



Woman's

2017 Nursing Annual Report

EXCEPTIONAL CARE FROM A TRUSTED TEAM



To my colleagues in **NURSING**



To My Colleagues in Nursing:

Woman's trusted team of nurses provides exceptional care every day – to our patients, our visitors, and each other. Each year, I am amazed and humbled by the accomplishments of our amazing team, and 2017 was no exception! Our third Magnet designation is a source of tremendous pride and reflects the commitment of all nurses and nurse leaders to delivering the highest quality of care to our community. Magnet organizations are recognized for superior nursing practice and patient care, which lead to excellence in safety, quality and patient experience. Our maintenance of this prestigious credential underscores the foundation of excellence and values that drives our entire staff to strive harder each day to meet the healthcare needs of the patients we serve.

It is both a pleasure and an honor to present the 2017 nursing annual report. The report is organized around the components of the Magnet Model and highlights the extraordinary work of Woman's nurses and patient care team in advancing our mission to improve the health of women and infants. Together, we celebrate these successes and look ahead as we take on new challenges in 2018.

*Sincerely,
Patricia Johnson, CNO*



Cathy Griffiths, Mary Ann Smith, Lori Marcotte, Alicia Plumer, Tina Englade, Wendy Singleton, Patricia Johnson, Cheri Johnson, Kristy Simmons, & Katie Wallis at the Magnet recognition celebration.

Third Magnet DESIGNATION



Third Magnet Designation

In February 2017, a team of Magnet appraisers conducted a site visit to verify, clarify and amplify the documentation submitted for Woman's redesignation. Staff, physicians and

community members participated in the site visit, which was coordinated and hosted by the Magnet Ambassador committee. The site visit started with a welcome parade, complete with live music and a New Orleans-style second line featuring umbrellas designed by each clinical unit. Magnet appraisers met with nurses and leaders in all areas, from the bedside to the boardroom. They also met with other disciplines that collaborate with nursing in the provision of patient care and services. The third day concluded with a "Tea and Talk" hosted by the Magnet Ambassador group. The appraisers were highly complimentary of Woman's nurses and, in particular, the organizational culture.

In March 2017, Woman's was re-designated as a Magnet organization by the American Nurses Credentialing Center (ANCC). 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. This credential is shared with only 470 out of nearly 6,300 U.S. healthcare organizations. In 2006, Woman's was the first hospital in Baton Rouge to be recognized as a Magnet® facility.



Kristy Simmons, Magnet Ambassador chair, preparing for the Magnet appraisers.



Magnet Ambassadors.



Welcoming the Magnet appraisers with a Woman's-style Mardi Gras parade.



Imaging nurses Mary Salario, Carrie Stutzman, Stacy Belgard, Sherry Threeton and Mandy Walters.



Labor and Delivery nurses Jessica Thomas, Emily Andrus, Cherie Falgoust and Allison Hingle.



Kristy Simmons, Andy Delbasty, Sherry Threeton and Sarah Babin enjoying tea with the Magnet Appraisers.



Wendy Singleton and Betsy Hodnett, the "Jazz Nurse".

Transformational LEADERSHIP

Transformational leaders stimulate and inspire both extraordinary outcomes and leadership capacity in others.

Adult ICU Beacon Award

In February 2017, Woman's Adult ICU received a Silver-Level Beacon Award for Excellence from the American Association of Critical-Care Nurses (AACN). The Beacon Award recognizes intensive care units for excellence in professional practice, patient care and outcomes. Woman's AICU is currently the only Beacon Award for Excellence recipient in Louisiana.

"The Beacon Award for Excellence signifies our commitment to exceptional care for our patients and their families," said Jacey Norris, nurse manager of Woman's AICU. "Every member of our AICU team works diligently to provide safe, evidence-based care to ensure the best outcomes, and this award is a reflection of that goal."



Back row: Courtney Beason, Katherine Sinclair-Faulkner, Elisha Stewart. Front row: Karrie McCoy, Jacey Norris and Erica Walker.



Bariatric Surgery Accreditation

Woman's bariatric program has earned the Blue Distinction Specialty Care Center Plus (BDC+) designation from Blue Cross Blue Shield, which recognizes healthcare providers that deliver specialized care in a safe, effective and cost-efficient manner. The distinction helps patients seeking weight loss surgery find both quality and value for their care while encouraging healthcare professionals to improve the overall quality and delivery of healthcare nationwide. Only those providers that meet nationally established, objective quality measures for Blue Distinction Centers can be considered for designation.

The Blue Distinction Specialty Care Program for bariatric sur-



gery includes two levels of designation, Blue Distinction Centers (BDC) and Blue Distinction Centers+ (BDC+). The designations are awarded for two types of bariatric procedures: gastric stapling (hospitals only) and gastric banding (hospitals and ambulatory surgery centers). 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.

Woman's Weight Loss Surgery program is nationally accredited by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP). The program's RN coordinator assists patients with everything from financing surgery to connecting them with resources to ensure success. A registered dietitian helps with nutritional needs, a clinical exercise physiologist designs exercise plans, and a support group helps patients manage emotional challenges.



Pursuit of Baby-Friendly Designation

Research shows that breast milk provides health advantages beginning at birth and continuing over a lifetime. These benefits include a stronger immune system and fewer respiratory illnesses, ear infections and gastrointestinal issues. New mothers also benefit; weight loss occurs more rapidly, and breastfeeding may reduce the incidence of certain types of cancer.

Since 2014, Woman's has been working toward designation as a Baby-Friendly hospital. The Baby-Friendly Hospital Initiative is a global program to recognize and encourage hospitals that offer optimal levels of care for infant feeding. Baby-Friendly hospitals practice evidenced-based maternity care and breastfeeding recommendations. Pursuing the Baby-Friendly designation has required a major culture shift toward its best practices, with initial staff education totaling more than 8,000 hours. Nursing documentation, patient care standards and physician orders were also reviewed, revised and implemented to support Baby-Friendly practices.

Although breastfeeding is the physiological norm, there is intense commercial pressure on mothers to replace their breast milk, either partially or entirely, with formula. As an organization, Woman's had to make drastic changes to encourage breastfeeding. For example, free formula, bottles, giveaways and other products are no longer accepted from formula manufacturing companies; the hospital purchases infant formula at fair market value like all other supplies, and no longer distributes free samples and coupons to patients.

One of the biggest challenges was implementing the Magic Hour, which encourages a new mom to hold her baby immediately after delivery without interruption, a practice called skin-to-skin contact. During the Magic Hour, non-essential procedures such as weighing the baby are delayed. Skin-to-skin contact during Magic Hour is important because it facilitates the initiation of breastfeeding, encourages bonding, and helps to normalize newborn temperature and blood glucose.

In addition to staff education, patient education has changed as well. All materials, from booklets to brochures to advertisements to web pages, have been reviewed and revised to reflect Baby-Friendly's best practices, including not giving pacifiers to infants, and not giving any food or drink other than breast milk, unless medically indicated. Mothers are educated on the benefits of breastfeeding and the importance of avoiding supplements (unless medically indicated), artificial bottle nipples and pacifiers while breastfeeding is being established.

Lactation support is readily available while a new mother is still in the hospital, and several resources – including a support group and phone “warmline” – are available after discharge at no cost. Mothers who formula-feed are educated on how to safely prepare formula and to safely bottle feed their babies. Woman's is expected to achieve Baby-Friendly designation in 2018.

Safety Star Award

Woman's was a 2017 recipient of a Safety Star Award from the Louisiana Hospital Association Trust Funds in support of our visual interpretation service, commonly referred to as “Interpreters on Wheels.”

This innovative technology reduces the risk of adverse events among patients with limited English proficiency by improving the communication process. The Interpreter on Wheels allows immediate remote connectivity with an interpreter in which both the clinician and the patient can hear and see, thereby communicating clearly in the language in which the patient most comfortably communicates. The Safety Star grant award was presented at the Louisiana Hospital Association Summer Conference in July, and included a \$10,000 grant award as well as attendance at the American Society for Healthcare Risk Management (ASHRM) annual conference.



Transformational LEADERSHIP

Leadership Development

In the spring/summer of 2017, nearly 50 current and aspiring leaders of the Patient Care Division participated in 360° feedback assessments and the formulation of individual development plans to build bench strength around their roles and to support strategic initiatives for the coming year. This marked the second round of 360° feedback assessments and coaching sessions for this particular group, the first taking place in 2015. Each development plan is comprised of activities/projects to facilitate growth in individually selected leadership competencies. The development plan discussions between the participants and their leader provide an opportunity to benchmark growth over the past two years, anticipate role changes, and allow for strategic goal setting. Development plans will be reviewed in 2018 to evaluate progress and accomplishments.

Likewise, in the summer of 2017, 20 additional patient care leaders (charge nurses) attended follow-up meetings to their initial 360° feedback assessments, which were conducted in 2016. The participant, leader and coach reviewed goals and accomplishments, updated progress on development plans, and made revisions relative to changing priorities. This group will participate in their second 360° feedback assessments and development plan meetings in 2018.

In addition to the leadership development program, nine classes were taught in 2017 on leadership development topics, such as emotional intelligence, presentation skills, meeting facilitation, and coaching and developing others. These particular classes are open to all hospital employees, and are heavily attended by Woman's Nursing Professional Development Program participants. Also in 2017, Woman's began providing Crucial Conversations training for all hospital directors and managers. All nursing directors have attended the course. These classes will continue in 2018 to complete training for all clinical and non-clinical managers.

Clinical Resource Coordinator

Woman's RN Clinical Resource Coordinator, Alicia Plumer, MSN, RN, CPAN, coordinates the evaluation and implementation of clinical systems, equipment and supplies. She leads the Product Standardization Committee, which conducts detailed analyses of each new or changed product with focus on patient safety, staff safety and financial impact. In fiscal year 2017, the work of the CRC and the Product Standardization Committee resulted in savings of \$409,773. An additional \$75,000 was saved through a reduction in operating room inventory.

In addition, the following initiatives were coordinated by the CRC in 2017:

- Evaluation and selection of a narcotic waste program
- Coordination of equipment needs and Code Blue buttons for NICU expansion, Assessment Center triage area, Advanced Imaging, and Same Day Surgery Center
- Medical emergency response for new service areas in the Physician Office Building
- Capnography monitoring in Adult ICU
- Crash cart/defibrillator education for new nurses
- Temperature monitoring alerts routed to phones
- Streamlining PPE cabinets in operating rooms



Clinical Resource Coordinator, Alicia Plumer, assembling a new pediatric emergency cart.

Structural EMPOWERMENT

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

Nightingale Awards

Two Woman's RNs received top honors at the 16th annual Nightingale Awards Gala on April 1 at L'Auberge Hotel & Casino in Baton Rouge. The prestigious Nightingale Awards, presented by the Louisiana State Nurses Association and Louisiana Nurses Foundation, annually recognize RNs who demonstrate excellence and innovation in the nursing profession.

There are more than 60,000 RNs in Louisiana, and meeting the qualifications for nomination is an exceptional accomplishment. Laura Aucoin (Labor and Delivery) was named Rookie of the Year. Latonya Brumfield (AICU) was named Clinical Practice Nurse of the Year. Other nominees included Karrie McCoy (AICU), Mentor of the Year; Siobhan Grady (AICU/Assessment Center), Clinical Educator of the Year; and Jessica Morris (Labor and Delivery), Nurse Administrator of the Year.



Jessica Morris, Karrie McCoy, Latonya Brumfield, Laura Dixon and Siobhan Grady.

Recognizing Nurses & Celebrating Success

Fourteen registered nurses were honored at the annual Baton Rouge District Nurses Association (BRDNA) "Celebrate Nursing" awards banquet. The "Celebrate Nursing" award honors nurses who have made significant contributions to the community, healthcare, and the nursing profession. The following nurses received this recognition in May 2017.

Emily Andrus, BSN, RNC-OB – Labor and Delivery

Kathy Delatte, RN – Adult ICU

Kellie Dixon, MSN, RNC-NIC, NP-C, – NICU

Tina Dunnington, BSN, RNC-OB – Assessment Center

Tina Englade, MSN, RNC-LRN – Nursing Administration

Monica Frederic, BSN, RNC-OB – Labor and Delivery

Michelle Leerkes, BSN, RN – Utilization Management

Lori Marcotte, BSN, RNC-OB – Assessment Center

Stephanie Powers, RNC-NIC – NICU

Donna Richard, BSN, RN – High-Risk Unit

Helen Robins, RN – Mother/Baby

Gillian Gick, BSN, RN, OCN – Med-Surg/Oncology

Katie Wallis, RNC-NIC – NICU

Sarah Watts, RNC-NIC – Quality



Back row: Kathy Delatte, Stephanie Powers, Kellie Dixon, Monica Frederic, Lori Marcotte, Donna Richard, Helen Robins, Gillian Gick, Tina Englade, Tina Dunnington. Front row: Katie Wallis, Michelle Leerkes, Emily Andrus and Sarah Watts.

Structural EMPOWERMENT

Golden Rule Awards

During Hospital Week, four Woman's employees, including two nurses, were honored with "Golden Rule" awards for exemplifying Woman's values of respect, innovation, compassion and excellence. Numerous employees were nominated by their peers for this honor.

- Pam Parker, manager of Volunteer Services, received the Respect award for showing respect and sensitivity in all interactions. She is very approachable and makes all staff, volunteers, patients and volunteers feel valued, respected and understood.
- Alainna Arena, BSN, RNC-OB, Perinatal Improvement Coordinator, received the Innovation award for her coordination of obstetrical hemorrhage prevention initiatives. She is a resource for all obstetrical staff and is always willing to lend a helping hand.
- Irma Beavers, NA, NICU, received the Compassion award for more than 40 years of service to NICU families. She is consistently kind and always puts others first.
- Kristy Simmons, MSN, RN, CNOR, Operating Room, was recognized with the Excellence award. Kristy is a leader among her peers and a fierce advocate for patients. Her commitment to excellence is evident in her leadership of the Magnet Ambassadors since the committee was formed in 2005.



Kristy Simmons, Irma Beavers, Alainna Arena and Pam Parker.

Best Places to Work Honor

Woman's Hospital has been named as one of Modern Healthcare magazine's 2017 Best Places to Work in Healthcare, nationally ranking as No. 9 among healthcare providers and insurers. The award program identifies and recognizes outstanding employers in the healthcare industry that have achieved workplace excellence and enabled employees to perform at their optimal level. Modern Healthcare partners with the Best Companies Group on the assessment process, which includes an extensive employee survey. Woman's is once again the only hospital in the Baton Rouge area to receive this recognition, and the only healthcare organization to be named to the national list every year since its inception in 2007.

Employees ranked Woman's 95% or higher in the following survey categories: leadership and planning, corporate culture and communications, role satisfaction and work environment. The overall engagement category average was 97%; this category reflected satisfaction with Woman's as an employer, organizational pride, sense of purpose and personal connection to Woman's mission, vision and values.

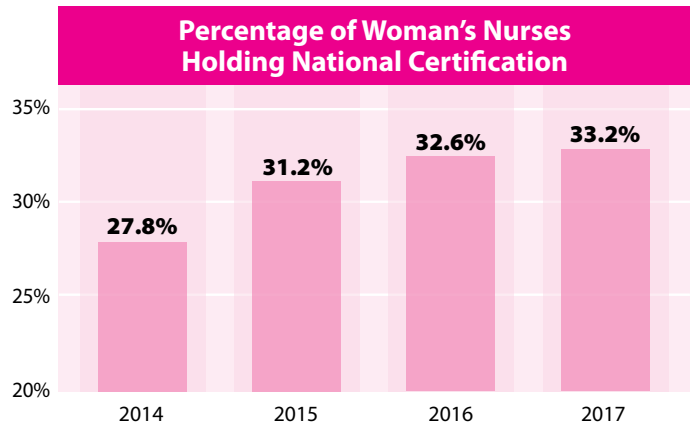
"Every day, we live Woman's values of respect, innovation, compassion, and excellence, and strive for the very best outcomes by working together. It is an honor for our team to be recognized for this commitment for the 10th consecutive year," said Teri Fontenot, Woman's President and CEO. Woman's was honored at the 2017 Best Places to Work awards dinner on September 28 in Las Vegas.

Top Nurse Employer in Louisiana

Nurse.org, a career site for nurses, has recognized Woman's as one of the top hospitals for nurses to work in Louisiana. Over the past two years, Nurse.org has collected workplace satisfaction data from 944 nurses at 111 hospitals. The data from these reviews revealed that Woman's has one of the highest levels of job satisfaction among nurses. Reviewers cited supportive coworkers, flexible scheduling and competitive pay as the basis for the 4.7 star rating, with 100% of the surveyed nurses recommending the hospital as an employer.

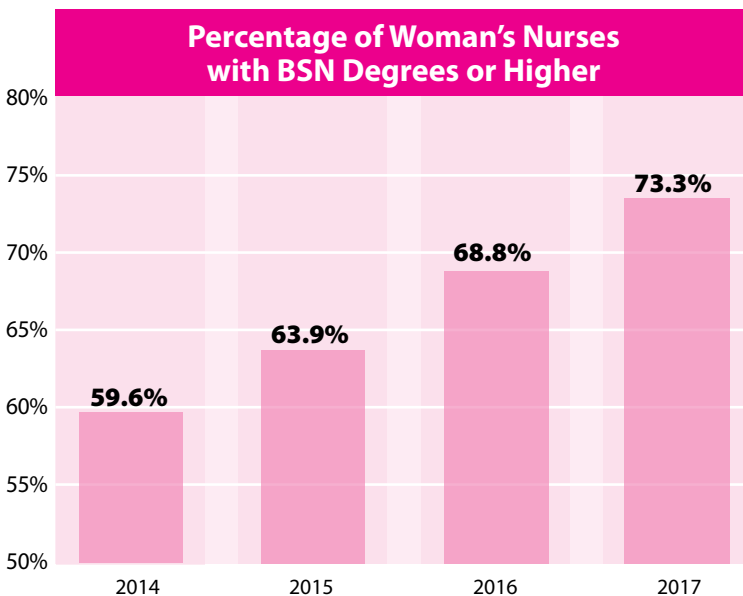
Advancing Nursing Education and Certification

Woman's nurses are encouraged to increase their knowledge and expertise through the pursuit of increased 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 2017, over \$107,000 was paid to nurses pursuing baccalaureate and graduate nursing degrees, and over \$21,000 was awarded for nursing specialty certifications.



As we work toward achievement of 80% baccalaureate or master's prepared nurses by the year 2020, we have increased the percentage of Woman's nurses holding these degrees by more than 10% in four years. We have also increased the percentage of nationally certified nurses by more than 5% since 2014.

On March 19, Woman's celebrated Certified Nurses Day by recognizing nurses who contribute to better patient outcomes through national board certification in their specialty. Certification affirms advanced knowledge, skill and practice to meet the challenges of modern nursing.



Structural EMPOWERMENT

Fostering the Professional Development of Nurses

Woman's Nursing Professional Development Council, comprised of nurses from all clinical areas, encourages and promotes the professional development of nurses and promotes nurse retention. Committee members promote growth and development of nurses from novice to expert through mentoring and promote the professional practice of nursing throughout the organization. The committee also oversees and manages the Nursing Professional Development Program, also known as "Career Ladder," and evaluates and implements other professional development activities for nurses. We would like to congratulate our 175 Career Ladder nurses and recognize the value they bring to the practice of nursing at Woman's.

Professional Organization Leadership

The following nurses serve in leadership positions in their professional nursing organizations:

- Amber Carbo, Mother/Baby – Planning Committee, Baton Rouge Chapter of Association of Women's Health, Obstetric, and Neonatal Nursing (AWHONN)
- Nancy Baker, Med-Surg/Oncology – Membership Committee Chair, Baton Rouge Oncology Nursing Society (BRONS)
- Marlene Boudreaux, Med-Surg/Oncology – Webmaster, BRONS
- Neva Elliott-Carter, Mother/Baby – Louisiana Section Secretary/Treasurer, AWHONN
- Mary Debarbieris, NICU – Chair, Baton Rouge Chapter of American Holistic Nurses Association (AHNA)
- Chrystal Deslatte, NICU – Co-chair, Baton Rouge Chapter of AHNA
- Robin Firmin, Mother/Baby – Chapter Coordinator, Baton Rouge Chapter of AWHONN
- Barbara Friscia, O.R. – Board Member and Nominating Committee Advisor, Baton Rouge Chapter of Association of Perioperative Registered Nurses (AORN)
- Heather Garrot, PACU – Secretary, Louisiana Association of Peri-Anesthesia Nurses (LAPAN)
- Karen Geiger, Surgical Care Unit – Governmental Affairs Chair, LAPAN
- Pollie Harris, Surgical Care Unit – Board Member, Baton Rouge Chapter of AORN
- Stephanie Hasenkampf, Med-Surg/Oncology – Treasurer, BRONS
- Amanda Juban, Adult ICU – Secretary, Baton Rouge Chapter of the American Association of Critical Care Nurses (AACN)
- Joelle Lemoine, Surgical Care Unit – Media Chair, LAPAN
- Karrie McCoy, Adult ICU – President, Baton Rouge Chapter of AACN
- Julie Neupert, O.R. – Nominating Committee member, Baton Rouge Chapter of AORN
- Stephanie Powers, O.R. – Nominating Committee member, Baton Rouge Chapter of AORN
- Leslie Roy, PACU – Education Co-Chair, LAPAN
- Annette Savoy, O.R. – Secretary, Baton Rouge Chapter of AORN
- Jamie Schmolke, Mother/Baby – Planning Committee, Baton Rouge Chapter of AWHONN
- Kristy Simmons, O.R. – Vice President, Baton Rouge Chapter of AORN
- Emily Stewart, O.R. – Nominating Committee member, Baton Rouge Chapter of AORN
- Cindy Thomas, Perioperative Services – Board Member, Baton Rouge Chapter of AORN
- Linda Travis, NICU – Co-chair, Baton Rouge Chapter of AHNA

Summer Extern Program

This summer, Woman's recruited and hired six junior level college students to participate in our first multidisciplinary extern program. During the eight-week program, the group attended Woman's orientation, Service Excellence and TeamSTEPPS classes, and leadership classes on topics including change management, project management and resume writing. Externs spent the majority of their time in their respective departments and units. The group graduated on July 28, following presentations given by each extern on a topic they studied in conjunction with their extern experience.



Summer Externs: Courtney Jackson, Labor and Delivery; Chastity Baudier, Labor and Delivery; Taylor Claiborne, Social Services; Anne Faulk, Lab; Emily Duffy, Assessment Center; and Danielle Ayers, AICU.

LAPAN State Conference

The Louisiana Association of Perianesthesia Nurses (LAPAN) held its annual state conference at Woman's Hospital in January. This year's theme was "What's your PeriAnesthesia Game Plan?" Topics included: recognizing shock in the perianesthesia patient, latex allergies, inflammatory disorders, bariatric surgery, and end tidal CO2 measurement. The event had record turnout with 120 people in attendance. The conference was so successful



that LAPAN has chosen to hold the 2018 state conference at Woman's as well. The following Woman's employees were inducted to the LAPAN board: Joelle Lemoine (SCU), Karen Geiger (SCU), Leslie Roy (PACU) and Heather Garrot (PACU).

AWHONN State Convention

The Association of Women's Health, Obstetric and Neonatal Nurses (AWHONN) is a professional nursing organization that promotes the health of women and newborns and sets forth standards that guide nursing care of obstetric and neonatal patients. In October 2017, Woman's hosted and co-sponsored the Louisiana State AWHONN conference. The conference featured a nationally renowned keynote speaker on the topic of leadership and resilience. Other topics included obstetrical care performance improvement initiatives, care of women across the lifespan, and the latest evidence related to neonatal resuscitation. It was a full-day conference featuring an exhibit hall. A total of 90 nurses attended – 54 Woman's RNs and 36 others from around the state.

Structural EMPOWERMENT

Nurses Week 2017

Following the American Nurses Association theme of “Nursing: The Balance of Mind, Body and Spirit,” Nurses Week 2017 was filled with activities and programs that celebrated the contributions of Woman’s extraordinary nurses.



In the weeks leading up to the Nurses Week celebration, all hospital staff was given the opportunity to honor nurse colleagues through the “Recognize a Nurse” program. More than 80 nurses were recognized for providing exceptional patient care and demonstrating commitment to Woman’s mission, vision and values. All nominated nurses received copies of the recognition forms, were recognized during Nurses Week, and were eligible for prize drawings.

The week kicked off with Woman’s tradition of “blessing of the hands” by local clergy, followed by hand massages and neck/shoulder massages. All nurses who were nominated and/or received awards or special recognitions during the year were honored at a nursing recognition reception hosted by the CNO, Tricia Johnson. Operating room RNs Kristy Simmons and Barbara Friscia hosted “Tea and Talk” celebrations on all shifts. The two dressed up as Florence Nightingale and Clara Barton and served tea and refresh-



Cheri Johnson, Helen Robins and Tricia Johnson at the Nurse Recognition program.

ments to the nurses in a beautifully decorated setting, while encouraging them to share stories and accomplishments. This event is incredibly popular and has become a Nurses Week tradition.

Woman’s 11th annual Nursing Research Day program was also held during Nurses Week. At this program, nurses and other staff were invited to walk through, view posters, speak to nurse researchers, and learn about the resources available at Woman’s for potential researchers. Woman’s nurses and local university graduate nursing students presented 16 nursing research and evidence-based practice posters. Approximately 120 nurses attended, with the first 50 attendees receiving a jar of aromatherapy bath crystals made by our Nurses Week planning committee.

The week concluded with a memorial walk around Woman’s lake and a labyrinth meditation walk.



Katie Wallis, Linda Travis, Kim Centanni, Chrystal Deslatte and Tracy Nicolosi.



Faye Kennedy, Jamie Cook, Shira Gautreaux, Amy McCurdy, Robin Firmin and April Denham.



Zainab Landor, Rose Bourgeois and Georgette Wilson enjoying the Nurses Tea.



Surgery Nurses Julie Neupert, Linda Clouatre and Emily Stewart enjoying tea with Clara Barton (aka Barbara Friscia) and Florence Nightingale (aka Kristy Simmons).



"What nursing means to me ..."

Structural EMPOWERMENT

Louisiana Perinatal Quality Collaborative Meeting

Woman's Hospital hosted the August 9th kickoff meeting for the Louisiana Perinatal Quality Collaborative (LaPQC), supported by the Bureau of Family Health and the Institute for Healthcare Improvement (IHI). Through long-term support and coordination of these agencies, in partnership with the American College of Obstetricians and Gynecologists' (ACOG) Alliance for Innovation on Maternal Health (AIM) patient safety initiative, the advancement of maternal safety practices in the obstetrical setting are now achievable. With the guidance of the AIM patient safety bundles for obstetric hemorrhage and hypertension, Woman's obstetrical team actively participates in LaPQC monthly coaching calls, webinars and quality improvement initiatives.

Sharing NICU Best Practices

Members of the NICU quality team, comprised of physicians, nurses, respiratory therapists and parent liaisons, attended the Vermont Oxford Network and Quality Congress Conference in October in Chicago. April Morris, BSN, RNC-NIC and Stephanie Powers, BSN, RNC-NIC gave a podium presentation on "Reducing Morbidity in Micropremature Infants". The team presented a QI poster, "Improving Survival without Morbidity in Microprema-

ture Infants," at the Poster Symposium Learning Fair. In addition, our two parent advisors presented "My NICU Graduate Story" posters that described their life experiences after the NICU.



NICU superheroes celebrating at the Vermont Oxford Network and Quality Congress Conference.

Community Programs for Oncology Patients

Two programs were held in 2017 to support cancer survivors in our community. Celebrate Life is an annual spring lunch event, celebrating cancer survivors and their families/caregivers and honoring the memories of former patients. The 2017 event was held on March 17 with a St. Patrick's Day theme. Irish/Celtic music by "No Spring Chicks" welcomed the 78 guests. The program was led by Rose Bourgeois, RN and consisted of inspirational readings, a former patient sharing her experience as an ovarian cancer survivor, and interactive activities. The program closed with an Irish blessing.

The first ReYou Cancer Retreat was held this fall with approximately 20 guests. The retreat replaced a previous program, Women Living with Cancer. The goal was to take a break from everyday stressors and to focus on ways to connect mind and body. It was held at the Catholic Life Center with access to the gardens, chapel, conference rooms and dining. Topics included Breathe with Ease, Mindfulness, Spirituality and Aromatherapy.



Dr. Kip Smith, Laurel Kitto, Leigh Townsend, Tracy Nicolosi, Stephanie Powers, April Morris, Dr. Don Meyn and Mark Schorr.

Baby-Friendly 10K: On Your Mark, Get Set, Go Baby-Friendly!

In March, a learning fair was held to educate Woman's employees and visitors on the Baby-Friendly Hospital Initiative and evidence-based practices related to breastfeeding and skin-to-skin. The race-themed event was attended by 540 staff members, physicians, and community members. The educational stations covered the 10 steps to successful breastfeeding and included fun activities and refreshments. This program was a key component of preparation for the October Baby-Friendly Hospital Initiative site assessment.



Paige Weber, Dr. Dore Binder and Kelli Lewis.



Kelly Williams, Dana Vidrine, Lani Carter, Leah Terrell, Karrie Delise and Angela Hammett.



Tiffany Carter and Nicole Lambert congratulating participants at the finish line.

Structural EMPOWERMENT

Increasing Expertise in Lactation Support

To further improve the support provided to breastfeeding families, Woman's hosted a certified lactation counselor (CLC) course in July 2017. The five-day course was offered at the hospital and was open to hospital employees at no cost, and was also open to community members. Of the 50 attendees, 42 were Woman's employees from a variety of departments and disciplines, including nursing, speech pathology, occupational/physical therapy and nutrition.

This offering resulted in a significant increase in Woman's certified lactation support personnel. Woman's now has a total of seven International Board Certified Lactation Consultants (IBCLC) and 47 Certified Lactation Counselors (CLC). The provision of this course has increased staff knowledge and expertise, and has facilitated a greater span of access for community education.

Community Support for Breastfeeding

In collaboration with community partners, Woman's is assisting in the development of a community breastfeeding alliance to improve breastfeeding outcomes and reduce racial and ethnic breastfeeding disparities. The Capital Area Breastfeeding Alliance (CABA) is a nonprofit organization aimed at improving the health of our community by promoting, protecting and supporting breastfeeding and working toward insuring that breastfeeding will be the standard for infant feeding in the Greater Baton Rouge

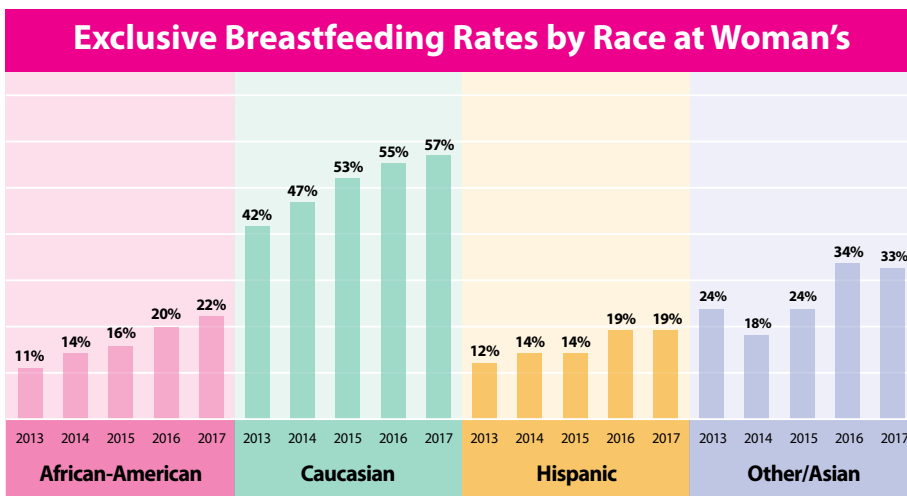


Helen Robins (standing) representing CABA at a community health event with Dr. Lisa Credo, CABA President, and Shelley Early, CABA Marketing/Communications.

area. Two Woman's nurses serve as officers for the CABA. Helen Robins, RN, Mother/Baby, is the CABA Treasurer, and Angela Hammett, BSN, RNC-OB, ICCE, LCCE, Perinatal Education Coordinator, serves as the CABA Secretary.

Woman's collaborates with the Mayor-President's Healthy City Initiative (also called Healthy BR) to address community health in East Baton Rouge Parish as well as Ascension and Livingston parishes. Through this initiative, Woman's participates in a joint Community Health Needs Assessment and a Joint Implementation Plan to address the health needs of our community. As a result, Woman's attends and participates in mobile farmers' markets to educate the community on the advantages and benefits of breastfeeding and the resulting impact on childhood obesity.

Our education also targets the family and support systems along with the role they play in supporting, protecting and promoting breastfeeding. Woman's also participates in church health fairs to target the prevention and reduction of health issues among women and children by increasing the awareness of the benefits of breastfeeding and the roles family/support persons/community play.





Christine Luquette and Laurie Legrange providing breastfeeding education at a community health fair.

Mother/Baby RN Represents Louisiana in Washington D.C.

On behalf of the Bureau of Family Health/Louisiana Department of Health, Helen Robins was invited to attend the Seventh National Breastfeeding Coalition meeting. The August meeting focused on enhancement of breastfeeding coalitions' capacity to implement The Surgeon General's Call to Action to Support Breastfeeding through policy and practice change, with an emphasis on racial equity and community engagement.

World Sepsis Day

World Sepsis Day was celebrated on September 13 to raise awareness about the number one preventable cause of death worldwide. Representatives from Infection Prevention and Quality provided refreshments to employees and visitors while educating them about the signs and symptoms of sepsis, as well as early recognition and prevention.



Catherine Chachere, and Sarah Watts, providing sepsis education to staff and visitors.

Patient Safety Awareness Week

In observance of Patient Safety Awareness Week (March 12-18), employees were encouraged to share individual and department contributions to improving patient safety. Responses were recorded on word bubbles and team posters. In recognition of everyone's role in patient safety, staff also dressed in patient gowns and took photos as a reminder that we are all consumers of the healthcare system.



Laurie Hancock, Sandy Vliet, Kelsey Taylor, Lindsey Dalier, Amanda Williams and Jodesha Lazard donning gowns in honor of Patient Safety Awareness Week.



Amie Davenport, Peggy Moreno, Sharon Odenwald, Patti Vaccaro, Angela Loving, Mike Miller, Stephanie Rojas, Catherine Chachere, Cathy Griffiths, Landon Roy, Jena Aucoin and Sarah Watts.

Exemplary Professional **PRACTICE**

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

Individualized Care of High Risk Patients

During 2017, the Care Management department implemented unit based, multidisciplinary, Clinical High-Risk (CHR) rounding. Daily rounds begin in the High-Risk Unit/Adult ICU area, and then move to Labor and Delivery, Med-Surg/Oncology and Mother/Baby. The goal of high-risk rounding is to reduce readmissions and remove barriers to care.

Rounds are attended by nurses, social workers, case managers and physicians. Patients who meet certain criteria, such as being at risk for infection or experiencing surgery delays due to insurance authorization are included in rounds. Clinical data, demographics and next steps are presented by the patient's nurse or a representative from the clinical unit. The rounds provide multidisciplinary support, including support from the Chief Medical Officer and Chief Quality Officer, for high-risk patients.

Clinical High-Risk Care Manager for Hypertensive Patients

In an effort to facilitate quality, patient-centered care and to reduce readmissions of mothers with gestational hypertension, a case manager joined the multidisciplinary care team in the spring of 2017. Maureen Dempsey, BSN, RNC-OB, C-EFM, acts as a liaison between physicians, patients, families/caregivers, and other healthcare providers for high risk obstetric patients. She provides care coordination, biopsychosocial assessments, education, patient advocacy, and assists with discharge planning. The case manager also determines the patient's individual needs and makes referrals to appropriate supportive services. Patients are supported throughout pregnancy and until the six-week postpartum physician visit, during which the case manager gives patients a blood pressure cuff for home use. The case manager also ensures that patients have access to blood pressure medications after discharge and

visit their OB-GYN for continued blood pressure monitoring. From March to December 2017, the case manager visited 1,123 patients with hypertension and called each patient a minimum of two times for follow-up after discharge.

Care for Sexual Assault Survivors

Sexual assault is one of the worst possible experiences in a woman's life. It is not only physically traumatizing, but emotionally devastating as well. Survivors are treated with compassion and respect.

A board certified OB-GYN and a certified Sexual Assault Nurse Examiner (SANE) work together to perform a forensic exam and provide treatment. Critical evidence collected during the forensic exam can help lead to the arrest and prosecution of the perpetrator. A survivor is able to share her account of the assault with a police officer in Woman's private consult room designated specifically for this purpose. She is provided a fresh set of clothing, toiletries and a place to shower. Woman's also provides the initial three-day supply of HIV post-exposure prophylaxis, and was the first hospital in the area to do so.

Sexual Trauma Awareness & Response® (STAR) has honored Woman's Hospital as the Outstanding Sexual Assault Response Team (SART) Partner of the Year for the hospital's outstanding commitment and dedication to survivors of sexual assault in the Baton Rouge community.



Tina Dunnington and Amye Reeves, pictured with Kirsten Raby, STAR's Capital Area Regional Director.

Fighting Opioid Addiction

The opioid crisis that has gripped the nation continues to affect our region. Neonatal Abstinence Syndrome (NAS) occurs when a newborn is exposed to addictive drugs in the womb before birth and then experiences drug withdrawal after birth. Babies with NAS are more likely to be born with low birth weight (less than 5 pounds, 8 ounces); have breathing and feeding problems, extreme irritability and seizures; and remain in the hospital longer after birth.

In 2015, Woman's formed the Perinatal/Neonatal Addiction Disorders Task Force in an ongoing effort to reduce the effects of maternal substance misuse on newborns. This year, the multidisciplinary task force focused on identifying resources and developing relationships to support programs for pregnant moms, as well as educating physicians and residents.

The Louisiana State University School of Social Work provided multiple workshops on SBIRT (Screening, Brief Intervention, and Referral to Treatment), an evidence-based, community-based screening used to identify, reduce and prevent problematic use, abuse and dependence on alcohol and illicit drugs. SBIRT has been proven effective in motivating individuals to make behavioral changes resulting in positive health outcomes.

All nurses and providers from Woman's LSU/Health Center for OB/GYN attended the training and have implemented the SBIRT technique. During the first clinic visit, obstetrical patients are screened by a nurse for substance use/opioid use. If a patient screens positive, the social worker is consulted to provide a brief intervention and to refer to higher level services if needed.

Woman's continues to strengthen support services and relationships with community agencies, such as the Baton Rouge Comprehensive Treatment Center, Addiction Counseling and Educational Resource, Capital Area Human Services, and Our Lady of the Lake Mental and Behavioral Health Services.

Adult Palliative Care

Palliative care focuses on providing relief from the stress of a serious illness, with the goal of improving quality of life for both the patient and the family. In May, the adult inpatient palliative care service for oncology patients was expanded to include a team of palliative care specialists. The expanded palliative care team includes physicians, nurse practitioners, an RN Palliative Care Coordinator, social workers, and other specialists working together to fulfill physical, emotional, spiritual and psychosocial needs of patients with prolonged and life-limiting conditions.

Supporting Grieving Families

In the summer of 2017, the Oncology Palliative Care Coordinator, Latoya Sampson, in collaboration with the oncology social worker, implemented a bereavement program to provide support and guidance to family members during the first year following the death of patients that received cancer care at Woman's. The program includes cards, phone calls and provision of grief resources.

Post-discharge Calls for Med-Surg/Oncology Patients

RNs call Medical-Surgical patients two to three days after the discharge to answer questions and reinforce home care instructions. Patients having problems are instructed to call the MD and the MD office is notified by the RN. The goal is to increase patients' knowledge of home care and to intervene early to prevent the development of serious problems that may require readmission to the hospital. The GYN Oncology Patient Navigator calls all GYN cancer patients within one week of surgery, hospitalization or chemotherapy.

Exemplary Professional **PRACTICE**

Increasing Survival without Morbidity in Micropremature Infants

Woman's collaborates with hospitals worldwide through the Vermont Oxford Network (VON) Quality Collaborative to improve outcomes in the NICU. The VON includes the world's largest database of high-risk infants from more than 1200 centers across 30 countries to benchmark practices and outcomes, and identify areas for improvement.

Woman's NICU participated in a two year collaborative called NICQ Next2 – Care of the Micropremature Infant homeroom, ending in December 2017. The focus was on developing neuro-protective strategies in very small infants, involving parents and staff caregivers. The rate of survival without morbidity has increased in micropremature infants due to evidence-based protocols that begin in the delivery room. More specifically, the rate of severe intraventricular hemorrhage (S-IVH) and chronic lung disease (CLD) has decreased with the development of a resource team to deliver that care.



NICU Quality Team members April Morris, Mark Schorr, and Tracy Nicolosi enjoying the Learning Fair.

The NICU Quality team held a QI Learning Fair in December to show quality improvement data from projects tracked throughout the year, to highlight staff's role in improving outcomes, to provide tips on resilience (self-care), and to promote parents as partners.

Infant-Driven Feeding in the NICU

Through the collaborative efforts of a team of nurses, physicians, and occupational/physical therapists, critically ill infants are now being fed using a new approach in Woman's NICU. Medical research has shown that infants born prematurely can benefit from a cue-based feeding approach rather than a one size fits all schedule based on the infant's age.

Infant-Driven Feeding is a concept used in NICUs to nipple-feed infants using the cues they demonstrate. This approach can help establish consistent oral motor skills leading to better success with feeding, which may improve growth rates and allow infants to go home earlier. A parent can also develop more confidence in feeding the baby, which improves the patient experience.

Breastfeeding Support Group

Woman's is committed to helping new mothers give their babies the best possible start in life. Through Woman's Breastfeeding Support Group, postpartum patients are provided ongoing encouragement and support. The breastfeeding support group meets every other Friday to help mothers and babies learn from a certified lactation nurse, and other moms, about successes and challenges with breastfeeding. Attendees walk away with new ideas and techniques to try and improve their own breastfeeding success at home.

Recognizing Excellence in Patient Experience

The Woman's experience is defined by quality care in a compassionate and caring environment. The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey is a standardized, publicly reported survey that measures patients' perspectives of hospital care. Woman's consistently exceeds state and national benchmarks for patient satisfaction.

HCAHPS Domain	Woman's*	Louisiana	National
Rate Hospital – 9 or 10	85.2%	74.6%	73.1%
Recommend Hospital – definitely yes	90.8%	74.8%	73.2%
Communication with Nurses – always	85.9%	83.0%	80.3%
Communication with Doctors – always	93.0%	85.7%	81.3%
Communication about Medicine - always	74.3%	68.4%	64.9%
Responsiveness of Hospital Staff – always	81.6%	67.8%	67.9%
Cleanliness (room kept clean) – always	78.6%	74.1%	74.5%
Quietness (room quiet at night)- always	75.1%	69.1%	60.8%
Pain Control – always	81.0%	73.3%	71.1%
Discharge Information - yes	95.2%	87.7%	87.6%
Care Transitions – strongly agree	72.8%	58.7%	54.1%

* Fiscal Year 2017 scores

Exemplary Professional PRACTICE

Guardian of Excellence

For the third consecutive year, Woman’s was named a Guardian of Excellence Award winner by Press Ganey Associates, Inc. This award recognizes top-performing healthcare organizations that have consistently achieved the 95th percentile or above for patient experience. The 2017 Guardian of Excellence Award recognized achievements in both inpatient care and ambulatory surgery care.



Patient Rounds using iRound Technology

Since 2014, Woman’s nurse leaders have conducted standardized patient rounds using iRound for Patient Experience (IRPE) software. IRPE is a web-based application that facilitates collection of real-time feedback from patients during their hospital stay. Patient feedback is tracked and analyzed to identify trends and identify opportunities for improvement. In 2017, approximately 6,200 patient rounds were conducted in the inpatient units. These rounds led to the positive recognition of 750 employees and facilitated quick response to 72 patient/family concerns using the automated service recovery notification system. In addition, three safety concerns were reported by patients/families during rounds and addressed by Woman’s patient safety committee.

Real-time Patient Satisfaction Measurement in Assessment Center

In June 2017, point of care patient satisfaction measurement was implemented in the Assessment Center. Using iRound Ambulatory software, patients are offered the opportunity to give feedback on their experience by answering a short, five question survey at the conclusion of their visit. The survey is completed on an iPad and is anonymous; however, patients are offered the opportunity to leave their contact information if they would like to be contacted by a manager to discuss their experience.

From June to December, approximately 900 patients completed the survey. This feedback provides information to supplement that which is received from the post-visit patient satisfaction survey. The questions and results, to date, are as follows:

Question	Response
Overall experience rating (0 to 10)	9.46
Staff friendly and courteous	99% yes
Able to see a nurse/ doctor within 15 minutes of arrival	94% yes
Updated frequently on the status of any delays	88% yes
Staff responsiveness to your needs	99% yes

Resources for Patients

Woman's is now partnering with Smart Patients, a free online community where patients and caregivers with common challenges and illnesses can ask questions, get advice and share their experiences in a safe, supportive environment. Woman's patients and families facing breast cancer, gynecologic cancer, postpartum depression and neonatal intensive care can join. While there are countless online support groups, Smart Patients members can feel confident about the accuracy and safety of information they receive; all communities are managed by an experienced team. As patients and caregivers learn from each other, Woman's hopes to use the platform as an opportunity to improve the patient experience.



www.smartpatients.com/partners/womans

Supporting Unique Families

Many families have complex emotional and logistical needs before, during and after childbirth. Woman's is one of 13 hospitals participating in the national rollout of the only hospital-based adoption support program in the country. The Family-to-Family Support Network trained Woman's staff on its "Unique Families" program to improve caregiver sensitivity, understanding and communication skills. The program is also designed to increase caregivers' awareness of their own personal perceptions and biases regarding complex family situations so they are able to serve patients in an objective manner. Staff will use the established and tested curriculum to help families navigate their situation, which promotes positive outcomes for the patient, the family and most importantly, the child. A taskforce continues to work toward improving care for adoptive and other unique families.

Improving Patient Access through Meds2Beds

Conveniently located at the front of the Support Services Building, Woman's Retail Pharmacy opened in November and has since filled thousands of prescriptions for patients and employees. Many of the patient prescriptions were filled through the bedside delivery program, Meds2Beds.

This program helps patients with high-risk medical conditions through access to prescription medications, counseling and follow-up after discharge. Bedside prescription delivery is also offered as a convenient service for postpartum patients and contributes to a positive patient experience, as patients don't have to stop at the pharmacy on the way home from the hospital.



New Knowledge, Innovation and **IMPROVEMENTS**

Nurses integrate evidence-based practice and research into clinical and operational processes.

Woman's Pregnancy App

In the fall of 2017, "Woman's Pregnancy" app was launched to support pregnant and breastfeeding women. The app is a comprehensive resource that combines trusted medical information with the best features from the most popular pregnancy apps. It includes all of the educational information included in Woman's paperback pregnancy journal. Features include a week-by-week baby development update with fruit size comparisons; to-do lists; a weight tracker; a kick counter; a contraction timer; a breastfeeding/pumping tracker; a diaper change log; and educational information on living a healthy lifestyle, nutrition, exercise, breastfeeding and much more.

Woman's Perinatal Education Coordinator, Angela Hammett, BSN, RNC-OB, LCCE, served as a content expert and coordinated extensive review of the patient education components by perinatal nurses and nurse leaders.

The app is now available on the App Store, and the Android version is in development.

Fetal Therapy

Maternal-Fetal Medicine specialists care for all types of pregnancy complications, ranging from gestational diabetes and maternal hypertension to rupture of membranes and fetal anomalies. With the addition of Dr. Cliff Moore, the spectrum of high-risk care now includes fetal surgery. Fetal surgery specialists are uncommon in the region, with the closest medical specialists residing in Houston and Miami. As the region's only fetal surgery specialist, Dr. Moore is skilled in highly complex surgeries performed to correct a pregnancy-related or fetal complication while a baby is still in utero.

The fetal surgery team is a group of highly skilled nurses and surgical technicians who specialize in care to improve the prognosis of these life threatening fetal complications. The nurses on the fetal surgery team must have at least five years of experience and achieve a minimum score on a standardized fetal monitoring assessment, or must be certified in inpatient obstetrics. These nurses have special training and have participated in fetal surgery simulation, as well as training specific to the laser used in these procedures. The nurses not only provide care during the procedure, but are also responsible for the care of the mother

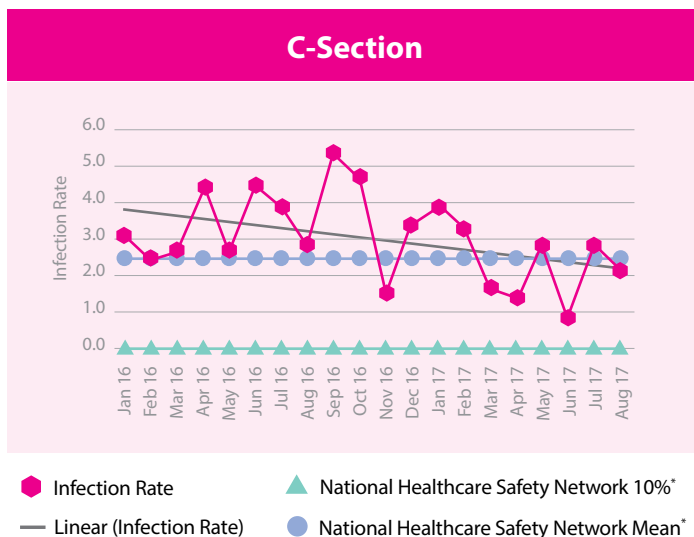


prior to and following surgery, closely monitoring the mother and the fetus for signs of complications. Dr. Moore and the fetal surgery team perform surgeries to correct conditions such as twin-to-twin transfusion syndrome, congenital pulmonary airway malformation, and more.

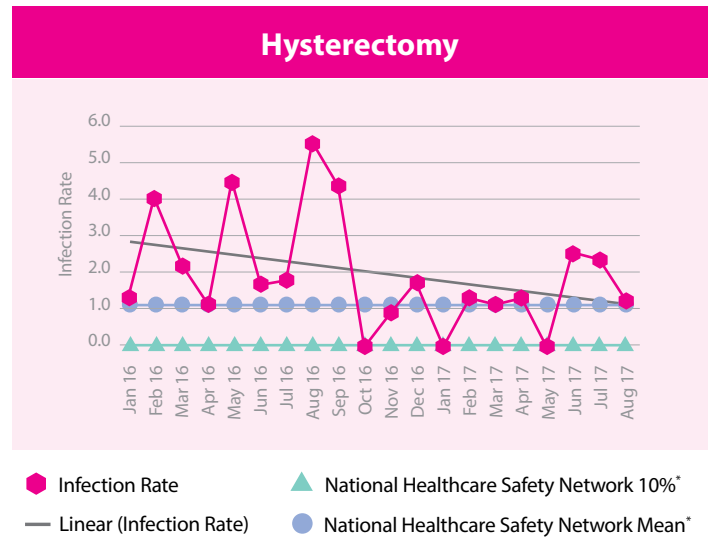
Reducing Surgical Site Infections

Surgical site infections continued to decline in 2017 due to intense focus, resulting in a downward trend in rates for C-sections and hysterectomies. Infection prevention bundle compliance has improved, including antibiotic timing, prep dry times, glucose management and thermoregulation. An electronic dashboard was implemented to assist the charge nurse in identifying real-time compliance with the infection prevention bundle. If a staff member is found to be noncompliant, follow-up education is provided.

Additional air exchanges were installed in all operating rooms to ensure correct air flow, temperature and humidity, which reduce bacterial growth. A checklist is now used to standardize environmental cleaning procedures. Environmental Services staff in the operating rooms is retrained every six months, and several individuals have obtained advanced cleaning certification.



*The Centers for Disease Control and Prevention's National Healthcare Safety Network (NHSN) is the most widely used healthcare-associated infection tracking system. Woman's goal is to be in the NHSN's top 10% of all facilities ranked.



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Landon Roy (Data Analysis), Jena Aucoin, RN, CPHQ (Quality), and Johnathan Landor (Environmental Services) achieved Green Belt Certification in Lean Six Sigma. Their project focused on increasing sepsis bundle compliance.

New Knowledge, Innovation and **IMPROVEMENTS**

Hardwiring Hemorrhage Risk Assessment

Woman's has made significant progress in reducing obstetrical hemorrhage, from developing a more accurate method to estimate blood loss across all care areas, to creating hemorrhage carts to improve timely response at the bedside, to standardizing nurse-to-physician communication about blood loss. In 2017, an updated hemorrhage risk assessment tool was incorporated into the electronic medical record. Upon admission, the Labor and Delivery nurse assesses the patient's risk using several criteria, such as a previous cesarean birth, a low-lying placenta or active bleeding. Additional assessments are completed every two hours.

The risk score automatically adjusts if any risk factors occur after admission, a benefit of electronic monitoring. This ongoing risk assessment improves the clinical team's ability to rapidly respond to obstetric hemorrhage.

Team communication regarding hemorrhage risk was also enhanced through its inclusion on the electronic patient tracker. Risk is also communicated during handoff and in patient care huddles. Through electronic documentation, the hemorrhage risk assessment is now performed on every patient, every time and can be reviewed in the event of an unanticipated outcome.

Improving Resuscitation Skills and Outcomes

Studies show that CPR skills can deteriorate as quickly as six months after training. Woman's was the first hospital in Louisiana to adopt the American Heart Association's Resuscitation Quality Improvement (RQI) program, which uses a mobile simulation station to provide real-time audio/visual feedback to users as they perform cardiopulmonary resuscitation (CPR) on a patient model. In 2017, Woman's was selected as one of the first 10 early adoption candidates to receive the new Pediatric Advanced Life Support (PALS) module to simulate pediatric emergencies.

Representatives from the AHA and Norway-based Laerdal, which produces medical education for the AHA, visited Woman's in 2017 to observe the program's successful implementation. Nearly 1,000 staff members completed the Basic Life Support module, with more than 200 participants furthering their knowledge with the Advanced Cardiovascular Life Support module and 100 participants with the Pediatric Advanced Life Support module.

NICU Expansion

When Woman's relocated to its current location in 2012, the NICU design reflected Woman's core beliefs about neonatal intensive care – that it should be centered on each infant's individual needs. Over the past five years, the NICU has experienced a continual and significant increase in volume and length of stay. This led to a repeated relocation of lower acuity infants into a traditional ward setting.

Through a \$6.5 million expansion, Woman's added 11 new rooms, including a room for twins, all of which are private and designed to feel like a baby's nursery, where parents can bond with their baby just like they would at home. This setting allows parents to stay overnight with their baby in the days, weeks and even months ahead. It also decreases noise, reduces infection, and allows staff to tailor care to each baby's needs. The expansion also includes a versatile room with a sliding wall to transform the twin room into a triplet room.

Designed with an “under the sea” theme, the NICU is divided into pods to help parents easily navigate the large space. In February 2017, the new whale pod joined the starfish, fish, turtle, seahorse and dolphin pods. The expansion brings the total of beds to 84, which is the largest NICU in the state.



NICU Rooftop Garden

A dull, gray rooftop view from the NICU was transformed into a colorful, whimsical fantasy in August. The new NICU rooftop garden features metal sculptures of native Louisiana animals such as the crawfish, turtle and alligator, and visitors can learn about the creatures through interactive kiosks. The installation is part of the Junior League of Baton Rouge’s \$100,000 gift, given in conjunction with its 85th anniversary celebration, in collaboration with The Walls Project.



New Knowledge, Innovation and **IMPROVEMENTS**

Assessment Center Renovation

The Assessment Center, where women in labor or those experiencing obstetric, gynecologic or surgical emergencies receive care, underwent a renovation to add three triage rooms and an ultrasound room. With rapidly growing volume, it became clear that an expansion of the Assessment Center (AC) was needed. Over 18,000 patients were being seen annually in the 10 bed unit with one small triage area. Due to the limited bed space, the patients who were of lower acuity often had long wait times and experienced delays in care. The Assessment Center renovation has significantly decreased these issues by providing a space for providers to perform quick and/or limited exams to help facilitate throughput. The construction project began in February of 2017 and included the addition of three private triage rooms with maternal and infant monitoring capability, a private bathroom, a dedicated ultrasound room for patients, a modified resuscitation area for newborns, and additional workstations and bathrooms. This project was completed in July of 2017 and has resulted in more timely care for low acuity patients and a considerable decrease in length of stay.

Same Day Surgery Center

Woman's Same Day Surgery Center opened on December 5 to care for male and female patients undergoing short stay ambulatory surgical procedures. The center features 12 private pre and post op rooms, four operating rooms, and six bays for post-anesthesia recovery. The center also has a daVinci™ SI surgical robot, making it the only ambulatory surgery center in Baton Rouge to offer robotic surgery.

Woman's perioperative nurses were very involved in the design and implementation of this new service. On November 28, the nursing team hosted an Open House for hospital employees to visit the new space.



Cindy Thomas tours Woman's staff through one of the Same Day Surgery Center Operating Rooms and explains how the daVinci™ surgical robot is used.



Jourdan Sibley, Karen Geiger, Mary Beth Magee and Janice Burch at the SDSC nurses station.

New Technology in the Operating Room

Woman's began performing robotic surgery with the purchase of the daVinci™ S surgical robot in 2007. The surgical robot is used at Woman's primarily for gyn and gyn/oncology hysterectomies, but it is also used for some general surgeries. Due to increased volume and evolving technology, we upgraded to two daVinci™ SI robots in 2012.

The daVinci™ XI robot, which provides many advantages for gyn/oncology and other complex surgical patients, was purchased in June 2017. The first daVinci™ XI gyn/oncology case was performed on July 18 and the first general surgery (complex hernia) case on November 17. With the purchase of the new daVinci™ XI robot, Woman's now has two robots (XI and SI) in the main operating room and a daVinci™ SI in the Same Day Surgery Center.



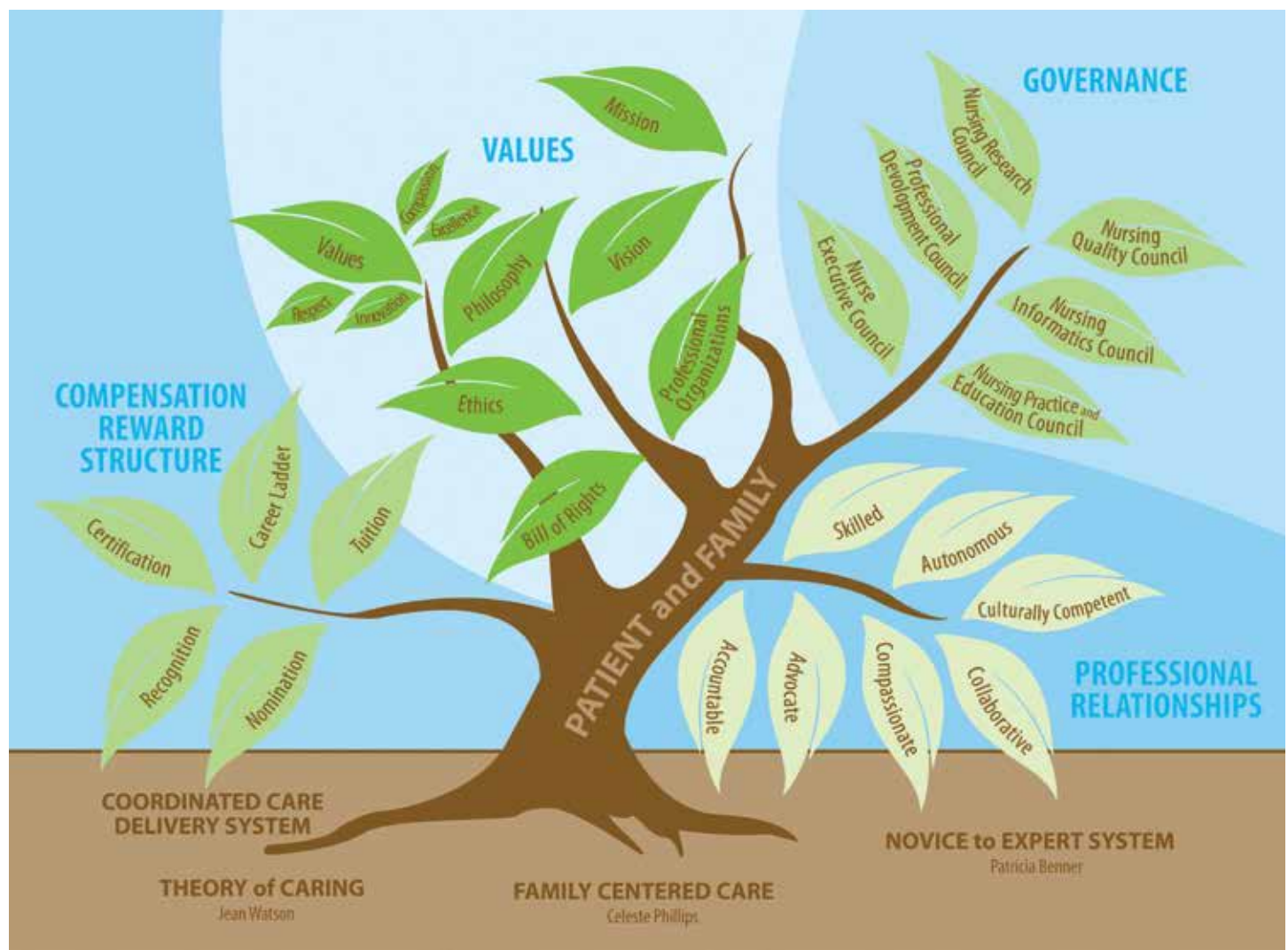
daVinci™ XI.

About WOMAN'S

Woman's Hospital is a 252-bed nonprofit hospital dedicated to the care of women and infants. Since opening its doors in 1968, Woman's has grown to become one of the largest women's specialty hospitals in the nation, offering an array of services to meet the unique needs of our patients across the lifespan. Though best known for obstetrical and neonatal services, Woman's also offers

surgical and oncology services; therapy/rehabilitation; audiology services; orthopedic care; imaging/breast care services (including community outreach); pathology services, including clinical and molecular biology/genetic research; fitness and nutrition services; bariatric and cosmetic services; metabolic health; and a variety of other programs that meet the needs of our community.

Nursing Professional Practice Model: The Tree of Life



Senior Nurse Leaders

Patricia Johnson, DNP, RN, NEA-BC,
Senior Vice President of Patient Care Services/ CNO

Cheri Johnson, MSN, RNC-OB, Vice President
of Perinatal Services

Cathy Griffiths, DNS, RNC-OB, Vice President of Quality

Nursing and Patient Care Directors

Peggy Dean, BS Pharm, MBA, Director of Pharmacy

Laurie Schulenberg, MPA/HCA, BSN, RN, NEA-BC,
Director of Educational Services

Laurel Kitto, MSN, RNC-NIC, Director of NICU
& Neonatal Transport

Zinda Leblanc, MBA, BSN, RN, NE-BC, CNOR,
Director of Perioperative Services & Sterile Processing

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

Amye Reeves, BSN, RNC-OB, Director of Obstetrical
Services & Adult ICU

Wendy Singleton, MSN, APRN-BC, ANP, Director
of Nursing Administration, Clinical Informatics,
& Patient Experience; Magnet Program Director

Mary Ann Smith, BSN, RN, OCN, Director of
Med-Surg/Oncology & Infusion Center

Emily Stevens, LCSW-BACS, Director of Care
Management

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

About **WOMAN'S**

Mission

To improve the health of women and infants.

Vision

By 2020, Woman's will be the national leader in women's and family-centered care, achieved through innovation, evidence-based practices, and strategic partnerships.

Values

RESPECT

Accepting and appreciating differences

INNOVATION

Creating and embracing change to improve outcomes

COMPASSION

Showing kindness to and caring for one another

EXCELLENCE

Being the best at what we do



100 Woman's Way
Baton Rouge, LA 70817
225-927-1300
womans.org



Woman's exceptional care, centered on you

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.

