Structural Empowerment

Recognition of Nursing

SE15: Describe and demonstrate that the nursing community and the community at large (e.g., local, state, national, international) recognize the value of nursing in the organization.

"When you become a nurse you know that every day you will touch a life or a life will touch yours." Author Unknown, (Quote Garden, 2008) When you walk into a room and see the smile of a patient or hear them say "I'm so glad you are here today you take the best care of me" it makes you remember what you are there for. Though not expected, it is not uncommon for our YH nurses to receive such recognition by their patients and their families. YH nurses have a reputation not only for clinical competence and expertise, but also for compassionate, caring interactions with those they serve and provide care to. In addition to the infrastructure in place for regular recognition activities at YH, the YH nurses have been frequently been recognized by the local, state, national and international nursing community.

Valuing Nursing within York Hospital

There has been an extremely strong infrastructure in place at YH for over 10 years to celebrate, recognize and reward nurses within the hospital, as well as to submit nominations to external organizations for recognition for their exemplary work. Examples include a robust week long Nurse’s Week celebration which includes the highly coveted YH Excellence in Caring and Practice Awards, a Nursing Celebration of Excellence dinner and showcasing scholarly posters, oral presentations and publications by nursing colleagues. There is also nursing recognition in the Clinical Practice Advancement Ladder, the Nursing Annual Report particularly in the achievements and accomplishments section, articles in the local newspaper as well as the WSH weekly publication – Around WellSpan, and also the Nursing Newsletter. Plaques recognizing certified nurses are found on the nursing units and certified nurses were given “Certified Nurse Badge Holders” to utilize for the Annual Certified Nurses Day acknowledged by ANCC each March. Plaques from the “Advance for Nurses” cover stories where YH nurses are showcased are mounted throughout the hospital. The majority of YH nurses proudly wear the ANCC Magnet “Excellence Nursing Services” pin on their badge, lanyard or scrubs. The VPPCS/CNO takes all journal publications by YH RNs to share and highlight at the YH Board meetings, to expose the board to the scholarly work of the professional nursing staff, as well as for RN recognition and acknowledgement. There are glass display cases lining one entire hallway on the first floor of YH in which the winners of Nurse’s Week Awards, publications and poster presentations are posted for the community and YH employees to read. Not only is there a “Nightingale Tea” to recognize and celebrate all YH PA Nightingale Award nominees, but the names of the finalists and winners are embossed on a brass name plate on the large wooden plaque in the Medical Education Pavilion display case.

Additionally, there are service excellence awards and patient safety awards. Senior nursing leadership also encourages the recognition of nurses by including monies for employee recognition in each department’s annual budget. The budgeted dollars reflect the number of staff in the unit. The clinical ladder showcases all direct care professional nurses’ annual achievements. The Center for Nursing Excellence hosts The Magnet Celebration which recognizes the work of many units. The Nursing Newsletter displays any and all nursing achievements including clinical advancements, certifications, earned degrees, oral or podium presentations and publications.
**Nurse to Nurse Recognition**

It is generally believed that there is no greater honor than to receive recognition from a colleague. Although nurses constantly provide excellent care it is sincerely appreciated when this recognition is received. Nursing leadership encourages recognition, appreciation and communication of exceptional patient experiences. An example of nurse to nurse recognition is below.

In 2010, Leadership Council set the goal of increasing the overall number of certification to 40% by July 2013 and a stretch goal of 1 nurse or 5% for those units who had no certified nurses. 5 Main was one of those units. As of March 2012, six nurses or 27% of the nurses on 5 Main had achieved certification. The Director of Nursing Excellence and Innovation purchased the plaques (see below) (SE15.1) for every unit to honor those nurses who have achieved their professional certification. Every unit will proudly display their certified nurses’. The cost associated with the plaques was approximately $3500 and was expensed from the Center for Nursing Excellence and Innovation budget.

![5 Main certification plaque](SE15.1 5 Main certification plaque)

Within the YH there are many celebrations recognizing nursing excellence. Below are a few examples of how YH showcases our exemplary practice.

**Magnet Celebration**

In winter 2011, the Magnet Steering Committee organized a Magnet Celebration. In order to accommodate to all shifts and all staff members the Celebration ran continuously from 11a.m. until 3 a.m. the next morning. Each nursing unit within the hospital depicted their Pride, Passion and Professionalism through story boards. Approximately 200 nurses participated in the Celebration by either helping to design the boards or simply attending the festivities. Prizes were awarded for best display and most creative. The most creative boards were designed by 6 South, Labor and Delivery and Pre Hospital Assessment Services. The best display winners were 6 South, Oncology and Labor and Delivery as photographed below. Many door prizes were awarded as well.
Nurses’ Week

The Professional Development Council sponsors numerous events to honor nurses during Nurses week. Nurse’s Week events include the YH Excellence in Caring and Practice Awards Program, the Nursing Celebration of Excellence Dinner, the Josephine Donovan Smith Memorial Lecture, Professional Day Poster Display and Ice Cream Social and the Blessing of the Hands. Below is an example of the past two years of nurses week scheduled events.

Nurses Week 2012
- May 7th 1:00-4:00 pm - Nursing Awards Ceremony, MEP Auditorium (Ceremony will be available stream live to all units via desktop computers)
- May, 8th and 9th – JDS Seminar, Aldersgate Church
- May 10th – Nursing Excellence Dinner, Holiday Inn Holidome
- May 11th 11:00 am to May 12th 4:00 am – Professional Development Poster Presentation and Ice Cream Social, MEP Room 10A/B

Nurses Week 2011
- May 6th Nursing Awards Ceremony, MEP Auditorium
- May 9th Nursing Excellence Dinner, Holiday Inn Holidome
- May 10th 11:00 am to May 11th 4:00 am. Professional Day Including Poster Presentations and Ice Cream Social
- May 11th and 12th JDS Seminar, Grace Fellowship Church

Nursing Excellence Awards

Every year YH showcases its nurses through the YH Excellence in Caring and Practice Awards Program. Individuals are nominated for these awards by their colleagues. The numbers of nominations are continuously increasing from minimal numbers ten years ago, to over 230 this past year. The awards recognize nurses from all levels. Several awards are given by families who want to recognize the excellent care received by their loved ones. These awards include the Charles (Chuck) T. Spurlock Care for the Caregiver Award, the Kitty Reisinger Heart of Nursing Award and the Sharon G. Hardy Caring for the End of Life Award. Other named awards are the Glenn and Dorothy Stafford Magnet...
Nursing Award, the Deborah K. Lookingbill Patient First Award and the Sandra E. Repman RN Nursing Legacy Award. YH Nursing Excellence in Caring and Practice Awards are given to nursing staff in the following roles: (SE15.2)

- Educator (Staff, Patient, Community)
- Preceptor/Mentor (Student, Intern/Extern Program)
- Advanced Practice Nurse (clinical specialist, nurse practitioner)
- Nurse Researcher
- Nurse Leader (manager, clinical director, administrative coordinator)
- Staff Nurse Leader (charge nurse, SDM hospital, service line & unit councils)
- Registered Nurse CN 1
- Registered Nurse CN 2
- Registered Nurse CN 3
- New Graduates – RN – their first year of practice in the nursing field
- LPN
- Nursing Assistant/Technician
- Unit Secretary

<table>
<thead>
<tr>
<th>Nursing Excellence Awards</th>
<th>Award Description</th>
<th>Winners 2011</th>
<th>Winners 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charles (Chuck) T. Spurlock Award</td>
<td>This award recognizes the individual who portrays concern and compassion for the caregiver, teaches the caregiver and provides the precious gift of listening and reassurance</td>
<td>GI Department</td>
<td>Wendy Herbst, Kathleen Lehman, Susan Wiernman, Home Dialysis</td>
</tr>
<tr>
<td>Deborah K. Lookingbill Patient First Award</td>
<td>This award honors the individual or team who exemplifies the commitment to providing the highest standard of patient centered care in their professional life at YH and in our community</td>
<td>Corey Barnes, Emergency Department</td>
<td>Coronary Care Unit</td>
</tr>
<tr>
<td>Sandra E. Repman, Nursing Legacy Award</td>
<td>This award recognizes a YH Nurse with 25+ years of service who is respected and admired and has touched the lives of nurses in a manner in which they want to emulate her values, clinical practice and professionalism</td>
<td>Sandra Yingling, Pediatrics</td>
<td>Debra Lehman, TSICU</td>
</tr>
<tr>
<td>Kitty Reisinger Heart of Nursing Award</td>
<td>This award recognizes outstanding one-on-one human interactions or expressions of kindness – the heart of nursing</td>
<td>Jodi Arnold, GI Department</td>
<td>Sarah Hensil, MSICU</td>
</tr>
<tr>
<td>Sharon G. Hardy Caring at the End of Life Award</td>
<td>This award is given to the nominee or team who exemplifies the concept of caring for patients and their families at the end of life</td>
<td>Robin Thomas, Tower 2</td>
<td>Oncology Nursing Unit</td>
</tr>
<tr>
<td>Glenn and Dorothy Stafford Magnet Nursing Award</td>
<td>This award recognizes an individual or team who embodies and visibly lives the principles of Magnet and serves as a resource to others in understanding Magnet</td>
<td>Sedney Pabon, 7 South</td>
<td>Beth Ann Allison, NICU</td>
</tr>
<tr>
<td>The York Hospital Community Service Award</td>
<td>This award recognizes and rewards extraordinary dedication to community service and outreach</td>
<td>Margaret Winemiller, Imaging</td>
<td>Staff of the Surgical Transitional Care Unit</td>
</tr>
<tr>
<td>Nursing Excellence Awards</td>
<td>Award Description</td>
<td>Winners 2011</td>
<td>Winners 2012</td>
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<td>-----------------------------------------------------------------------------------</td>
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<tr>
<td>MD/RN Collegial Respectful Partner Award</td>
<td>Has been identified by nursing staff as being a champion for collaboration at the</td>
<td>Habte Ghebrekidan, MD Wellspan Hospitalists</td>
<td>Bradley Taylor, MD</td>
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<td></td>
<td>unit and/or service line level.</td>
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<tr>
<td>MD/RN Educator, Teacher Award</td>
<td>Seeks integrated educational opportunities with nursing staff – such as clinical</td>
<td>Alok Saharan, MD Behavioral Health</td>
<td>Bradley Taylor, MD</td>
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<td></td>
<td>topics, SBAR training, patient safety initiatives and journal clubs. Jointly</td>
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<td></td>
<td>participates in nursing grand rounds</td>
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<tr>
<td>MD/RN Research Award</td>
<td>Initiates evidence-based practice initiatives with nursing and other healthcare</td>
<td>Ronald Hempling, MD Oncology Service Line</td>
<td>Michelle Erickson, MD &amp; P. Geoffrey</td>
</tr>
<tr>
<td></td>
<td>disciplines on a frequent basis.</td>
<td></td>
<td>Nicholson, MD</td>
</tr>
<tr>
<td>Interdisciplinary Award</td>
<td>Have achieved significant milestones relating to improved patient outcomes</td>
<td>Thoracic Core Team, Tower 2</td>
<td>Heart Failure Core Group, Tower 2</td>
</tr>
<tr>
<td>Shared Decision Making Award</td>
<td>Exemplify the mission and vision of Shared Decision Making at York Hospital.</td>
<td>Angela Calvert TSICU</td>
<td>Sheree Seben, Coronary Care Unit</td>
</tr>
<tr>
<td></td>
<td>Have advanced the practice of Shared Decision Making at York Hospital</td>
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*This award recognizes an individual who has consistently demonstrated quality patient care, exhibits the nursing process, has significantly contributed as a member of the health care team, and demonstrates compassion and excellence in her/his practice.*

<table>
<thead>
<tr>
<th>York Hospital Nursing Excellence In Caring and Practice Award</th>
<th>Winners 2011</th>
<th>Winners 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>APN/CNS</td>
<td>Suzan Brown Medical Service Line</td>
<td>Brenda Artz, Surgical Services</td>
</tr>
<tr>
<td>LPN</td>
<td>Diane Shoff Tower 3</td>
<td>Christina Miller, Tower 2</td>
</tr>
<tr>
<td>Nurse Educator</td>
<td>Angie Robinson Cardiovascular Administration</td>
<td>Janet Mlodzikowski, Medical Services Administration</td>
</tr>
<tr>
<td>Nurse Leader</td>
<td>Melinda Fuller OHICU</td>
<td>Lorraine Bortner, 5 Main</td>
</tr>
<tr>
<td>NA/Tech</td>
<td>Joe Willis Tower 2</td>
<td>Ruth Yole, ED/CRT</td>
</tr>
<tr>
<td>Preceptor/Mentor</td>
<td>Michelle Huntzicker Tower 2</td>
<td>Karen Fanus, Oncology</td>
</tr>
<tr>
<td>RN-CNI</td>
<td>Lisa Ness Tower 4</td>
<td>Angela Tome, Tower 2</td>
</tr>
<tr>
<td>RN-CNII</td>
<td>Vicky Williams PACU</td>
<td>Cynthia Kauffman, Tower 2</td>
</tr>
<tr>
<td>RN-CNIII</td>
<td>Suzanne Beichner</td>
<td>Lisa Swope, Tower 2</td>
</tr>
</tbody>
</table>
2011 York Hospital Excellence in Caring and Practice Award Winners

Kitty Reisinger Heart of Nursing Award

Kathryn “Kitty” Reisinger practiced nursing in York for more than 40 years until her death in 2002. Her son, Mark, and his wife, Tamara, established the award to honor his mother. The winner is selected by members of the Reisinger family. There weren’t a lot of dry eyes in the Arthur J. Glatfelter Lecture Hall after Valerie Hardy Sprenkle, vice president of patient care services at York Hospital, finished reading the Kitty Reisinger Heart of Nursing Award nomination for Jodi Arnold, R.N., of the GI Department. Arnold's nominator wrote, “Her empathy, willingness to listen and continued giving of herself are just a few of her outstanding qualities. “She strives to make patients’ lives better and to bring some sort of comfort in dismal times, when things seem hopeless. Her patients express kind gestures and words of thanks for her undivided love and dedication.”

The nomination related a couple stories of how she touched patients’ lives with her kindness, caring and compassion. One story concerned an elderly patient who was diagnosed with esophageal cancer and was given six months to live. As his health started to deteriorate and Arnold was seeing him in the department more frequently, she started calling him regularly to see how he was doing. The calls turned into short visits on her way home to make sure things were going OK and to see if he needed any assistance. After being rushed to the hospital in critical condition, the patient underwent an emergency procedure. At that time, the patient reiterated his request that he be let go in peace. Arnold spent the evening at his bedside, holding his hand. Many tears were shed as Arnold, the patient and his best friend, reminisced about the patient’s memorable life before he had a peaceful end to his life later that evening.

“The environment in the GI Department and the support of my co-workers allow me to do what I do,” said Arnold. “I bond with patients because if I had a family member with health problems, I would want them to receive the very best care from those who truly cared. I live by, ‘Do unto to others as you would have them do unto you.’” Arnold said she acquired many of her positive traits from her mother, who graduated from the Allentown School of Nursing in 1962 and is still working as a nurse. “Although I wasn’t considering nursing as a career, my mother encouraged me to consider it as a career because I was such a caring person. I’m glad I followed her advice.”
**Nursing Excellence Dinner**

Another activity to celebrate Nurses’ Week is the Nursing Excellence Dinner. Staff are invited to this dinner based on their contributions to the profession of nursing, academic achievement and professional accomplishments. Some examples include certification/recertification, poster or oral presentation, publication, clinical advancement, advancing their formal education through attainment of a degree, and having received an Excellence Award the year before. This semi-formal Annual Nursing Recognition Dinner is hosted by the Professional Development Council at a local resort. The evening consists of a personal welcome from members of the Professional Development Council and the VPPCS. Guests then enjoy a delicious multi-course meal followed by the VP - Patient Care Services individually recognizing their accomplishments. Each honoree is recognized as their name is called and asked to stand for appropriate accolades. They are also presented with a gold embossed certificate listing their achievement. Since this is an evening of honor, the honoree is invited to bring a guest to participate in the evening’s festivities. In years past, honorees have included their spouse, parent or child. Guests have voiced their “awe” at the incredible breadth of achievement of our YH nurses.

**Blessing of the Hands**

As part of the annual Nurses’ Week celebrations, many nurses have experienced the acknowledgement, affirmation, empowerment and appreciation that come through a ritual called the Blessing of the Hands. A blessing is defined as a circle of light drawn around a person to protect, heal, and strengthen. In this case, nurses’ hands are blessed as a symbol of healing, wellness and strength. Staff is generally very touched by observing or participating in this practice. The intent is for as many nurses as desire it, to have the opportunity to receive the healing, affirmation and renewal that are at the heart of this blessing experience. A great example of collaboration, members of the pastoral care department facilitate the blessing of hands. Many others find it to be "the best part of Nurses Week".

The actual blessing, is read as follows by members of our Pastoral Care Department:

“Nurses’ Hands Blessed be these hands that have touched life, Blessed be these hands that have felt pain. Blessed be these hands that have embraced with compassion. Blessed be these hands that have been clinched with anger or withdrawn in fear. Blessed be these hands that have drawn blood and administered medicine. Blessed be these hands that have cleaned beds and disposed of wastes. Blessed be these hands that have anointed the sick and offered blessings. Blessed be these hands that grow stiff with age. Blessed be these hands that have comforted the dying and held the dead. Blessed be these hands, we hold the future in these hands. Blessed be our hands for they are the work of your hands, O Holy One.

**Professional Day and Ice Cream Social**

Another favorite activity during Nurses’ Week is the showcasing of presentations both podium and poster. Additionally, nurses are honored by sharing copies of their published articles. However the highlight of the festivities is the annual “Ice Cream Social”. Members of nursing leadership use this time as a “thank you for all you do for our patients” as they dip ice cream and create a wide variety of sundaes for the YH nursing staff. The social begins at 11 a.m. and runs through 4 a.m. the following morning so that all nurses at all levels on all shifts may attend. The Clinical Director delivers ice cream treats to nurses in our outpatient settings who, due to patient care schedules may not be as available to attend in person.
Recognition Via Professional Organizations

The vision of the Honor Society of Nursing, Sigma Theta Tau International is to create a global community of nurses who lead in using knowledge, scholarship, service and learning to improve the health of the world’s people. Sigma Theta Tau International recognizes the value of scholarship and excellence in nursing practice. As part of the annual collaborative research day co-sponsored by STTI, YCP Eta Eta Chapter, YH/WSH and other partners, awards are given for the best poster and oral presentation. In addition, each year, during the induction ceremony, Eta Eta presents annual chapter awards and identifies nurses in the local area who excel in their field. Many YH nurses have been nominated and the recipients of these awards.

In May 2011, Karen Dykstra, R.N., left, president elect of the Eta Eta chapter of Sigma Theta Tau and YH PACU nurse, presents 2011 Collaborative Research Awards to Penny Kelly, R.N., of Hanover Hospital, center, for Outstanding Poster Presentation, and Theresa Tomlinson, R.N., of York Hospital, for Outstanding Oral Presentation. Peter Eisert, R.N., of York Hospital, received the award for Best Published Manuscript. He was absent when the photo was taken. The Collaborative Nursing Research Conference attracted more than 250 nurses from neighboring hospitals.

In October 2010, Astrid Davis, MPM, BSN, RN, NEA-BC (then clinical director of cardiovascular service line) won the STTI Eta Eta Nursing Leadership Award. This came on the “heels” of Astrid winning the prestigious state of Pennsylvania Nightingale award for Nursing Administration. Astrid was nominated by Valerie Hardy-Sprenkle for both of these awards. Dr. Linda Pugh, Director of YH EBP/NR won the Nurse Researcher award and Abigail Strouse, then CNS for surgical service line, won the Mentor award. Beth Reilly, BHS CNS won the Educator award. YH nurses and award winners were well represented at the YCP STTI induction ceremony where these awards were presented.

In October 2011 Dawn Becker RN, MS, CEN, ACNS-BC, was awarded the 2011 Eta Eta Chapter, Sigma Theta Tau International, Excellence in Nursing Education Award. Dawn was nominated for her teaching skill with nurses at York Hospital, where she works as a Clinical Nurse Specialist, and also at York College in her role of adjunct faculty. The nomination was made by Dr. Julie Beck from York College of Pennsylvania and was supported by Valerie Hardy-Sprenkle VP of Acute Care Nursing Practice at York Hospital.

Service Excellence Awards

Another example of YH internally recognizing staff members’ efforts to improve customer service is through the YH Patient Experience Council. They have created three awards which are presented quarterly. The awards are based on the results of the NRC Picker patient satisfaction surveys. Chris Foore, Director of Customer Relations for YH says,

“We want to recognize staff members for their efforts to improve customer service,” said Foore. “At the same time, we want to reinforce to staff members that we are constantly striving to improve customer service and patient satisfaction.”

York Hospital presents the following awards: Service Excellence Award, Gold Star Award and Patient Experience Improvement Award (SE15.4). The Service Excellence Award is presented to nursing units that meet stated targets for all seven areas of focus. The Gold Star Award is given to units that reach Top 10 percent performance in at least one of the seven areas of focus. The Patient Experience Improvement Award is presented to the unit with the highest percent improvement in the five core questions. Only one unit will win this award per quarter. Each winning unit receives a certificate and a plaque for each award is displayed in the hospital with the winning units engraved on brass tags.
<table>
<thead>
<tr>
<th>Award</th>
<th>Award Description</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Excellence Award</td>
<td>This award is presented to the units whose results were higher than the NRC average in all seven questions that were areas of focus the past year</td>
<td>5 South and Tower 2</td>
<td>No Specific Unit</td>
</tr>
<tr>
<td>Gold Star Award</td>
<td>This award is presented to units who receive patient satisfaction scores at or above the Top 10 percent of other hospitals throughout the country</td>
<td>OHICU and TSICU</td>
<td>MSICU OHICU Maternity/L&amp;D</td>
</tr>
<tr>
<td>Patient Experience Improvement Award</td>
<td>This award presented to the unit which had the highest level of improvement over the previous year with its NRC Picker Satisfaction scores from patients</td>
<td>4 Main</td>
<td>Categories Changed so unavailable</td>
</tr>
<tr>
<td>Clinical Department Category</td>
<td>Consistently exceeding the WellSpan Service Expectations (Make a great impression; respect privacy; offer a helping hand to people in need; respond to customer needs and concerns; and take pride in our facilities) and also use caring communication skills in greetings, handoffs, and goodbyes, and to decrease customer anxieties.</td>
<td>Operating Room</td>
<td>6 Main</td>
</tr>
</tbody>
</table>

The following year this program was expanded to include an annual recognition of individual staff members who exceed WellSpan service expectations and who use caring communication skills with patients, families and internal departments. The Second Annual Service Excellence and Patient Experience Celebration program attracted a standing room only crowd of several hundred staff members in the York Hospital cafeteria. “We heard a lot of great stories about how we improve the patient experience, and in talking to the nominees and the winners; they frequently said they didn't consider what they did exceptional. It's just their way of providing care,” said Chris Foore, York Hospital's director of customer relations.
Mandy Lewis, RN, CCU
An experienced Coronary Care Unit nurse at York Hospital recently put her lifesaving skills to test in the field. Thanks to Mandy Lewis, R.N. (SE15.5), Lindsay Depew, Jr. celebrated his 68th birthday on Aug. 30, a few weeks following his sudden cardiac arrest on July 9. Family and friends had gathered at the Dillsburg home of Lewis' aunt, Billie Depew, to celebrate a recent marriage and the 50th wedding anniversary of Jeanne and Lindsay Depew, Jr. About 7 p.m., Lewis was preparing to leave when she heard her aunt call her name with urgency. Lewis responded and saw Depew slumped over in a lawn chair, blue, unresponsive with shallow and irregular breathing. Lewis' story unfolds from there. Depew was quickly lowered to the ground. Finding no pulse, Lewis immediately began chest compressions while someone called 911. She continued compressions for a grueling eight to nine minutes, pausing only to do pulse checks and to log roll him when he vomited. Just as EMS arrived, Depew began to come around. He was transported to Harrisburg Hospital, where he had been treated for past cardiac problems. Depew said even his doctors were talking about "the miracle," emphasizing that the quick action and quality of CPR were the reasons for his survival. To say Depew is grateful to Lewis for saving his life is an understatement. "She definitely deserves some type of recognition . . . she is a hero." "I just wanted him to be okay. I wanted his family to know I did my best, regardless of his outcome." Depew added, "I don't know what the reason is for all this. I'm sure I'll find out down the road. I don't believe in coincidence. I'm just thankful Mandy was there."

Tiffany Klinedinst, 4 Southwest
On 02.21.2012 then Northern York County Regional Police Board of Commissioners recognized a citizen and an officer for performing CPR on a man in Manchester Township.

On 11/19/11 at 3:55 pm the Northern York Regional Police Department was dispatched to the Rutter's Farm Store for a man in cardiac arrest. Ofc. Jason Greco arrived on scene to find a female giving chest compressions to an unresponsive male. Ofc. J. Greco performed an assessment of the man and found that he did not have a pulse and was not breathing. Ofc. J. Greco performed rescue breathing while the female continued with chest compressions. Through CPR the male began to breathe on his own. The man regained consciousness but was disoriented. The man was cared for until emergency medical service units could arrive on scene. The patient was a 50 year old male
from York, PA. The female rescuer was Tiffany Klinedinst an RN from 4SW. Officer Jason Greco and Tiffany Klinedinst were awarded the Lifesaving Award by members of the community for their prompt actions which saved the life of the gentleman (SE15.6).

**Invitation for Special Service to Honor Medical Professionals**

By supporting, partnering and working within the community, YH nurses have developed positive relationships within the community at large. As a result of these relationships a member of the community has provided us with this opportunity. WellSpan’s Public Relations & Communications department forwarded the following invitation. *Pastor Sterling Walsh with the Lighthouse Baptist Church in Dover would like to extend an invitation to our doctors, nurses and paramedics for an upcoming special service at their church. The focus of the service is to thank the medical professionals in the community. The event will be held on Sunday, September 11, 2011. If you would like printed invitations to share with your staff, please contact Pastor Walsh with the quantity and delivery location.*

**Memorial Donations to Dialysis**

As proof of the excellent patient care that our dialysis nurses provide, they have received the following contribution in honor of or in memory of dialysis patients. In 2010 donations were received amounting to $3161. In 2011 the donations totaled $1945 including $1255 individual memorial donations, $300 holiday donations; $190 The Annual Peace Tree Fund. The money is used to enhance the unit according to the wishes of the donor. Thus far in 2012 donations received are $5556.11.

**York County Advocacy Center Award**

In Spring 2011, A WellSpan partnership with the York County Children's Advocacy Center earned an award for innovation. Through the partnership, WellSpan Sexual Assault Forensic Examiner (SAFE) nurses examine suspected child abuse victims at two regional independent centers. The partnership won the Collaboration category at the 12th annual Nonprofit Innovation Awards, presented by Highmark Blue Shield and the Central Penn Business Journal. (SE15.7) York Hospital SAFE nurse team leader Emily Huggins along with additional members of the York Hospital SAFE team and Jennifer McNew, the Gettysburg Hospital SAFE team pediatric leader, completed additional pediatric training coupled with 100 percent review of pediatric cases to achieve the level of expertise required for this expanded role. Both York and Adams County Children’s Advocacy Centers are monitoring the success of this collaboration. Currently, the percent of sexually abused children receiving a medical exam has increased from 11 percent to 70 percent in Adams County and 15 percent to 51 percent in York County.

**Valuing Nursing at the Statewide Level**

*Pennsylvania Star Leadership Program*

The Pennsylvania Star Leadership Program is facilitated through the Pennsylvania State Nurses Association (PSNA) a non-profit voice for nurses in the Commonwealth of Pennsylvania. Representing
more than 208,000 nurses, PSNA’s vision is to be essential in advancing, promoting and supporting professional nursing to improve health for all in the Commonwealth. PSNA is a constituent member of the American Nurses Association (www.panurses.org). To be a candidate for the PSNA Program a resume and application must be submitted. The PSNA Coordinator selects the mentors based on experience and accomplishments. YH had 5 mentors selected for participants in the 2011 class which speaks highly of the PSNA’s confidence in the level of support and contribution YH nursing leadership could bring to the participants of the program (SE15.8).

The goal of this three-day leadership development program is to draw forth and capitalize on the nurse leader’s unique management style and to apply new knowledge and skills to their individual and organizational growth. The program platform is based upon the premise that healthcare, more than ever, needs interactive and collaborative leaders prepared for today’s dynamic environment. The standardized role of the one-size-fits-all manager and their potential followers has changed. Participants must be a front line nurse leader or manager with at least one year of experience and demonstrates ability for leadership. The application process is competitive with the 2011 graduating class made up of over 27 nurses throughout the commonwealth of PA.

The program in 2011 titled Building the Future Leader of Tomorrow...brought together leadership and healthcare experts who offered knowledge and related skills to enhance each participant’s managerial abilities. During the three-day educational and interactive program, the nurse leaders were expected to participate in dynamic, interactive sessions on key leadership competencies and collaborate with senior leadership within their home organizations to identify a problem within their immediate area of responsibility. Participants then collaborated with their mentor to design/research and develop an action plan for the resolution of the identified problem and implement and complete the action plan within the organization.

The first two days of the program provided didactic educational offerings and interactive sessions focusing on conflict resolution, strategic planning, change management, evidence-based practice, and finance and performance improvement. Nurse leaders employed in hospitals, long-term care facilities, nursing education and home health agencies were included in this year’s graduating class. A hallmark of the program is choosing leadership mentors, who have achieved the position to
which the mentee aspires. Mentors are selected through a rigorous application process in order to be paired with participants who most closely represent their career path and project scope. Below are comments from the leadership mentors of YH and how their participation impacted their mentees.

**Nightingale Awards**

Nightingale Awards of Pennsylvania is a statewide, non-profit foundation created to help recruit and retain nursing professionals. It is governed by a 24 member volunteer Board of Trustees, consisting of individuals who are leaders in nursing, business, industry, and other health care fields. To achieve its objectives, the foundation has established a scholarship fund and awards program. An annual Black Tie Awards Gala is hosted to acknowledge nurses across the state for their excellence in the following categories: Nursing Administration, The Patient Choice, Clinical Practice LPN, Clinical Practice RN, Nursing Education, Advanced Practice and Nursing Research. Exemplary nurses throughout the PA hospitals and health systems can be nominated by peers, nursing leadership, patients, families and providers. Based on responses received on the YH Nursing Excellence Awards, patients and families may be encouraged to submit a nomination to the Nightingale Awards in order to recognize outstanding nursing care called the Patient Choice Award. Nominations are submitted to Nightingale Awards Committee.

Anonymity is maintained throughout the process and nominations are reviewed through a blinded review. The entries are then sorted into the appropriate category of practice. Each nomination is reviewed by specialized sub-committees of the Awards Committee. Sub-committee members represent seasoned professionals who were either a finalist or winner in each of the identified categories of nursing. The three highest scoring nominations in each category are identified as finalists.

The highest scoring **finalist** is the award recipient. The award recipients’ names are a closely held secret until the evening the Gala when the announcement is made during the presentation ceremonies. Those in attendance have said, it is great to celebrate the work of a colleague that has made a significant difference for patients!

York Hospital celebrates the nominations of its nurses through an annual Nightingale Tea,(SE15.10) which honors all individuals who were nominated for these prestigious awards that calendar year. Honorees are provided with a corsage and leather bound book “Nightingale Notes on Nursing”. Their accomplishments, photos, articles, poster presentations, portfolios, etc. are on display for their colleagues to view and acknowledge their contributions to professional nursing and patient care.
Snippets from their nomination are placed on tri-fold boards for all to read and celebrate. OOP, WSH leadership interdisciplinary and nursing colleagues from throughout the hospital attend the tea to congratulate the nominees. The photos in this section are from the 2011 and 2012 Nightingale tea held at YH.

2011 Nightingale Award Nominees (SE15.10)
- Jodi Arnold (GI Lab) – Patient Choice Award
- Burnell Kehr (6South) – Clinical Practice RN
- Bonita Trapnell (MSL) – Nursing Administration
- Brenda Artz (SSL) – Advance Practice Nurse
- Dr. Richard Haas, PhD, RN (CRNA program) – Nursing Research

2012 Nightingale Award Nominees (SE15.11)
- Heather Rivera (6 South) – Clinical Practice RN
- Claudia Shermeyer (NICU) Patient Choice
- Connie Gutshall (Women and Children’s) Nursing Administration
- Amy Krichten (Trauma)- Nursing Administration

Nursing Administration
Nurse Administrators nominated for this award are recognized for creating and sustaining supportive environments for the practice of nursing in challenging and diverse arenas. The nominees for this award initiate positive recruitment and retention strategies and support a model of professional practice in their organization through their leadership, innovation, mentoring and knowledge of the health care needs of their communities. The following people were nominated in this category between 2010-2012:
- 2010 Astrid Davis (Clinical Director) was a finalist and winner
- 2010 nominee Rhonda Zortman (Nurse Manager)
- 2010 nominee Rosa Hickey (Clinical Director)
- 2011 Bonita Trapnell (Clinical Director) was a finalist and winner
- 2012 Connie Gutshall (Clinical Director) was a finalist and winner

It should be noted that in the last three years YH has had the winners in the Nursing Administration category which is an honor for which we are very proud and demonstrates that the community of our peers through blind peer review reward and recognize the significant contributions of YH senior nursing leadership.

The Patient Choice
In 1999, to further recognize exceptional nurses caring for patients, the Nightingale Awards of Pennsylvania added another accolade, The Patient Choice Award. In the Spring of that year, a press release was issued asking patients to write a letter describing a nurse who has touched their lives or the lives of their families in an unforgettable way. One nurse is chosen from the many letters which were received.
- 2011 Jodi Arnold, BSN, RN, Gl lab was the winner in this category
- 2012 Claudia Shermeyer, BSN, RN, NICU was the winner in this category
Clinical Practice RN
This award is given to a registered professional nurse who is recognized for providing outstanding quality of patient care, superior nursing clinical skills, and extraordinary compassion. Exceptional communication skills enhance their contribution to the health needs of the community while advancing the profession.

The following people were nominated in the Clinical RN category (2010-2012)
  o 2010- Ellen Metzer, BSN, RN, Palliative Care
  o 2010- Jody Taylor, BSN, RN, TSICU
  o 2011- Burnell Kehr, BSN, RN, 6 South and was a finalist in this category.
  o 2012- Heather Rivera, BSN, RN, 6 South

Advanced Practice Nurse
This award is presented to the advanced practice nurse who provides outstanding clinical care and has created innovative programs to meet the healthcare needs of the community and patient population.

  o 2010 Reda Willis was nominated and a finalist
  o 2011 Brenda Artz was nominated for this category

Nursing Research
Nursing research is the foundation of current nursing practice and the basis for future nursing practice. Nominees for this award are committed to excellence in nursing practice through research. These nurse researchers receive grants and publish findings that enhance nursing practice education, and patient care in the academic and clinical practice settings.

  o 2010 Paula Coe MSN, RN, NEA-BC was nominated and a finalist for this category.
  o 2011 Dr. Rich Haas, chair of the YH/YCP CRNA program was nominated in this category

As a testament to the exceptional care our nurses provide, York Hospital nurses are well represented each year at the Nightingale Awards. The winners were also recognized in WellSpan’s Publication, Around WellSpan. (see below)

Two WellSpan nurses named Nightingale Award winners (SE15.12)
Receiving the state awards was an “emotional and humbling experience”
Bonita Trapnell, clinical director, and Jodi Arnold, a nurse in the G.I. department at York Hospital, both agree that receiving a Pennsylvania Nightingale Nursing Award is an “emotional and humbling experience.” More than 120 nurses across the commonwealth were nominated in six categories.

“It was an honor to be in a roomful of elite nurses,” said Trapnell, who won the Nursing Administration Award. “I felt very proud. “When you attend the event, you realize how prestigious it is. I only wish that every nurse could attend the Nightingale Awards. It would be so awesome.”

Bonita Trapnell
Jodi Arnold

SE15.12 YH Around WellSpan publication recognizes nurses Bonita Trapnell MSN, RN, NEA-BC and Jodi Arnold for their Nightingale of PA wins
Arnold, who won the Patient Choice Award, said, “It was definitely a great honor. I was proud to accept the award, but I was deeply humbled. I believe I’m just a representative of all the wonderful people who I work with. Many others do similar things that I do. It was an emotional night for me. I cried the whole time.” Arnold is the first WellSpan nurse to win the Patient Choice Award. Patients must nominate a nurse for the award. Hardy-Sprenkle said Arnold, who was named the York Hospital Kitty Reisinger Heart of Nursing Award winner in May, is very deserving of the state honor. “Jodi is incredibly compassionate, caring and patient centered,” she said. “She gives her whole heart to her patients, 24 hours a day, seven days a week.” Trapnell’s award marked the second consecutive year a WellSpan nurse has won the Nursing Administration Award. Astrid Davis, who was clinical director of the cardiovascular service line at the time, won the award in 2010. “Bonita is a strong, senior nursing leader who uses her talents to drive clinical initiatives forward which achieve outstanding results for our patients. “She pulls teams together and galvanizes them toward a common goal. Bonita is very collaborative and very patient centered. “She’s respected and trusted by her peers and co-workers. Bonita is an excellent role model.”

Valuing YH Nursing at the National Level

The YH Forensic Nurse Examination Team

The YH Forensic Nurse Examination Team (FNET) has received awards and recognition to the creative and entrepreneurial way it is impacting the community and patients including the 12th Annual Non-Profit Innovation Award. A 2011 Mid-Atlantic Emmy was awarded to Jason Plotkin of the York Daily Record for the documentary “Carrying Darisabel”, about a child cared for by the forensic nursing staff (SAFE nurses)

Susan Bowman Named First Certified Breast Care Nurse of the Year

The Oncology Nursing Certification Corporation (ONCC) selected Susan Bowman, RN, OCN®, CBCN®, MSW as the 2011 Certified Breast Care Nurse of the Year. Bowman was selected for the award for her contributions to breast care nursing and nursing service and for supporting and promoting certification in breast care nursing. She is a Nurse Navigator at the outpatient York Cancer Center in York, PA. Bowman was presented with the award during the ONCC Recognition Breakfast for Oncology Certified Nurses on April 29, 2011 in Boston, MA.

“A diagnosis of breast cancer is life changing,” said Bowman. “Handling this situation takes many hands, demanding an appreciation for the difficulty of the experience and an understanding of women’s issues. This award is a symbol of a certain proficiency in the nursing field. I am thankful that we have evolved to a place where we recognize that healing goes beyond ‘results’ and is enhanced by nurses who specialize in this type of oncology care. I am honored to know that I am seen as one of those nurses.”

Bowman became CBCN® certified in 2009, the first year it was offered. She is a frequent speaker at national breast cancer conferences, a recognized author, and respected educator. She has developed her institution’s navigator program to include readiness, gender, race, ethnicity, spirituality,
physical and emotional health into the approach to supporting and treating patients. She developed an 8-week survivor class for women who have completed treatment.

She is a frequent volunteer with the Oncology Nursing Society’s (ONS) Breast Care Special Interest Group, the American Cancer Society, the National Consortium of Breast Centers, the Pennsylvania Patient Navigation Network, and the Academy of Oncology Nurse Navigators. Within her community, she mentors nurses interested in certification, and as a member of her chapter’s leadership team supports the recognition of certified nurses.

The Certified Breast Care Nurse of the Year Award will be presented annually to a CBCN®-certified nurse. To win the award, nominees must obtain recommendations from two colleagues in the nursing profession; prepare an essay describing how (s)he has promoted certification; summarize services offered that enhance breast care nursing and nursing service; and demonstrate accomplishments in at least one area of oncology nursing practice – clinical practice, education, or research. Recipients receive $1,000 and a crystal award at the Recognition Breakfast for Oncology Certified Nurses at the ONS Annual Congress. ~ Adapted from Jeanette Kent; Public Relations Manager Oncology Nursing Society

International Way Paver Award
WellSpan, Cerner Corporation and Hospira have been honored with the Collaboration Award as part of the 2011 Way-Paver Awards. This is the first Way-Paver Award to recognize outstanding collaborative efforts and results among a hospital, health care technology company and a global pharmaceutical and medical delivery company. The Way-Paver Awards recognize individuals and organizations that have cleared the path and paved the way for a safer point of care in hospitals worldwide.

In collaboration with Hospira smart IV pumps, Cerner launched the infusion management system at York Hospital’s Medical-Surgical ICU. This is the first system in the world to accomplish true bidirectional communication, closing the loop on the infusion medication management process.

Clinicians at York Hospital and Gettysburg Hospital are able to automatically send data from smart IV pumps directly to the electronic health record without needing a nurse or other staff member to transcribe titration data or volumes infused.

Health care providers are able to automatically program infusion pumps with patients’ order information and aggregate real-time infusion and medical device data into the electronic health record. This information is available in an organized dashboard view that gives a summary of all relevant health information and enables caregivers to spend less time manually entering device data into the electronic health record and spend more time at the patient’s bedside providing quality care.

“At one time, infusion pumps were totally separate from the electronic health record. This solution enables the pump and the electronic health record to communicate so that staff members can focus their time on taking care of people, said R. Hal Baker, M.D., vice president and chief information officer at WellSpan.
Implementation of the infusion management technology at WellSpan in December 2010 has produced remarkable benefits, including:

- Twenty-seven percent reduction in nursing time required to start a new infusion
- More than 1,300 nursing hours saved per year in titration and documentation of an existing infusion
- Documentation of a single code blue event was reduced from an average of 120 minutes to five minutes
- Ability to avoid an average 30 potential adverse drug events in a two-month period at an estimated cost savings of more than $260,000 and potential savings of more than $1.5 million per year.
- In December 2010 YH made the commitment to install smart pumps into one of its intensive care units. Over 200 visitors came to observe this new technology in use. Visitors from across United States as well as internationally including King Faisal from Saudia Arabia came to witness this technological advancement.

**Sigma Theta Tau International**

Dawn Becker, RN, MS, CEN, ACNS-BC, a clinical nurse specialist in the CNEI was selected for a podium presentation at the 23rd Sigma Theta Tau International Research Congress in Brisbane, Australia in August 2012. The title of her presentation was "Nursing in Sendafa, Ethiopia: A Collaboration of Mission, Mentoring, and Medicine." The Eta Eta executive board was so thrilled with Dawn's accomplishment that they approved a $500 grant to help defray her large travel expenses. In addition, Dawn's travel expenses were also defrayed by the local Nurses in Mission chapter.

**Summary**

SE15 asks that we validate that the nursing community and the community at large recognize the value of nursing at YH. There is no better way to provide evidence that this is true at YH than to take a quote from Jerome Lesniak's letter of appreciation. Jerome was a patient on 6 Main from February 17-23, 2012. "I soon came to realize and appreciate the complex and paramilitary like structure involved in running a unit, a floor, a hospital. That it operated so smoothly that it implies to me that two things are in play: the people in the suits listen to the people in the scrubs, and action is taken to improve patient care and let the people who actually do the job do it".