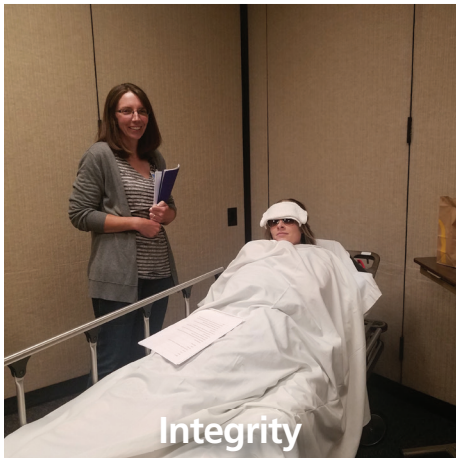
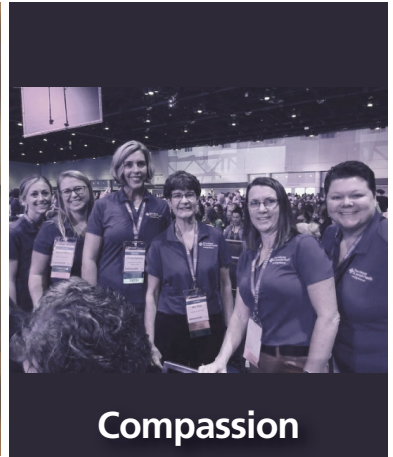


Providence Holy Family Hospital (PHFH) Nursing Annual Report 2019



Our Providence Promise:
Know me, care for me, ease my way

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THE MISSION

AS EXPRESSIONS OF GOD'S HEALING LOVE, WITNESSED THROUGH THE MINISTRY OF JESUS, WE ARE STEADFAST IN SERVING ALL, ESPECIALLY THOSE WHO ARE POOR AND VULNERABLE.



COMPASSION

Jesus taught and healed with compassion for all. –Matthew 4:24

We reach out to those in need and offer comfort as Jesus did. We nurture the spiritual, emotional and physical well-being of one another and those we serve. Through our healing presence, we accompany those who suffer.



DIGNITY

All people have been created in the image of God. –Genesis 1:27

We value, encourage and celebrate the gifts in one another. We respect the inherent dignity and worth of every individual. We recognize each interaction as a sacred encounter.



JUSTICE

Act with justice, love with kindness and walk humbly with your God. –Micah 6:8

We foster a culture that promotes unity and reconciliation. We strive to care wisely for our people, our resources and our earth. We stand in solidarity with the most vulnerable, working to remove the causes of oppression and promoting justice for all.



EXCELLENCE

Whatever you do, work at it with all your heart. –Colossians 3:23

We set the highest standards for ourselves and our ministries. Through transformation and innovation, we strive to improve the health and quality of life in our communities. We commit to compassionate, safe and reliable practices for the care of all.



INTEGRITY

Let us love not merely with words or speech but with actions in truth. –1 John 3:18

We hold ourselves accountable to do the right things for the right reasons. We speak the truth with courage and respect. We pursue authenticity with humility and simplicity.



**MESSAGE FROM SHARON HERSHMAN,
PHFH CHIEF NURSING OFFICER/CHIEF OPERATING OFFICER**

May 12, 2020



The year 2019 clearly highlighted examples of the professionalism and compassion of our Providence Holy Family Hospital nurses. PHFH nursing presence was prominent in community activities such as school supply drives and local stroke and heart walks. Our efforts toward excellence helped us achieve our lowest rates ever in catheter and

central line-associated infections thanks to work of nursing and interdisciplinary teams. Clinical Scene Investigation (CSI) projects, which are nurse-led, have improved sepsis outcomes in the ED and ICU. Programs like University of Providence, tuition reimbursement and certification preparation courses have increased BSN and specialty certification rates dramatically. Our journey to Magnet continued to gain momentum in 2019 as strong validation of our culture where nurses are supported by leadership to practice at the top of their license. PHFH fosters an environment where teamwork, collaboration, shared-decision making, and encouragement for growth and professional development are the norm. More than anything, as I review this annual report filled with the stories of our amazing nurses, I am humbled to be the CNO of this wonderful Ministry, so aptly named Holy Family.

Sharon Hershman, CNO/COO, MSN, RN, NEA-BC



Providence Mission

“As expressions of God’s healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.”

Providence Vision

“Health for a better world”

Providence Promise

“Know me, care for me, and ease my way.”

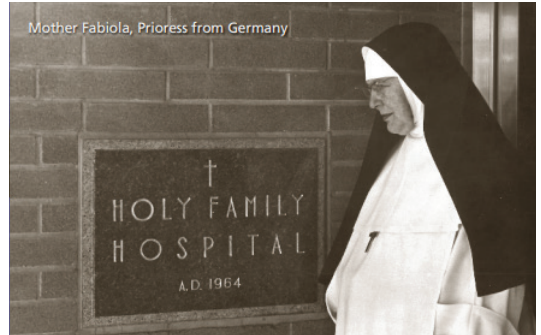
Providence Core Values

Compassion
Excellence
Dignity
Integrity
Justice

About Us

History

In 1925, a group of Dominican sisters traveled from Germany to Spokane, WA. The sisters were driven by faith and a vision for a healthcare ministry to “restore and maintain health, promote wellness, prevent illness whenever possible with a person-centered environment which fosters the healing process.” In 1945, the Dominican Sisters in Spokane, WA, purchased a 40-acre site for future use in North Spokane. Then, in 1964, the sisters opened Holy Family Hospital on the North Spokane site.



Holy Family became a Providence ministry in the year 2009. Today, the hospital is licensed for 272 beds.

Patient Demographics

Providence Holy Family Hospital primarily serves residents living in northern Spokane WA, where an estimated 15% of the population live below the poverty level. Approximately 4% of residents in this area aged 25 years and older have less than a high school education, whereas 18% have earned a bachelor’s degree or higher. The median income is approximately \$55,000, on par with national levels. Ethnically, the population is predominately Caucasian (93%), and the remainder includes Hispanic (5%), Asian (1%), and African–American (1%).

In the year 2019 alone, Holy Family’s community footprint included:

1,180
live births

7,984
admitted patients

More than
1,000
employees

Nursing at PHFH

Providence nursing mission statement

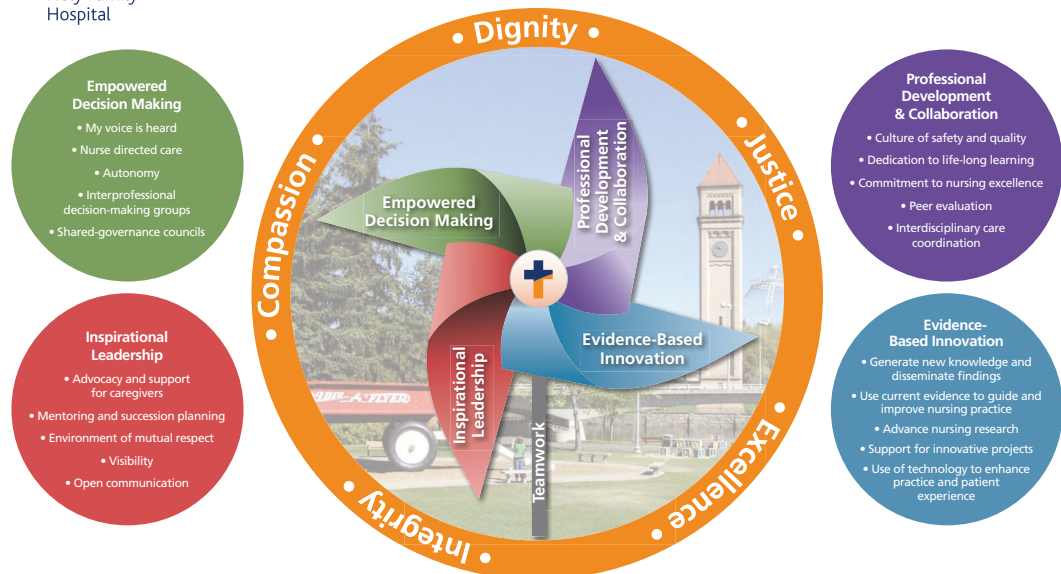
“Greater together: The Providence St. Joseph Health Nursing Institute enables PSJH nursing to be Best in the West”.

Professional practice model

At PHFH, we believe that nursing care can be distilled in our Providence promise to “know me, care for me, and ease my way”. Providence nursing is grounded in teamwork, driven by our core values, delivered to community members, and executed through shared governance, professional nursing development, a culture of inquiry, and leaders who inspire and involve nurses to practice at the top of their scope. Our core belief regarding how nurses in our ministry uniquely care for our patient community and one another is outlined in our professional practice model below.



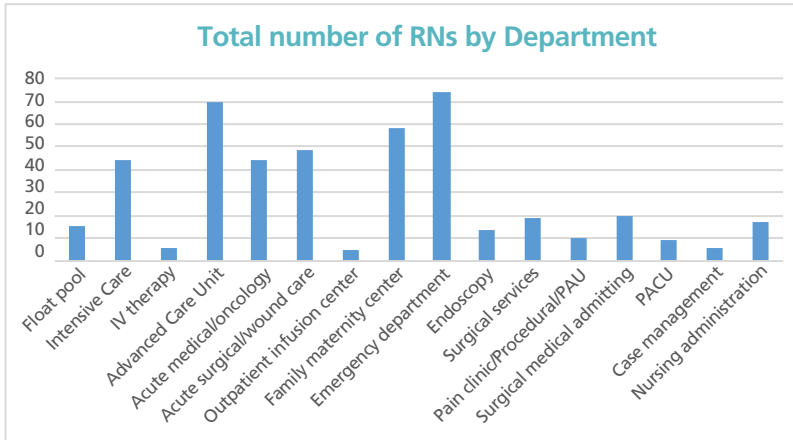
Professional Practice Model



Know me, Care for me, Ease my way
Patient, Family, Community, Caregiver, Self

Nursing workforce demographics

A total of 448 Registered Nurses were employed at PHFH by the end of 2019. See the graph below for an overview of where our nurses are employed within our ministry.



Our commitment to nursing excellence

At PHFH, we have many systems in place to promote excellent nursing care that support nurses at all stages in their professional careers. Some examples include:

- We are on the American Nurses Credentialing Center (ANCC) Magnet® journey
- Presence of a nurse residency program for new graduate nurses
- Availability of transition into practice programs for new-to-specialty nurses
- Nurse Manager Leadership Development program offered to nurse leaders at all levels
- Unit-specific and ministry-wide nursing shared governance committee opportunities
- Many career development resources such as:
 - Tuition reimbursement
 - Mentorship programs
 - Financial support for specialty certification
 - Financial support for professional nursing organization membership
 - Promotion of nursing community involvement through local and international volunteer opportunities



PHFH Nurses were funded to attend the 2019 Magnet® conference in Orlando, Florida!



Nursing Strategic Plan and Empirical Outcomes



Nurses at PHFH strive to provide “Best in the West” nursing care according to our healthcare system’s Nursing Strategic Plan. Nurses at all levels engage in work to directly impact nursing-sensitive quality indicators aligned with our ministry’s strategic plan. Nurses in all settings are also involved in making a positive impact on patient satisfaction outcomes. PHFH nurses are also given the necessary tools to holistically support mind, body, and spirit health needs of the caregiver. Providence’s support of caregiver health is reflected in nurse satisfaction outcomes.

Nursing Strategic plan and empirical outcomes

Providence Holy Family Hospital Nursing Strategy Goals 2017-2022

These goals support and align with the Providence St. Joseph Health (PSJH) Nursing and Global Strategy Plans, but are designed to identify how nurses at all levels within Providence Holy Family connect their work with ministry level goals and objectives.

Our Nursing Promise:

Together, we will care for you as our Dear Neighbor: to know you, care for you, and ease your way.

Strengthen the Core with Key Goals that include:

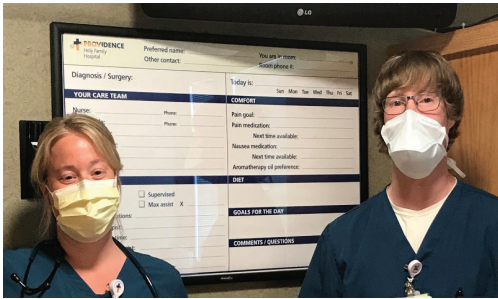
<p><i>Create a Highly Reliable, Safe Organization for our Patients and our Caregivers by:</i></p> <ul style="list-style-type: none"> • Eliminating preventable harm by reducing hospital-acquired conditions toward zero • Eliminating waste through evidence-based practices that incorporate the use of technology • Improving caregivers perceptions of the “Culture of Safety” as evidenced by annual survey results • Decreasing work related injuries annually • Supporting resiliency activities and other strategies to reduce burnout and compassion fatigue at all nursing levels 	<p><i>Support Lifelong Learning and Professional Development by:</i></p> <ul style="list-style-type: none"> • Increasing BSN rates by 2% and Specialty Certification rates by 3% annually • Engaging and empowering nurses at all levels through shared governance and shared decision-making • Supporting new graduate nurses in successful transition to the nursing workforce • Supporting at least 1 complete nursing research study annually with dissemination of results • Actively pursuing Magnet Recognition, with document submission by summer 2019 	<p><i>Provide Affordable, Safe, Efficient and Effective Care by:</i></p> <ul style="list-style-type: none"> • Creating and maintaining a pipeline of nurses ready to fill vacant positions, eliminate long wait times that generate overtime or reduce the ability to admit patients • Managing productivity • Improving effectiveness and collaboration of interdisciplinary teams • Eliminating redundancy • Allowing clinicians to practice within the full extent of their education, training, certification and/or licensure 	<p><i>Building and Maintaining Healthier Communities by:</i></p> <ul style="list-style-type: none"> • Effectively directing care and transition management across the continuum to improve acute and chronic health outcomes • Nurses promoting mental health and wellness through an unwavering focus on care of the mind, body, and spirit • Ambulatory nurses facilitating personalized, preventive care through collaboration and deep partnerships with both patients and providers • Collaborating with our community and public health agencies to promote healthy environments
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Nursing-sensitive quality indicators

PHFH nurses worked very hard this past year to deliver outstanding patient quality outcomes as shown below.

Quality Indicator	PHFH Rate 2019	Washington State Average Rate 2019
Central line blood stream infections	0.33	0.42
Catheter-associated urinary tract infections	0.64	1.0
Hospital-acquired pressure injury (stage 3 or higher)	0	0.33

Patient satisfaction



Providence Holy Family Nurses proudly provide high levels of safe and effective patient care on all units. In early 2019, Surgical Orthopedic Unit nurses noticed room for improvement was needed on nursing-sensitive patient satisfaction scores. Clinical nurses partnered with nursing leaders to create the “Intentionally Mindful Patient Advocate and Care Team” (IMPACT). The IMPACT nurses were given protected non-clinical time to focus on things

RN’s could do to improve the patient experience. The team enacted: 1) improved admission letter to patients setting the tone for expectations during hospital stay 2) a preference card to place in the room to help nurses respect patient wishes such as “door open or door closed” 3) new standardized whiteboards were placed in all patient rooms with funding from the Foundation to improve communication. While the IMPACT nurses note there is still work to do, staff and patients alike were pleased with the improvements and progress.

Surgical/Orthopedic Unit Patient Satisfaction

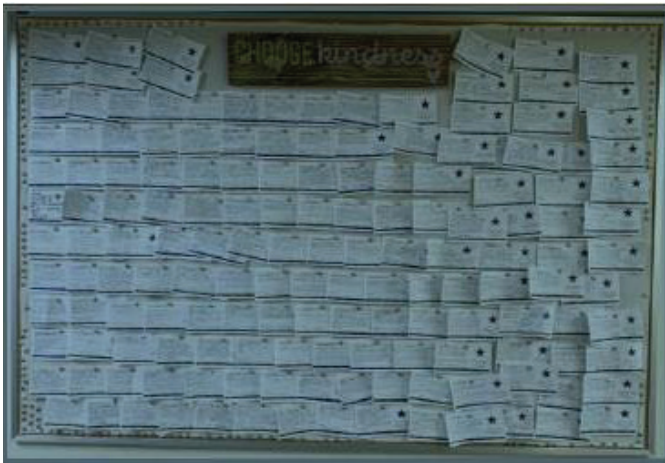


Caregiver satisfaction



PHFH nurses provide excellent care to the community and also report being engaged and satisfied with their work in our ministry. For instance, Deanna Higgins, BSN, RN, Nurse Manager of Family Maternity Center (FMC), attributes her unit's high nurse satisfaction scores to her staff's commitment to PHFH core values of compassion and excellence. In her words, "my staff are all like a close-knit family". One way staff and patients alike show appreciation for excellent nursing care delivered on the FMC is by writing a STAR card. These cards are posted on a wall in the hallway on

the unit, and the full wall is a clear testament to the hard work and positive culture of the FMC.





Transformational Leadership



All PHFH nurses are empowered to take a leadership stance in their work. Through the expert leadership of our Chief Nursing Officer, and our Providence vision for “Health for a Better World”, nurses at all levels play important roles in planning and executing organizational initiatives. PHSMC nurses are equipped with the professional knowledge and opportunities to deliver excellent patient care within a culture of safety.

Sepsis work



Data from early 2019 showed a need for our ministry to improve sepsis outcomes. Nurse leaders from PHFH advocated to the CNO to implement Clinical Scene Investigation (CSI), an evidence-based program from the American Association for Critical-Care Nurses (AACN), to kick-start quality improvement and evidence-based practice projects centered on improving an aspect of sepsis care. CSI is an 18 month program to equip bedside nurses with skills to identify a practice gap, implement a change project, and present findings to major stakeholders. Both the Emergency Department (ED) and the Intensive Care Unit (ICU) created a team with unique projects. Staff were given protected, non-clinical time throughout the program to learn about evidence-based practice and to work on their projects. PHFH sepsis outcomes decreased after the projects!



Barbara Richards, BSN, RN-BC, and Karin Kloppel, BSN, RN, CCRN, CEN from PHFH ED CSI team

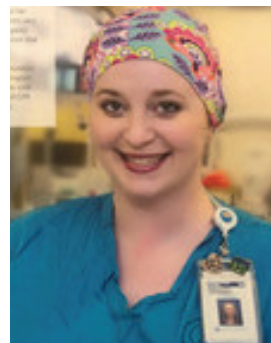
Executive nurse advocacy for adequate resources

Providence St. Joseph Health includes 51 total hospitals across 7 states. Advocating for adequate resources can be a challenge for smaller ministries like PHFH. In 2019, Tiffanie Rampley, PhD, RN, our Director of Nursing, in partnership with the Providence Health Care Professional Development Department, advocated for two nurse educators (nursing professional development specialists) to



Lynn Stapleton, MSN, RN-BC

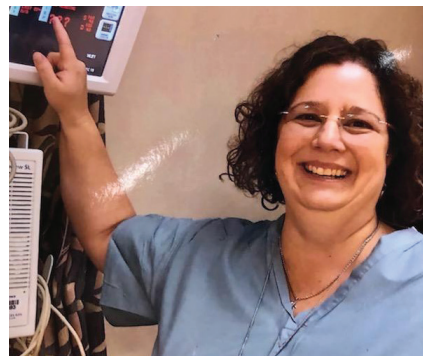
be dedicated to our ministry versus being shared between other ministries as was historically the case. Lynn Stapleton, MSN, RN-BC-NPD, is now dedicated to supporting inpatient cardiac and medical-surgical nurses, and Ashley van der Zee, BSN, RN, CNOR, now supports perioperative, procedural and peri-anesthesia nursing caregivers. PHFH nurses reported much higher nursing satisfaction and felt supported by executive-level nursing leadership as a result.



Ashley van der Zee, BSN, RN, CNOR

Transformational leadership in ambulatory care

In early 2019, it was identified that only 6 Registered Nurses in the Operating Room (OR) were certified (CNOR). The barriers to certification included the high cost, \$500 for the exam, and lack of a local preparation course. Ashley van der Zee, nursing professional development specialist, BSN, RN, CNOR, and her colleague Carmen Sincerbeaux, MA, BSN, RN, CNOR, proposed to the nursing leadership of the OR to partner with the professional nursing organization to pay the exam cost up-front and to agree to host a local review course preparation day. Leadership agreed. In fall 2019, 6 nurses took the review course. Two nurses have since become certified, and three more have signed up to take the exam!





Exemplary Professional Practice



Providence nurses actively seek strategies for partnering with nurse colleagues, leaders, interdisciplinary professionals, and patients to deliver exemplary and professional nursing care. PHFH fosters a culture of strong shared governance including interdisciplinary stakeholders as a method to empower nurses to function at the top of their scope of practice. Drawing on the components of our PHFH professional practice model, our nurses can clearly articulate how their actions can lead to practice improvements at the unit, organization, and community levels.

Medical-Oncology Interprofessional Behavioral Health Project

In February 2019, the Medical-Oncology floor experienced two back-to-back patient self-harm attempts related to visitors bringing in illicit substances. A clinical nurse on the unit approached her manager to brainstorm solutions. The issue was brought before the Adult Behavioral Challenges committee which consisted of representatives from clinical nursing, nursing professional development, behavioral health, security, and chaplaincy series. The team implemented a stricter, standardized patient and visitor searching protocol. Since then, the unit has had no more self-harm events and has confiscated many potentially dangerous substances from patients and visitors alike.



Focus on nursing acuity: Team-based Nursing on the Advanced Cardiac Unit



In May 2019, the PHFH ACU hired Dawn Doud, MSN, RN, PCCN, as the new nurse manager. Dawn met with each RN and Certified Nursing Assistant (NA-C) to discuss what worked well and what could be improved upon overall in the work environment. The theme that commonly arose was ineffective communication between NA-C and RN and confusion regarding NA-C daily tasks. Dawn piloted a team-based nursing approach. Each team consisted of 2-4 RN's and one NA-C.

Team-based nursing

was fully implemented by July 2019. Over time, team huddles were added to the beginning of each shift. The team would have a huddle to communicate what tasks would be delegated to the NA-C and to clearly communicate when nursing interventions such as assisting with ADL's could be coordinated with the team members. As a result, caregiver satisfaction scores on the unit significantly improved. Patient satisfaction also significantly improved and the ACU beat the benchmark in 5 out of 8 nursing-sensitive categories.



*Dawn Doud, MSN, RN, PCCN,
Nurse Manager*

Nursing shared governance

By December, 2019, all nursing units at PHFH had an organized shared governance council called a unit-based council (UBC). 5 UBC's represented inpatient and 3 units represented ambulatory care



settings. UBC's meet monthly and work on a unit-specific quality improvement project.

Each UBC elects at least one representative per month to send to a multi-organization-level shared governance, internally called Providence RN's Inclusively

Determining Excellence (PRIDE), including staff from both PHFH and Providence Sacred Heart Medical Center. A total of 12 councils meet 10 times per year and RN's at all levels sit on each council. Major projects from 2019 that came out of PRIDE specific to PHFH include:

- Development of Magnet-focused councils to support the journey to the prestigious ANCC nursing excellence designation
- Implementation of the Daisy award as a way for patients to recognize nurses
- Initiation of safety door signs to help staff identify patients with history of violence
- Streamlined communication between pharmacy and nursing to solve medication-related issues





New Knowledge, Innovation, and Research



Clinical inquiry and research are a high priority for Providence nurses. At PHFH, resources are allocated to supporting nursing clinical inquiry projects that are aimed at improving patient care. Scientific and evidence-informed practice endeavors are encouraged and facilitated within our ministry. Nurses are provided with systems to support project development from the initial literature review all the way to internal and external dissemination of findings. We embrace a spirit of inquiry to ensure our care applies the best and greatest available evidence.

Providence St. Joseph Health Nursing Institute



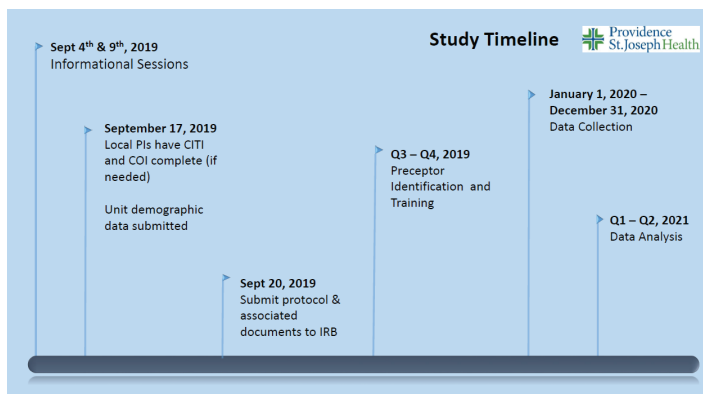
The PSJH Nursing Institute exists to support nursing education and clinical inquiry throughout all hospitals in the Providence system.

The institute oversees programs such as the clinical academy which produces standardized curriculum for resident nurses and new-to-specialty nurses, and the research and innovation council which organizes resources to promote professionalism among nurses such as providence-specific annual nursing conferences.



Research spotlight

In third quarter 2019, the Providence hospital system launched a nursing research study and PHFH signed up to participate as a study site. The study aimed to validate a tool designed to quantify competency of resident nurses. Preceptors receive a 30 minute training session on how to use the tool to score the developing skills of the orientee, and the tool is completed at the end of each week. While the study is ongoing, PHFH preceptors participating in preliminary education suggest that the tool may help organize conversations on what is going well and what needs to improve for new nurses to be successful.



Nurses using technology to improve patient outcomes



Nurses at PHFH transitioned to a new type of IV pump in the fall of 2019. While mastering new technology can often be daunting, the nurses were gracious in learning the new program and kept patient safety at the forefront. With implementation of the new technology, several "good catches" were noted where the pump would alert staff if an inappropriate rate or dose of medication was programmed, prompting the nurse to double-check and correct the drip rate before delivering the IV drug. Nurses thus were provided one more hard check to reduce patient harm from IV medication errors.



Providence Holy Family Total "Good Catches" Summary by Category

Summary by Quarter
Previous Period Q4 2019
Current Period Q1 2020

Category	Total Good Catches Current Period	Total Good Catches Previous Period	Difference
Decimal Point Error	18	12	6.00
Double Digit Error	6	5	1.00
High Rate Error	5	15	-10.00
Rate Dose Error	9	3	6.00
Zero Decimal Point Error	3	1	2.00



Structural Empowerment



Providence nurses are recognized for their commitment to a lifetime of professional development and learning. PHFH nurses are supported to attain professional accomplishments such as certification, continued education, and to participate in professional nursing organizations. Nurses are viewed as an expert part of the healthcare team who clearly contribute to the provision of excellent patient outcomes both within the ministry as well as within the community.

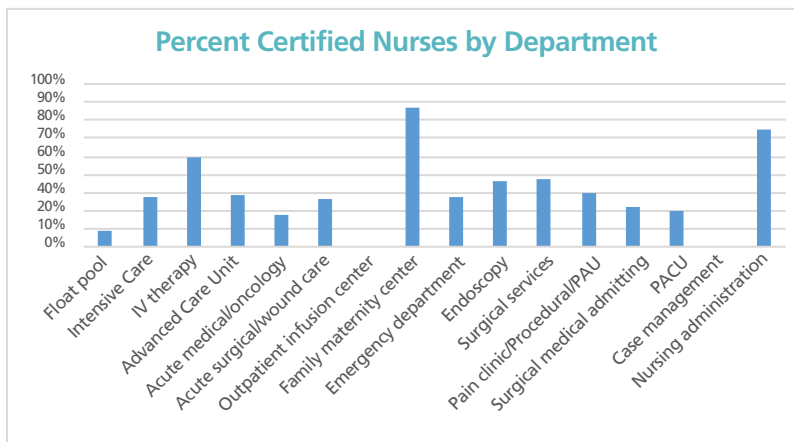
Providence nursing excellence in the community



Nurses from PHFH formed teams to show support for patients in our community who suffer from strokes or heart disease at the locally-sponsored annual Heart and Stroke walk. In September 2019, more than a dozen of our nurses participated wearing green tutus and affectionately called themselves the “Holy Walk-amoles”. In August, nurses at PHFH participated in a school supply drive for the local elementary school, Lidgerwood Elementary. Each unit had a collection box for 3 weeks, and the nursing leaders all hand-delivered the supplies to the school at the end of the drive. A large quantity of supplies were donated to support the education of students in our community and the students expressed their gratitude to the generosity of the caregivers!

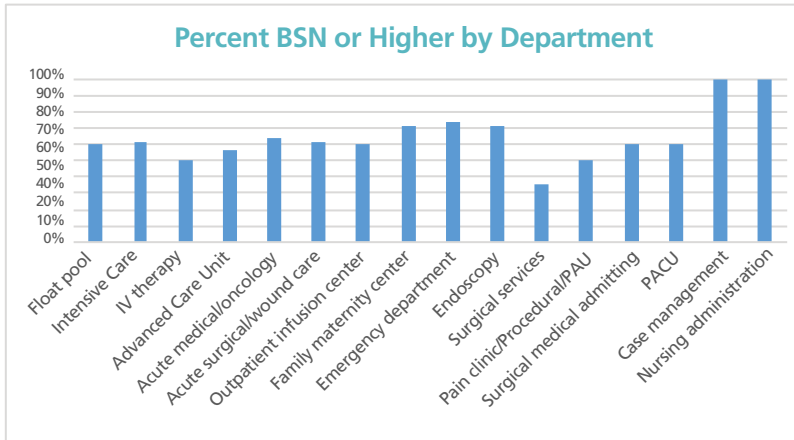
Providence nursing certification

At the end of 2019, a total of 114 Registered Nurses had an active professional nursing certification out of 413 eligible nurses. This resulted in a certification rate of 28%, an increase from 20% in the year 2017. See the graph below that details the percentage of certified nurses by department within our ministry.



Nursing education

By the end of 2019, a total of 270 nurses had a Bachelor degree or higher in nursing. This resulted in 60% of our nursing workforce having a higher degree in nursing. The rate in 2017 was 59%, demonstrating that our nurses' commitment to attaining higher education levels are increasing over time.



PHFH offers nurses educational funding each year to support the continuing education of our caregivers. At the end of 2019, **\$25,677.92** were awarded to assist our caregivers' professional development opportunities such as attending conferences or healthcare seminars, up from \$17,578.74 awarded at the end of 2018. Providence also offers tuition reimbursement for nurses pursuing a higher college degree. In 2019, **\$21,281.41** were distributed to our studious clinical nurses!



Nurse recognition

PHFH recognizes nurses for their excellent care in a variety of ways. Two major RN awards include the Spirit of Nursing, which is a unit-specific award to recognize a different nurse each month for delivering care in alignment with the Providence mission and core values, and the ministry-wide Nurse Excellence award, which recognizes one nurse out of all peer-nominated candidates during Nurses' Week. These awards help nurses gain the recognition they deserve for the extraordinary care they provide to our community.

Nurse Excellence Award



In May 2019, the Nurse Excellence award was presented to Philip Entel, ADN, RN, ONC out of 15 nurses. Phil has been a nurse on the surgical-Orthopedic unit at PHFH for 8 years. He consistently embodies our core values every day at work. The award nomination mentioned: "Phil is a well-rounded, experienced nurse who has advanced his skills and continues to advance his practice. Phil is a true advocate to make sure patient's needs are met in a timely manner... He is a reliable team member to have your back in any situation." Way to go, Phil!

Several PHFH Nurse Leaders were recognized by the CNO during Nurses' Week 2019 for their achievements toward each Magnet® component!



Below are the names of nominated nurses including their unit and the nominating caregiver. Thank you to everyone for living our core values and upholding our Providence promise to know, care for, and ease the way of everyone we serve.

Name	Unit	Nominator
Daniel Davidson	Advanced Cardiac Unit (ACU)	Ashley Ferrera
Enid Daugherty	Intensive Care Unit (ICU)	Amanda Meyer
Gabriela Hurst	ACU	Jenn Banks
Jenn Banks	ACU	Gabriela Hurst
Jordan Vuong	ACU	Rachel Davis
Kailah Broussard	Surgical-orthopedic (SOP)	Kimberlee Buechner
Karly Umbach	ACU	Sarah Eylar
Katie Logue	Operating Room (OR)	Jillene Beach
Laura Jackson	SOP	Jennifer Coleman
Mackenzie Heaton	Medical/Oncology	Natalie White
Molly Toner	Medical/Oncology	Becca Sellner
Natalie Anderson	Medical/Oncology	Megan Clark/Hope Wagner
Sarah Eylar	ACU	Jill Wells
Teresa Radecki	ACU	Marye Fuqua

Professional nurse organization activities

American Association for Critical-Care Nurses (AACN) Sepsis Projects

In June, 2019, nurses working in the ED questioned what actions their unit could take to improve sepsis rates and outcomes in the hospital. Partnering with the AACN staff offering the CSI curriculum, the staff conducted a literature review which provided good evidence that morbidity and mortality is reduced if treatment of sepsis is initiated as soon as possible. The group decided to implement a 2-RN response to every ED-specific code sepsis called overhead. The ICU also formed a team and created a project to formally train ICU nurses to respond to rapid response and code blues for standardized nursing interventions and outcomes. As a result, time-to-antibiotic administration among sepsis-positive patients significantly reduced, along with ministry sepsis mortality and morbidity rates! See the ED poster that the team plans to share at an AACN conference in 2020.



Team Up Against Sepsis: Six tasks in Sixty Minutes

Authors: Karin Kloppel, BSN RN CCRN CEN and Barbara Richards, BSN RN
Providence Holy Family Hospital Emergency Department



Background

- Sepsis has a high mortality rate among hospitalized patients
- Early recognition and treatment in the Emergency Department (ED) can reduce sepsis-related mortalities
- Evidence-based sepsis treatment bundles facilitate early recognition and prompt more rapid treatment

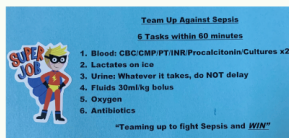
Purpose/Goals

- Improve sepsis early recognition and treatment in a 42-bed ED by:
 - Initiation of 2-RN response to bedside for at least 80% of all sepsis alerts made among ED patients with suspected sepsis
 - Completion of 6 tasks within 60 minutes of all sepsis alerts
 - Reduction of time from sepsis alert to sepsis bundle order and antibiotic administration among sepsis-positive ED patients
- Reduce hospital-wide sepsis-related mortality rates by the end of the project compared to rates in the two quarters prior

Methods

- Staff surveyed on sepsis screening and treatment knowledge
- Staff educated on practice change regarding a 2-RN response to all sepsis alerts called, "Team Up Against Sepsis"
- Practice change reminders placed on all computers (Figure 1).
- All ED staff were given pens stating "Team Up Against Sepsis"

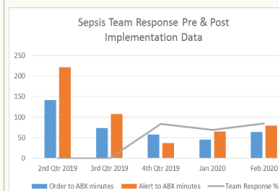
Figure 1. Team Up Against Sepsis Reminder Card



Intervention

- ED nurses changed practice to implement a 2-RN team response to all overhead-announced ED sepsis alerts
- While 1 RN documented all assessments, the other completed 6 tasks within 60 minutes as indicated:
 - Blood collection: CBC, CMP, PT/INR, Procalcitonin, and Blood cultures (BC) x 2**
 - Lactate collection and placement on ice**
 - Urine collection**
 - Fluid resuscitation at 30 ml/kg (if bundle ordered)**
 - Oxygenation (monitoring and optimization)**
 - Antibiotic administration (if bundle ordered)**
- Strategies to incentive and recognize nursing adherence to practice change included:
 - Recognition in unit newsletter
 - Drawing entry for \$5 gift cards
 - Written kudos notes from EBP project leads

Table 1. Average Time to Antibiotic Administration Pre and Post Intervention



Evaluation

- 60% of staff reported little to no understanding of sepsis screening and bundle treatment at the beginning and 100% reported moderate to high understanding after the education.
- Pre-implementation, time of antibiotic administration among sepsis-positive ED patients was very high (Table 1).
- Preliminary post-implementation data show 79% of sepsis alerts received a 2-RN response and that average time decreased for:
 - Sepsis bundle orders to antibiotics (mean=66 minutes)
 - Sepsis alert announcement to antibiotics (mean=102 minutes)
- Increase in times during February reflects higher acuity patients, higher census seen in the department and delayed antibiotic orders.

Next Steps

- Continued data collection and review
- Post-survey will be given to ED staff regarding perceived effectiveness of project and sepsis bundle knowledge
- Time to antibiotic administration among sepsis-positive patients in latest quarter to be released by April 2020
- Hospital-wide adoption of the practice change for sepsis alerts
- EBP team champions act as resources for ED staff and beyond to support sustainability of practice change

References

- References provided on request.

Contacts

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- barbara.richards@providence.org

Future Directions

Goals for 2020

PHFH nurses will continue to embody our Providence system nursing mission statement: “Greater together: The Providence St. Joseph Health Nursing Institute enables PSJH nursing to be Best in the West”. Anticipated highlights for the coming year will include:

- Nurses will begin to receive Daisy awards quarterly in 2020
- Each UBC will implement and present results from a quality improvement initiative
- Nurses’ week will feature different treats and activities each day to recognize our excellent nurses and to commemorate the “Year of the Nurse”
- Plans are underway to create a new 24-hour “grab and go” snack bar in the main lobby of our ministry to support night-time nutritional options
- Nursing strategic plan will have an updated focus on aligning nursing care with the patient experience to enhance holistic support of our hospitalized community members and to align with Magnet® standards



2020
INTERNATIONAL YEAR
OF THE NURSE AND
THE MIDWIFE

CREDITS

Thank you to every PHFH nurse for your commitment to providing sustainably excellent care to our Spokane community! Our Providence nurses truly care reliably. PHFH nurses at every level are tangibly dedicated to our vision: "Health for a better world"!





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