Welcome to the 2018 WakeMed Nursing Annual Report. In addition to sharing some of Nursing’s highlights from the past year, we would like to take this opportunity to unveil the updated Magnet campaign logo. We have changed the slogan from “I Am Proud.” to “We Are Proud.” to reflect the pride we as a community of caregivers take in working collaboratively to achieve the best possible outcomes for our patients.

Our new logo is one of the ways we are preparing for our Magnet re-designation visit. Magnet recognition is a voluntary accreditation that provides a blueprint for excellence, improving work environments, reductions in patient harm and best practices for patient safety. (Aiken, 2018) The three years since our initial visit with the Magnet apPRAISErs have flown by! Our Magnet document is due to the American Nurses Credentialing Center by August 1, 2019, and, once that is accepted, we can anticipate our site visit in late 2019 or early 2020.
It has been an extremely busy year for WakeMed nurses – lots of research, innovation and analysis to improve the quality of care and experience for our patients and their families. Also in this report, you’ll see the extensive list of publications and presentations where WakeMed nurses have been selected to share their research and practice innovations. These contributions to new knowledge influence state and national work environments while advancing clinical outcomes.

What makes you special is the way you are guided by the WakeMed Nursing Professional Practice Model in all that you do. Your ‘Compassion’ is real, your patient ‘Advocacy’ is heard loud and clear, you’re building trusting ‘Relationships’, and your nursing ‘Excellence’ and attention to patient ‘Safety’ are evident as you continuously Chase Zero.

Please enjoy the following report, which includes just a few of the past year’s many accomplishments. YOU make all the difference for our patients – it makes me so proud to be a WakeMed nurse. Thank you for being amazing.

Cindy Boily, MSN, RN, NEA-BC
Senior Vice President & Chief Nursing Officer
WakeMed Health & Hospitals
The ability to respond with both expertise and compassion to the unique needs of each patient takes a tremendous amount of versatility and adaptability. You may not even realize it because, as a nurse, it’s just a part of who you are. But it is a very special ability – one that is particularly visible in times of crisis.

Ice storms and hurricanes put the WakeMed family into overdrive this past year. Your role as nurses and your special ability to adapt to any situation are critical when a crisis strikes our community, and I am so appreciative of the way you rise to the occasion. You support your patients, coworkers and even those simply seeking shelter from the storm at our hospitals and healthplexes. You work longer-than-expected hours to ensure your department has adequate coverage. And you do your best to maintain a calm, healing environment even though there are torrential rains, power outages and other adverse conditions outside our doors.

As you weathered the storms, you also helped WakeMed weather several Joint Commission surveys, surveys from other accrediting organizations and the occasional health department visit. It’s likely that more nurses were involved in these events than any other member of the WakeMed family. You play a pivotal role in the success and overall well-being of our health system and our community at large. No matter the challenge, you let the top of the Pyramid – our patients and families – be your guiding light and you continue to make a difference in the lives you touch each day.

Thank you for being exceptional people, providing exceptional care.
How do we know if a new protocol is working for our patients? By setting goals, benchmarking against best practices and tracking patient progress and outcomes. We applied this same approach to leading our Clinical Nurse Council (CNC) this past year and in doing so, gained important perspective about CNC members and all WakeMed nurses.

Our goals focused on the professional development of CNC members. Our desired outcomes included increasing the number of their certifications, increasing the participation in the course on shared decision-making and sharing unit-based expertise through 50 nursing poster presentations.

The fact that CNC members worked to achieve those goals reflects their engagement and commitment to continuing to provide excellent care for our patients and families. In addition, it means we are all working to make WakeMed the best place to practice nursing. Thank you for the opportunity to lead such a great team!

Heather Hopkins, BSN, RN, CCRN, EMT
CNC Leader

Jason Wilson, RN
CNC Leader
We Are Proud.

First in the U.S. to Implement ERAS® for Heart Surgery

What began as a goal for a solitary nurse became an interprofessional success of national importance. WakeMed is the first hospital in the United States to introduce early recovery after surgery (ERAS) for heart surgery patients – a value-based, single, standardized pathway approach to surgery. Gina McConnell, BSN, RN, CCRN, WakeMed Cardiothoracic Intensive Care, and her physician partner heart surgeon Judson Williams, MD, have been sharing their expertise and results of their efforts at conferences throughout the United States.
The team’s work was also the cover story for the magazine *Nursing 2018*. McConnell and Williams, along with Patricia Woltz, PhD, RN, William Bradford, MD, and Erin Ledford, PharmD, authored the article which is titled “Rationale, design and implementation of an enhanced recovery after cardiac surgery (ERAS-Cardiac) program to improve healthcare quality.”

**Unadjusted Clinical Outcomes on First 9 Months of ERAS® Cardiac Program Compared to Previous Months**

<table>
<thead>
<tr>
<th></th>
<th>POSTOP INTUBATION TIME (MEDIAN HOURS)</th>
<th>REINTUBATION RATE (%)</th>
<th>GI COMPLICATIONS RATE</th>
<th>TOTAL ICU STAY (MEDIAN HOURS)</th>
<th>ICU READMIT RATE (%)</th>
<th>POSTOP LOS (MEDIAN DAYS)</th>
<th>TOTAL LOS (MEDIAN DAYS)</th>
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<tbody>
<tr>
<td><strong>PRE-ERAS Cardiac</strong></td>
<td>5.3</td>
<td>5.3</td>
<td>6.8</td>
<td>43.0</td>
<td>5.3</td>
<td>7.0</td>
<td>9.0</td>
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<tr>
<td>(N=489)</td>
<td></td>
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<tr>
<td><strong>ERAS Cardiac</strong></td>
<td>5.4</td>
<td>4.3</td>
<td>3.8</td>
<td>28.0</td>
<td>3.8</td>
<td>6.0</td>
<td>8.0</td>
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<tr>
<td>(N=443)</td>
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LOS = Length of Stay
Providing the Proper SEND Off

SEND Off – Structured Engaged Nursing Discharge – the new structured discharge process in 5A Medical Intermediate Care, continues to positively impact patient satisfaction scores for the unit. A clinical nurse from the unit brought the basic concept to WakeMed after learning about it at a national nursing conference. The 5A Unit Council then adapted the concept for their patients. It’s success has made it a standard of practice for the unit. It is also an important reminder of how simply sitting and talking with a patient can dramatically impact communication and the entire care experience.

**PRC % Excellent - Patient Satisfaction with Nurses’ Communication**

<table>
<thead>
<tr>
<th>Year</th>
<th>Quarter</th>
<th>Percentage Excellent</th>
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<tbody>
<tr>
<td>FY 2017</td>
<td>Q1 (Oct-Dec)</td>
<td>44.0%</td>
</tr>
<tr>
<td>FY 2017</td>
<td>Q2 (Jan-Mar)</td>
<td>62.3%</td>
</tr>
<tr>
<td>FY 2017</td>
<td>Q3 (Apr-Jun)</td>
<td>62.0%</td>
</tr>
<tr>
<td>FY 2017</td>
<td>Q4 (July-Sept)</td>
<td>50.0%</td>
</tr>
<tr>
<td>FY 2018</td>
<td>Q1 (Oct-Dec)</td>
<td></td>
</tr>
<tr>
<td>FY 2018</td>
<td>Q2 (Jan-Mar)</td>
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Life-saving CPR for Coaches

By its mission, WakeMed is committed to improving the health and well-being of our community with outstanding and compassionate care to all. WakeMed nurses embrace our community-minded mission by educating the public about health care topics and performing screenings throughout the area.

WakeMed Nursing Education is doing their part by coordinating SportFit, an event to provide Wake County Public School System athletic directors (ADs) and coaches with Heartsaver® CPR and AED training. The program is fully funded through the WakeMed Foundation, which means the education is free for attendees – many of whom are volunteers. Approximately 300 coaches and ADs have received this life-saving training since SportFit began in 2017. SportFit also increases the rate of bystander CPR and AED preparedness for the entire community in keeping with Healthy People 2020 goals.
WakeMed began the system-wide Chasing Zero initiative to eliminate all preventable harm, including Hospital acquired infections (CAUTI, CLABSI, C. difficile, etc.), surgical site infections, falls with injury, preventable sepsis, wrong site/wrong patient/wrong procedure surgeries, retained objects, medication errors, pressure ulcers and preventable blood clots. WakeMed Cary Hospital received the first-ever Chasing Zero Hero award for being CLABSI free for 15 months.

Administrative champions for the Chasing Zero campaign are WakeMed Senior Vice President & CNO Cindy Boily, RN, MSN, and WakeMed Senior Vice President & Chief Quality & Medical Staff Officer, West Paul, MD, PhD.
Stopping Sepsis, Saving Lives

Treatment guided by the use of evidence-based care bundles from the Surviving Sepsis Campaign guidelines is directly linked to improved mortality and quality outcomes. WakeMed has an interprofessional team continually working on improving care for our patients with sepsis through education new screening tools, ordersets and protocols, metric tracking and monthly case reviews with feedback.

The eICU, ED and Rounding Nurse Program are instrumental in expediting identification and care of this patient population.

“System-wide compliance on the CMS SEP-1 Bundle is now above state and national averages. More importantly, we have SAVED 184 LIVES since 2016!” – Aranzazu Conklin, BSN, RN, WakeMed Clinical Nurse Specialist

System SEP-1 Compliance to State and National
Decreasing Device Days

WakeMed Nursing’s innovation, teaching and leadership have led to continued decreases in device days for patients with catheter-associated urinary tract infections (CAUTIs) and central line-associated bloodstream infections (CLABSIs).

CLABSI Reduction Efforts

Nursing’s focus is on care, access and maintenance of central and arterial lines. The Ultrasound Guided Peripheral IV (UGPIV) training program continues to improve the IV placement experience for patients with difficult venous access. More than 260 nurses throughout the health system are certified to use the technique. Experienced practitioners of this skill consistently achieve greater than 90 percent first-stick success in our most challenging IV access patients.

Because everyone can benefit from a skills refresher, 2,700 nurses were directly observed practicing four central line procedures to ensure competency of best-practice use during the past year. In addition, care for intensive care patients with arterial and central lines is now standardized in accordance with updated best practices.

CAUTI Reduction Efforts

We attribute the decrease in device days to several Nursing initiatives. During the past year, Nursing introduced several alternatives to Foley catheters, resulting in a 16 percent decrease in their use. An interprofessional task force continues to reinforce the importance of proper urine culture practices, reducing unnecessary cultures to determine the necessity of a Foley catheter and its timely removal.
“Preventing a CAUTI has been a team effort on 2E. We focus on removing Foleys as soon as possible and we provide Foley care at 12-hour intervals as a minimum.” – Kelly Lee, BSN, RN-BC, 2E Medicine, WakeMed Cary Hospital

<table>
<thead>
<tr>
<th></th>
<th>FY</th>
<th>2017</th>
<th>2018</th>
<th>PERCENT DECREASE</th>
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</thead>
<tbody>
<tr>
<td><strong>CLABSI Device Days</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health System</td>
<td>FY 2017</td>
<td>42,521</td>
<td>35,208</td>
<td>17%</td>
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<tr>
<td></td>
<td>PERCENT DECREASE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>CLABSI Actual Infections</strong></td>
<td>FY 2017</td>
<td>50</td>
<td>35</td>
<td>30%</td>
</tr>
<tr>
<td>Health System</td>
<td>FY 2017</td>
<td>50</td>
<td>35</td>
<td>30%</td>
</tr>
<tr>
<td></td>
<td>PERCENT DECREASE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>CAUTI Device Days</strong></td>
<td>FY 2017</td>
<td>45,828</td>
<td>35,208</td>
<td>23%</td>
</tr>
<tr>
<td>Health System</td>
<td>FY 2017</td>
<td>45,828</td>
<td>35,208</td>
<td>23%</td>
</tr>
</tbody>
</table>
We Are Proud.

Recognizing Excellence

PRISM Award

In 2018 WakeMed’s 6C Surgery & Trauma unit became the second unit in the state and the thirtieth in the nation to earn the AMSN PRISM Award®, co-sponsored by the Academy of Medical-Surgical Nurses (AMSN) and the Medical-Surgical Nursing Certification Board (MSNCB). The team earned the award for their effective leadership, recruitment/retention of competent staff, implementation of best practices, high-quality care, maintaining a healthy work environment and lifelong learning.

Exceptional People, Exceptional Care.

Academy of Medical-Surgical Nurses Board Member

WakeMed’s Kristi Reguin-Hartman, MSN, APRN, ACNS-BC, (right) is a new member of the AMSN Board of Directors.

From Our Patients & Peers

More than 200 a month – that is how many DAISY Award nominations are received from WakeMed patients and their families. The DAISY Award gives those we care for the opportunity to recognize a nurse or care team for highly compassionate care and service.
PETALS, which stands for Professional Extraordinaires That Always Lend Support, gives nurses, patients, families and other staff members the opportunity to recognize the unit secretaries, medical technologists, therapists, Environmental Services employees and other support staff for helping to provide the best care and care environments. About 200 PETALS Award nominations are also submitted each month.

“As the program chair and a PETALS Award recipient, I can say that this award program has long-lasting effects. To feel noticed and appreciated in what we love to do affirms our call to patient care. I am so proud to be a part of a program that fosters strong bonds among patients, families, and staff.” – Monica Lineberry, Nurse Aide I/ Clinical Secretary, 5C Medicine, WakeMed Raleigh Campus

36% of WakeMed 2018 Pyramid Society winners are nurses!

Exceptional People. Exceptional Care.

Recognition for Infection Prevention Efforts

Jessica Dixon, MHA, RN, CIC, FAPIC, WakeMed Infection Prevention, earned 2018 Great 100 Nurses in North Carolina honors. She is known throughout the organization as a go-to expert for all things infection prevention.
Recognizing Excellence

Exceptional People, Exceptional Care.

Empowering Nurses
WakeMed SVP & CNO Cindy Boily, MSN, RN, NEA-BC, received the *Triangle Business Journal*’s Women in Business Award for her work empowering nurses to advance their careers and provide high-quality care to our patients.

Leading the Way to a National First
Congratulations to WakeMed Heart Center’s Marian Uy, BSN, RN, and Wendy Anderson, BSN, RN. Their leadership helped WakeMed become the first U.S. hospital to receive the American College of Cardiology’s Version 3 Advanced Heart Failure Accreditation.

Statewide Governance
Congratulations to WakeMed’s Becky Ezell, RN, CPN, who was elected to serve on the North Carolina Board of Nursing.
Great Engagement Rate!

We are proud of the increase in overall nursing engagement during the past three years.

Nurses are committed to WakeMed’s success and rated our organization higher than our Magnet cohorts in six categories.

WakeMed Nursing Engagement Survey Trended Profile

“I love WakeMed because employees are valued. We make a difference!”
Carrie Fraser, RN, CCRN
STICU, WakeMed Raleigh Campus
Professional Growth Improves Patient Outcomes

The numbers prove it: WakeMed nurses constantly strive to better themselves through the opportunities provided to them both inside and outside the health system.

Certifications
We exceeded our certification goal for FY 2018.

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<tr>
<th></th>
<th>ACTUAL</th>
<th>GOAL</th>
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<tbody>
<tr>
<td></td>
<td>41.91%</td>
<td>40.37%</td>
</tr>
<tr>
<td>MAGNET</td>
<td>60.8%</td>
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</table>

Degrees
We outperform other Magnet hospitals for BSN-or-higher degrees.

<table>
<thead>
<tr>
<th></th>
<th>ACTUAL</th>
<th>GOAL</th>
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<tbody>
<tr>
<td></td>
<td>69.18%</td>
<td>66.49%</td>
</tr>
<tr>
<td>MAGNET</td>
<td>50.33%</td>
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Nursing Professional Development Program

The WakeMed Nursing Development Program (NPDP) helps nurses advance their careers through leadership and quality improvement projects and interprofessional experiences. The NPDP Advisory Board reports a 25 percent increase in Level 3 nurses from 2016 to 2017. To date, NPDP participation increased by 55 percent since the program’s establishment in 2015. And, with just shy of 1,000 intention-to-participate documents to review for 2019, the NPDP Advisory Board has a lot to do!

“As an NPDP committee member, I work with both clinical and non-clinical staff from across multiple departments to help guide decisions that have the potential to affect every bedside nurse within the WakeMed system.” – Donald Lemaire, BSN, RN, CCRN-CSC, CTICU, WakeMed Raleigh Campus
**Nursing by the Numbers**

Nurses: 3,520  
Average Years of Service: 7.57  
Nursing Turnover Rate: 9.3% – 11%  
National Nursing Turnover Rate: 17.7%  
Nursing Vacancy Rate: 4.88%  
Nurse Fellow Retention Rate after 1 Year: 93%

"Being a new-grad nurse is intimidating. Fortunately, the Nurse Fellowship program has been with me every step of the way. I have made new friends, gained new skills, and most importantly, I have learned that I am not going through this transition alone." – Meredith Givens, RN, 3A CVIC
FY18 Regional & National Nursing Presentations & Publications

Poster Presentations


Kubic M. (2017, Nov). Effectiveness of sterile vs. clean technique on blood culture contamination rates: a quantitative systematic review. Cone Health Nursing Research and EBP Symposium, Greensboro, NC.


“\textit{I was excited to present my first ever evidence-based practice poster. This accomplishment is due in part to the master’s program I am in, thanks to WakeMed tuition reimbursement. It is also due to great mentoring by Pat Woltz, Ph.D. She encourages me to find answers to my clinical questions and then share my knowledge with others. I feel proud to work and learn along with a committed team!}” – Kelley Reep, BSN, RN, CCRN-CMC, Critical Care/Cardiovascular Care, WakeMed Cary Hospital


Taylor C. (2018, Jul). The road to bringing creative education ideas to the unit level. ANPD Annual Convention, Orlando, FL.


Lockridge-Brown J. (2018, Sep). Role of the Clinical Nurse Specialist (CNS) in improving the glycemic management in hospitalized patients without diabetes. NCNA Annual Convention, Concord, NC.


Podium Presentations


Hicks N, Urton M. (2017, Nov). A fall prevention collaboration in the emergency department. Cone Health Nursing Research and EBP Symposium, Greensboro, NC.


Davis D. (2018, Apr). Improvements in stroke care through community partnerships and bridging the gap between hospital units. AHA and ASA Mid-Atlantic Heart and Stroke Quality Summit, Raleigh, NC.


**Publications**


WakeMed nurses who shared their expertise with state and national audiences and in publications in FY 18.