



HEART OF HEALTHCARE

2018 NURSING ANNUAL REPORT



11,000+
People.

30+
Locations.

One
Purpose.

OUR PURPOSE:

To advance healing and reduce suffering.

OUR LOCATIONS:

- University of Cincinnati Medical Center
- West Chester Hospital
- Daniel Drake Center for Post-Acute Care
- Bridgeway Pointe Assisted Living
- Lindner Center of HOPE
- 30+ outpatient locations in Ohio, Kentucky and Indiana

OUR REACH*:

- More than 1.8 million patient encounters from all 50 states.
- 73,902 cardiovascular cases.
- 78,289 cancer cases.
- 263 organ transplants.

OUR RESEARCH AND EDUCATION:

- 144 nurses completed the American Association of Colleges of Nursing's Nurse Residency Program.
- 28 University of Cincinnati College of Nursing students participated in UC Health's Co-Op Program.
- 894 nursing students completed clinical rotations at UC Health sites.

*Data reflective of fiscal year 2018.

UC Health continues to grow its ability to care for patients. In 2018, a new 26-bed inpatient unit opened at 3200 Burnet in the Ridgeway Tower to serve the complex needs of patients, mirroring the care UC Health provides on one of its medical-surgical floors at UC Medical Center.

Dear Colleagues and Friends,

Our nurses believe in our timeless purpose: to advance healing and reduce suffering.


I know because I have seen our nurses lead—finding new ways to care for patients with complex illness and injury.

I have heard them advocate unabashedly for our patients, never giving up, providing hope and compassion to those who need it most.

Our nurses are subspecialists of care. They are ambassadors of hope. They are the heart of healthcare.

Thank you for all you do for our patients and their families at UC Health.

Sincerely,



Richard P. Lofgren, MD
President & CEO
UC Health



At UC Health, our nurses are positioned to deliver compassionate and expert care to patients along every step of their journey with us.

When a patient receives a cancer diagnosis, a nurse is there. When a patient turns to us during an unexpected emergency, a nurse is there. When a patient becomes critically ill and needs around-the-clock care, a nurse is there.

The breadth of care our nurses provide requires them to become subspecialists in their field. It also means they become beacons of hope during times of uncertainty. It means our nurses lend a hand, give a hug, share a laugh and shed a tear—right alongside patients and their families.

Our nurses deliver something intangible yet irreplaceable—hope.

Beverly Bokovitz, DNP, RN
Chief Nursing Officer, UC Medical Center

Kathie Hays, MSN, RN
Chief Nursing Officer, West Chester Hospital

John Hill, MBA, BSN, RN
Director of Nursing, Daniel Drake Center for Post-Acute Care

Marilyn Schwemberger, MBA, MSN, RN
Chief Nursing Officer, Lindner Center of HOPE

Julie Stark, MSN, RN
Vice President & Chief Nursing Officer, Ambulatory Services







BY THE NUMBERS

2,711

Total Nurses system-wide.

2,608

Staff nurses.

93

Nurse leaders.

361

Nationally certified nurses.*

374

Clinical ladder participants.*

*Figures only reflect inpatient hospitals

READY TO SERVE

Nurse Transition Program Celebrates 10 years at UC Medical Center

UC Health cardiac nurse Elaine Philipp, RN hasn't forgotten the three weeks in 2007 that her son, then an active duty Marine, spent in a Baghdad hospital after he was injured in an explosion. It was three weeks that Elaine had to rely on strangers on the other side of the world to treat and ultimately heal him.

So it made sense for Elaine, who was already a preceptor for UC College of Nursing students, to teach United States Air Force nurses through the Nurse Transition Program just a year later. She's been doing it ever since.

"I just feel like the military took good care of [my son] in the hospital in Baghdad, so I want these nurses to be able to give the same care he received."

UC Medical Center is home to the country's first civilian-military Nurse Transition Program, a 10-week clinical course that readies U.S. Air Force nurses for active duty service.

The program celebrated its 10th year anniversary with UC Health in 2018.

UC Medical Center is one of only four civilian hospitals in the United States to host a Nurse Transition Program. The 88th Medical Group at Wright Patterson Air Force Base provides program oversight and instructors.

Nurses complete two rotations in different units, each time learning under an assigned UC Health nurse preceptor.

"They're just so polite and eager to learn," Elaine said. "They go out of their way to help the staff and all the patients and family members."

Between 60 and 80 U.S. Air Force members graduate from the Nurse Transition Program at UC Medical Center each year.





INVESTING IN OUR PEOPLE

UC, UC Health Launch New BSN Tuition Prepayment Program

UC Health and the UC College of Nursing launched a new program in 2018 to support nurses who wish to advance their education while also working full or part time.

The University of Cincinnati RN to BSN Online Cohort Program pre-pays 100 percent of tuition for a selected group of UC Health nurses to obtain a Bachelor of Science in Nursing at the UC College of Nursing.

“We’re excited to see our partnership with UC Health get broader and stronger every day,” said UC College of Nursing Dean Greer Glazer, PhD. “The UC College of Nursing has a long-standing reputation of educating nurse leaders, and we are honored to have the opportunity to educate a passionate, intelligent group of leaders to continue our legacy.”

The college offers full-time and part-time options for this nine-course, flexible program. UC Health chose the 12-month schedule, which requires nurses to take three courses each semester.

“This program embodies a critically important component of our tripartite mission of providing education, clinical research and the highest standard of patient care,” said Clarence Pauley, UC Health senior vice president and chief human resources officer.

“The leadership of UC Health believes in investing in advancement and growth opportunities for our nurses, who are at the heart of caring for our patients.”

A TRANSPARENT, FOCUSED APPROACH

Nurse, Physician-Created Initiative Improves Patient Experience

As leaders in patient-centered care, UC Health nurses are committed to continually improving patients' experiences in care settings.

In West Chester Hospital's Emergency Department (ED), an initiative to create better patient experiences took a look inward—starting first with employee engagement.

Katie Schuler, RN, ED clinical coordinator, and Sanjay Shewakramani, MD, ED medical director, created the Emergency Department's Celebrating and Advancing the Patient Experience (CAPE), an inclusive approach to transforming the journey for everyone who touches the department.

CAPE, guided by a 10-person committee, established a transparent environment where nurses, providers and staff celebrate improvements in patient satisfaction scores and are empowered to hold each other accountable.

The committee sets goals for attaining higher scores, rewarding staff each time they succeed—and then moving the goal post higher each time. “We all work together, and we all should celebrate together,” Katie said.

The initiative has resulted in great success—scores have steadily climbed over a year period, topping out at their highest in three years. Verbal feedback has indicated staff engagement has improved, too.

“That shows when we take care of patients,” Katie said. “If we’re all working together to get the job done, then patients see that.”





“ If we’re all working together to get the job done, then patients see that. ”

A DECADE OF HOPE

Lindner Center of HOPE Celebrates 10th Anniversary

The Lindner Center of HOPE, a comprehensive mental health center in Mason, in 2018 celebrated 10 years of providing scientifically advanced care for individuals suffering from mental illness.

The center, a UC Health partner and charter member of the National Network of Depression Centers, provided hospital care and outpatient services to nearly 350,000 people in its first decade.

Thousands more have participated in ongoing mental health education programs to help themselves, friends

and family members on the journey to mental wellness. The center's dedicated team of nurses are an integral part of each patient's care journey.

"Our nurses are experts in crisis intervention, overall mental health care, medication management and associated appropriate therapies," said Marilyn Schwemberger, chief nursing officer at Lindner Center of HOPE.

"Nurses are a vital part of the mental health team, contributing in mastering mental illness at all levels so that patients can live a productive and fulfilling life."



Development, Education Efforts Underway

The center recently received an unprecedented \$50 million pledged gift from Harry and Linda Fath, paired with a \$25 million pledge from Craig and Frances Lindner.

All donations made to Lindner Center of HOPE will be matched dollar-for-dollar by the Linda and Harry Fath and Craig and Frances Lindner families to ensure the center continues to enhance its role as an important community resource.

MAKING PROGRESS

Nurses have leadership role in system patient safety improvements

In 2018, UC Health introduced the Care Delivery Integrating System (CDIS), a new structure that builds interprofessional teams, researches and implements best practices, and optimizes information sharing—all to allow the health system to solve problems and consistently improve.

The CDIS team for intensive care units was the first to begin its work. This team brought together UC Health's eight ICUs, each one represented by their nurse manager and medical director to reduce patient harm by focusing on reducing healthcare-acquired infections.

As a result of the team's work, UC Health's catheter-associated urinary tract infection (CAUTI) rates in ICUs reduced by 78 percent over eight months, with downward trends sustained over that period.

78%

Overall reduction in
CAUTI rates across all
eight UC Health ICUs



HELPING HANDS

Nurse-led committee donates thousands to patients' communities

As the region's academic health system, UC Health cares for the most vulnerable populations with the most complex illnesses and injuries.

Nowhere is this more evident than the long-term acute care units at Daniel Drake Center for Post-Acute Care. There, patients with multifactorial and complex conditions stay for an extended time period.

"Our nurses have to think critically, make decisions very quickly and have top assessment skills because they are often the ones noticing a change in patients' conditions," said Jennifer Davis, RN, clinical nurse manager of 3 West, a UC Health long-term acute care unit based at Christ Hospital.

This level of critical care requires that nurses work closely in teams. In the fall of 2018, nurses on 3 West organized an engagement committee to strengthen this staff unity and ultimately improve patient care.

"The engagement committee builds our teamwork and also builds our accountability to each other and to our patients to work as a more cohesive unit," said Kim Lucas, RN, a member of the committee.

This team's unity serves patients even beyond their stays in UC Health care settings.

In December, the 3 West engagement committee organized a fundraiser in their unit—ultimately collecting thousands of dollars from staff in a matter of weeks and donating items to Bethany House Services and St. Joseph Orphanage.

"All of us are in healthcare because we care about other people," Kim said. "We recognize that there is a need in the communities we serve, especially in children and women."





NAVIGATING NEW WATERS

Breast cancer nurse navigator builds program

Receiving a breast cancer diagnosis often elicits feelings of anxiety and uncertainty: How advanced is the disease? What is my course of treatment? What will my life look like in the coming months?

That's when Anndee Meyer, RN, steps in to ease their concerns.

"I get a lot of patients who are very, very grateful for the guidance that I provide as a nurse navigator," said Anndee.

As the UC Cancer Institute's first breast cancer nurse navigator, Anndee custom-built the program from the ground up. She designed and built a tool in UC Health's electronic medical records software and wrote standard operating procedures, all which dictate

her role in patient care in compliance with the Breast Cancer Center's three national accreditations.

Anndee fully dedicates her work to guiding patients through their medical journey and beyond.

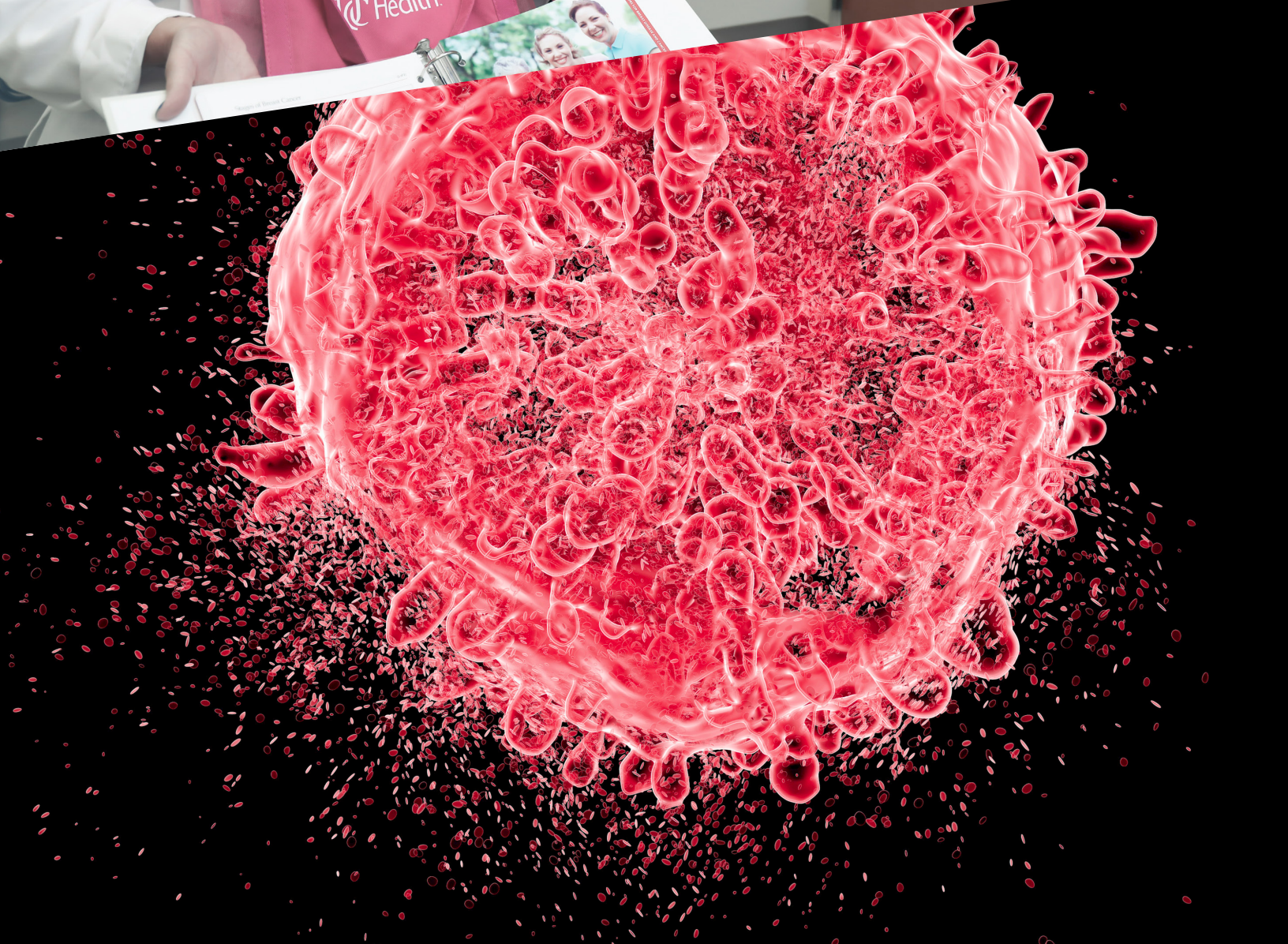
She is a familiar face and a trusted counsel by every patient's side, available to answer questions and refer them to additional resources, from wig-fitting to onco-fertility to physical therapy.

"I will follow them through all the disciplines—surgery, radiation and medical oncology—into survivorship," she said. "I'm the one person that keeps track of them from start to finish."

“ I get a lot of patients who are very, very grateful for the guidance that I provide as a nurse navigator. ”

The UC Cancer Institute Breast Cancer Center is the only in Greater Cincinnati and Northern Kentucky and in all of Ohio—as well as one of only 18 in the country—to hold a triple accreditation in breast cancer care:

- Quality Measures for Breast Centers™ Certified Quality Breast Center of Excellence™
- American College of Surgeons National Accreditation Program for Breast Centers
- American College of Radiology Breast Imaging Center of Excellence



PART OF THE FAMILY

Bridgeway Pointe nurses provide heartfelt care

Bridgeway Pointe Assisted Living is UC Health's senior community that offers both independence and support to its residents.

A nonprofit community, Bridgeway Pointe includes 102-apartments divided into three neighborhoods, each designed for specific needs—minimal assistance, additional assistance or memory care.

Licensed nurses are on site 24 hours a day to enhance residents' individual wellness. Their long-term care allows them to get to know residents well, and for the residents to know them. In fact, it's not uncommon for staff and residents to refer to each other as family.





HEROES AMONG US

New awards unveiled at annual nursing conference

Leaders at UC Health’s annual nursing conference, a systemwide learning retreat, presented the inaugural Shero/Hero Awards in May 2018 at Lindner Center of HOPE to honor nurses who go above and beyond every day. The nursing conference is the kickoff to National Nurses Week activities each year.

The peer-nominated winners each exemplify one of UC Health’s Core 4 Strategies—Growth and Access, Performance and Culture, Research and Education, and Community Health.

Ruby Crawford-Hemphill, RN, assistant chief nursing officer for UC Medical Center, said the awards show appreciation to nurses who may not otherwise be in the spotlight.

“ There are so many people doing amazing things in our organization. ”

GROWTH AND ACCESS

Tiffany Chastang, RN, coordinator of UC Health’s Left Ventricular Assistance Device Program at UC Medical Center.

PERFORMANCE AND CULTURE

Shelly Stroh, RN, Intensive Care Unit at West Chester Hospital.

Julie Overman, RN, charge nurse on 3 South at Daniel Drake Center for Post-Acute Care.

RESEARCH AND EDUCATION

Diana Deimling, RN, Air Care nurse at UC Medical Center.

COMMUNITY HEALTH

Sharon Harvey, RN, Neonatal Intensive Care Unit at UC Medical Center.

AWARDING EXCELLENCE

Florence Nightingale Awards for Nursing Excellence

Each year, the UC College of Nursing recognizes outstanding nurses in the Greater Cincinnati region who go above and beyond to provide exceptional patient care.

UC HEALTH WINNERS:

Barbara Ehrhardt, RN,—UC Medical Center

Jeanette Wiedeman, RN,—Lindner Center of HOPE

Matt Yockey, RN,—UC Medical Center



DAISY Award for Extraordinary Nurses

The internationally observed DAISY Award honors unsung heroes across the nursing profession who providing outstanding care and performance.

WINNERS:

Lauren Fehrenbach

Hillary Holmes

Becky Spencer

Jenny Foster

Jessica Cooper

Katie Walz

Linda Dempsey

Morgan Wilson

Chris Hoops

Mary Beth Chandler

Disha Pitts

Robin Ramsey

Corban Robinson

Tracy Irving

Alex Rahe

SELECTED PRESENTATIONS AND PUBLICATIONS

POSTER PRESENTATIONS

"Hypothermia Avoidance in Trauma"

Diana Deimling, BSN, RN, CCRN, CEN, CFRN, NREMT-P;
Debra Jump, BSN, RN, NREMT-P
UC Health Annual Nurse Conference
May 4, 2018. Cincinnati, OH

"Easing the Transition of End-Life Patients: Developing Best Practice and Education"

Jennifer Fields, MSN, RN, CCRN, SCRNI; Amanda Lavoie, BSN,
RN; Mary Beth Chandler, BSN, RN, SCRNI; Sarah Hoffmann, BSN,
RN, CNRN; Sarah Donaldson, BSN, RN.
American Association of Neuroscience Nurses (AANN) Annual
Educational Meeting.
March 17-20, 2018. San Diego, CA

"Driving Angels Teen Driving Program: A Multidisciplinary Approach"

Elizabeth Kramer, BSN, RN, RN-BC, TCRN; Amanda Wilson,
MSN, RN, CCNS, TCRN.
TriState Nursing Excellence Symposium,
April 19, 2018. West Chester, OH

"Electronic Competency Documentation: Observation Checklists"

Gina June, MSN, RN
July 17-20, 2018. Lake Buena Vista, FL.

"Central Venous Access Devices (CVAD) Dressing Change Team"

Olivia Wellbrock, ADN, RN; Sunni Miller, ADN, RN
Vizient/AACN Nurse Residency Program™ Meeting
March 13-16, 2018. Savannah, GA.

"Moving from Parallel to Serial Preoperative Process Flow Utilizing Multidisciplinary Bedside Handoffs Improves Preoperative Task Completion"

Jennifer Raleigh, RN; Leslie Wooten, RN; Sean Josephs, MD
Institute for Healthcare Improvement (IHI) National Forum on
Quality Improvement in Healthcare.
Dec. 9-12, 2018. Orlando, FL.

PUBLICATIONS

Nicole Mori, MSN, RN, APRN-BC:

**Guerdjikova, A. I., Williams, S., Blom, T. J., Mori, N., &
McElroy, S. L. (2018). Combination Phentermine-Topiramate
Extended Release for the Treatment of Binge Eating
Disorder: An Open-Label, Prospective Study.**
Innovations in clinical neuroscience, 15(5-6), 17.

**McElroy, S. L., Guerdjikova, A. I., Mori, N., & Romo-Nava, F.
(2018). Progress in Developing Pharmacologic Agents to Treat
Bulimia Nervosa.**
CNS drugs, 1-16.

**McElroy, S. L., Mori, N., Guerdjikova, A. I., & Keck Jr, P. E.
(2018). Would glucagon-like peptide-1 receptor agonists have
efficacy in binge eating disorder and bulimia nervosa? A review
of the current literature.**
Medical hypotheses, 111, 90-93.

Thank you to all our nurses,
who care for patients from
their first moments of life
and beyond.





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