

Woman's Nursing Annual Report



2020

year of the  
nurse





# Letter from the Chief Nursing Officer



2020 was designated as the Year of the Nurse, and what a year it was! There were many hardships, but also numerous accomplishments and successes. We received the Press Ganey Guardian of Excellence Award again for being one of the top 5% of hospitals nationwide in patient experience. We achieved The Gift re-designation from the Louisiana Department of Health for our commitment to policies that promote breastfeeding. And that only scratches the surface of the many amazing things our nurses accomplished in 2020.

Our nursing leaders were also committed to making positive changes that directly impact the care our nurses are able to

provide. Some that stick out in my mind are:

- Adding Security Response Officers (SROs) to enhance the safety of our staff.
- Renovating OB ORs to improve room set up and laminar air flow, and adding 4K cameras to the OR suites.
- Adjusting Mother/Baby staffing ratios to improve the level of care they can provide.
- Creating clinical nurse leader roles to support the Labor and Delivery night shift.
- Recognizing 11 nurses with DAISY Awards & 2 nurses with BRDNA Celebrate Nursing Awards.
- Supporting career ladder nurses in maintaining status despite COVID-19 related challenges.
- Educating staff on unconscious bias to promote equitable and inclusive care.
- Decreasing antibiotic use in neonates through antibiotic stewardship.
- Providing education aimed at decreasing opioid use among our patient population.

And of course there was the pandemic. When COVID-19 cases escalated, our nurses stepped up and went above and beyond their regular responsibilities. They responded to the changing hospital and clinical policies while still meeting our patients' needs. They balanced busy work schedules with homeschooling children and navigating the uncertainty that COVID-19 brought to every aspect of our lives. Their diligence in following infection prevention protocols prevented COVID-19 transmissions from patients to staff. I know I've said it before, but I am so incredibly grateful for every single one of our nurses and their hard work this past year.

Nurses are the reason that Woman's ranks nationally for extraordinary patient experience and quality outcomes. Nurses are known for our ability to manage many things at once - changes in the healthcare landscape, record-breaking patient volumes, and exceptional care delivered with professionalism and compassion to patients, their families and one another.

While many feel that COVID-19 overshadowed the Year of the Nurse, I feel that it shined a light on the strength, unwavering compassion and resilience of our nurses.

**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 health-care organizations that meet rigorous standards for nursing excellence and is the highest honor an organization can receive for professional nursing practice. Woman's is among only 550 hospitals internationally to receive this designation.

# Transformational Leadership



Transformational leaders inspire both achievement of extraordinary outcomes and development of leadership capacity in others.

### Workplace Recognitions

For the 13th year in a row, Woman's was recognized as one of the 2020 Best Places to Work in Health-care by Modern Healthcare magazine. The award program includes an employee survey to identify and recognize outstanding employers in the healthcare industry.

The American Heart Association recognized Woman's with Workplace Health Achievement Gold Level status for the organization's commitment to a culture of health in the workplace.

### Bariatric Surgery Accreditation

The bariatric program at Woman's has again earned the Blue Distinction Specialty Care Center Plus designation from Blue Cross Blue Shield, a recognition it has held since January 2018. Woman's is one of seven in Louisiana to earn this distinction, given only to providers that meet nationally established objective quality measures.

The Blue Distinction Specialty Care Program for bariatric surgery includes two levels of designation, Blue Distinction Centers (BDC) and Blue Distinction Centers+ (BDC+). To qualify for designation, the facility must provide a full range of bariatric surgery care, including inpatient care, post-operative care, outpatient follow-up care and patient education. Woman's Hospital achieved the designation of BDC+, which recognizes expertise in delivering cost-efficient bariatric care in addition to quality care, treatment expertise and better overall patient outcomes.

The weight loss surgery program at Woman's is also nationally accredited by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP).



### Guardian of Excellence Award

For the sixth consecutive year, Woman's Hospital has been named a Guardian of Excellence Award® winner by Press Ganey for outstanding inpatient experience, ranking the hospital in the top five percent in the country.



### The Gift Re-designation

In 2020, Woman's achieved The Gift re-designation from the Bureau of Family Health, Office of Public Health, and Louisiana Department of Health for demonstrating successful implementation and maintenance of policies that support breastfeeding. The Gift is an evidence-based designation program for Louisiana birthing facilities. It is designed to increase breastfeeding rates and hospital success by improving the quality of their maternity services and enhancing patient-centered care. The Gift provides resources and a framework to help improve breastfeeding outcomes through incremental adoption of internationally recognized best practices and the Ten Steps to Successful Breastfeeding. Woman's has held this designation since 2011.

## Leadership Development

Despite the disruption of the pandemic, nursing and patient care leaders took advantage of a variety of leadership development programs in 2020, including self-care and resilience, generational differences and multidisciplinary collaboration. In addition to educational programming, existing and emerging nurse leaders participated in coaching sessions and individualized development planning.

In March 2020, Dana Vidrine, Mother/Baby Director, earned Lean Six Sigma Green Belt certification after completing coursework and a process improvement project aimed at reducing readmissions for postpartum hypertension. Her project team was composed of a fellow process manager – Melanie Comeaux, HIM Manager, and representatives from Mother/Baby, Quality, Operational Excellence, Nursing Informatics, IS and hospital administration. The improvement project focused on implementation of a bundle for patients at high risk for readmission due to postpartum hypertension. Bundle components included educating the patient on her hypertension and signs and symptoms that should be reported to her provider, providing an appointment for timely post-discharge follow up, and providing a blood pressure monitor with instructions for use at home.

## LHA Resilient Leader Series

Several nurse leaders participated in the Louisiana Hospital Association Resilient Leader series, which centered on agility and resilience among leaders, and promoting resilience among teams during the pandemic. The workshop armed participants with skills to lead in a volatile, uncertain, complex and ambiguous healthcare environment.

## Safety Improvements



In March 2020, Woman's took a proactive approach to protecting staff, patients, and visitors by implementing a hybrid approach to security. The hospital added 24/7 coverage with employed security response officers (SROs), in addition to the existing contract security staff. The SROs are highly trained and skilled security professionals with backgrounds in law enforcement and/or

military. They have received specialized training and have passed intense physical and mental screenings. They are required to maintain these high standards/qualifications while employed at Woman's, and have the same firearm standards and requirements as Louisiana law enforcement officers.

Additional updates and educational offerings are underway to maintain the safety of the campus. Management of Aggressive Behavior (MOAB) training is being provided to nurses and other staff to help recognize, reduce, and manage violent and aggressive behavior. Outdoor lighting has also been upgraded this year to create a safer perimeter around the facility.

Coming soon... A single-button lockdown system for patient and clinical care areas in case of an active shooter event. A rapid reaction software system coupled with strong magnetic door devices can immediately shut and lock all doors with the push of a single button.

## CNO Advisory Committee

The CNO Advisory Committee, made up of clinical nurses representing all departments, meets monthly with CNO, Cheri Johnson. The meetings provide an opportunity for clinical nurses to connect with the CNO and to understand the important relationship between what she does and what they do at the bedside. It also improves the bi-directional flow of information and fosters quicker resolution of clinical staff concerns. In 2020, discussion topics included strategic and tactical planning, hospital security, conservation of PPE, visitation policies, patient flow, preceptor compensation, and, of course...all things COVID-19.

## CNO Advisory Committee Members

Sarah Babin, *Imaging*

Shelisa Cager, *Cancer Pavilion*

Renee Carlisle, *Med-Surg/Oncology*

Stacey Crawford, *LSU OB-GYN Clinic*

Meredith Gaudet, *Mother/Baby*

Sarah Gisclair, *Assessment Center*

Stephanie Powers, *Surgical Care Unit*

Lauren Rachel, *Outpatient Clinics*

Cindi Sanders, *PACU*

Janelle Simmons, *Labor and Delivery*

Meagon Singletary, *Operating Room*

Linda Travis, *NICU*



**Woman's Warriors, a social media campaign, was developed to recognize the phenomenal actions taken by so many of our employees.**

## Woman's Warriors: Nurses During the Pandemic

**When the pandemic reached our community, Woman's nurses and other team members quickly adapted processes and safety measures to meet the rapidly changing needs of our patients and the community. The commitment, compassion, and flexibility of our nurses never wavered and was a source of inspiration for team members throughout the organization and beyond. Nurses worked outside of their normal roles and flexed shifts to ensure patient care was provided seamlessly despite many challenges.**

**The Woman's Warriors social media campaign was created to recognize the phenomenal work and contributions of team members all over the organization during the pandemic. Nurses were highlighted throughout the campaign.**



### Education

Woman's Education team played a pivotal role in keeping our patients, nurses and the community informed. Our pregnancy nurse navigator spent countless hours talking to and texting to women who had questions and hosting weekly videos to ease their fears. They've also transitioned all in-person childbirth education classes to ZOOM-based seminars to make sure patients received the information they needed. This team also helped nursing staff with COVID-19 training and debriefing sessions. We all adjusted a little easier to our new normal thanks to these Warriors.

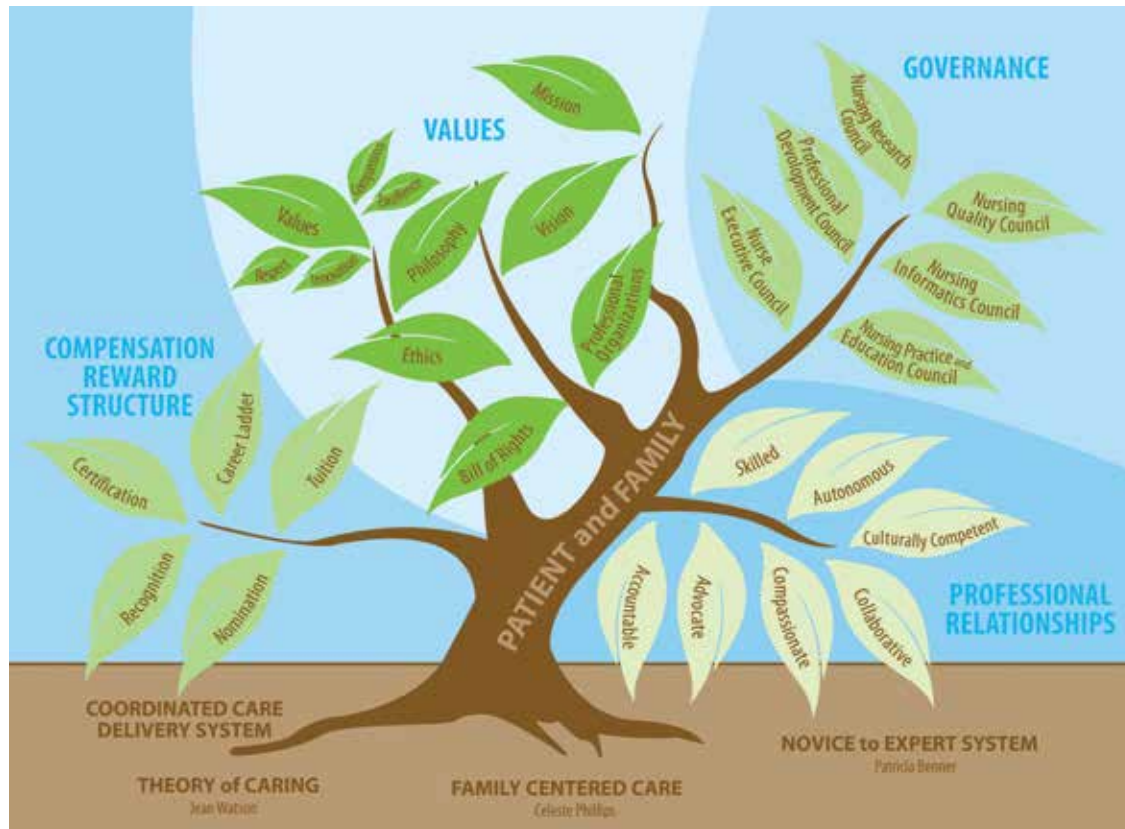
# Structural Empowerment





Nurses support organizational goals, advance the nursing profession, and enhance professional development by extending influence to professional and community groups.

## 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 nursing and the interdisciplinary collaboration that supports exceptional care.

## Recognizing Nurses and Celebrating Success

Five Woman's nurses were nominated for Louisiana Nurses Foundation Nightingale awards. These prestigious awards recognize registered nurses who demonstrate excellence and innovation in the nursing profession. The following nurses were nominated: Emily Stewart (Operating Room) - Registered Nurse of the Year, Leslie Roy (PACU) - Clinical Practice Nurse of the Year; Monica Frederic (Labor and Delivery) – Mentor of the Year; Bridget Sutton (High-Risk Unit)- Clinical Nurse of the Year; and Angela Hammett (Educational Services) – Outstanding Community Achievement.



**The DAISY  
Award®**

**FOR EXTRAORDINARY NURSES**

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



The **DAISY** (**D**iseases **A**ttacking the **I**mmune **S**ystem) 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, and a congratulatory banner is posted in the unit.

### **DAISY Award Recipients**

- Meredith Gaudet, *Mother/Baby*
- Amy Shrader, *Mother/Baby*
- Shelby Moore, *Mother/Baby*
- Michelle Leerkes, *Med-Surg/Oncology*
- Jenny Silbernagel, *NICU*
- Tonya Bonfanti, *NICU*
- Lauren LeRouge, *NICU*
- Lauren Lawson, *Labor and Delivery*
- Brittany Buhler, *Labor and Delivery*
- Allison Lester, *Labor and Delivery*
- Elizabeth McAllister, *Labor and Delivery*

## BRDNA Celebrate Nursing Awards



Two registered nurses were honored with Baton Rouge District Nurses Association (BRDNA) “Celebrate Nursing” awards. This award honors nurses who have made significant contributions to the community, healthcare and the nursing profession. Congratulations to Paula O’Neill (LSU OB-GYN Clinic) and LaKaisha Jackson (Med-Surg/Oncology) for receiving this award.

## Louisiana Association of PeriAnesthesia Nurses (LAPAN) Honorees

Two Woman’s PACU nurses were recognized with awards at the 2020 LAPAN state conference. Laurie Goff was awarded the **Excellence in Clinical Practice Award** and Cindi Sanders received the **Outstanding Contributor/Leader in PeriAnesthesia Nursing Award**.

## 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. We would like to congratulate our 210 career ladder nurses and recognize their efforts to develop and grow professionally.

## Advancing Nursing Education and Certification

Woman’s recognizes the great value of continued education and growing professionally. Nurses are encouraged to seek advanced education and 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 2020, \$83,000 was paid to nurses pursuing baccalaureate and graduate nursing degrees, and \$15,500 was awarded for nursing specialty certifications.

## Nurse Recruitment



On Saturday, February 8, 40 senior nursing students from FranU, LSUHSC, Nicholls, Southeastern, Southern, ULL and William Carey attended a senior nursing brunch at Woman's Hospital. Participating departments included Labor and Delivery, Mother/Baby, NICU, Same Day Surgery Center and Med-Surg/Oncology. Nursing students received an orientation to Woman's, information on career opportunities and a tour of participating units.

Recruitment events were also held for surgical tech students from local schools.

## Professional Organization Leadership

The following nurses served in leadership positions in 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)

- Chrystal Deslatte, *NICU* Co-chair, BR Chapter
- Tracy Nicolosi, *NICU* Co-chair, BR Chapter
- Linda Travis, *NICU* Co-chair, BR Chapter
- 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)

- 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

# Woman's Warriors

## Surgical

Sometimes surgery is necessary and now is not the time to postpone as we are all striving to be as healthy as possible. During the height of the pandemic, our operating room team remained busy with emergency procedures for women in our community. As they are back to full speed caring for elective and emergency cases, they are still working to provide the expertise and care you expect in an environment that's extra safe. All surgery patients at Woman's receive a COVID-19 test. Thank you, Woman's OR Warriors, who never stopped doing their part.

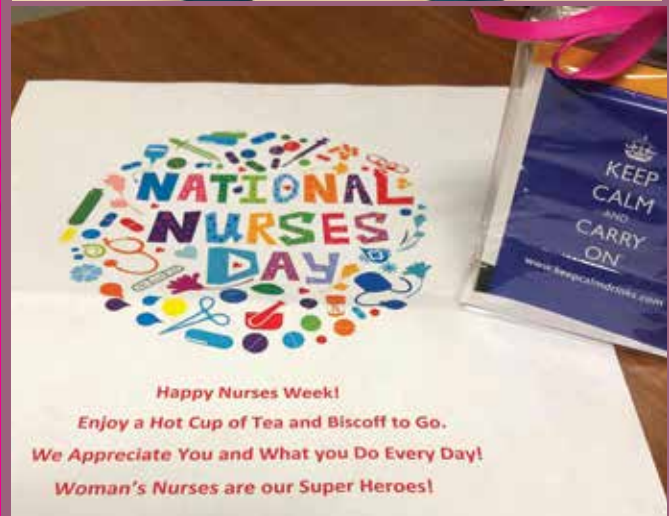


## Nurses Week 2020

Nurses Week 2020 looked a little different as social distancing did not allow for the gatherings and activities that have become Woman's traditions. With these restrictions in mind, the Nurses Week planning committee organized creative virtual alternatives that celebrated the contributions of Woman's 900 extraordinary nurses. Nurses Week activities included daily words of encouragement, a roaming relaxation cart, a roaming tea party, treat deliveries, prize drawings, and a virtual blessing of the hands. Additionally, each nurse was given a "Year of the Nurse" t-shirt, which everyone wore on the last day of Nurses 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

## Staff Resilience Council Promotes Positive Work-life Balance



Woman's hospital-wide Staff Resilience Council, which was formalized and expanded in 2019, supports employees in self-care and promotes activities that prevent burnout and compassion fatigue. In 2020, this team was very busy supporting Woman's team members with the roaming respite cart that offers quick massages, aromatherapy, refreshments, and relaxation supplies. Members also bring the respite cart to the Woman's Way Café

at different times throughout the year to generate awareness about what they do and how they can help support teams and individuals.

Additionally, the council conducted a staff survey about self-care and received an incredible response with over 600 participants. The information collected shows the value of self-care within the organizational culture and is being used to guide future resilience projects that will be meaningful and effective.

## Woman's Warriors



### Assessment Center

It doesn't get more front line than the Woman's Assessment Center. This remarkable team is the first point of contact for anyone entering Woman's Hospital, and they do a phenomenal job screening women and quickly getting them the care they need from the critically ill to women who are in labor. The true meaning of team is when people come together to achieve a common goal, and this group of doctors, nurse practitioners, nurses, ultrasonographers, respiratory therapists, social workers and so many more are singularly focused and incredibly responsive to this rapidly changing environment. During the height of the pandemic, they helped open an outside triage unit overnight to more safely assess and screen sick patients, while limiting exposure to healthy ones. Working in an ER atmosphere is hard work, and these women and men are strong examples of what can happen when expertise, trust and dedication come together. They are Woman's Warriors.





## Partnering to Improve Childbirth Outcomes

Woman's joined the Louisiana Perinatal Quality Collaborative (LaPQC) in 2018 to work with providers across the state in advancing care equity and improving outcomes for women, families and newborns. The collaborative was formed as an initiative of the Louisiana Commission on Perinatal Care and Prevention of Infant Mortality. All participating facilities work collaboratively to implement best practices related to hemorrhage, hypertension, and health equity, and continuously review data and identify opportunities for improvement.

In 2020, continued work with the LaPQC focused 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. Woman's also signed a pledge in support of the Safe Births Initiative, which sets state and national goals aimed at improving maternal health. This initiative aligns with The Joint Commission Perinatal Standards, which launched in early 2021.

In support of this work, the Labor & Delivery Quality Council launched an improvement project aimed at implementing front-line medications for severe hypertension within one hour. This project is ongoing, as is education and simulations on hemorrhage, hypertension and labor support.



## Diversifying the Nursing Workforce



In January 2020, Woman's hosted a dinner for Deans and leaders of schools of nursing at historically black colleges and universities (HBCUs) in conjunction with the Louisiana Action Coalition (LAC). The dinner and discussion was focused on challenges and barriers faced by these nursing programs which, ultimately, impact the availability of a diverse nursing workforce. The dinner preceded a statewide summit hosted by the Louisiana Action Coalition the following day. Attendees represented the following schools of nursing: Grambling State University, Southern University and A&M College, and Dillard University, as well as LAC core leadership team members and regional LAC co-leads. Nurse leaders representing Woman's, Our Lady of the Lake RMC, and Lane RMC were able to learn about these challenges and offer the perspective of large employers.

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## Departmental Resilience Efforts

Med-Surg/Oncology's Shared Governance Committee implemented a weekly Circle of Hope and Healing session held on Wednesday mornings at 6:45 AM to serve both the day and night shifts. During the Circle of Hope and Healing, staff members share inspirational readings, prayers, and words of encouragement to each other and for the patients and families they serve.

The Nursing Informatics department held a day-long retreat in the fall that focused on rejuvenating and refocusing the team. The program included a SWOT activity related to the department's work during these uncertain times, as well as sessions related to professional presence and finding joy in their daily work. The day ended with a tour of a spiritual retreat center in a beautiful and peaceful setting.

Caring for patients on the closed COVID-19 unit was both mentally and physically taxing. In an effort to provide opportunities for respite to these staff members, the break room was stocked with magazines, puzzles, adult coloring supplies, essential oils, journals and lots of snacks. Cards and posters encouraging the team were also sent from various departments in the hospital.

## Going Home Checklist

Sponsored by Woman's Hospital Staff Resilience Council

- Take a moment to **think** about today
- Acknowledge **one** thing that was **difficult** on your shift: **Let it go**
- Be **proud** of the care you gave today
- Consider **three** things that went **well**
- Check on your coworkers before you leave: **Are they OK?**
- Are you OK?** Your management team is here to listen and support you.
- Now switch your attention to home: **Rest and Recharge**



Woman's



In the spring, the council created a Going Home Checklist that focuses on the promotion of work-life balance and boundaries. The checklist is posted in locker rooms, break rooms and near time clocks.

# Woman's Warriors

## Nursing Informatics

Nursing Informatics isn't a name you hear often. At Woman's, these are registered nurses who coordinate with Information Services (aka the computer experts) and all bedside care providers to ensure that we deliver the safest, most efficient care for a positive patient experience. This team has helped implement online patient screening tools for additional staff safety. They also created a surveillance tool to identify that the appropriate PPE is being used for each patient. They ensure that our first responders are using technology to make COVID-19 care as seamless, fast and safe as possible.



## NICU Quality

For more than 20 years, Woman's has participated in the NICU quality collaborative, made up of hospitals worldwide, through the Vermont Oxford Network (VON). VON includes the world's largest database of high-risk infants from 1,200+ centers across 30+ countries 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 the work continues today.

In 2020, Woman's NICU quality team participated in two virtual Vermont Oxford Quality Collaborative conferences and shared the outcomes of recent improvement projects through poster presentations. The "Baby it's Cold Outside" project focused on improving and stabilizing delivery room temperatures of premature infants. The group also presented a poster on the NICU's continued work to reduce morbidities in our most fragile population, infants born at less than 26 weeks of pregnancy.

## Improving Care for our Tiniest Patients

The micro-premature, extremely low birth weight and very low birth weight infants, are at the highest risk to experience a prolonged hospital course, major morbidities, long-term neurodevelopmental challenges and family stress. Caring for the smallest babies in the NICU requires specialized interdisciplinary support focusing on evidence-based interventions to enhance the NICU experience, promoting improved outcomes for the infant, family and NICU team. (Small Baby Care Specialist Program®).

In the summer of 2020, a core team of Woman's NICU RNs attended a Small Baby Care Specialist® (SBCS) training program to enhance care of these fragile neonates. The program was designed to encourage an interdisciplinary approach to care and care coordination that is supported by evidence and best practice strategies. Five NICU nurses completing this training course were awarded the Small Baby Care Specialist® title. Three of these nurses, in addition to two others, earned ANCC certification in care of extremely low birth weight neonates (RNC-ELBW).

## Exemplary Professional Practice



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

### Serving our Community during Hurricane Laura

Woman's NICU Transport Team led the state evacuation efforts and transport of 19 babies out of Lake Charles Memorial Hospital in the aftermath of Hurricane Laura. Partners in this effort were Acadian Ambulance, Louisiana Department of Health, Children's Hospital of New Orleans, Lafayette General Medical Center and Women's and Children's of Lafayette.



## Woman's Warriors



### PACU

If you've ever had surgery, then you know that the PACU is a pretty important area. It's the Post-Anesthesia Care Unit and it's where our staff cares for you after surgery and while coming out of anesthesia. During the pandemic, the PACU team has assumed the additional responsibility of caring for non-COVID-19 Intensive Care Unit (ICU) patients while still recovering surgery patients. These professionals helped save lives and make surgery a little less frightening. Woman's Warriors times two - Thank you, PACU!

## GRACE Program Milestones

Woman's Guiding Recovery and Creating Empowerment (GRACE) program enrolled its 100th expectant mom in the spring of 2020. Launched in 2018, with the support of a United Health Foundation grant, GRACE is a care coordination program for pregnant women with opioid use disorder. It is the only program of its kind in Louisiana and one of a few in the nation.

GRACE aims to reduce stigma and bias surrounding addiction and medication-assisted treatment, provide education and training to hospital staff, and decrease the number of Newborn and Infant Intensive Care Unit (NICU) admissions and length of stay. The program focuses on care coordination and education, provided by a nurse and a social worker. Care coordination continues throughout the pregnancy until six weeks postpartum with a warm handoff to their community provider and support system.

In addition to the grant from United Health, Woman's Hospital was one of two hospitals in the state selected by the Louisiana Department of Health (LDH) to participate in the NOWS Pilot Project, helping the state create a plan to improve outcomes associated with neonatal opioid withdrawal syndrome (NOWS). The Center for Medicare and Medicaid Services also selected Louisiana as one of 10 states to participate in the Maternal Opioid Misuse (MOM) model program. Woman's is the care delivery partner working with LDH to address gaps in the care of pregnant and postpartum Medicaid members with opioid use disorder.



*On Tuesday, February 4, members of the Louisiana Legislative Women's Caucus visited Woman's Hospital for a tour of the NICU and to learn about how the GRACE Program has helped pregnant women in Louisiana overcome addiction.*

## Woman's Warriors



### NICU

Many of the most critically ill babies in Louisiana are found in Woman's Newborn and Infant Intensive Care Unit (NICU). Throughout the pandemic, this devoted team responded to emergency deliveries in both the healthy units and the COVID-19 Isolation areas. To keep moms, babies and staff as safe as possible, they set up two resuscitation areas in the COVID-19 unit - one for preterm and one for full-term deliveries, with plans that directed staff in any number of situations. They sewed pouches on lanyards so they could carry an N95 mask on them at all times to avoid any delay in care. In the true spirit of volunteerism, when the call went out for COVID-19 isolation volunteers, NICU nurses made up more than half the list almost immediately. They are Woman's Warriors.

### Promoting Equitable and Inclusive Care

As one of many steps we are taking toward more equitable and inclusive care that leads to a reduction in healthcare disparities, we improved the way we collect and document information during the registration process. In July 2020, we began capturing gender identity to facilitate more culturally-sensitive services to our LGBTQ+ patients. Our LGBTQ+ patient population has grown, and we want them to feel safe and welcomed when they choose Woman's Hospital for their care. Woman's partnered with the Louisiana Trans Advocates organization to educate team members on appropriate patient identification practices and inclusive scripting.

This important initiative is continuing as the team works toward documenting preferred names and preferred pronouns for our patients.



## 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 Infants

Nearly 12 out of every 1,000 babies born in our community are lost as a result of unsafe sleep practices. The startling statistic is double that seen nationally. In an effort to raise awareness and improve outcomes, a Safe Sleep Task Force was created to promote safe infant sleep practices through patient, staff and community education. The task force is made up 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.

The task force facilitated the adoption of the state’s “Give Your Baby Space” campaign and increased the focused safe sleep education that patients receive in our community education classes and while in the hospital. A peer counselor visits patients and discusses safe sleep plans and resources for home. Realizing that many families do not have safe sleep accommodations in their homes, Woman’s applied for and received a grant to purchase and provide pack-n-plays to these families for their infants to sleep in.

This work has continued into 2021 with a research study on the attitudes and experiences of healthcare workers related to safe sleep practices. This information will be used to tailor educational efforts for those that interact with patients and impact patient care.

## Woman’s Warriors



### High-Risk Unit

Woman’s High-Risk Unit is often described as a “home away from home” for pregnant patients who aren’t well enough to stay at home during pregnancy and those who aren’t stable enough yet to go home after having a baby. The nurses on this unit are highly skilled in obstetrics. At the very beginning of the pandemic, this unit had to completely relocate to another floor in order to make space for the COVID-19 Isolation unit and protect their patients from possible exposure. This team of Woman’s Warriors stepped up to do whatever was necessary to care for those in need.



## Woman's Warriors

### Mother/Baby

Becoming a mother is one of the most significant physical and psychological changes a woman will ever experience. At Woman's, the Mother/Baby team of registered nurses, nursing assistants and nursing technicians serve as caregivers, advocates and teachers. They help new moms recover from childbirth and teach them the basics of newborn care. Their goal is for families to feel prepared when they go home. Their commitment to our new moms has never wavered. This amazing group of women have been willing to accept any task that is asked of them including working the isolation unit without a second thought. Not just co-workers, this team is family and they are dedicated to all of the families in our community. They are Woman's Warriors!



### Nursing Care in the Imaging Department

The Imaging RNs are dedicated to providing exceptional care and support to patients undergoing image-guided procedures and breast biopsies. In calendar year 2020, these RNs provided care during nearly 3,000 image-guided procedures. Following the physicians' pathways, the RNs also navigated over 1,000 patients to a breast surgeon for further care and treatment following an abnormal mammogram or ultrasound. Ongoing performance improvement initiatives include infection prevention through high level disinfection of ultrasound probes and reinforcement of patient discharge instructions. Port access for CT studies continues to be an advantage for the patient, eliminating the need for peripheral IV access. In 2020, 56 out of 58 patient ports were accessed, resulting in a 97% success rate.

## Managing the Side Effects of Cancer Treatment

The cancer support services navigation team consists of two RN breast/gyn navigators: Ashley Marks, BSN, RN, OCN, ONN-CG, CBCN and LaToya Sampson, BSN, RN, OCN. This past year, we expanded the team to include a palliative care navigator and a survivorship navigator. Michelle Leerkes, BSN, RN, CHPN, MS, RN Navigator-Palliative Care, assists patients with complex symptom management, developing realistic goals based on prognosis/disease process and advanced care planning. Shelisa Cager, RN, OCN, RN Navigator-Survivorship, provides education, guidance, and support to patients on long-term physical, and emotional effects of cancer treatment, survivorship care plan delivery, follow-up care and guidance with healthy lifestyle choices.

Our Cancer Pavilion Support Services team, in collaboration with Mary Bird Perkins Radiation Oncology team, has developed a radiation pre-teaching program for patients prior to receiving radiation therapy for gynecologic cancer. Studies show that cancer patients experience significant treatment-related side effects and that they wished their healthcare team would have addressed these side effects during treatment. A multidisciplinary team was established to address this issue. This included the development of an educational teaching booklet with side effect management, nutrition and coping with stress. RN Navigator, LaToya Sampson, met with all new GYN radiation therapy patients at the time of treatment planning/simulation to educate the patient and allow for questions. Since implementation of the program, patient satisfaction with radiation oncology symptom management has increased significantly. Plans to develop a similar pre-teaching program for breast cancer patients are currently underway.

## Woman's Warriors



### Labor & Delivery

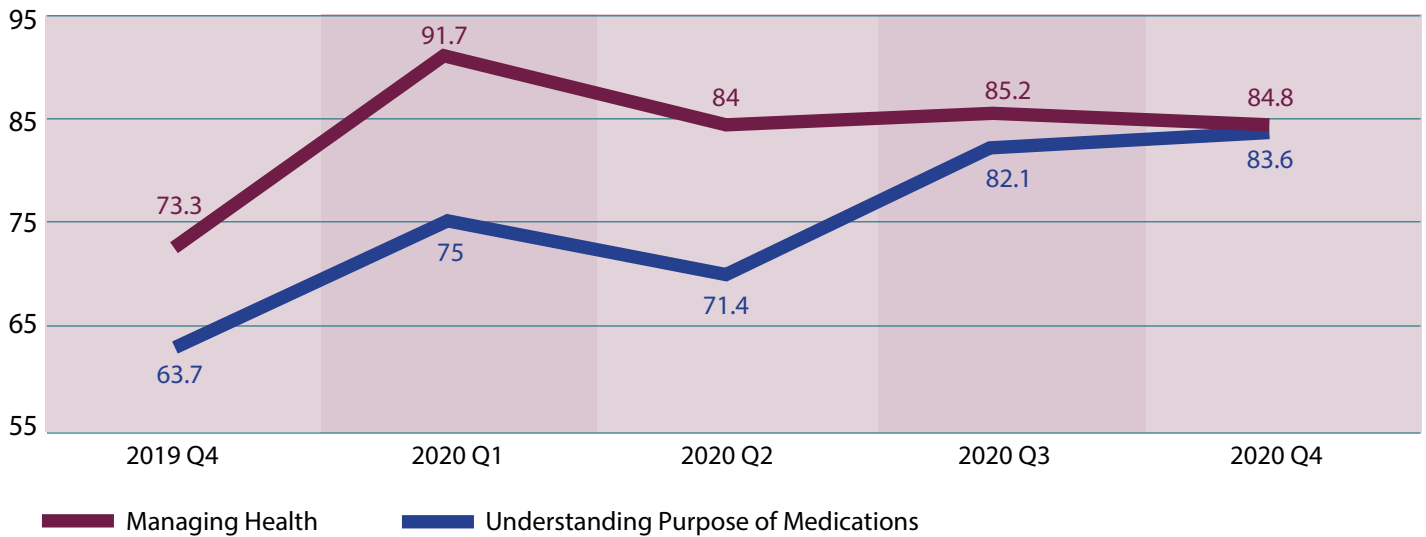
Giving birth is hard on a good day; imagine during a pandemic. The doctors, nurses, OB surgical technologists and the entire ancillary staff on Woman's Labor and Delivery unit work tremendously hard to help new moms welcome their babies into the world. Throughout this crisis, they've had to condense the wonder of welcoming a new baby to just a few witnesses and ask laboring moms to wear masks for protection. But they've also been cheerleaders and taken on the role of stand-in moms and sisters. They've videotaped, Facetimed and photographed. They do all of this because miracles continue to happen every day at Woman's and it's important to give moms and babies the safest future possible. They are Woman's Warriors.



## Improving Discharge Education

The Med-Surg/Oncology department improved discharge education to better prepare their patients to safely manage their health at home. This improvement project was supported by the unit-based shared governance committee, in conjunction with the organizational Nursing Quality Council. The project included consolidating and ensuring the consistency of multiple discharge instructions and forms, as well as implementing a new EMR feature to individualize instructions to the needs of each unique patient. Scripting was developed to support the change and ensure patient and family understanding of managing health and medications at home after discharge. Following implementation, significant improvements were noted in patient satisfaction scores related to discharge education and understanding of medications.

### Improving Discharge Education on Med-Surg/Oncology



## Woman's Warriors



### Surgical Care Unit and Pre-Surgery Unit

As hospital services quickly returned to normal, Woman's safely welcomed patients who had postponed surgical procedures. Early on, when all elective procedures were cancelled, this team pitched in with screenings - and they began prescreening and coordinating COVID-19 testing of all surgery and pregnant patients. Their efforts protected both patients and staff from COVID-19 exposure. They are Woman's Warriors.



## LSU OB-GYN Clinic



This busy clinic provides care to the underserved women of our community and sees over 125 patients per day. The clinic provides routine obstetric and gynecologic care in addition to specialty services including GYN oncology, reproductive endocrinology and navigation for high risk conditions.

Since 2018, clinic patients with diabetes in pregnancy have been supported by the nurse-driven diabetic navigation program. The program was first started to improve adherence with the increased monitoring recommended for these patients. Since program implementation, over 200 patients have been navigated and outcomes have improved for this high risk patient population.

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In late 2020, the team implemented a “graduation celebration” for high risk OB patients that have diabetes, hypertension and/or advanced maternal age. The increased monitoring needed for these conditions is difficult, especially for patients with limited resources and lack of transportation. The graduation program celebrates their efforts by giving them a certificate, a small gift, and a cheer (complete with purple and gold pom-poms) on their last prenatal visit. Patients are often brought to tears during these celebrations and they are left with a lasting impression that we truly care and are proud of them. This celebration is extremely rewarding for the care team as well.

## Woman's Warriors

### Infection Prevention/Quality

Needless to say, the Infection Prevention and Quality teams at Woman's were busy in 2020. From strategies to prevent and control the spread of infectious diseases to continually improving our patient care and safety - these departments are focused on health and safety. During the pandemic, they were the powerhouse behind implementing the highest level of protection against COVID-19 for Woman's staff, patients and families. From monitoring the constantly evolving CDC guidelines, as well as pitching in to screen patients and visitors, these Woman's Warriors are the gatekeepers to keeping everyone safe.



## Excellence in Patient Experience

Nurses and care team members provide exceptional care and strive 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 hospital care.

HCAHPS Domain	Woman's*	Louisiana Average	National Average
Rate Hospital – 9 or 10	85.8%	73.3%	71.3%
Recommend Hospital – definitely yes	90.1%	73.5%	71.0%
Communication with Nurses – always	86.9%	82.3%	79.3%
Communication with Doctors – always	94.4%	84.6%	80.1%
Communication about Medicine - always	74.8%	65.8%	61.5%
Responsiveness of Staff – always	83.9%	66.4%	65.3%
Cleanliness of hospital – always	80.3%	72.5%	72.4%
Quietness of hospital - always	85.5%	72.3%	61.9%
Discharge Information - yes	91.7%	86.6%	86.7%
Care Transitions – strongly agree	72.2%	57.8%	52.0%

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	94.9	85.4	84.0
Assessment Center/ED			
- Recommend Hospital	82.1	84.8	85.0
Neonatal ICU			
- Recommend Hospital	96.3	90.4	92.1
Outpatient			
- Overall Satisfaction	96.3	94.4	95.0
Outpatient Oncology			
- Recommend Hospital	97.0	95.7	95.7

\* Fiscal Year 2020 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.

## 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 serving as primary investigators. Though many professional meetings were cancelled during the pandemic, our nurse researchers disseminated their work through virtual presentations and publications. Nursing research projects launched in 2020 are listed below:

- Use of Nfant Technology Feeding System as an Adjunct to Visual Assessment and Cue-Based Feedings for Infants Born Less Than 30 Weeks Post-Menstrual Age (PMA)
- Impact of COVID-19 Pandemic on Healthcare Workers
- Novel Clinical Navigation System to Improve Prenatal Care for Patients with Diabetes in Pregnancy
- Investigating Risk Factors for Postpartum Readmissions in a Tertiary Hospital in South-Central Louisiana
- Predictors of Breastfeeding Success in a Tertiary Obstetric Hospital in South-Central Louisiana
- Effects of Prenatal Drug Use and Effectiveness of the GRACE Program on Maternal, Perinatal and Neonatal Outcomes

## 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. Simulation is used to train interdisciplinary teams throughout the organization.

In the perinatal units, simulation training starts during the orientation period and is reinforced through regular, monthly drills. In 2020, obstetric monthly drill topics included the following:

- Management of Aggressive Behavior/Behavior Health
- Diabetic Medications
- Sexually Transmitted Infections
- Infection Prevention
- Hypertension
- Fetal Demise
- Trauma Informed Care and ACES
- Code Blue vs. Rapid Response vs. Code Help
- Room of Errors
- Communication and SBAR
- Obstetrical Hemorrhage
- Fire in the OR

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 2020 included use of the evacuation chair for vertical evacuation in a fire emergency, post-op hemorrhage, and assisting with the evaluation of a patient in the unit examination room.

## Interdisciplinary Table Talks

Interdisciplinary learning sessions have been co-facilitated by obstetric nursing leadership and OB/GYN physicians since 2019 and involve multiple disciplines working together to provide coordinated care in complex patient care situations. In 2020, the focus of these sessions was amniotic fluid embolism, which is a life-threatening complication of childbirth. Guidelines for patients with suspected amniotic fluid embolism were developed and continue to be updated to guide the care team during these emergencies. The Table Talks provided a venue to discuss and learn by talking through these guidelines and applying them to case scenarios.

## Placing Hypertension “Under Pressure” in 2020

Hypertensive disorders impact 10% of pregnancies and are among the most common causes of childbirth-related morbidity and mortality. As part of Woman’s work with the Louisiana Perinatal Quality Collaborative (LaPQC), a project was launched in 2020 to improve the timeliness of treatment of severe hypertension among OB patients. The Council on Patient Safety in Women’s Healthcare hypertension bundle was used as a guide. In addition, patient safety concerns reported by Labor and Delivery RN’s informed early discussions and first steps through the Labor and Delivery PICC/AIM committee.

The project focused on recognition of hypertension, education on hypertension for both care team members and patients, and timely treatment with recommended medications. Drills were held to educate staff and monthly activities including quizzes and puzzles were used to maintain hypertension awareness. A patient education handout was created and an audit/PI tool was created to evaluate the effectiveness of patient education on hypertension. The following were also implemented to keep the project on track:

- Review of patients at twice daily OB team huddles
- Standardized antepartum/intrapartum hypertension order set
- Report bundle compliance monthly to LaPQC
- Monthly PDSA exercises to identify barriers and challenges to bundle compliance

As a result of this work, timely treatment of severe hypertension is improving. In collaboration with the medical staff, the team continues to work toward achieving the goal of 80%.





# Woman's Warriors

## Woman's Clinics

If you had a doctor's appointment - online or in person - you know a lot has changed. What hasn't changed is our commitment to your health. Woman's clinics remained open during the height of "stay at home" by hosting telemedicine visits when possible and staying in touch with patients who were unable to come to campus. We're working hard to keep care current in a rapidly changing world. Shout out to the Woman's Warriors in Endocrinology and Weight Loss, Breast Specialists, LSU OB-GYN, Outpatient Specialty, Gynecologic Oncology and General Surgery clinics.



## Woman's Warriors

### COVID-19 Isolation Unit

In the Spring of 2020, Woman's opened a separate hospital unit for women with COVID-19 infection. When we asked for help staffing the unit, our team responded overwhelmingly to the call. This dedicated team of physicians, nurses, respiratory therapists and more stepped up to work on this 12-bed unit that embodied our mission - to improve the health of women and infants.



### Virtual NICU Reunion

For decades, Woman's NICU has hosted an annual reunion to celebrate the milestones of NICU graduates with their families and caregivers. This beloved event is as rewarding for the Woman's NICU team as it is for the families of these special children. At the start of the pandemic, before quarantine measures were implemented in the community, NICU leadership made the decision to transition its annual reunion to virtual. As the first virtual healthcare event in the community, the NICU reunion was held on March 15 on the Woman's Hospital Facebook page. The fairy tale theme and the experience included videos from doctors and nurses, a virtual photo booth and messages from staff. More than 180 families participated.



### Virtual Breastfeeding Support

Since 2018, Woman's has offered the BreastTime virtual lactation consultation program for outpatients. During a one-hour virtual consultation, a certified lactation nurse assesses and provides support and guidance for moms experiencing challenges with breastfeeding. This service has become even more important during the COVID-19 pandemic as in-person support resources are not readily available. A grant from the Employee Giving Campaign allowed for the provision of 25 virtual consults, free of charge, for patients in need this year.

## Executive Nurse Leaders

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

Cathy Griffiths, DNS, RNC-OB, NEA-BC  
*Vice President of Quality*

## Nursing and 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*

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*

Mary Ann Smith, BSN, RN, OCN  
*Director of Med-Surg/Oncology*

Kayla Tamplain, MSN, RN  
*Director of Care Management*

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

## Woman's Warriors



### Med-Surg/Oncology

Although COVID-19 has dominated healthcare headlines, we can't forget about other medical crises we tackle every day, such as emergency surgeries and cancer. With these women at an elevated risk for exposure, Woman's Med-Surg/Oncology nurses and ancillary nursing staff were the faces of hope during an uncertain time. Since hospital patients were only allowed one support person, this team assumed roles as stand-in family and friends, providing comfort and extra support. They also worked countless hours in other roles to help keep the patients and staff at Woman's safe. These are Woman's Warriors.






*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.

100 Woman's Way | Baton Rouge, LA 70817 | 225-927-1300

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

