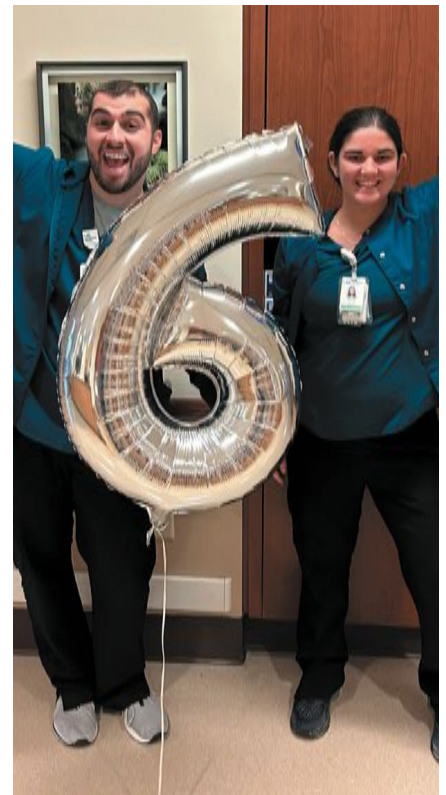


2023 Nursing Annual Report



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Dear Nurse Colleagues,

I want to congratulate you all again on our 6th Magnet® designation! Wow! What a year! Between November 27 and November 29, 2023 we shared stories of excellence with our Magnet® appraisers. We shined a light on what it means to be a Middlesex Health nurse and to provide Care that Makes a Difference! This annual report celebrates the incredible work that you have accomplished over the past year. Our Middlesex culture and pride is illustrated throughout.

Even with the unique challenges that we faced in 2023, we adapted, and your dedication and commitment to excellence never wavered. Challenges such as record volumes, increased patient acuity, workforce challenges, and adaptation to an ever-evolving health care environment were handled with grace and courage. Together, we navigated obstacles with poise and strength.

As your chief nursing officer, I am so proud of the incredible and compassionate work you do each day. You care for our patients, our community, and each other, which makes our Middlesex Health family stronger than ever.

As a Middlesex Health nurse, you are empowered to be autonomous, use evidence-based practice to drive practice change, and adopt new technology. Your voice and expertise is powerful! Your collaboration, scholarly inquiry, innovation, and inspiration improves the safety, quality of care, and patient experience. Your 2023 nursing satisfaction and engagement scores out performed in every category, further demonstrating nursing excellence. Throughout this report you will see the impact you have made and the incredible work you have accomplished as a Middlesex Health nurse!

It's because of your dedication, professional commitment, excitement, and transformational leadership that we achieved our 6th Magnet® redesignation. This marks over 24 years of exceptional nursing excellence and outperformance in our quality indicators. We received eight exemplars, demonstrating that our organization empowers nurses to develop professionally and promote innovation! As Middlesex Health nurses, we are 6x kinder, 6x smarter, and 6x stronger! Please join me in celebrating all of our achievements in 2023 as we look forward to 2024!



Kelly Haeckel,
MSN, RN, NE-BC
Vice President,
Patient Care Services/CNO

MISSION STATEMENT

Middlesex Health exists to provide the safest, highest-quality health care, and the best experience possible for our community.

VISION STATEMENT

To be the clear, first choice for medical care.

CORE VALUES

- + Pursue Excellence
- + Uphold Honesty
- + Cooperate and Collaborate
- + Support Innovation
- + Deliver Compassionate Care



Dear Nursing Colleagues:

What an amazing year it has been!

Thank you for your efforts in helping Middlesex Health in its never-ending commitment of pursuing clinical excellence. Your compassion in delivering care to patients and your attention to detail has propelled Middlesex forward, and it has allowed us to reach new heights!

It's because of YOU that Middlesex Hospital recently earned its sixth consecutive nursing Magnet® designation from the American Nurses Credentialing Center, and it's because of YOU that we are one of fewer than 20 health organizations in the world that have earned this designation six consecutive times.

You make a difference every day, and it shows.

I am extremely proud of your accomplishments, but I am especially proud as I write this message.

At Middlesex, we pride ourselves on building a collaborative culture of excellence — a culture that ensures that we provide our patients with safe, high-quality care combined with an excellent experience. Our Magnet® designation is independent evidence of the fact that we've provided excellent nursing care for nearly 25 years and that we continue to do so. That's remarkable, and it shows the strength and dedication of our entire nursing staff. Congratulations!

As I look toward the future, it is bright, and I'm more confident than ever that Middlesex Health will continue to shine because of the work that you do every day.

Thank you again for your efforts. Our health system would not be the same without you as part of our excellent nursing team.

You are, and always will be, a valued member of our family.

Sincerely,

Vincent G. Capece, Jr.
President & CEO

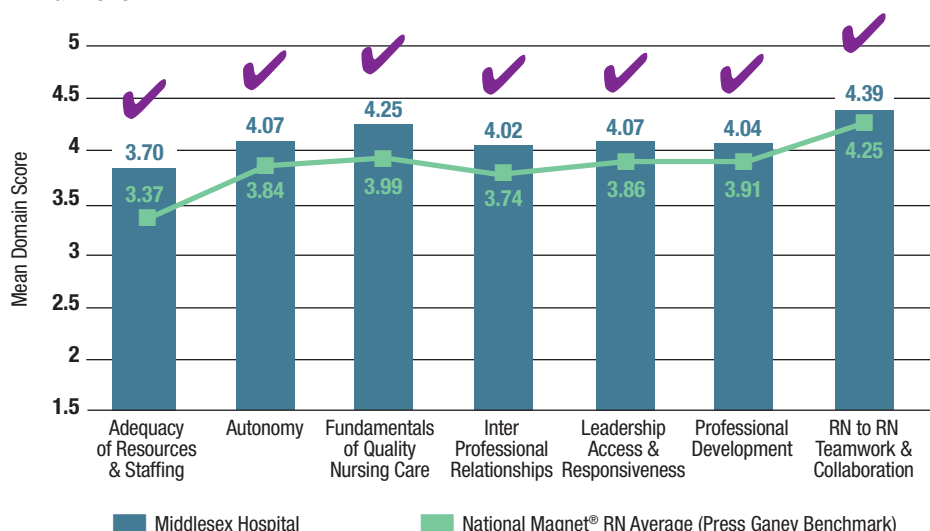
UNVEILING EXCELLENCE: Magnet® Exemplars and Transformative Outcome Data

2023 was a year to celebrate! Not only did we receive our 6th Magnet® designation but we also received eight Magnet® exemplars for outstanding nursing excellence. Exemplars demonstrate that nursing expectations and national standards have been exceeded in certain areas. Our eight exemplars were:

- + Demonstrated commitment for promoting and achieving professional certification rate greater than 51%
- + Demonstrated commitment for promoting and achieving a bachelor of science in nursing degree rate greater than 80%
- + Exceptional example of partnering with families to ensure best patient experiences
- + Improving the management of alcohol withdrawal patients and decreasing length of stay
- + 100% of the units outperforming the benchmark for Hospital Acquired Pressure Injury (HAPI) stage 2 and above
- + 100% of the units outperforming the benchmark for Central Line Associated Bloodstream Infections (CLABSI)
- + 100% of the units outperforming the benchmark for Catheter Associated Urinary Tract Infection (CAUTI)
- + 100% of the units outperforming the benchmark for ambulatory burns

Nursing Satisfaction and Engagement Survey

Fall 2023



In 2023, our hospital achieved remarkable success in our nurse satisfaction survey, outperforming in all 7 categories. This outstanding accomplishment is a testament to the dedication and commitment of our nursing team. We are immensely proud of our nurses and grateful for their invaluable contributions to our hospital's success.

MIDDLESEX'S MAGNET® JOURNEY

Our Magnet® journey began in 1999 with Colleen Smith (CNO) and Kathleen Stolzenburger (MPD), who, inspired by the concept of Magnet® hospitals, embarked on a mission to bring this transformative model to Middlesex.

Guided by the principles of nursing excellence, we were awarded our first Magnet® designation in 2001. This was quite an achievement as we were the first health system in Connecticut and the first community hospital in the country to achieve this designation.

Over the past two decades, our nursing leadership team has remained steadfast in their commitment to advancing nursing practice, empowering our caregivers, and delivering exceptional care to every patient, every day.



2001

Colleen Smith (CNO) and Kathleen Stolzenburger (MPD) receive the 1st Magnet® designation.

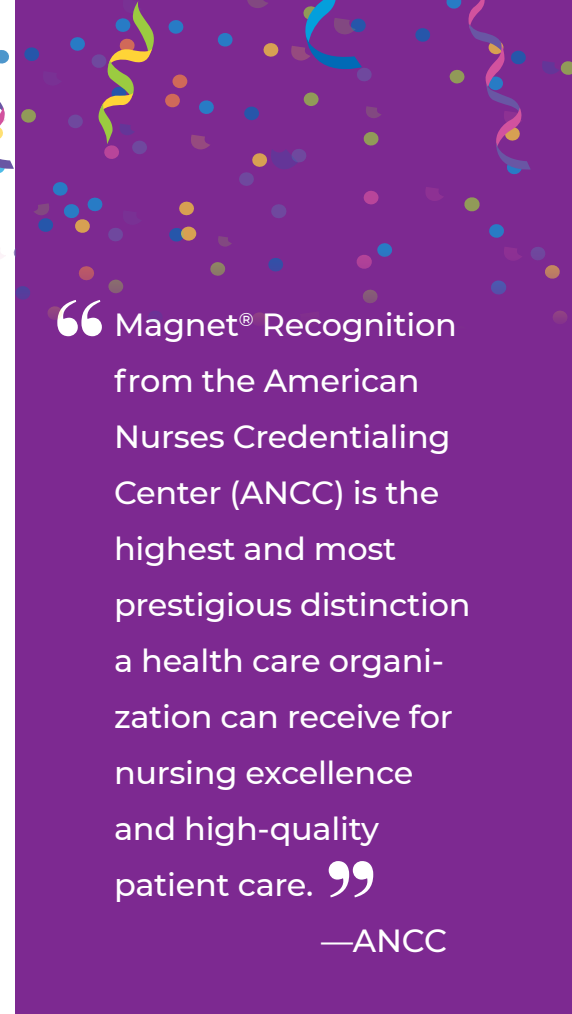
Colleen Smith (CNO) and Kathleen Stolzenburger (MPD) successfully led us to our 2nd Magnet® designation.

2005



2010

Colleen Smith (CNO) receives the call from the ANCC informing us that we achieved our 3rd Magnet® designation.



“Magnet® Recognition from the American Nurses Credentialing Center (ANCC) is the highest and most prestigious distinction a health care organization can receive for nursing excellence and high-quality patient care.”

—ANCC

Each Magnet® designation cycle has been a testament to our ongoing efforts to elevate nursing practice, enhance patient outcomes, and foster a culture of innovation and excellence.

On January 24, 2024 Middlesex was awarded its 6th consecutive Magnet® designation through the leadership of Kelly Heackel (CNO) and Betty Molle (MPD). The attainment of Magnet® recognition for the sixth time underscores our commitment to excellence in nursing and health care delivery. It is a testament to the dedication, expertise, and passion of our nursing staff, leaders, and partners across the organization.

Jackie Calamari (CNO) and Kelly Nicholson (MPD) successfully led us to our 4th Magnet® designation.



Kelly Haeckel (CNO) and Betty Molle (MPD) receive notification of our 6th Magnet® designation while MH colleagues join the celebration online.

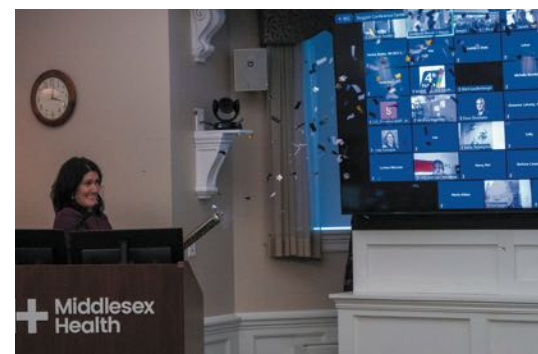
2014



2019

Group photo from 2019 Magnet® Conference where Middlesex received its 5th Magnet® designation under the leadership of Jackie Calamari (CNO) and Kelly Nicholson (MPD).

2024





Champions and Messengers

We would like to thank our Magnet® Messengers and Champions for stepping up and assisting with Magnet® preparedness. Your delivery of critical information and education not only enhanced your knowledge but that of your peers as well. Thank you!



Champions

Sarah Atwell - Care at Home/Hospice
Kelsey Balsamo - ED Middletown
Ashlyn Cooke - ED Middletown
Eleanor Dowd - South 7
Olivia Emmanuel - OR
Amy Haynes - North 5
Anita Lorinsky - ED Shoreline
Hope Mercugliano - West 3
Shelly O'Connor - ED Middletown
Cheryl Savakis - Informatics
Mallory Whelan - OR

Messengers

Lauren Anderson - Float Pool
Tailonia Bell - North 5
Lenore Brinson - West 3
Sarah Campisi - North 5
Laura Ciardullo - ED Marlborough
Patrick Dabrowski - Float Pool
Deb DePasqua - CRNs/NAS
Sarah Elliott - Float Pool
Michelle Fillion - Crescent Center
Isabelle Guilmette - North 6
Elise Gustafson - Float Pool
Brianna Hollister - South 4
Beth Jankowski - North 4
Elizabeth Kuti - North 6
Aimee Ledas - ED Middletown
Madison Lewicki - North 6
Latasha McHenry - North 4
Kara Marszal - South 5
Jackie Nelson - CCCM
Marcea Pelletier - Cancer Center
Jessica Poetzsch - Cancer Center
Alexia Radkermani - South 5
Allison Sandstrom - South 4
Michelle Seeds - South 5
Steven Servedio - North 7
Kyle Setzko - North 6
Katelynn Skomro - CIU
Elizabeth Strittmatter - North 5
Anna Tiezzi - Case Management
Kate Wallace - South 6



WHAT DOES MAGNET® RECOGNITION MEAN TO YOU?

Working at a 6x Magnet® organization means the **best quality of patient care**. Becoming a nurse, my main goal was to provide the best quality care to all of my patients. When searching for jobs, noticing that Middlesex was Magnet®, I knew I wanted to work here. Having been here now over a year, I can see why we have reached this status six times. Our patients are greeted with warm smiles, they are taken care of to the best of our ability, and the nurses in this organization are all extremely compassionate about their jobs. Quality patient care and safe patient care are the most important things a hospital can provide and I believe we provide that throughout all areas of this organization. I am extremely proud to be a Middlesex Hospital nurse.

—Lillian Saran

Magnet® means **that I am heard** and can directly impact patient outcomes by bringing ideas to the table. It means always following evidence-based practice and conducting your own research if there is a gap in knowledge. Magnet® is learning the value of every health care professional and working collaboratively every day with a common goal: the patient. I drive past multiple organizations on my way to work and will continue to do so in order to come to a 6x Magnet® hospital. A place where I know I am not just a nurse, but a valuable asset to the team.

—Fernanda Anastasas



To work in a 6x Magnet® organization is an amazing feeling. To be able **to be apart of an organization that embodies nursing advocacy and autonomy truly makes a difference in this career**. It helps provide the patients with the best care possible and that is my main focus as a nurse. The teamwork at Middlesex is like no other organization and I am proud and lucky to work here!

—Morgan Nadeau

Magnet® status shows that the organization is **committed to excellence in nursing, strategic innovations and high-quality patient care** within the community they serve. Middlesex Health is a 6x Magnet® organization because our leadership works tirelessly to ensure that our nursing strategic goals align with our beliefs and values, providing quality care and improving patients' outcome.

—Elizabeth Kuti

As a recent graduate navigating the complexities of a new nursing career, working at a Magnet® recognized hospital alongside others who contributed to Magnet® recognition is a true honor and **allows me to navigate this journey in the most empowering way**. I am proud to be a part of the amazing community Middlesex Health is and even more proud to be able to say I had the opportunity to contribute to such nursing excellence within my first year.

—Alexis Harris



Working for a Magnet® organization has been a goal of mine. But working for a 6x Magnet® organization is incredible! 6x Magnet® to me means **we hold higher standards of care for patients and ourselves.** This means we are consistent and continue to strive for the best. We are supportive of nurses and have created an environment where nurses can feel their voices are heard. This is a place that I want to continue to grow in and become an PMHNP in. I am incredibly proud to work here.

—Katelynn Skomro

Working at a 6x Magnet® organization means that **the leadership has a vested interest in attracting highly competent and happy nurses.** These nurses provide excellent care and are equipped and encouraged to participate in EBP and engage with the organization through shared governance. There is a special symbiotic relationship where leadership doesn't miss any opportunity to make things better for the hospital at the ground level because they take nursing input seriously.

—Lenore Brinson

I have always known I wanted to be a Middlesex Nurse. Working for a small community hospital that actually cares about their nurses, and all the staff, is amazing. I share how much I love working at Middlesex with everyone and always try to recruit any nurses I meet. I feel incredibly honored to be a part of our hospice program, which in my opinion is the best one in the state (and I have worked for another). Being a Magnet® organization means **my voice is heard** and the improvements nurses need are actually implemented.

—MaCyn Parady



To me Middlesex is the true essence of a Magnet® hospital. We didn't just earn the title, **we live it EVERY DAY!** I couldn't be prouder to tell people Middlesex Health is my home base, my place to be the best nurse I can be AND have a say in my workflow. We truly value our mission statement and make Middlesex Health the best choice for health care in CT!

—Cheryl Savakis

I believe that working at a 6x Magnet® organization means that I work for a hospital that, more than almost every hospital in the world and certainly more than other CT hospitals, consistently throughout the years **respects nurses and patients and strives for the best outcomes for both.** It means that MH understands that well cared for and holistically happy and healthy nurses give our patients the best care and the best chance at the best outcome. And I have experienced firsthand how well MH strives to achieve this. We are a family working together towards a common goal - having nurses that don't just not dread coming to work, but actually enjoy it and feel protected and seen as more than just an employee number, and having patients who feel that they are seen and cared for as they deserve to be - human persons in need of the best care we can offer.

—Hope Mercugliano

Recognizing Nurses

Nursing Annual Meeting

National Nurses Week is a time to honor and celebrate the incredible contributions of nurses at Middlesex Health. During this week-long celebration, we express gratitude for their dedication, resilience, and commitment to making a difference in the lives of others. It's a chance for us to recognize and appreciate the constant efforts of nurses who work tirelessly to provide comfort and healing every day. The 2023 Nursing Annual Meeting was held on May 9th, 2023. It was a fun night dedicated to celebrating our Middlesex Health nurses!





Recognizing Nurses

PROFESSIONAL PRACTICE AWARDS

Every year during Nurses Week we honor nurses in our organization with Professional Practice Awards. Nurses are nominated by their peers, leadership or anyone in the organization. In addition, one award goes to a “Partner in Care” which highlights an employee outside of nursing. Here are the 2023 awardees.



Scholarly Inquiry - **Michelle Harper** (CPD)
Rising Star - **Katherine Wallace** (South 6) and
Jonathan Palochko (CCU)
Professional Practice - **Jill Benoit** (Primary Care - Essex)
Transformational Leader - **Christine Andreozzi** (North 6)
Exemplary Service - **Dawn Sbalcio** (Outpatient Surgery)
Mentorship - **Meghan Nadel** (Care at Home)
Foundation of Teamwork - **Kate Lee Salerno**
(Surgical Alliance/Bariatric) and **Chris Bayreuther**
(ED - Middeltown)
Ethical Nursing Practice - **Melissa Veliz** (North 5)
Preceptor of the Year - **Harold Burbank** (North 2)
Innovation in Advanced Practice - **Stacey Durr**
(Family Medicine - Middletown)
Partner in Care - **Leigh Harvey** (North 2) and
Brian Keldsen (Hospice)
Nursing Team Award - **Hospice Care at Home Team** (left
above) and **South 7** (left below)

DAISY AWARD HONOREES

The DAISY (Diseases Attacking the Immune System) Award® is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. The DAISY Foundation™ was established by the family of J. Patrick Barnes after he died from complications of the auto-immune disease ITP in 1999. During his hospitalization, his family deeply appreciated the care and compassion shown to Patrick and to them. When he died, they felt compelled to say “thank you” to nurses in a very public way.

Since implementing the DAISY Award® program at Middlesex Health in May 2019, many clinical nurses have been recognized as honorees. The DAISY Award® continues to grow and is a meaningful way for our nurses to be honored. Congratulations to our 2023 Daisy Award® Honorees.



HONORING NURSES INTERNATIONALLY
IN MEMORY OF J. PATRICK BARNES



Krystle Petersen, BSN, RN, OCN
Cancer Center



Matt Gingras, BSN, RN
CCU



Shana Proulx, BSN, RN, CHPN
Cancer Center



Allison Legere, BSN, RN
South 4



Donna Czaja, BSN, RN
South 7

Recognizing Nurses

New Degrees

Sharlene Cedrone, MSN, RN (Care at Home) earned her MSN from Western Governors University

Mara Whitmore, MSN, RN, FNP (ED - Shoreline) earned her MSN and passed her APRN board certification exam

David Yarbrough, MSN, RN, CEN, CPEN, TCRN (ED - Shoreline) earned his MSN and passed his APRN board certification exam

Bonnie Wagmiester, BSN, RN (ED - Shoreline) earned her Bachelor of Science degree in nursing from Post University

Emily Riley, MSN, RN, CEN (ED - Marlborough) earned her MSN in Nursing Leadership from University of Hartford

Kelsie Kay, MSN, RN (Float Pool) earned her MSN in Nursing Leadership and Administration from Capella University

SherryAnn Williams, MS, APRN, FNP-BC (North 6) earned her MSN/FNP from UConn

Giovanna Lakomy, MSN, RN (Case Management) earned her MSN from Western Governors University

Ashlee Hudson, BSN, RN, CCRN (CCU) earned her BSN from Chamberlain University

Hilary LaRosa, MSN, RN, FNP (IV) earned her family nurse practitioner degree from the University of Saint Joseph

Amanda Baclini, MSN, RN (CCU) earned her MSN from the University of Hartford

Larissa Pucillo, BSN, RN (North 5) earned her BSN from Goodwin University

Heather Wirth, MSN, RN (OR) earned her MSN from Western Governors University with a focus on nursing informatics



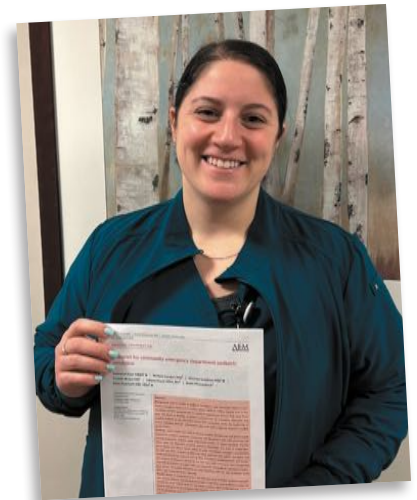
Publications

Mary Allegra, DNP, MSN, NPD-BC, NEA-BC (CPD) published an article entitled “Answering the Wake-up Call to Nurse Leaders: Five Practices to Restore Psychological Safety After the Vaught Case” in *Nurse Leader*, January 2023

Emily Riley, MSN, RN, CEN (ED - Marlborough) & **Betty Molle, PhD, MSN, RN** (Center for Professional Development), published an article entitled “Where’s the Marker? Perceptions of Whiteboards in the Emergency Department” in *Journal of Emergency Nursing*, July 2023

Betty Molle, PhD, RN (Center for Professional Development), **Lisa Lee, BSN, RN, CCRP** (Cardiac Rehab), **Janice Rzecka, RN, PCCN** (Cardiac Rehab) and **Michele Pallas, MSN, RN, CCRN** (Critical Care) published an article entitled “Time of Day Effects on Exercising in Cardiac Rehabilitation”, in the *Journal of Cardiopulmonary Rehabilitation and Prevention*, October 2023

Juliana Morin, MSN, RN (Emergency Department), Dr. Lynders, Dr. Goldman, Dr. Bruno, Dr. Auerbach and Scott Maruschock (CPD) published an article entitled “Blueprint for community emergency department pediatric simulation” in *AEM Education and Training: A Global Journal of Emergency Care*



Betty Molle, Ph.D., RN, Mary Allegra, DNP, MSN, NPD-BC, NEA-BC (CPD) and colleagues published an article entitled “The Aggressive Incidents in Medical Settings (AIMS) Study” in the *Joint Commission Journal on Quality and Patient Safety*, December 2023

New Certifications

Shannon Woodford, LPN (Care at Home/Hospice) passed the Hospice and Palliative Care certification exam

Elena Reiss, BSN, RN, WCC, WOCN (Wound Care) passed the Wound, Ostomy and Continence certification exam

Olivia Emmanuel, MSN, MBA, RN, CPHQ, CNOR (OR) passed the Certified Nurse-Operating Room (CNOR) exam

Meghan Harold, BSN, RN, VA-BC (IV Therapy) passed the Vascular Access certification exam

Emily Shok, BSN, RN, CEN (ED - Marlborough) passed the Certified Emergency Nurse (CEN) exam

Anna Tiezzi, BSN, RN, ACM (Case Management) passed the Case Management (ACM) certification exam

Cassandra Waterbury, MSN, RN, CNL, CEN (ED - Marlborough) passed the Certified Emergency Nurse (CEN) exam

Brice Brestelli, BSN, RN, CEN (ED - Shoreline) passed the Certified Emergency Nurse (CEN) exam

Melissa Oblon, BSN, RN, PCCN, VA-BC (IV Therapy) passed the Vascular Access Certification exam

Kelsey Gagliardi, BSN, RN, OCN (Cancer Center) passed the Oncology Nursing Certification exam

Diane Bernier, MSN, RN, PMH-BC, CARN (Behavioral Health) passed the Certified Addiction RN (CARN) exam



Michele Zito, BSN, RN, CCRN, CRN (Cardiac Cath Lab) passed the Certified Radiology Nursing (CRN) exam

Robert Hayward, BSN, RN CEN (ED - Middletown) passed the Certified Emergency Nurse exam



Katelynn Skomro, BSN, RN, PMH-BC (CIU) passed the Psychiatric-Mental Health Nursing certification exam

Jennifer Peckham, MSN, RN, CEN (Center for Professional Development and ED - Shoreline) passed the Certified Emergency Nurse (CEN) exam

Joanne Michaels, BSN, RN, PMH-BC (CIU) passed the Psychiatric-Mental Health Nursing certification exam

Allison Myslak, MSN, RN, MEDSURG-BC, NP-BC (CPD) passed the Nursing Professional Development certification exam

Deb DePasqua, MSN, RN, MedSurg-BC, HNB-BC, HSMI, IAC, NE-BC (NAS) passed the ANCC Nurse Executive certification exam

Lorraine Downey, BSN, RN, CEN (ED - Marlborough) passed the Certified Emergency Nurse (CEN) exam

Mary Briscoe, MSN, RN, CHPQ (Quality) passed the Certified Professional in Healthcare Quality (CPHQ) certification exam



Honors

Philip Martinez, EdD, MSN, APRN-BC (CCU) was re-elected as Chair of the Commission on Collegiate Nursing Education (CCNE) Board of Commissioners.

Marlborough Emergency Department received the Guardian of Excellence Award from Press Ganey. This award reflects patient satisfaction scores at or above the 95th percentile over the past year.



Recognizing Nurses

greatsave NURSING WINNERS



Jason Cyr, BSN, RN and Kathleen Jarzabek, BSN, RN
ED - Shoreline



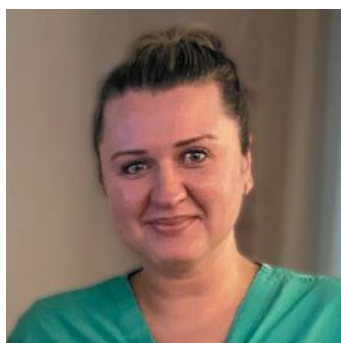
Jill Stempel, RN, OCN
South 4



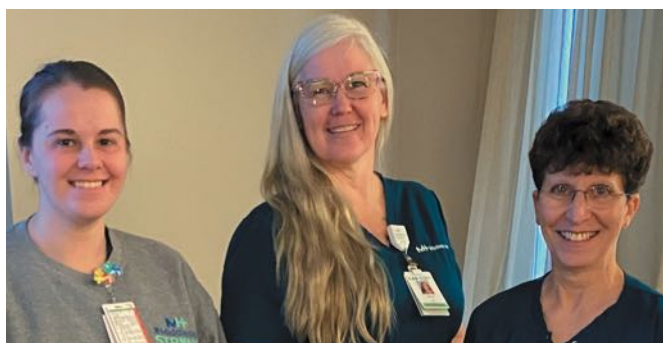
Amanda Schuler, LPN
MHPC - Madison



Michelle Fillion, BSN, RN, PMH-BC, CARN
Behavioral Health



Katarzyna (Kasia) Politowski, BSN, RN
Surgical Services



Left to right: Lindsay Woodford, LPN, Wendy Niemi, LPN, and Lois Spielman, LPN, Kelley Bird, LPN (not pictured)
MHPC - Westbrook

Amy Scheel, APRN
Urgent Care
(not pictured)

GREAT SERVE AWARD

NURSING WINNERS



Susan Mack, BSN, RN
Care at Home/Hospice



Heather Roe, LPN
North 4



Micah Greene, BSN, RN
North 4



Andrew Hollopeter, BSN, RN, CEN
Nurse Manager, ED - Middletown
Debra DePasqua, MSN, RN,
MedSurg-BC, HNB-BC, HSMI,
IAC, NE-BC
Nursing Administrative Supervisor



SPECIAL THANKS

to the Middlesex Health Medical Staff
for sponsoring this year's Nursing Annual Report.



Middlesex Health
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Middletown, CT 06457
MiddlesexHealth.org