

2019 NURSING ANNUAL REPORT





Spending time to sit with your patients, ask how they're doing and listen to their struggles — that's what being a nurse is. Always care for the person first, and the patient second. — Zackery Voisine



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Letters _____	3
Nursing Strategic Plan _____	6
Nursing Practice Outcomes _____	8
DAISY Nominees _____	10
Nursing Accomplishments _____	12
Professionally Certified Nurses _____	15
Memorable Moments _____	20
Presentations & Publications _____	19





Dear Colleagues,

As Middlesex Health's Vice President of Patient Care Services and Chief Nursing Officer, I am honored to present the 2019 Nursing Annual Report. As I share my final report to you, I also reflect on this dynamic nursing department's many great accomplishments over the years from the first Magnet® designation in 2001 to receiving the call for our fifth designation last May.

Spanning almost 20 years, our Magnet designation demonstrates how hard you work every day to provide Care that Makes a Difference. I am continually impressed by the exceptional clinical, patient, and nurse satisfaction outcomes that result from your hard work and dedication to nursing excellence.

Your commitment to providing the safest, highest-quality care is evident in the pages that follow. From accomplishments and degrees to publications and certifications, it is clear that Middlesex nurses consistently exemplify professional nursing practice. This past year, like many others, brought many challenges: preparing for an electronic medical record transition, regulatory surveys and fluctuating patient census, just to name a few. And, as in so many other years, the professional nurses at Middlesex came together and prevailed, while delivering compassionate, patient-centered care.

I want to thank each of you at Middlesex Health for your hard work and commitment to our patients and community. As I hand off my duties as your Chief Nursing Officer to Kelly Haeckel in the upcoming months, I am confident you will continue to shine for many years to come.

Jackie Calamari, MSN, MS, NEA-BC, CEN
Vice President, Patient Care Services/CNO



JACKIE CALAMARI,
Vice President of Patient
Care Services and Chief
Nursing Officer

“I am continually impressed by the exceptional clinical, patient, and nurse satisfaction outcomes that result from your hard work and dedication to nursing excellence.”



Dear Colleagues,

You did it! In 2019, we earned our fifth consecutive Magnet® designation from the American Nurses Credentialing Center, and it's because of your commitment to the well-being of our patients and to the mission of our organization that we achieved this honor. I am very proud of you!

The Magnet designation is such an amazing and elite honor. It's a testament to the unparalleled and high-quality work that you do every day. You make a difference in the lives of many, and I can't thank you enough for everything that you do.

Today, health care workers face many challenges. Your work is not easy, but your commitment to excellence compels you to provide compassionate care no matter the circumstances. I am confident that you will always move forward with our mission and vision in mind.

I know that you are dedicated to your profession and to helping our community. I know you care deeply about what you do and, without a doubt, I know you help make Middlesex the smarter choice for care.

This annual report showcases your good work and your success throughout 2019. It clearly illustrates the extraordinary value you bring to Middlesex Health every day.

Thank you for being part of our Middlesex Health team. I look forward to working with you to achieve even greater accomplishments in the years ahead.

Sincerely,

Vincent Capece Jr., President and CEO



VINCENT CAPECE JR.,
President and CEO

“Today, health care workers face many challenges. Your work is not easy, but your commitment to excellence compels you to provide compassionate care no matter the circumstances.”



To Our Nursing Colleagues,

This past year was filled with hard work and success as we earned Magnet Hospital designation for the fifth time. Additionally, as a health system we worked very hard to prepare for our transition to Epic. It is evident that we are committed to the best practice recommendations for electronic health records and we put innovation at the forefront. The Professional Practice Council, along with all our nurses, demonstrated that shared decision-making is alive and strong here at Middlesex Health System.

The Professional Practice Council strives to sustain the voice of nursing as we face the changing needs of our patient population, as well as many days of high patient census. Nurses continue to embrace our commitment of maintaining best practices and transforming them into our bedside care. The Professional Practice Council supports the shared decision-making model that nurtures this rich environment of innovation. As part of our mission and vision, we must aspire to promote collaborative practice. This includes embracing evidence-based, safe, high-quality care that makes a difference for our patients and community. The many decisions and endorsements demonstrate this patient-centered focus.

Thank you for the wonderful care that you provide for the patients of Middlesex Health. It's an honor to work with you.

Sincerely,

Meredith Belden, MSN, RN, NE-BC, PCCN-K

Amy J. Gustafson, MSN, RN-BC



MEREDITH BELDEN,
MSN, RN, NE-BC, PCCN-K,
Nurse Manager



AMY J. GUSTAFSON, MSN,
RN-BC, Charge Nurse

“Nurses continue to embrace our commitment of maintaining best practices and transforming them into our bedside care.”



2020-2022 NURSING STRATEGIC PLAN

MISSION

Middlesex Hospital nurses provide evidence-based, safe, high-quality care that makes a difference for our patients and community.

VISION STATEMENT

As professional nurses, we aspire to promote collaborative practice that embraces innovation across the continuum, resulting in excellent outcomes for our patients.



Best Experience

Provide our community with convenient, unparalleled service.

- Maximize employee and medical staff focus on Patient Experience by outperforming benchmark scores for the majority of quarters.
 - Outperform benchmark scores including those for pain, patient education, service recovery, responsiveness, courtesy and respect, and careful listening.
 - Facilitate clinical nurse-driven service recovery projects that lead to process improvement based on patient feedback.
- Hold all accountable to a standard of interpersonal interactions based on core values
- Ensure an aesthetically pleasing and safe, up-to-date physical environment.
 - Ensure a grade of B or better on Environment of Care (EOC) rounds on 90% of surveyed units and develop action plans for units underscoring.

- Make services efficient and convenient for patients.
 - Use Epic tools to develop a data-based plan to improve throughput metrics.
 - Educate all RNs on MyChart.
- Leverage technology to create a more seamless environment for patients and providers.
 - Improve nursing documentation efficiency by 20% through simplified nursing workspace.
 - Develop a plan to support training and patient care through Epic transition.

Exceptional Care

Provide the best clinical outcomes for patients and community.

- Standardize care by using the Mayo Clinic Care Network and other industry standards.
 - Participate in the Heart Failure Collaborative to reduce CMS 30-day mortality rate.



- Participate in the Palliative Care Collaboration to increase Palliative Care follow-up visits by 20%.
- **Share, communicate, and educate on quality performance.**
- **Strengthen the high-reliability environment.**
 - Increase Peer-to-Peer Program referrals by 10%.
 - Outperform benchmark scores for falls with injury and pressure injuries.
 - Perform better than the mean on all HACs/HAIs.
 - Demonstrate department-wide nursing representation in Center for Mindfulness and Compassion meetings and activities.
- **Improve transitions of care across the continuum.**
 - Participate in diabetes collaborative to improve glycemic control throughout hospital stay.
 - Support health of new mothers and babies in the community through implementing cipher calls and home visits.
 - Outperform Remedy Partners benchmark for discharge to home, length of stay at skilled nursing facilities, and readmission for the majority of identified high-priority patient populations.
- Maintain a vacancy rate of less than 5%.
- Implement alternative staffing options to facilitate recruitment of experienced nurses.
- **Optimize environment to reduce burnout and voluntary turnover.**
 - Participate in CHA Safer Hospital Initiatives to reduce assaults.
 - Develop a plan to support clinical nurses in identifying workplace safety and security improvements.
 - Develop a formal plan to involve clinical nurses in identifying solutions to reduce burnout and turnover.
 - Identify at least three opportunities to support nurses' affiliation with and/or participation in professional organizations to improve nursing practice and/or patient outcomes.
- **Bolster employee pride in the institution through Magnet Designation, Top Workplace designation, and DAISY nominations.**

Excellent People

Attract, develop, and retain compassionate expert medical staff and employees.

- **Enhance professional and educational employee development opportunities.**
 - Collaborate with HR to create development plans for nursing leadership.
 - Increase the number of BSN (or higher) prepared nurses by 5% and develop plan to track non-BSN prepared nurses.
 - Prepare for ANCC Practice Transition Accreditation Program (PTAP) 2022 renewal.
- **Recruit high-performing employees and medical staff.**
 - Partner with HR to develop a formal nursing recruitment strategic plan and a formal retention plan for patient care technicians.

Financial Stability

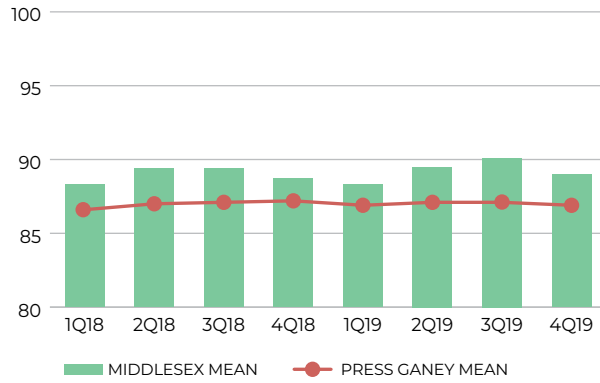
Generate a sufficient operating margin to ensure the health system will be able to fulfill its mission.

- **Increase revenue through affiliated physician practice expansion and program development.**
- **Build population health competencies and infrastructure.**
 - Educate staff on population health initiatives to improve patient experience including quality and satisfaction, health of our population, and reduction of costs of health care.
 - Develop strategies to address relevant population health needs.
- **Optimize operations of Middlesex Medical Group (Employed Physician Practices).**
- **Reduce expenses by optimizing staffing patterns to reduce OT and DT expenses.**

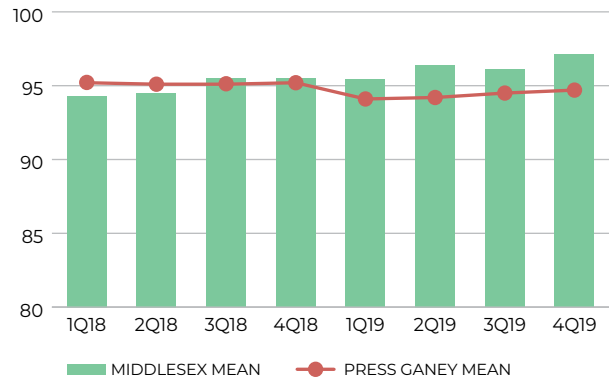


NURSING PRACTICE OUTCOMES

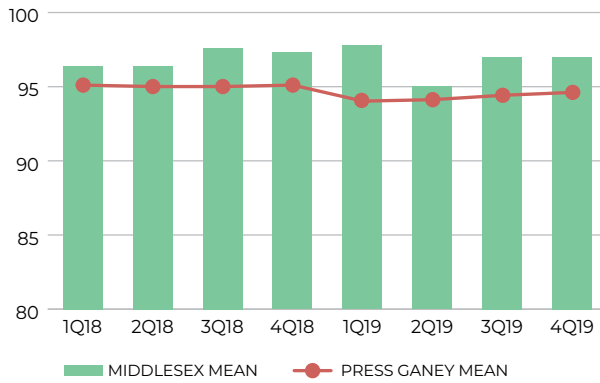
Inpatient Units



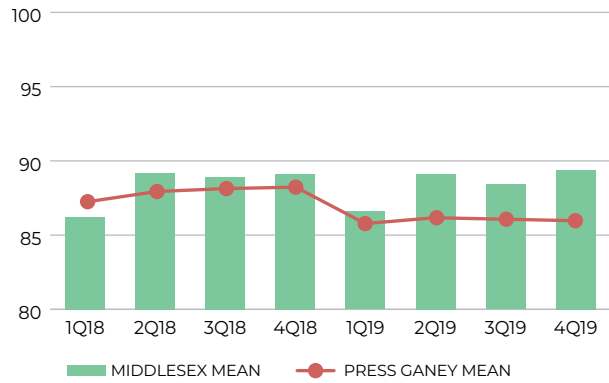
Middlesex Hospital Outpatient Surgery



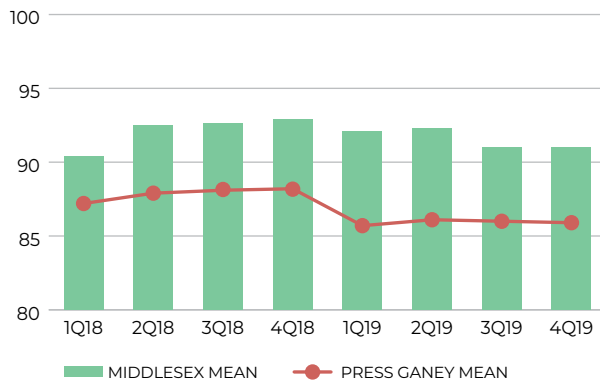
Outpatient Center — Surgicenter



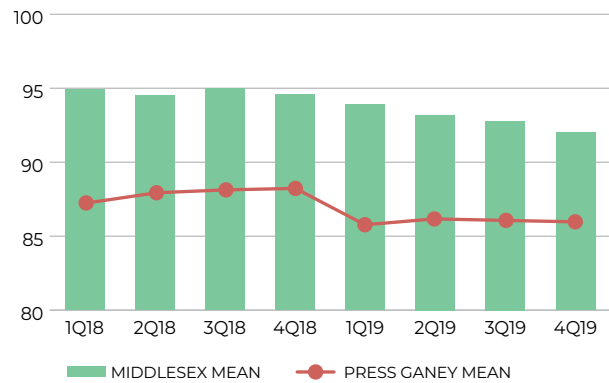
Middletown Emergency Department



Shoreline Emergency Department



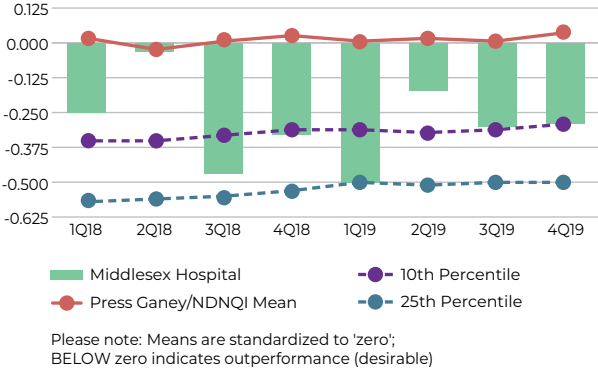
Marlborough Emergency Department





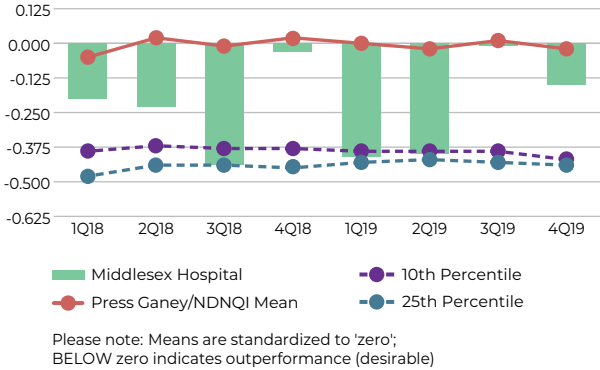
Falls with Injury

All Reporting Units Combined — Acuity Adjusted

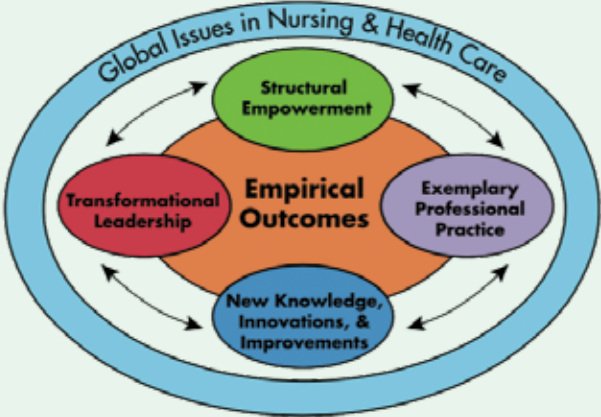
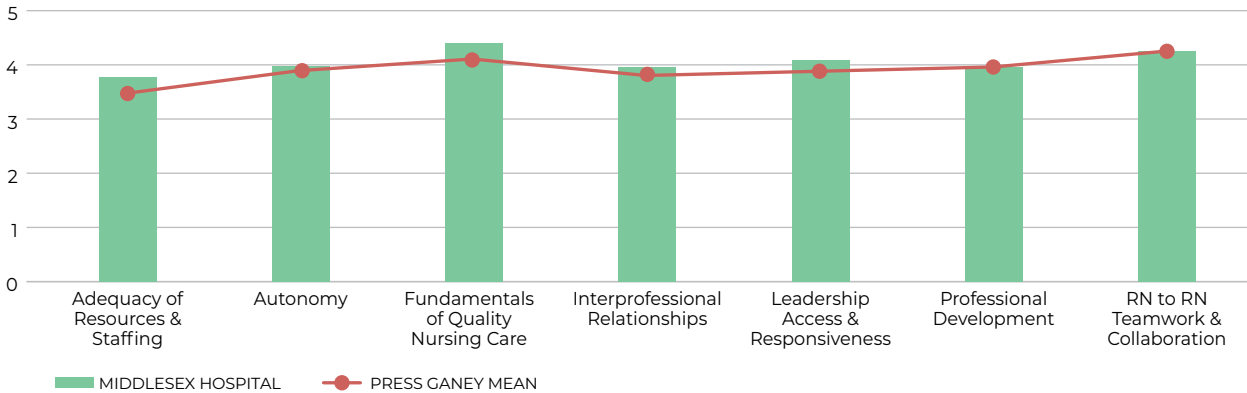


Hospital Acquired Pressure Injuries

All Reporting Units Combined — Acuity Adjusted



Nursing Excellence Survey — All Units



“Before I could ever ask for help, support was offered. Before I ever needed a helping hand, a hand was already there to help me.”

— Kiah Cabral



2019 DAISY HONOREES

Patricia Esposito, BSN, RN

North 5 Surgical/Bariatric | May 2019

"I recently had bariatric surgery and (following surgery) was transferred to 5 North for recovery. I would like to commend the nursing staff for the care I received. In particular, **I would like to single out Patty Esposito for the care she provided.** She did everything you could wish for in a postsurgical situation. She was a perfect mix of care, sympathy, encouragement, and toughness. Her belief in me was greater than my own and she pushed me to achieve more than I thought possible."



Julie Porter, RN

South 4 Oncology | June 2019

"**Julie was my mom's nurse when my mom was very sick** (and I was a very nervous daughter). Julie always made sure that we were both well taken care of and we always knew, if Julie was on, it would be a good day. She always went above and beyond for my mom. Although my mom passed away in 2015, Julie always takes time to stop by and give me a hug if she is in the lab, or if I see her in the hallway or café. I would love to recognize Julie for going above and beyond, even after all these years."



Gail Lagace, RN

South 4 Oncology | July 2019

"**The thoughtfulness and care Gail has are immeasurable.** It was my 86th birthday and I had a mastectomy. She let the staff know and everyone who came by wished me a happy birthday. I had all of my daughters with me, as well as my husband, and she made sure everyone was welcomed and comfortable. Gail is full of joy."



Kelly Zercie, MA, MSN, RN, RN-BC, CHPN

South 7 Comfort Care | September 2019

"**Kelly is a very compassionate nurse** who takes the time to explain to both the patient and the family. She was such a blessing to my sister and me when our mother was in hospice. She treated our mother with such compassion and dignity, always answered our questions with patience, and addressed any concerns promptly. Kelly's kindness to our family will be remembered with gratitude."





Ashley Goulet, BSN, RN

North 2 | November 2019

"I came to Middlesex with withdrawal from alcohol. **Right off the bat, Ashley had a great mood and was extremely respectful.** Almost every hour for the first couple of days, she would come and talk to me. She always had a smile on her face and never got frustrated when I would ask for something when she was busy. I feel she should get recognized for her hard work and devotion to her job."



Jean Whitehouse, BSN, RN

South 6 Orthopedics | January 2020

"**From the time I met Jean, there was an immediate connection.** She expressed sincere concern for my well-being, taking the time to explain my postop care not only to me but to my husband as well. Jean assisted me in alleviating much of my anxiety. After a shift Jean got called away on, she came to my room after the shift was over to see how I was doing. Her visit was special and much appreciated."



DAISY Nominees

Meghan Autencio: North 5

Melissa Averill: ED

Kelsey Balsamo: ED

Adam Brothers: Float Pool

Elizabeth Caruso: Homecare

Laura Ciardullo:

Marlborough

Brianna Collins: Float Pool

Kasey Crompton: South 4

Kelly Dripchak: North 2

James Fracchia: Float Pool

Sandra Freeman: South 5

Alicia Garcia: South 4

Joan Gordon: CCU

Megan Guest: South 6

Dori Halpin: South 7

Bob Hayward: ED

Margaret Holda:

Marlborough

Stephanie Hughes: P&BC

Meghan Kuchuk:
Homecare

Rachel Lembo: North 5

April Lombardo: North 7

Susan Mack: South 7

Heather Mejza: P&BC

Samantha Melhorn: North 5

Chris Milardo: South 7

Alison Myslak: CPD

Jill Noble: South 7

Peggy Patinella:
Outpatient Infusion

Jennifer Prevost: Shoreline

Martha Rivera: North 5

Mike Szumigala: ED

Lindsey Virgadola: CCU

Janet Whaley:

Outpatient Infusion

Sylvia Williams: North 7

Adrienne Wyckoff: South 5



NURSING ACCOMPLISHMENTS

New Degrees

Danielle Calle, South 4, MSN

Dana Cantiello, Middletown ED, DNP

Lindsey Downing, Nurse Manager
(Float Pool, Central Staffing, North 2), MSN

Suzanne Falconer, Critical Care Unit, MSN

James Kelly, Middletown ED, Post-MSN
Certificate: Psychiatric Mental Health Nursing

Kristen Lowry, North 5, BSN

Diane Matthews, Homecare, BSN

Betty Molle, Center for Professional
Development, PhD

Olive Ntege, North 5, BSN

Joe Pucillo, Shoreline ED, BSN

Martha Rivera, North 5, MSN

Joanna Sawicki, Critical Care Unit, MSN

Deborah Tschopp, IV Therapy, BSN

2019 Accomplishments

Cancer Center

- Increased OCN certification to 41% (two new nurses received their certification in 2019).
- Developed a structured patient mentor program for patients at the Middlesex Health Cancer Center.
- In collaboration with the Mayo Care Clinic Network, kicked off the nurse-led research study Intercept to develop knowledge around inclusion criteria for doing genetic testing on patients with solid tumors.

Cardiac Cath Lab and Interventional Radiology

- Developed a task force to improve interprofessional relationships and brainstorm improvements to workflow.

Cardiac Rehab

- Exceeded clinical target goal (90%), with 93% of patients achieving BP at or below 140/90 at completion of program.
- Achieved 24-hour turnaround time to contact new referrals.

Case Managers

- Collaborated with Remedy Partners on Bundled Payments for Care Improvement Advanced (BPCI-A) to identify patients in a timely manner and enhance care coordination, improve quality of care, and reduce expenditures through a patient's continuum of care.

Center for Chronic Care Management

- Expanded community "Well-Being Series" to patients at Shoreline.
- Provided onsite chronic obstructive pulmonary disease (COPD) education to 11 skilled nursing facilities.
- Updated the heart failure clinical pathway as part of the Heart Failure Mayo Clinic Care Network Collaborative.

Center for Professional Development

- Achieved Nurse Residency Program accreditation by the American Nurses Credentialing Center (ANCC) Practice Transition Program (PTAP).
- Earned recognition as an approved provider with distinction of nursing continuing professional development by the Northeast Multistate Division, an approver accredited by the American Nurses Credentialing Center's Commission on Accreditation.

Critical Care and IMCU

- Implemented a new interprofessional tool for rounding, "Prevention Saves Lives."
- Decreased ventilator associated events to below benchmark.
- Implemented a bundle to prevent violence by patients towards staff.

Endoscopy

- Implemented the TIF procedure with an intensive dry run, completing two cases successfully.



- Engaged Pod C in the screening and postop care of endoscopy patients to facilitate patient flow from Pod A and increase efficiency for physicians.

Homecare

- Implemented a one-year RN Mentorship Program for all new hires.
- Implemented a Heart Failure care protocol in response to 30-day readmission rates and reduced it by 50%.
- Achieved 98% — Timely Initiation of Care.

Hospice

- Recruited an evening RN to better meet the needs of patients and enhance timeliness of care.
- Reallocated resources to create a Hospice Resource Nurse Coordinator position to support seamless care transitions.

Infection Prevention

- Reduced hospital onset of C. diff infection rates through collaboration, evidence-based practice, and process analysis.
- Collaborated with multidisciplinary team to increase overall hand hygiene compliance from 61% in 2018 to 68% in 2019.

Inpatient Wound and Skin Specialist

- Reduced Hospital Acquired Pressure Injuries by 12% as compared to the previous year.
- Created an ileostomy pathway to decrease readmission rates related to dehydration.

IV Therapy

- Developed an algorithm for appropriate line selection.
- Increased certification rates — 80% vascular access certified.

Marlborough ED

- Achieved the Guardian Award of Excellence in patient satisfaction.
- Achieved 365 fall-free days.

Middlesex Surgicenter

- Improved patient education and discharge instructions.
- Improved Environment of Care grade from C- to A- in one quarter, based on nursing involvement.

Middletown ED

- Devised a team model, huddling every two hours.
- Collaborated with architects to renovate space for the new state-of-the-art Crisis Intervention Unit focused on patient safety.

North 2 and Float Pool

- Established a Medical Intervention Unit to provide evidence-based interprofessional patient-centered care of patients experiencing alcohol withdrawal in addition to other medical problems.

North 4

- Fall reduction and decrease in falls with injury: Achieved 100 fall-free days.
- Trialed implementation of PCT standardized report process.
- Implemented permanent charge role in collaboration with North 6.

North 5

- As a CHA innovation unit, implemented strategies to improve communication about medication such as scripting and use of specific patient education materials.
- Implemented Purposeful Rounding Interactive Whiteboard to improve responsiveness.

North 6

- As a CHA Innovation Unit, implemented “What Matters to Me Today” program. Adapted this to include “Connect 5,” where nurses sit down with their patients for five minutes and talk about what’s important to them, putting a personal touch on patient care.
- Sustained Purposeful Rounding and trialed a Purposeful Rounding Interactive Whiteboard to improve responsiveness.

North 7

- Improved unit safety and care of patients by securing a full-time security officer for the unit.
- Hardwired patient rounding.

Nursing Administrative Supervisors and Clinical Resource Nurses

- Improved communication between disciplines through engaging staff from multiple roles and disciplines to identify and implement solutions.



NURSING ACCOMPLISHMENTS

Operating Room

- Implemented the Family Touch program to improve communication with families.
- Improved efficiency and decreased surgical turnover times.

Outpatient Behavioral Health

- Provided team training on solution-focused therapy and motivational interviewing for adult patients.

Outpatient Infusion

- Expanded services at Westbrook location to five days per week.
- Developed an educational presentation on Hemochromatosis/Iron Overload in the department.
- Implemented sound therapy.

PACU/OPS

- Improved pain scores with preoperative and post-operative scripting, augmented with written patient education materials regarding pain management and expectations.
- Maintained or exceeded Press Ganey scores.

Palliative Care

- Enrolled in the Mayo Clinic Care Network Palliative Care Collaborative with the goal to increase follow-up visits by 20%.

Pregnancy and Birth Center

- Successfully piloted the use of aromatherapy to improve the patient experience.
- Implemented a Post-Birth Risk Care initiative — an evidence-based project centered around the “4th trimester” that includes:
 - Use of AWHONN education modules
 - Updated patient education materials and refrigerator magnets
 - A second follow-up Cipher call to identify higher-risk patients

PreProcedure Center

- Rebranded the PEAC (Preoperative Evaluation and Assessment Clinic) and PPT teams to become the PreProcedure Center.
- Revised the job description to reflect role of PreProcedure Navigators (PPN).

- Onboarded a second PEAC APRN increasing the availability of appointments to include evening hours (until 7 p.m.) two days per week.

Shoreline Medical Center ED

- Achieved a 68% professional certification rate.
- Hosted a successful career day for students in the community.
- Hosted a successful recruitment fair for RNs and filled open positions.

South 4

- Implemented an aromatherapy program.
- Achieved 100 fall-free days.
- Trained staff to care for single-level spine cases.

South 5

- Decreased average time on telemetry with nurse-driven telemetry discontinuation protocol.

South 6

- Implemented innovative strategies to increase ambulation to decrease length of stay and increase the number of patients who go directly home.
- Implemented sound and color therapy as an additional modality for pain management and patient comfort.
- Added a specialized whiteboard focused on orthopedic care pathway.

South 7

- Successfully advocated for hospital-wide gurney covers for end-of-life patient transportation.
- As a CHA Innovation unit, implemented Comfort Pak Program — targeted education to patients and families about hospice-related care issues such as medications.
- Implemented “What Matters to Me” program to ensure that patient priorities are addressed.

Wound and Ostomy Center

- Reduced patients’ wound size by 20% within 30 days of admission to the wound center, 94% of the time.

PROFESSIONALLY CERTIFIED NURSES



NAME	CREDENTIALS *Indicates Dual Certification
Paula Agogliati	MSN, RN, NEA-BC, PCCN-K*
Lisa Alexander	MSN, ACNP-BC
Kathleen Alexander	RN-BC*
Mary Allegra	DNP, NPD-BC, NEA-BC*
Jessica Allegra	BSN, RN, CCRN-P
Taryn Allen	BSN, RN, CLC
Christina Amleto	BSN, RN, CEN
Julia Anderson-Baker	MSN, RN, CNOR
Tracy Andrulat	BSN, RN, BS, ONC
Jennifer Arborio	BSN, RN, CEN, CPEN*
Paula Austin	RN, PCCN
Elise Avery	BSN, RN-BC, CCM*
Michele Backus	RN, CCM
Leah Bahner	BSN, RN, CEN, OCN*
Gabriele Bartunek	RN-BC, CMCR, CHPN*
Meredith Belden	MSN, NE-BC, CDE, PCCN-K*
Jennifer Bellamo	BSN, RN-BC, CAPA*
Genine Berdensen	BSN, RN-BC
Diane Bernier	MSN, RN-BC
Domenic Biello	MSN, RN-BC
Amy Bierbaum	MSN, APRN, FNP-BC
Nicole Blais	BSN, RN, CEN
Robert Blewitt	MSN, RN-BC
Emily Blyler	BSN, RN, CHPN
Tamara Bober	RN-BC, OCN
Cheryl Bogue	RN-BC
Eileen Borowiec	BSN, RN, CEN
Christina Bosques	RN, CEN, WCC*
Lauren Boule	MSN, NPD-BC, RN-BC*
Kate Brencher	MSN, RN-BC
Mary Briscoe	BSN, RN, CNOR
Mary Briscoe	BSN, RN, CNOR
Camille Brodeur	BSN, RN, CAPA
Maria Brown	BSN, RN, CAPA
Joan Brown	BSN, CEN
Darlene Burkett	BSN, RN, CEN
Anne Burkhart	MSN, RN-BC, PCCN*
Donna Burritt	RN, CEN
Jacquelyn Calamari	MSN, MS, NEA-BC, CEN*
Maria Cale	MSN, RN, ACNP-BC
Daniela Calle	FNP-BC, RN
Melanie Cama	MSN, RN, NEA-BC, CHPN, CHPCA*
Jane Carey	BSN, RN, CAPA, CGRN*
Diane Carlson	BSN, RN-BC
Elizabeth Caruso	RN-BC
Tanya Case	BSN, RN, CLC

NAME	CREDENTIALS *Indicates Dual Certification
Susan Cawley	BSN, RN, CDE
Jung Chang	RN-BC
Megan Chapin	BSN, RN-BC*
Rachel Ciammella	BSN, RN-BC, CMSRN*
Laura Ciardullo	MSN, RN, CEN
Sarah Cirillo	RN, CEN, SANE
Susan Connell	BSN, NE-BC*
Mary-Alison Connelly	BSN, RN, PMP
Ashlyn Cooke	BSN, RN, CEN
Jennifer Cote	BSN, RN-C
Rachel Crockett	RN, CEN
Estrellita Cunanan	BSN, RN-BC
Susan Currie	RNC-OB, C-EFM*
Bianca Curzan	BSN, RN-BC
Catherine Cusson	RN, IBCLC
Samantha Cyr-Melhorn	BSN, RN, HBN-BC
Danielle Czesak	BSN, RN-BC
Toni Daddio	BSN, RN, CEN*
Lynne Dakers	MSN, NE-BC, RN-BC, CGRN*
Susan Daniels	MSN, RN, CHPN
Lianna Dasilva	BSN, RN-BC
Penny Davidson	BSN, MA, RN, HNB-BC, CEN*
Mary Davis	BS, RN, CEN
Claire Davis	RN, CPHQ
Lizabeth Delaney	MSN, RN-BC, CAPA*
Debra DePasqua	MSN, RN-BC, HNB-BC, IAC*
Gilda DiPerla	BSN, RN, CEN
Deanna Discenza	BS, RN, CAPA
Kathryn Dornfeld	BSN, RN-BC, CAPA*
Zack Doubleday	BSN, RN, CHPN
Brenda Doucette	BSN, RN, OCN
Lindsey Downing	MSN, RN, NE-BC
Justin Drew	MSN, RN, NEA-BC
Edward Drew	MSN, RN, APRN-BC
Kelly Dripchak	RN-BC
Pamela Duncan	APRN-BC
Rebecca Edwards	DNP, RN, ANCC, CHPN*
Lisa Eleck	MSN, RN, FNP, CHPN
Wendy Elia	BSN, RN, CAPA
Amy Emanuel	MSN, RN, CMSRN
Elizabeth Emory	BSN, RN-BC*
Natasha Evangeliste-McNamara	RN, CEN
Tara Fagan	MSN, RN, APRN-BC, CEN
Theresa Fairchild	BS, RN-BC, CAPA*
Suzanne Falconer	MSN, RN-BC
Jaclyn Ferruolo	BSN, RN, CEN



PROFESSIONALLY CERTIFIED NURSES

NAME	CREDENTIALS *Indicates Dual Certification
Kathryn Fitzgerald	RN, CAPA
Katherine Focacci	DNP, APRN, RNC-EFM
Sarah Fontaine	BSN, RN, CHPN
Marie Foohey	RN-BC
Gail Forrest	BSN, RN, CEN
Rosemary Fox	BSN, RN, WOCN
Jill Frey	BSN, RN-BC, PCCN, WCC, CWON*
Jessica Gabriele	DNP, RN-BC, NE-BC, CNML, CNL*
Tracey Galdenzi	BSN, PCCN, CCRN*
Meghan Galli	BSN, RN-BC
Kristen Garneau	BSN, RNC-OB
Stephanie German	MSN, RN, CEN
Michael Giannecchini	RN, CWCN
Christine Glasz	MSN, RN-BC
Hilda Gneiting	RN, VACC
Diana Gomez	BSN, RN, CEN
Marissa Goodnight	BSN, RNC-OB, EFM*
Joan Gordon	BSN, RN-BC
Elizabeth Gould-Ruitto	RN, CAPA
Anne Gowac	MSN, RN, CNOR, CPHQ*
Laura Graham	BSN, RN, CAPA
Sandra Grela	MSN, RN, MHA, CNML
Judith Grippo	BSN, RN, CAPA, CGRN*
Lecil Guerzon	BSN, RN, OCN
Erin Guevarez	BSN, RN-BC
Amy Gustafson	MSN, RN-BC
Agnes Gutowski	MSN, RN, CAPA, CPAN*
Kelly Haeckel	MSN, RN, NE-BC, CNML*
Cynthia Hamlin	BSN, RNC-OB
Amber Hammond	BSN, RN-C

NAME	CREDENTIALS *Indicates Dual Certification
Nancy Hammond	MSN, RN, APRN, CWCN, COCN*
Amelia Haney	BSN, RN-BC
Laura Hanley	BSN, RN, CEN
Donna Hardy	RN, CAPA
Lori Hartel	BSN, RNC-OB
Renee Hastings	BSN, RN-BC, CNML*
Laura Hastings	RN-BC, LCSW*
Philip Hawley	BSN, RN, CEN
Lynn Hayes	BSN, RN, CCRN, CFRN*
Amy Haynes	RN-BC*
Barbara Heffernan	BSN, RN-BC, CCRN, CMC, PCCN, VACC*
Elizabeth Heiney	BSN, RN, CEN*
Doris Helbling	BSN, RN, CNOR
Sachie Hendrix	RN, CCRN, CMC*
Virena Hermann	MSN, RN, APRN-BC
Christine Hess	BSN, RN, PCCN
Kathy Hickey	BSN, RN, CNOR
Tammy Hickman	BSN, RN-BC
Andrew Hollopeter	RN, CEN
Erin Huckle	BSN, RNC-EFM
Michaelyn Hunter	BSN, RNC-EFM
Susan Ingraham	RN-BC*
Jessica Iozzo	RNC-EFM, CCRN
Donna Jacobs	BSN, RN, CGRN
Alice Jain	MSN, RN, CWCN
Lynn Jansky	MSN, NP-BC
Sarah Johnston	BSN, RN-C
Josh Kekacs	MSN, RN, NE-BC, CEN*
James Kelly	MSN, RN, APRN, PHHNP, CEN*
MaryAnn Kelly	MSN, RN, APRN, CNS-BC*
Beth Keser	BSN, RN, CAPA
Bonnie Kier	BSN, RN-BC
Debra King	MSN, RN, CNOR
Wendy King	BSN, RN, CAPA, CEN*
Chris Kirk	DNP, RN, CEN
Lorrie Korn	MSN, RN, CDE
Dina Kosuda	BSN, RN, CCRP
Kaitlin Kruszewski	RN-C
Carla Kuczanski	BSN, RN-BC
Brandon Kulak	BSN, RN-BC
Renee Lajoie	BSN, RN, COS-C, HCS-D*
Sandra Lajoie	BSN, RN, CNOR
Victoria Langer	MSN, RN, NNP-BC
Alison Langton	BSN, RN-BC, CNOR*
Sabrina LaRosa	BSN, RN-BC, WCC, WOCN*
Nancy Leake	MSN, RN, ANP-C





NAME	CREDENTIALS *Indicates Dual Certification
Lisa Lee	BSN, RN-BC, CCRP*
Kimberly Lee	RN-BC, CAPA*
Sarah Lennon	MSN, RNC-OB
Kimberly Lenois	BSN, RN-BC, CHPN*
Brianna Lewoc	BSN, RN, CCRN
Candi Lincoln	RN, PCCN
Mary-Jo Logan	BSN, RN, CNN
Stephanie Lombardo	RN-BC
Antonio Lopera Henao	MSN, RN, CEN
Anita Lorinsky	RN-BC, CEN*
Gregory Lutkus	MSN, RN, APRN-BC
Sandra Lynch	RN, VA-BC
Kathryn Malley	BSN, RN, CEN
Elizabeth Manning Akko	RN, CEN
Veronica Mansfield	MSN, RN, APRN-BC, AE-C, CCM*
Kelsey Mansfield	BSN, RN-BC
Heather Marica	MSN, RD, RN, PCCN*
Nicklos Markey	MSN, RN, NNP-BC
Cindy Marotta	RN, CEN
Patricia Marteka	MSN, RN-BC, CBN*
Kayleigh Martin	BSN, RN-BC
Philip Martinez	EdD, ACNP-BC, CCRN-CMC*
Fisher Marybeth	BSN, RN-BC
Susan Massicott	BSN, RN-BC
York Matthew	RN, CEN
Genevieve Mayhew	BSN, RNC-OB
Kari Mayorga	RN, OCN
Diane Mazzone	BSN, RN, WOCN
Kaitlyn McCormack	BSN, RN-BC
Amanda McDonald	MSN, RN-C, NE-BC*
Victoria McDowell	RN, CNOR
Geraldine McGladrigan	RN, CEN
Marsha McGlynn	RN, CCRN
Shirley McInvale	RN, CAPA
Kathleen McKinnon	BSN, RN, MBA, NE-BC, CDE, CCM*
Thomas McKinnon	BSN, RN, VACC
Brianna McNally	MSN, RN, FNP-BC, IBCLC, RNC-EFM*
Heather Mejza	BSN, RNC-EFM
Crystal Mercado	BSN, RN, CEN
Susan Meunier	MSN, RN, ANP-C
Molly Mianulli	BSN, RNC-EFM
Tomasz Michalewski	MSN, RN, APRN-BC
Margaret Michonski	BSN, RN, CEN, CCRN*
Kimberly Modelsky-Behm	BSN, RNC-LRN, IBCLC*
Cheryl Mohrlein	MSN, RN, OCN, NE-BC*
Elizabeth Molle	PhD, MS, MSN, NPJ-BC

NAME	CREDENTIALS *Indicates Dual Certification
Melissa Monarca	MSN, RN-BC, CWON*
Creedance Mongillo	MSN, RN-BC
Arnold Moore	MBA, BSN, RN, NE-BC, CEN*
Sharon Morace	RN, OCN
Emily Morelli	BSN, RN-BC
Larissa Morgenthau	MSN, NPD, BC, RN-BC*
Catherine Moshier	RNC-EFM
Jennifer Muller	MSN, RN, NNP-BC
Jeanette Murphy	BSN, RN-BC
Allison Myslak	BSN, RN-BC
Jill Nagy	MSN, APRN, RN-BC
Laura Napierkowski	RN-BC
Carmel Natelli	RN, OCN
Laura Nelson	MSN, RN, NE-BC
Lindsay Nelson	BSN, RN, CEN
Michelle Nerkowski	BSN, RN, CCDS
Shay Nevins	BSN, RN-BC
Kelly Nicholson	MS, MPH, NEA-BC, NPJ-BC*
Rebecca Nixie	BSN, RN, RNC-EFM, CLC*
Jill Noble	RN, CHPN
Ryann Nocereto	MSN, RN, OCN
Jill Norton	MSN, RN, CCM, NE-BC
Karen Norton	BSN, RN, CAPA
Amanda Novak	BSN, RN, CEN
Arlene Novak	RN, CNOR
Olive Ntege	BSN, RN-BC
Shelley O'Connor	BSN, RN, IBCLC
Jennifer O'Hara	BSN, RN, PCCN
Melissa Oblon	BSN, RN-BC, PCCN*
Patrycja Olechniej	BSN, RN-BC
Kim Oski	MSN, RN, APRN-BC, NNP-BC*
Michele Pallas	MSN, RN, PCCN, CCRN
Golda Palmer	BSN, RNC
Deborah Pantalena	BSN, RN, OCN
Kimberly Paradis	BSN, RN, RNC-EFM
Cynthia Parady	MSN, RN, CHPN
Amisha Parekh de Campos	MHP, BSN, RN, CHPN
Stacy Parker	BSN, RN-BC
Margaret Patinella	RN, OCN
Krystle Petersen	BSN, RN, OCN
Wendy Peterson	MSN, RN, PMHCNS-BC
Megan Petrucelli	MSN, RN, CEN
Michelle Petta	BSN, RN, PCCN
Amber Phelps	BSN, RN, CNOR
Sarah Phillips	APRN, RN, CEN
Samantha Piazza	MSN, FNP-BC, AACN, RN-BC



PROFESSIONALLY CERTIFIED NURSES

NAME	CREDENTIALS *Indicates Dual Certification
Heather Pickerign	BSN, RNC-EFM, IBCLC
Laura Pittari	MSN, RN, APRN, NNP
Jessica Poetzsch	MSN, RN-BC
Michelle Pompano	MSN, RNC-OB
Cathy Powers	MSN, RN, NE-BC
Joann Preece	MSN, RN, CAPA
Erin (Siobhan) Prescott	BSN, RN, PCCN
Anna Proctor	BSN, RN, ONC
Shana Proulx	BSN, RN-BC, CMSRN, CHPN*
Donna Prue	RN, CAPA
Joseph Pucillo	RN, BSN, CEN
Michelle Pugliares	MSN, RN, APRN-BC
Stephanie Reeves	BSN, RN-BC
Stacy Regan	BSN, RN, CNOR
Robyn Reilly	MSN, RN, APRN-BC, CEN
Melissa Revicki	MSN, RN, RNC-EFM, NPD-BC*
Maryjean Reyes	BSN, RN, CNOR
Timothy Reynolds	RN, CEN
Patricia Richards	BSN, RN-BC
Sarah Riggles	BSN, RN, CNOR
Emily Riley	BSN, RN, CEN
Cheryl Ringo	BS, RN, CAPA
Nicole Rivera	MSN, RN, CCRN
Jordan Rivera	RN, CNOR
Erin Robidoux	BSN, RN-BC
Marguerite Rodriguez	BSN, RN-BC
Donald Rollins	BSN RN, CNOR
Gwen Ross	RN-BC
Constance Ross	BSN, RN-BC, CEN*
Robyn Rossignol	BSN, RN, CEN
Kelly Rutkowski	BSN, RN-BC
Elizabeth Ryder Battisti	RN, CCM
Janice Rzczeka	RN, PCCN
Kelly Saranich	BSN, RNC-EFM
Judith Satagaj	RN-BC
Mary Saunders	BSN, RN-BC, CWCN, CCCN, COCN*
Cheryl Savakis	BSN, RN, CEN, SANE, NE-BC*
Theresa Savino	DNP, RN, FNAHQ, CPHQ, CPXP*
Danielle Schioppo	BSN, RN-BC
Kathleen Schultz	MSN, RN-BC, CGRN, CNL*
Ashley Schwab	BSN, RN-BC
Marina Sciucco	MSN, RN, ANP-C
Andrea Scranton	RN-BC
Jessica Shaffery	MSN, RN-BC
Melinda Shugrue	BSN, RN, CHPN
Sheri Sienkiewicz	BSN, RN, CEN

NAME	CREDENTIALS *Indicates Dual Certification
Rebecca Sipples	MSN, RN, APRN-BC*
Kerri Skiles	BSN, RN-BC, CEN*
Lara Slavtcheff	RN, CHPN
Denise Smith	BS, RN, CPHQ
Rachel Smith	MSN, RN, CEN, TCRN, CCRN*
Bridget Smith	BSN, COS-C
Stephen Socha	APRN, RN-CEN, CPEN*
Karla Spiro	BSN, RN-BC
Barbara Stone	BSN, RN, CCRN, PCCN*
Jill Stempel	RN, OCN
Cortney Stuckey	BSN, RN, STAR
Catherine Sullivan	BSN, RN, CAPA
Khushboo Surti	BSN, RN-BC
Linda Sweet	RN-BC, CHPN*
Ashlee Tedford	RN, CCRN
Susan Terry	RNC
Linda Therrien	RN-BC
Barbara Thompson	MSN, RN, NE-BC, CNOR*
Denise Thoren	RNC
Emeline Tiden	BSN, RN-BC
Holly Timinskas	RN-BC
Kimberly Tomboly	BSN, RN-BC
Pamela Tripp	MSN, RN, CCRN
Karen Tyndall	BSN, RN, CNOR
Marie (Bea) Verdugo	BS, RN, CEN
Dana Vick	RN-BC
Carolina Villamizar	MSN, RN, ACNP-BC
Catherine Wade	MHCA, BSN, RN-BC*
Ruth Wagner	BSN, RN, PCCN
Courtney Wall	RN, CHPN
Deborah Warzecha	DNP, RN, NEA-BC, CEN*
Amanda Watkins	MSN, RN, CNL
Lee Weber	MSN, RN, ANP-C
Janet Whaley	BSN, RN, CEN
Jill White	MSN, RN, ANP-C
Louise White	RN, CAPA
Susan Wiatrak	BSN, RN-BC, CPAN, CAPA*
April Woodard	RN, CHPN
Deborah Woodcock	BSN, RN, CNOR
Jennifer Woynar	BSN, RN, NE-BC
Adrienne Wyckoff	BSN, RN-BC
David Yarbrough	BSN, RN, CEN, CPEN, TCRN*
Patricia Yario	BSN, RN, CCM
Alison Yazmer	BSN, RN, CCDS*
Michele Zito	RN-BC, CCRN*

MEMORABLE MOMENTS



On a day when I was questioning my own nursing judgment because of being a new nurse with less than a year of experience, a nurse gave me the confidence I needed. She said, “You saved a life today. Never question your nursing judgment, because it is incredible.”

—Allyson Caverly

My first week on my own as an RN, I had a patient with three chest tubes, TPN, and a new ileostomy. Four months later he was making a lap around to say “thank you” to the nurses before discharge. This was the first time I saw someone transform and heal right before my eyes, and we helped him do it.

—Lauren O’Brien

Recently we had a patient who knew she was going to die in a very short period of time. Her nurse facilitated having her puppies brought in to visit her one last time. The pups jumped all over her and licked her face as if they knew. Her room was filled with staff and their eyes were filled with tears. She passed that night. It was a “moment” to be cherished.

—Cheryl Mohrlein

I was working out at the YMCA this February and happened to be at the right place at the right time. I worked a 13-hour shift the day before and should have stayed home to rest. But at the gym that day I realized the YMCA staff was responding to an emergency. Instinctively I went to find the scene to assist as needed. I found a man down, blue with no pulse, so I started CPR immediately. Defib x 2, ROSC (return of spontaneous circulation) was achieved, and he survived. After the incident he came to Middlesex Hospital. That was a great day that made me feel good about my training.

—Christina Amelto

One night I had a challenging patient. He was not very nice. I did my best to provide the best care without getting angry back, which can be difficult to do. He told me that he never been treated so nicely and he apologized for his earlier behavior.

—Renee Antonio

A confused patient finally went home after two weeks on the unit. The patient’s daughter rushed towards me. She thanked me and hugged me tight; I wished her the best. I’m very grateful for her kindness.

—Maria Micenamatos



SELECTED PRESENTATIONS & PUBLICATIONS

EBP Projects

Workplace Violence — Situational Awareness and Education

Presentation to PPC: Oct 16, 2019

- Heather Strauss, BSN, RN
- Erin Bowman, BSN, RN
- Meaghan Gustafson, BSN, RN
- Brianna Collins, BSN, RN
- Amanda Landry, BSN, RN
- Lindsey Virgadola, BSN, RN
- Carly Muller, BSN, RN

Presentations

Sedentary Behavior: A Call to Action for Policy Reform

Eastern Nursing Research Society:
Providence, RI

April 2019

Elizabeth Molle, PhD, RN

Building a Transition Tower for Professional Development Practitioners

Poster Presentation at ANCC Magnet Conference:
Orlando, FL

October 2019

Lynn Jansky, MSN, RN, NPD-BC

Larissa Morgenthau, MSN, RN-BC, NPD-BC

Workplace Violence and Missed Care: A Descriptive Study

Capital Research Alliance:

Hartford, CT

October 2019

Elizabeth Molle, PhD, RN

Publications

I Am Because We Are: Awakening Revolutionary Patient-Centered Care

March 2019 — *Journal of Emergency Nursing*

Nicole Blais, BSN, RN, CEN (Marlborough ED)

SubQ Unfractionated Heparin Administration

August 2019 — *Nursing Made Incredibly Easy*

Martha Rivera, MSN, RN (North 5)

Awards

Marcus Brown Integrative Medicine Award March

Ed Drew, APRN (Department of Medicine, CVH)

JWOCN Clinical Manuscript Award

May

Melissa Monarca, BSN, RN-BC, WCC

(Quality Improvement)

Patty Marteka, BSN, RN-BC, CBN

HPNF Individual Education Scholarship

June

Amisha Parekh de Campos, RN, MPH, CHPN

(Hospice Homecare)

Fellow of the National Association of Healthcare Quality (FNAHQ)

August

Terri Savino, DNP, RN, FNAHQ, CPHQ,

CPXP (Quality Department)

Idi Lavery Nursing Scholarship

September

Heather Pickerign, BSN, RNC-EFM, IBCLC (PBC)

Diana Gomez, BSN, RN, CEN (Middletown ED)

Primary Care Leadership Award

September

Millicent Malcolm, DNP, APRN (MHPC Middletown)

