuana through social media interviews, written articles published, and staff education.

## Palliative Care

Woman's palliative care program supports families with care planning from the time of diagnosis of a life-limiting condition. These services extend to families experiencing a perinatal/neonatal loss, as well as adult patients at end-of-life. The adult/oncology palliative care program focuses on improving quality of life through prevention or early treatment of symptoms and side effects of cancer and its treatment. The goals of the program are relief of physical, emotional, and spiritual symptoms, and to improve functional status for meeting practical daily needs. The adult palliative care team is made up of palliative care physicians and nurse practitioners, palliative care and oncology RNs, social workers, chaplains and pharmacists. This team works collaboratively with patients and families to establish treatment plans and goals of care that align with patients' wishes.

While the aim is to treat and cure cancer, there are unfortunate circumstances in which patients receive a terminal prognosis. Our navigation team created and implemented Legacy Kits for patients and families to utilize when time with a family member is limited. The Legacy Kits include blank stationery for letters to friends/family, "Share a Memory" cards to document meaningful memories, legacy gift ideas, end-of-life books, special occasion cards, legal documentation for advance directives, an end-of-life checklist, as well as a "Life Interview" questionnaire which provides the patient an opportunity to outline their life story. With the funding from a Woman's Auxiliary grant, we were able to purchase children's books to aid patients in discussing their diagnosis with children and grandchildren, hand casting kits, journaling bibles, end-of-life mementos, and other legacy items. The Legacy Kits are intended to assist patients and families in preparing for death and enhance their final days.

The perinatal/neonatal team consists of a neonatologist, neonatal RN care coordinator, a perinatal RN care coordinator, and a social worker. The team offers both inpatient and outpatient consultations for care planning with families that receive a diagnosis of a life-limiting fetal diagnosis during maternal pregnancy. Palliative care plans are created collaboratively by the family and the medical team and care coordinators follow patients and families for two to three months following discharge. Follow-up phone calls to families experiencing losses include support and condolences, assessment of emotional needs, and an opportunity for families to provide feedback on the care they received.



The work of these teams is disseminated both internally and externally. Amy Crochet, NICU Palliative Care Coordinator and Megan Haley, Labor and Delivery Perinatal Palliative Care Coordinator, had the honor of speaking at the Louisiana-Mississippi Hospice and Palliative Care Organization (LMHPCO) Pre-Conference in New Orleans on July 27, 2021. They were invited to discuss and represent our Perinatal/ Neonatal Palliative and Coordinated Care Team. Amy and Megan shared a palliative care family's success story, as well as tips and lessons learned during program development.

During national Palliative Care Week in November, team members hosted an informational table to educate Woman's employees on palliative care services offered to our patients.

### Promoting Equitable and Inclusive Care

As healthcare providers, it is our duty to ensure equitable treatment to all those we serve. In 2021, Woman's continued diversity, equity, and inclusion efforts through an engagement with Dr. Katrice Albert, a nationally renowned expert in diversity, equity and inclusion (DE&I). Dr. Albert worked with leaders throughout the organization to help us overcome barriers and develop strategic objectives for impactful organizational change aimed at making Woman's a welcoming environment where employees and staff work together to serve the needs of our diverse community. The Inclusive Excellence Action Committee (IEAC) was formed in early 2021 to lead and guide the hospital's commitment toward inclusive excellence and diversity. The committee is made up of diverse individuals representing all disciplines and perspectives, including nurses. The IEAC provides recommendations on priorities, strategies and goals that accelerate equity, diversity and inclusiveness at Woman's.

As a part of our DE&I work, Unconscious Bias in Healthcare training was offered to Woman's team members during 2021. Over 100 team members attended the full-day training session which was customized to Woman's patient population, hospital culture, and community demographics. The science behind unconscious bias was examined and evidence-based strategies for mitigating unconscious bias were provided. Team members also learned about how unconscious bias impacts the healthcare environment. Participants shared their own experiences and perspectives, and examples were discussed. This training continues in 2022, along with other educational opportunities related to equitable and inclusive care and work environments.

In 2021, Kelly Williams joined Woman's lactation team as the department's first ever LPN lactation consultant. As a lactation consultant, she focuses education related to breastfeeding, safe sleep, and social determinants of health for African American patients. Her work supports the organizational goals of reducing health disparities and achieving health equity for mothers and their newborns.

Other DE&I initiatives included revising the registration process to capture race, ethnicity, preferred name, and personal pronouns more accurately, as well as enhanced communication with the entire healthcare team related to care of transgender patients. This communication is essential in ensuring that care is respectful, safe and equitable.





## SAFE SLEEP Habits

- ✓ **ALWAYS** put baby to sleep on his or her back on a firm mattress.
- ✓ **AVOID** soft bedding (pillows, comforters, blankets, etc.) because these present suffocation hazards.
- ✓ **NOTHING IN THE CRIB BUT THE BABY!** For sleep time, remove all plush, plush attached to pacifiers, loveys, toys, stuffed animals and decorative items.

### Safe Sleep for Babies

The Woman's Safe Sleep task force was formed in March 2020 to help reduce sleep-related infant deaths in our community. The task force is comprised of nurses, physicians, social workers, respiratory therapists, clinical and community educators, a peer counselor, and the Region 2 Maternal Child Health Coordinator from the Louisiana Office of Public Health – Bureau of Family Health. This group has identified several factors contributing to unsafe infant sleep practices among our patient population, including:

- Lack of follow-up care for baby
- Poverty that affects the ability to provide a safe sleep space
- Low retention of information about providing a safe sleep environment
- Parental fatigue

The infant mortality rate in East Baton Rouge Parish is nearly twice the national average, and many of these deaths are preventable by practicing safe sleep. To help reduce sleep-related deaths in infants, Woman's received a grant from the Louisiana Children's Trust Fund to launch an awareness campaign that targets parents and other caregivers and equips them with information about safe sleep practices. This campaign is expected to reach more than 200,000 people and eventually lead to a decrease in the number of sleep-related infant deaths.

## Excellence in Patient Experience

Nurses and care team members provide exceptional care and work diligently to exceed the expectations of our patients and families. Woman's seeks patient feedback from all areas in which care is provided and patient satisfaction scores consistently exceed state and national benchmarks. The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey is a standardized, publicly reported survey that measures inpatients' perspectives of care received in a hospital.

HCAHPS Domain (Adult Inpatient)	Woman's*	Louisiana Average	National Average
Rate Hospital– 9 or 10	84.1%	73.3%	70.1%
Recommend Hospital– definitely yes	88.6%	74.2%	74.2%
Communication with Nurses– always	87.6%	83.3%	78.7%
Communication with Doctors– always	94.0%	85.5%	79.2%
Communication about Medicine- always	74.5%	66.9%	60.9%
Responsiveness of Staff– always	85.9%	67.9%	63.7%
Cleanliness of hospital– always	74.1%	72.2%	71.2%
Quietness of hospital- always	85.7%	71.7%	60.1%
Discharge Information- yes	90.2%	87.8%	86.3%
Care Transitions– strongly agree	71.1%	59.1%	51.8%

Additional survey areas include Ambulatory Surgery, Emergency Department, NICU, Outpatient Oncology and Outpatient Services. Overall satisfaction in these areas is shown below.

Woman's Service	Woman's*	Louisiana Average	National Average
Ambulatory Surgery			
- Recommend Hospital	95.7	86.8	83.8
Assessment Center/ED			
- Recommend Hospital	81.9	81.5	81.1
Neonatal ICU			
- Recommend Hospital	93.3	91.9	91.9
Outpatient			
- Overall Satisfaction	96.4	94.3	94.3
Outpatient Oncology			
- Recommend Hospital	98.6	95.9	95.9

\*Fiscal Year 2021 scores



**New Knowledge, Innovations,  
and Improvements**



**Magnet organizations integrate evidence-based practice and research into clinical and operational processes. Evidence-based practice and research is supported, enabling nurses to explore best practices for their patients and their practice environment.**



### **Interventional Radiology**

Woman's Interventional Radiology service served its first patient in January 2021. The addition of this service was a necessary step in ensuring Woman's continued preparedness to meet the needs of patients with high-risk conditions. Interventional Radiology (IR) uses imaging technology (X-ray, ultrasound, MRI and CT) to guide minimally invasive surgical procedures. IR can be used to diagnose, treat, and cure many kinds of conditions. IR reduces cost, recovery time, pain and risk to patients who would otherwise need traditional open surgery. Because of this, IR has become the primary way to treat many types of conditions and the list is constantly expanding. The most common IR procedures performed at Woman's include uterine artery embolization (UAE), uterine fibroid embolization (UFE), nephrostomy tube and ureteral stent placement/exchange, lumbar puncture, chest tube insertion, PICC line and mediport insertion, PEG tube insertion, IVC filter insertion and various drainage/drain placement procedures.

The suite is equipped with the latest technology, equipment, and supplies for interventional procedures.

## New Comfort Options for Laboring Moms

The Labor and Delivery nursing team is pleased to offer our patients many new options to support their labor needs. The Labor and Delivery Comfort Menu was implemented, along with Virtual Reality Headsets, to aid in comforting our patients through their labor process. The goal of this project was to help patients better understand the pain relief options available on our Labor and Delivery unit and to individualize comfort interventions based on the wishes of the patient. The comfort items range from hair ties and stress balls to positioning aids and medication options. The menu—available in both English and Spanish—is included in the packet of information provided to patients during their pregnancy so that they may familiarize themselves with the options before they arrive in labor. Feedback from patients and families has been very positive.

# Woman's Labor & Delivery Comfort Menu

Your comfort during labor is important to us. We hope this menu will help you better understand your pain relief options. Please discuss your pain control goals and comfort options with your doctor and nurse. We encourage you to involve your support person to help you with comfort actions during labor. If you need additional items or have any questions, please ask. **Thank you for choosing us.**



### BRING FROM HOME

- Deodorant
- Comb/brush
- Your toothbrush/toothpaste
- Music/prepare a playlist
- Headphones
- Laptop or tablet
- Books/magazines
- Board games or playing cards
- Extra pillow
- Device chargers
- Glasses/contact lenses
- Change of clothes
- Emergency contact list



### COMFORT ITEMS

- Warm compress
- Warm blankets
- Ice pack
- Extra pillow for positioning
- Fan
- Disposable mesh underwear
- Non-skid socks
- Eye mask



### COMFORT ACTIONS

- Walking in the hall
- Bed repositioning
- Gentle stretching (yoga mat)
- Birthing ball
- Birthing stool
- Peanut ball
- Slow dance
- Shower/bath
- Sleep time
- Massage
- Counter pressure



### RELAXATION OPTIONS

- Stress ball
- Massage balls
- Visit from our chaplain
- Visit from a social worker
- Soothing music
- Guided imagery
- Quiet
- Change the lighting  
*(lights out, close the blinds)*
- Aromatherapy
- Virtual reality headset
- Slow deep breathing



### PERSONAL CARE ITEMS

- Lip balm
- Shampoo/conditioner
- Wash basin
- Mouth swab
- Lotion
- Tissue
- Hair ties



### ENTERTAINMENT OPTIONS

- Television
- Comfort channel
- Internet
- Notepad and pencil
- Puzzle books and coloring pages
- Music



### NUTRITION OPTIONS

- Water
- Juice
- Broth
- Ice
- Popsicles



### MEDICATION OPTIONS

If your comfort measures aren't relieving your pain, discuss medication options with your nurses.

- Oral
- IV
- Epidural

Limited availability on select items. Woman's Comfort Menu is made possible by generous donations to the Foundation for Woman's.

# CALL DON'T FALL



**Call your nurse  
before getting up.**

## Decreasing Falls in the High-Risk Unit

High-Risk Unit quality council members led a project to decrease patient falls. As patient morbidities had increased in recent years, and with the decrease in family presence due to COVID-19 restrictions, the fall rate on the High-Risk Unit had risen. The falls reduction team set a goal of decreasing the fall rate by 5% by the end of 2021. Interventions included staff education on assessing readiness for ambulation and fall prevention demonstrations by physical therapists, implementation of gait belts for patients with difficulty ambulating, simulation drills to practice patient support maneuvers and use of gait belts, and the introduction of scripting and signage to remind patients to call for assistance when attempting to ambulate. Falls reduction training and education was also incorporated into orientation for new nurses and nursing assistants. This project was very successful, and the fall rate was reduced by more than 10%. Results of this project were presented to the Nursing Quality Council in December.

## Nursing Research

Nursing Research at Woman's is supported by the Nursing Research Council, as well as various organizational resources including the Health Sciences Library team, the data analysis team, the graduate medical education team, and the Research Department. Nurses served on research teams in various capacities from data collection to primary investigators. Despite COVID-19 related setbacks, our nurse researchers disseminated their work through virtual presentations and publications. Nursing research projects launched in 2021 are listed below:

- Attitudes and Experiences on Safe Sleep Among Healthcare Workers: Safe Sleep Survey Study
- Assessment of the Effectiveness of Therapeutic Marijuana on Symptom Management in Breast and GYN Oncology Patients
- Investigating Risk Factors for Postpartum Readmissions in a Tertiary Hospital in South-Central Louisiana

For the last three years, Woman's has been working on a collaborative genetic sequencing research project aimed at helping children/families with undiagnosed genetic conditions. As part of the research, a genetic test called Whole Genome Sequencing is used to examine neonates' genetic code to facilitate an early diagnosis and treatment for various genetic conditions. The SouthSeq: Genome Sequencing for a Diverse Population of Hospitalized Infants study is a collaborative work between Woman's Hospital, Infamedics, OLOL Genetics Department and other national participating sites, featuring the work of Dr. Steven Spedale, Dr. Duane Superneau and Kelly Laborde, MS, RNC-NIC. In October 2021, Kelly presented findings internally during Research Week. She has also been accepted to present this work nationally in 2022, and the abstract is under review for publication.

## **Nursing Informatics Continues to Support Innovations and Improvements**

Nursing Informatics led several major initiatives in 2021 in addition to providing support to nursing, physician groups, Information Systems, and other disciplines throughout the year.

In the first quarter of 2021, Woman's participated in a pilot study with The Joint Commission on the electronic reporting of data for patients with severe obstetric complications (also known as Perinatal Core Measure PC-07). The purpose of the pilot was to electronically map EMR data specific to the measure with the end goal of enhancing specifications to capture meaningful and reliable data. The project involved an intensive review of data elements, brainstorming sessions, and countless hours in record review to confirm data validity and reliability. As a result of the pilot, Woman's was recognized as a "Pioneer in Quality Measure Development and Testing Contributor" by The Joint Commission in October 2021. Woman's was one of only nine sites selected to participate in the study.

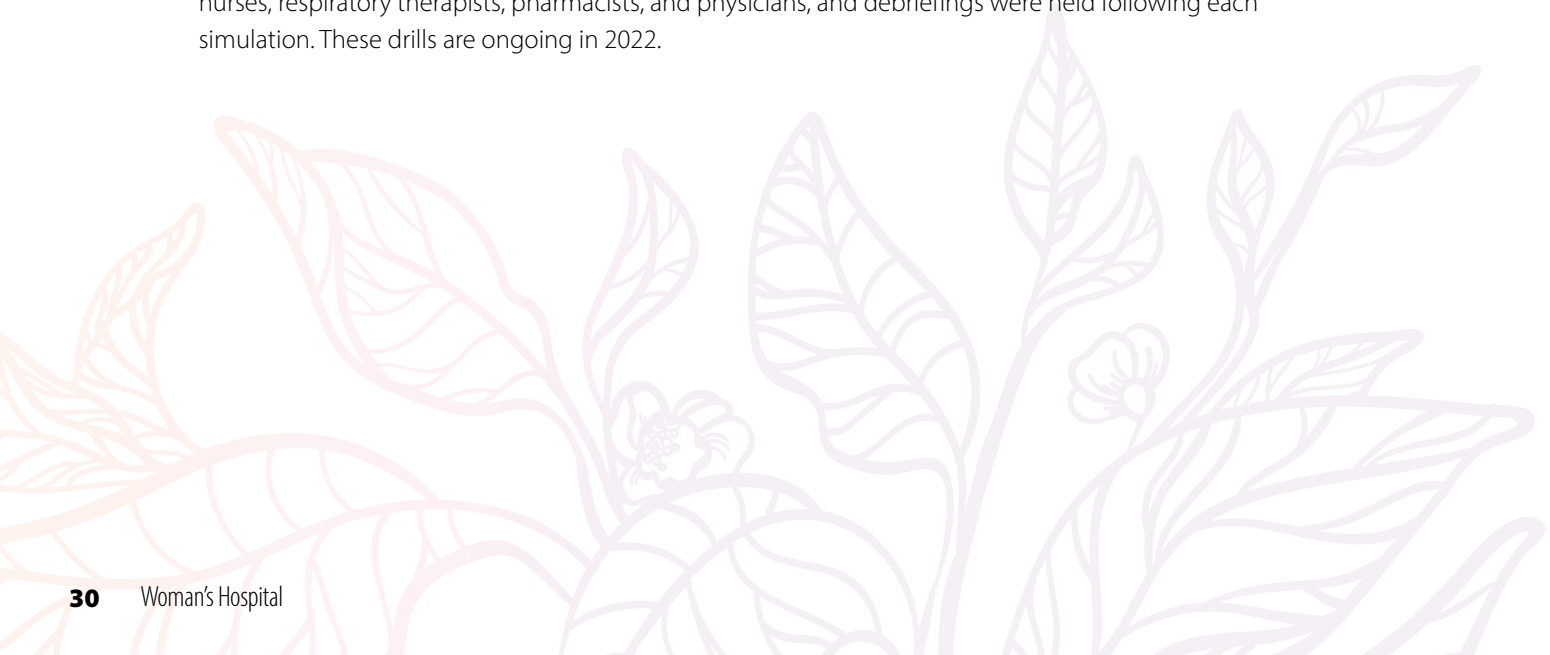
In support of excellence in patient outcomes, discharge routines were updated to provide patients with individualized instructions to facilitate safe and effective care after discharge. Existing discharge documents were replaced with a database of over 8,000 evidence-based instructions, all of which are available in Spanish. This implementation supports a culture of innovation in providing our patients necessary resources to achieve optimal outcomes.

Rounding out the year, several physician initiatives were implemented in support of improving workflows for our nurses and providers. In October and November of 2021, the Meditech Web platform was implemented for physicians and NPs in the Assessment Center, as well as other Woman's physician practices. The Web platform affords comprehensive management of patients and workloads with robust functionality to assist with prioritization of care.

## **Simulation Training**

Simulation training fosters confidence and competency, while improving safety and team communication in complex patient situations. This interactive learning method improves nursing skills and encourages critical thinking. Simulations are used for training across the patient care units. Emergency response drills are also used to simulate response during internal and external disaster events.

Code Blue simulations were held throughout 2021 to ensure preparedness of our patient care teams to provide coordinated, high quality resuscitative care for cardiopulmonary arrest. Participants included nurses, respiratory therapists, pharmacists, and physicians, and debriefings were held following each simulation. These drills are ongoing in 2022.



In the perinatal units, simulation training starts during the orientation period and is reinforced through regular monthly drills. In 2021, obstetric monthly drill topics include the following:

Month	Topic(s)	Participants
January	AWHONN's "Hear Her" campaign and racial disparities	72
February	Psychiatric medications and opioid use during pregnancy	88
March	COVID-19 updates/PPE donning and doffing	75
April	Hypertension	71
May	Malignant Hyperthermia	57
June	Code Blue	71
July	The Joint Commission/regulatory updates	71
August	Fetal demise/perinatal loss and palliative care	56
September	Sepsis	59
October	Room of Errors	80
November	Labor Support	82



The Med-Surg/Oncology department conducts quarterly simulation drills. Topics are chosen based on the educational needs and/or requests of the clinical nurses, and content is developed collaboratively by the clinical nurses and the unit's clinical educator. Simulation drills conducted in 2021 included care of patients after breast surgery, interventional radiology, capnography, methotrexate administration for ectopic pregnancy, and care of patients undergoing brachytherapy.





### Improving Patient Safety Using Technology

In 2021, three interdisciplinary initiatives were put in place to improve patient safety. In the spring, representatives from nursing, respiratory care, and the neonatal medical staff, worked together to implement transcutaneous carbon dioxide monitoring for neonatal ICU babies. Transcutaneous monitoring is non-invasive and provides continuous, accurate assessment of ventilatory status in these fragile infants. The non-invasive nature of this technique also supports neuroprotection by minimizing stimulation and protects skin integrity.

Our capnography monitoring capabilities were also enhanced through the efforts of interdisciplinary teams including nursing, respiratory care, physicians and Information Systems. Capnography, also referred to as end-tidal CO<sub>2</sub> monitoring, continuously measures oxygen saturation, pulse, respiratory rate, and end-tidal carbon dioxide. It provides early warning of respiratory compromise which facilitates timely interventions to keep patients safe. In 2021, capnography monitoring was expanded to include all inpatient units and was enabled with technology that not only collects and stores values related to ventilatory status, but also identifies trends and enhances care through immediate actionable data.

### Supporting NICU Families with Technology

Woman's NICU Parent Tele-Communications Program uses iPads to help healthcare staff/physicians and parents of NICU babies communicate when in-person visits are not possible. With the combination of audio and visual communication made possible by using iPads, parents gain a better understanding of their baby's care. The Foundation for Woman's purchased iPads with grants from Fore!Kids Foundation, Cox Charities, and donations made by Woman's employees to the Employee Giving Campaign. The NICU team is working toward equipping all 84 NICU rooms with this technology.



### Smoke Evacuator Implementation in Labor and Delivery

A surgical smoke evacuation process was implemented in the Labor and Delivery operating rooms in June 2021. This evidence-based practice, which is endorsed by the Association of Perioperative Registered Nurses (AORN), benefits both patients and care team members. Smoke evacuator products were trialed by the physicians and operating room staff and a process was established. The smoke evacuator system is now used in every Labor and Delivery operating room for every surgical procedure, improving the safety of both patients and staff. All surgical team members were educated prior to implementation and will receive ongoing education and competency verification of the process described below.

The circulating nurse inspects the system, prepares new tubing before each procedure, and replaces the 0.1-micron filter as recommended by the manufacturer. The smoke capture device is placed as close as possible to the surgical site to be effective in collecting all traces of surgical smoke. The smoke activation system automatically activates while surgical smoke is being generated. All tubing, filters, and absorbers are considered infectious waste and are disposed of according to the OSHA Bloodborne Pathogens standard.

## Virtual NICU Reunion

For many years, Woman's NICU has hosted an annual reunion to celebrate the milestones of NICU graduates with their families and caregivers. This popular event is as rewarding for the Woman's NICU team as it is for the families of these special children. Some families have attended for decades. Due to the success of the previous year's virtual event and ongoing concerns related to the pandemic, the reunion was again held virtually in 2021. This year's theme was adventures in cyberspace and NICU graduates were mailed activity kits that included astronaut helmet cut outs, coloring sheets, stickers, reading lists and bookmarks. More than 100 families participated in the online reunion event held on April 25.



## Improving Efficiency in the O.R.

In 2021, Woman's joined over 200 hospitals across the nation in implementing the LeanTaaS iQueue for Operating Rooms program. The program maximizes O.R. access by optimizing utilization of block and open time. iQueue for Operating Rooms creates an electronic workflow, streamlines the scheduling process, and improves accuracy, leading to fewer delays and higher levels of patient, surgeon, and staff satisfaction. It also provides access to transparent data, real time metrics, visualization, and easy-to-use tools.





# Woman's

Founded in 1968, Woman's is a nonprofit organization, governed by a board of community volunteers, providing medical care and services in order to improve the health of women and infants, including community education, research and outreach.

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[womans.org](http://womans.org)

