

# Children's & Women's 2019 Magnet<sup>®</sup> Nursing Report



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## Introduction to AdventHealth for Children

AdventHealth for Children is the heart of a children’s health network that includes world-class programs, specialty clinics, primary care, leading neonatal care, emergency departments and kids’ urgent care. We deliver extraordinary patient care, while providing clinical excellence.

With the help of Walt Disney Imagineering and input from patients, families and clinicians, we created a seven-story, technologically advanced facility with a child-centered healing environment. We’ve assembled a top-notch team of doctors, specialists, nurses and health care professionals who are second to none. At their disposal are some of the most advanced treatments, technologies and therapies available. We lead the way, not only in our approach to health care, but in research as well, finding new methods for treating children to improve outcomes.

One of the premier children’s health systems in the nation, AdventHealth for Children sets the standard for innovation, quality and comprehensive care.

## Introduction to AdventHealth for Women at Orlando

AdventHealth for Women at Orlando provides more than expert women’s care. We provide a guided journey. A purposeful plan for a lifetime of wellness, so you can feel strong, dream big, and be supported at every turning point.

AdventHealth for Women brings world-class physicians, cutting edge technology and a full spectrum of nationally recognized women’s health care services together in one network. We offer customized care that is coordinated throughout a woman’s lifetime including elite prenatal care, comprehensive specialty care and a wide array of preventative care options and health education programs. Our unique combination of nurturing environments, quality design features and all-encompassing care options is designed to foster health, healing and recovery for women of all ages.



# Letter From Our Chief Nursing Officer

At AdventHealth for Children and AdventHealth for Women, patients and parents trust our nurses to deliver whole-person care to them and their precious children. From the care provided in our urgent cares, emergency rooms and specialty clinics to inpatient units and NICUs, our nurses serve patients and families with expertise and compassion.

As professional nurses, we combine advanced technologies and clinical expertise to deliver leading-edge care and improve the health of children and women across the state. Our nurses are committed to excellence, dedicated to family-centered care and embody our mission — to Extend the Healing Ministry of Christ.

I am proud to work alongside this award-winning, Magnet® recognized nursing team. AdventHealth for Children achieved Magnet® recognition in 2011 and 2016, which is the highest national honor for professional nursing practices given by the American Nurses Credentialing Center (ANCC). In addition, AdventHealth for Women was recognized by Healthy People 2020 for their low Cesarean section rate, and our Graduate Nurse Residency Program is accredited by the ANCC. This program provides our new nurses the foundation to be successful, skilled nurses who deliver safe, high-quality care. We are also proud of our Neonatal Intensive Care team that has been recognized as the Best Children's Hospital for newborn care in Florida by *U.S. News & World Report*.

Our nurses are partners with multidisciplinary teams, each other, and most importantly, our patients and families. Their commitment to professional development, evidence-based practice, research, innovation, compassion, teamwork and our mission is what makes our team award-winning. It is my privilege to partner with this amazing group of nurses, and I invite you to learn more about our team, services, research and programs that add up to exceptional care of families in our community and beyond.



**Lisa Bowman**

*AdventHealth for Children,  
AdventHealth for Women*

*Vice President and Chief  
Nursing Officer*



## Magnet® Journey

Recognized by the American Nurses Credentialing Center, Magnet Recognition® is the highest honor an organization can receive for nursing. We started pursuing Magnet Recognition® in 2008 and were recognized for the first time in 2011. AdventHealth for Children has since achieved this gold standard for nursing excellence a second time in 2016 and is working towards their third.

Only seven percent of the nation's hospitals have received this recognition, which provides benefits including:

- Highest standard of care for patients due to evidence-based practices and excellent clinical outcomes
- Lower risk of 30-day mortality and lower failure-to-rescue rates
- Excellent job satisfaction among nurses due to inter-professional collaboration, research and involvement in decision making at all levels of the organization

We know that happy nurses make healthier patients, and we are committed to providing the highest quality patient care for years to come.

### WHAT DOES IT MEAN TO BE MAGNET?

- One of nearly 500 hospitals worldwide
- High patient satisfaction
- High staff satisfaction
- Inter-professional collaboration – It takes a team.
- Excellent clinical outcomes
- High percentage of specialty certified nurses
- High number of nurses with bachelors' degrees or higher

### [Learn More](#)







## Transformational Leadership

The health care environment is constantly changing. At AdventHealth for Children, over 550 nurses play a pivotal role in achieving optimal clinical outcomes and organizational excellence. Our Chief Nursing Officer, Lisa Bowman MSN, RN, NEA-BC, recognizes the need for and promotes collaboration of all nurses at all levels within the inter-professional team. She holds her team accountable to the values of a transformational leader. These qualities include, but are not limited to, leaders who:

- Stimulate and inspire
- Help us grow and develop
- Lead to meet priorities for our future
- Advocate for clinical nurse input at all decision-making levels
- Are visible, accessible and communicate

We are pleased to report that, at the end of 2019, 100% of our nursing leaders have their BSN or higher, 76% of which have their MSN or higher. Additionally, 82% are certified in their specialty.

Together, with our multidisciplinary team members, we are most effective in providing in-patient coordination. We are privileged to work in an environment where we can make a difference in the lives of patients and families across Florida.

## Structural Empowerment

Structural empowerment encompasses how nurses use their compassion and skills to extend their influence in improving the health of their patients and families in the hospital and community health care setting. At AdventHealth for Children, nurses are empowered in decision-making, professional growth and development, teaching and community. Plus, they are recognized for their achievements.

### How We Do This

#### **PRACTICE TRANSITION ACCREDITATION PROGRAM (PTAP)**

We want our nurses to feel empowered to find the practice setting that they are most passionate about. We take pride in having been accredited in 2019 for our Graduate Nurse (GN) Residency Program by the American Nurses Credentialing Center. This accreditation recognizes our program as demonstrating excellence in transitioning new nurses to practice. We know that when nurses come together to collaborate, they are able to discuss best practices, solve problems and have support from their peers.

#### [Learn More](#)

Our GN residency program is a 12-month program that provides graduate nurses the opportunity to hone critical-thinking and evidence-based decision-making skills. It also provides a supportive environment for GNs to get together periodically and share experiences, ensuring they provide the best quality of care for our patients. Evidence shows that GN residency programs increase critical competencies, reduce nursing turnover and help GNs achieve higher levels of patient-centered care. In 2019, we hired eight new graduate nurses and had 14 graduate the program from the previous year.

AdventHealth for Women at Orlando's Perinatal Nurse Internship Program (PNIP) is a four-month training program for nurses new to obstetric services. During this internship, these new OB nurses learn about maternal and newborn care.

Our experienced nurse hires go through a formal hospital orientation program. In 2019, we hired 75 experienced nurses to the various units and departments at AdventHealth for Children. Of these nurses, 95% were BSN or higher prepared.

## PROFESSIONAL EXCELLENCE PROGRAM (PEP)

We are committed to ensuring our nursing staff feel confident, motivated and valued as members of our care team. Our Professional Excellence Program provides a framework that supports the professional growth of our nurses in the following areas.

- Leadership development
- Education and training
- Clinical excellence and teaching
- Evidence-based nursing practice

We know that when nurses feel empowered and are given the support to grow professionally, they have greater job satisfaction, which results in improved patient outcomes. We strive to help our nurses continually improve their practice and provide the highest quality of patient care. In 2019, 95 (about 22%) of eligible AdventHealth for Children's nurses were enrolled in the Professional Excellence Program in addition to 225 (about 11%) eligible nurses from AdventHealth for Women at Orlando.





## SHARED LEADERSHIP

Our Shared Leadership Council structure empowers the inter-professional staff to define, implement and maintain current practice standards, and implement the vision and campus priorities for patient care. This program includes nursing staff from every single unit who assist in making decisions to:

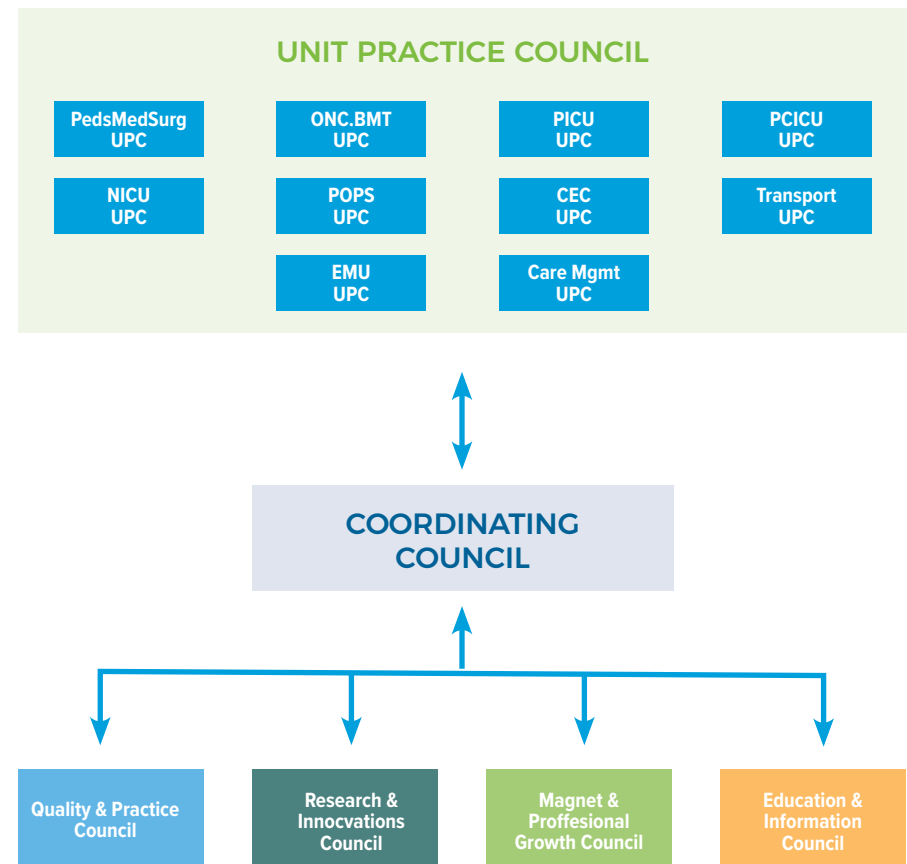
- Ensure patient safety and promote quality service
- Drive accountability to the level of frontline staff
- Engage staff in innovation and collaborative problem-solving and strategy development
- Encourage discussion and resolution of clinical or professional operational issues

At AdventHealth for Children, Shared Leadership is an eight-hour day and is part of the staff-member's schedule. Nurses apply to be part of their unit level practice councils and are automatically assigned to one of four campus-level councils where they become the voice for their unit or department. This affords staff the opportunity to grow professionally, have a voice at both the unit and campus level, and collaborate with leaders and inter-professionals to bring about change. They take on projects throughout the year that culminate in an annual poster presentation which is open to all of AdventHealth to attend.

Some of the projects in 2019 included:

- Effective Usage of the Patient ID Band
- Utilization of Appropriate Pain Scales
- Daily Weight Compliance/Accuracy
- Standardizing Lab Draws
- Affecting Turnover Utilizing Health Champions
- Improving Supply Budget by Utilizing Reusable BP Cuffs
- Improving Staff Satisfaction
- Improving the Transport Bag – Making it Easy and Keeping Them Safe
- Oral Care Evidence-Based Project (ongoing)
- Development of Epilepsy Family Education Center
- Improving Patient and Family Satisfaction
- Development of My Path Home Tool

## AdventHealth for Children's Shared Leadership Structure 2019



## Certification

Nationally recognized certification demonstrates that nurses have the knowledge, skills and education to provide high quality care to our patients and families. Certification says that nurses care about delivering quality care and, as a profession, shows we care about delivering excellent, quality, safe care. By the end of 2019, AdventHealth for Children had a certification rate 42.8% and AdventHealth for Women at Orlando had a 30.1% certification rate. As a system, we continue to support those wishing to become certified by paying for the initial certification and review courses through the Tuition Support Services.

### BECOMING CERTIFIED

There are many certifications available to nurses, that include the following:

The Pediatric Certification Nursing Board offers two certifications for pediatric nurses

- CPN - Certified Pediatric Nurse
- CPEN - Certified Pediatric Emergency Nurse

The National Certification Corporation offers certification for neonatal and transport nurses

- RNC-NIC – Registered Nurse Certified in Neonatal Intensive Care Nurse
- C-NPT – Certified Neonatal Pediatric Transport Nurse

The American Association for Critical Care Nurses offers certification for Pediatric Critical Care nurses

- CCRN – Certified Critical Care Nurse

Oncology Nursing Certification Corporation offers certification for pediatric oncology nurses

- CPON – Certified Pediatric Oncology Nurse

Academy of Lactation Policy and Practice

- CLC – Certified Lactation Counselor

International Lactation Consultant Association

- IBCLC – International Board Certified Lactation Consultant

National Certification Corporation

- RNC-OB – Registered Nurse Certified in Obstetrics
- RNC-MNN – Registered Nurse Certified in Maternal Newborn Nursing
- RNC-EFM – Registered Nurse Certified in Electronic Fetal Monitoring

Lamaze International

- LCCE – Lamaze Certified Childbirth Educator

Prepared Childbirth Educators

- CCE – Certified Childbirth Educator

## Education

We are proud of the number of BSN or higher prepared nurses we employ at AdventHealth for Children and AdventHealth for Women at Orlando. As part of the Magnet culture, advanced education of nurses with a BSN or higher is very important. Evidence shows a lower morbidity and mortality rate is directly correlated to a larger number of BSN or higher prepared and certified nurses in the workforce. The 2010 Institute of Medicine Future of Nursing Report recommended that by 2020, 80 percent or greater of the nursing workforce should be BSN or higher prepared at all hospitals. Through the strategic hiring of BSN prepared nurses, we are proud to say that we achieved this goal four years early, and our current BSN or higher prepared nurse rate for 2019 is 89.7%.





## Certification and Education

We would like to acknowledge those nurses in 2019 who achieved certification for the first time or graduated from a higher level of learning.

### **Pediatric Medical-Surgical Unit**

Santiago, Tatiana BSN, RN, [CPN](#)  
Orlando, Jacqueline BSN, RN, [CPN](#)  
McFadden, Maria BSN, RN, [CPN](#)

### **Pediatric Oncology/Bone Marrow Transplant**

Golemo, Victoria BSN, RN, [CPHON](#)

### **Pediatric Cardiac Intensive Care Unit**

Coffman, Crystal RN, [CCRN](#)  
Paz, Hazel BSN, RN [CCRN](#)

### **Pediatric Intensive Care Unit**

Felder, Mollie BSN, RN, [CCRN](#)  
Sanders, Tonja [MSN](#), RN

### **Neonatal Intensive Care Unit**

Rajan, Mary [MSN](#), RN, [CCRN](#)  
Intagliata, Gina BSN, RN, [CCRN](#)  
Alejandro-Nieves, Saimary BSN, RN, [CCRN](#)  
Sacksteder, Elizabeth BSN, RN, [RNC-NIC](#)  
Ritchie, Tami BSN, RN, [RNC-NIC](#)

### **Pediatric Outpatient Procedures and Sedation Unit**

Naumovitz, Brenda [MSN](#), RN, [CPN](#)  
Kelly Hildebrandt [MSN](#), RN

### **Transport**

Hensley, Laura [BSN](#), RN, [CCRN](#)

### **Educators**

Laura Baran MS, BSN, RN, [RNC-NIC](#)

### **Clinical Support Nurses**

Hicks, Jamie BSN, RN, [CDE](#)  
Lopez, Danielle [MSN](#), RN  
DePuy, Patricia [MSN](#), RN, [RNC-NIC](#), [CCM](#)  
Chaney, Amineh [MSN](#), RN, [CPN](#)  
Ketchersid, Jennifer [MSN](#), [ARNP](#)  
Gonzalez, Kimberly [BSN](#), RN

### **Leaders**

Pullum, Billie BSN, RN, [CPN](#), [ACM-RN](#)  
Matthew Anderson [MSN](#), RN, [CPEN](#), [FNP](#)  
Jean-Antoine, Cassandre PhD., RN, [NEA-BC](#)



## DAISY Award

The DAISY Award for nurses is an award that was developed by a family who lost their son to idiopathic thrombocytopenia. They were so overwhelmed by the support and extraordinary care their nurses provided to them and their son that they wanted to develop a way to give back to the nursing profession. Today, the award is given out in hundreds of hospitals across the nation and has become a coveted award at AdventHealth for Children. Winners of the DAISY Award for 2019 are:



### JANUARY

Erica Ruggiero  
BSN, RN - EMU



### FEBRUARY

Lara Rimes BSN, RN,  
CPN – Peds Med Surg



### MARCH

Gina Intagliata BSN,  
RN, CCRN - NICU



### APRIL

Toni Marasigan BSN,  
RN - PICU



### MAY

Jenna Jones  
BSN, RN - PICU



### JUNE

Lau Britton  
BSN, RN - NICU



### JULY

Abbie Shimer  
BSN, RN - NICU



### AUGUST

Brenda Rivera BSN,  
RN – Peds Med Surg



### SEPTEMBER

Deborah Ruth BSN,  
RN, CLC - NICU



### OCTOBER

Heather Griffin  
RN - NICU



### NOVEMBER

Zoe Gainous BSN, RN  
– Peds Med Surg



### DECEMBER

Kayley Cortes BSN,  
RN – HemOnc

## DAISY AWARD HONORABLE MENTIONS (RECEIVED A SPECIAL RECOGNITION PIN)

- Alex Boghos BSN, RN – Nominated 5 times in 2019
- McKayla Braun BSN, RN – Nominated 17 times in 2019





## Annual Clinical Summit and Excellence Awards

The Annual Clinical Summit and Excellence Awards provides an opportunity for staff to learn and grow through educational offerings provided in the first half of the day and the opportunity to celebrate in the second half. Staff are nominated by their peers, voting occurs through the shared leadership structure, and awards are presented at a formal, themed party. In February 2020, we rolled out the red carpet for a “Night with the Stars” where we celebrated our 2019 winning teams and individuals. Our amazing team produced several nominations. The winners for each category were as follows.

### **Exemplary Professional Practice: Nursing Award**

Rebecca Todd BSN, RN, CPN

### **Exemplary Professional Practice: Department Award**

Vanessa Villanueva, CCLS

### **Partner in Care**

Lisa Robertson

### **Perinatal Services Memory Maker Award**

Amanda Tolosa

### **Pillar Award**

Agnes Cavalli

### **Preceptor of the Year**

Jessica Riggins BSN, RN, CPN

### **New Knowledge, Innovations & Improvements Award**

The PICU Critical Care Team responsible for care of child needing hard to obtain med

### **The Whole-Care Experience Team Award**

Pediatric Outpatient & Sedation Team for the story of the returned missing elephant

### **Excellence in Community Service Award**

Cari Mutnick MA, CCC-SLP

### **The Network Award**

Kathryn Mikulencak MSN, APRN, PCNS-BC, RNC-NIC

### **Transformational Leadership Award**

Billie Pullum BSN, RN, CPN, ACM-RN

### **Physician of the Year**

Amanda Bashir, MD

### **Advance Practice Provider of the Year**

Katherine Clemons MSN, APRN



# Exemplary Professional Practice

AdventHealth for Children team members demonstrate a culture of patient safety, staff satisfaction and quality outcomes that are benchmarked nationally. Practice is based on professional standards and the best evidence. This culture is sustained by a staff that works together, collaborates as professionals and provides comprehensive care that supports our patients and families.

## Professional Practice Model

The Professional Practice Model represents all the components that interact to guide and support the delivery of care at AdventHealth for Children. It aligns inter-professionals at the organization with our mission, vision, values and service standards. Our Professional Practice Model depicts how inter-professionals practice, collaborate, communicate and develop professionally to provide the highest quality care for those served by the organization.



# AdventHealth for Children

# Professional Practice Model

Extending the Healing Ministry of Christ



## Care Delivery System - Patient- and Family-Centered

Integrated within the Professional Practice Model is AdventHealth for Children's Care Delivery System. We deliver whole-person care to our patients, families and community and have done so since our organization's beginning. It is the heart of our mission and is expressed through our CREATION Health philosophy.

Our Interdisciplinary Plan of Care (IPOC) incorporates the principles of CREATION Life in planning for the care of each patient. These principles are:

- Choice
- Rest
- Environment
- Activity
- Trust
- Interpersonal Relationships
- Outlook
- Nutrition

Our care delivery system uses that same whole-person approach with the addition of the family. We plan, deliver and evaluate every aspect of health care while being grounded in the belief that the family has a vital role as a member of the health plan. Our goal is to deliver quality and safe care to our patients and their families through a collaborative partnership that builds trusting relationships. We seek to identify and meet our patients and families' emotional, physical, social, spiritual and developmental needs in an effort to improve outcomes, allocate resources wisely, and improve patient, family and staff satisfactions. The CREATION Life philosophy provides the foundation for our Professional Practice Model, and within that foundation we incorporate patient and family-centered care — nurturing the body, mind and spirit of all we serve. Patient and family-centered care is embedded in our policies, programs and environment and shapes our daily interaction with patients and families.

We plan care for our patients employing the core concepts of patient and family-centered care. We provide dignity and respect by listening to and honoring our patients' and families' perspectives and choices, while acknowledging their values, beliefs and culture. We educate, communicate, and share complete and unbiased information in ways they can understand, so they can make decisions regarding their



child's plan of care. We encourage and support their participation in care delivery and decision making. We encourage their collaboration as members of the health care team to become involved with policy and program development, facility design, professional education and care delivery.

We have a nursing staff that understands the importance of providing patient and family-centered care, and incorporating shared decision making and interdisciplinary teamwork. They believe in utilizing evidence-based practice when providing care to patients and families. Our goal is to work collaboratively with our families to provide the highest quality of care.



## CREATION Health Nurses

Our nurses embraced CREATION Health through participation in various health-improvement efforts throughout 2019.

A health champion plays an essential role in energizing AdventHealth employees to implement CREATION Health principles into their own lives. Health champions are not only a resource of wellness, positivity and encouragement, but also a catalyst for changing the AdventHealth workplace culture to one that embodies health and wellness. AdventHealth for Children currently has 38 health champions with 6 at AdventHealth for Women at Orlando, all throughout different units and departments to drive efforts of CREATION Health Employees.

Many nurses and other employees embarked on a journey of health improvement by participating in various marathons, including our Mission 5k program. Group training sessions were made available to prepare employees to participate in their first 5k walk/run. In addition, individual units make efforts to improve the health of their fellow team members.

As we move into 2020, our nurses are focusing more on the principles of CREATION Health and making the necessary changes for their individual and team health.



## The Patient Experience

We strive to provide the best, most compassionate care to our patients and families. Their happiness is one of our top priorities. We have several programs and initiatives in place to ensure that our families get the best care they deserve including, but not limited to, bedside shift report, family centered care rounds, hourly rounding, family meetings, child life therapy, care management, pastoral care, patient and family experience touchpoints, 24/7 visitation for families and atraumatic care.

### ATRAUMATIC CARE PHILOSOPHY

Atraumatic care is defined as “the provision of therapeutic care in settings, by personnel, and through the use of interventions that eliminates or minimizes the psychological and physical distress experienced by children and their families in the health care system.” (Wong, 1989)

AdventHealth for Children is committed to standards of practice that help to reduce the stress, fear and anxiety often experienced by patients and their families during a health care encounter.

Primary components to providing atraumatic care include:

- Minimizing and controlling pain
- Promoting parental/caregiver involvement
- Avoiding the use of negative restraints/holds
- Utilizing atraumatic medications/techniques
- Promoting a sense of control
- Slowing down (purpose versus task)

By implementing techniques that reduce fear, stress and anxiety, we are minimizing or eliminating the risk of emotional upset. A primary focus is to not cause physical or emotional harm. It is important to recognize that not causing emotional harm is equally as important as not causing physical harm.

Having parents/caregivers actively engaged in their child’s care is a key step toward helping children feel emotionally safe. Whether it is helping a new mom change a diaper, providing affection to a baby during an IV placement or positively holding a child during a breathing treatment,

informing parents/caregivers about what they can do to help support their child makes for a much better experience.

Positively supporting patients and avoiding the use of negative restraints or techniques helps to significantly decrease stress and anxiety. If a patient is unable to hold still and the procedure cannot be done safely, the use of sedation may be necessary.

Earning the trust of our patients and their families is imperative to promoting atraumatic care. Slowing down when necessary and focusing on the purpose versus the task helps families to see and feel the compassionate care we strive to provide.

Utilizing atraumatic medications, such as Sucrose, Pain Ease spray, EMLA and Buzzy, in addition to distraction techniques such as bubbles and iPads, helps to reduce pain and aids in increasing patient/family coping.

The STAR Program (Sensory, Tactile, Auditory Rockstars ) was implemented in 2017 to improve the overall approach to caring for patients with autism, developmental delays and other special needs. The program includes an individualized plan of care for each STAR patient; specialized sensory equipment and resources; and approaches to care designed to minimize escalating behaviors. Based on surveys, staff feel more skilled and safe working with STAR patients, and the program has helped to reduce the number of psych techs and sitters needed.



When a family comes to AdventHealth for Children, we want them to know they will receive the best care possible, and that we will do everything we can to minimize pain and promote a positive experience.

### SAFE MATERNAL DISCHARGE PROGRAM

In 2019, Women’s Services launched a nursing driven Safe Maternal Discharge program focusing on the top areas of maternal harm post birth. This maternal education is provided throughout the maternal stay by the Labor and Delivery, Mother Infant, and Perinatal High Risk nursing teams.



## Culture of Safety and Quality

- **ISO 9001:** ISO 9001 is an international standard by which organizations manage the quality, business and compliance of the organization. It was developed through the International Organization for Standardization.
- **Just Culture:** AdventHealth for Children endorses a just culture — a non-punitive approach to errors, with accountability for actions. A just culture focuses on identifying and addressing system issues that lead individuals to engage in unsafe behaviors, while maintaining individual accountability and establishing a zero-tolerance policy for reckless behavior. The focus in a just culture is on learning and improving, not blaming.
- **Quality Improvement:** AdventHealth for Children is committed to continuous quality improvement. Continuous improvement can be anything from streamlining your daily work by organizing your medication or supply rooms to reducing falls or infections on your unit.

AdventHealth for Children, through its strategic planning process, establishes measurable quality objectives and evaluates those objectives with scorecards and ongoing management reviews. This triad of outcomes, process and structure allow our organization to meet or exceed requirements and continually improve the effectiveness of our management systems.

We are on a journey to become a High Reliability Organization, an environment in which potential problems are anticipated, detected early and virtually always responded to early enough to prevent catastrophic consequences. This mindset is supported by five characteristic ways of thinking: preoccupation with failure; reluctance to simplify explanations for operations, successes and failures; sensitivity to operations (situation awareness); deference to frontline expertise; and commitment to resilience.

Continuous quality improvement is an important part of the AdventHealth for Children culture. We value the skills of our clinical team and understand they are the best experts to help improve our processes. There are multiple ways to participate in quality improvement work including quality improvement workgroups, taskforces and shared leadership councils.

Slow and steady improvement in Culture of Safety is recommended, and over the last several years, we have improved all eight of the domains on our Safety Survey.

## Staff Engagement and RN Satisfaction

At AdventHealth for Children, we recognize the importance of ensuring our staff is happy. Research shows that a content staff is more likely to deliver safe and compassionate care. Engaged employees are those who are involved in, enthusiastic about and committed to their work and workplace. Workers are engaged based on their responses to key workplace elements. When you are engaged, your relationships are stronger, your happiness levels rise, you accomplish more and you have the power to achieve your most difficult goals.

Nurses took the Safe and Reliable Healthcare survey for nurse satisfaction in 2018 and will continue to take this survey every two years. AdventHealth for Women nurses will take this survey for the first time in 2020. We are proud to say that our nurse-satisfaction scores surpassed the mean in >75% of our units/departments for every Magnet domain (Nursing Care, Autonomy, Inter-professional Relationships, and Professional Development). In addition to this nurse-specific survey, we keep a close watch on our staff satisfaction throughout the year. Occurring three times annually, the Glint YourVoice employee survey measures how satisfied an employee is with his/her workplace. This employee survey is given to all staff. The leadership team shares the results with staff, and action plans for areas of improvement are created to improve the overall engagement of the team.

## Florida Perinatal Quality Collaborative (FPQC)

AdventHealth for Women at Orlando participates in Women and Newborn health initiatives with the Florida Perinatal Quality Collaborative. The current initiative Promoting Vaginal Deliveries (PROVIDE) allows for the opportunity to recognize RNs for their work in promoting vaginal births and reducing Cesarean Sections. RNs have several nurse-initiated maneuvers that can be used throughout labor and pushing. This nursing effort is tracked and the top three RNs with the highest percentage of vaginal births are recognized on the unit recognition board.



# New Knowledge, Innovations and Improvements

At AdventHealth for Children we proudly use evidence-based practice in our day-to-day operations and strive to provide excellence in patient care through various improvement projects, innovations and research.

## RN-Led Research Studies

Our nurses are not just reading about new research – they are actively conducting it to continuously improve and ensure we provide the best care possible. Not only do we encourage our nursing staff to be inquisitive, but we provide them with the support they need to complete the research and find their voice in health care.

Some examples of nursing research that is completed or currently in progress include:

- “Infant Holding During Therapeutic Hypothermia in the Neonatal Intensive Care Unit and Its Effects on Parental Stress” conducted by Principal Investigator Rebecca Koerner BSN, RN
- “Psychometric Validation and Generalizability of the Withdrawal Tool for Neonatal ICU Patients” conducted by Principal Investigator Julie Long BSN, RNC-NIC
- “Perceived Stress and Resiliency in Neonatal Nurses” conducted by Principal Investigator Lisa Pannell MSN, CPNP, NNP-BC
- “Validation of the Pediatric Critical-Care Pain Observation Tool (P-CPOT) in PICU and Pediatric CVICU” conducted by Principal Investigator Amanda Hellner MSN, RN, CPN
- “Automated servo-control system facilitates the weaning of preterm very low birth weight infants from incubator to open crib” conducted by Principal Investigator Deborah Ott BSN, RNC-NIC and Sub-Investigators Vicki Flynn BSN, RNC-NIC, Hong Tao PhD, RN, Lisa Pannell, MSN, APRN, NNP-BC, NPD-BC, Kathryn Mikulencak, MSN, PCNS-BC, RNC-NIC





A part of AdventHealth Orlando  
[AdventHealthforChildren.com/Nursing](https://AdventHealthforChildren.com/Nursing)  
[AdventHealthforWomen.com](https://AdventHealthforWomen.com)

 [AdventHealthWomenandChildren](https://www.instagram.com/AdventHealthWomenandChildren)