

2021 Nursing Annual Report



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Dear Colleagues,

I am honored to present our 2021 Middlesex Health Nursing Annual Report. This report highlights our accomplishments as guided by the Nursing Strategic Plan, our Professional Practice Model, Care That Makes a Difference, and the organization's strategic plan. It showcases numerous exemplars of nursing excellence, outstanding achievements in nursing and reflections of our professional practice.

What a year – 2021! The entire year was surreal as we focused on caring for complex COVID-19 patients and extraordinary patient surges. Upon reflection, I am in awe and so proud of our whole team. We excelled at providing exceptional patient care despite navigating very challenging situations. I want to acknowledge and recognize the dedication and selfless acts of kindness, teamwork, and determination demonstrated by our frontline staff throughout this year. I am grateful to our nurses and staff that redeployed to the units in need over this past year. THANK YOU, MIDDLESEX HEALTH NURSES!

“ I'm in awe and so proud of our whole team. ”

Through our professional governance structures, we have continued on our daily journey to provide exceptional care and exemplary patient satisfaction. We have evaluated benchmarked data and implemented best practices. Our councils empower nurses at all levels and all settings to evolve practice.

Please celebrate with me all the wonderful work that we have accomplished in 2021. I am incredibly proud to collaborate with dedicated, professional

nurses every day. I look forward to 2022, as we embark on our sixth ANCC Magnet® designation in 2023 with our motto *6x Stronger!*



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

MIDDLESEX HEALTH: MISSION, VISION, VALUES

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:

Over the past year, Middlesex Health continued to face challenges that tested our strength and resilience. As the pandemic wore on, I watched as our nurses worked together with their team members in other departments to deliver compassionate, high-quality care regardless of the circumstances.

Working together to live up to our mission and vision has required you to be brave and strong, as well as flexible and supportive. It's meant taking on new tasks, and very often, it's required you to work extra hours. Some of you have administered COVID-19 vaccines to colleagues and members of the public; others helped units that were seeing an influx of patients. It's in these times of struggle that we learn what we are capable of — just how strong we are.

Every day, our nurses truly make a difference in the lives of the patients they serve.

I am extremely pleased and proud that each of YOU are a member of our Middlesex Health nursing team!!

Thank you for your commitment to excellence! Thank you for your dedication! Thank you for your hard work!

Vincent G. Capece, Jr.
President & CEO

NURSING LEADERSHIP



Mary T. Allegra
DNP, NPD-BC, NEA-BC
Director, Nursing Professional
Practice, Research, Magnet &
Pregnancy and Birth Center



Allison Dowe
Executive Director
Middlesex Health Care at Home



Jennifer Woynar
MSN, RN, NE-BC
Director of Inpatient Services



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



Justin Drew
MSN, RN, NEA-BC
Director, Cancer Center



Deb Warzecha
DNP, RN, NEA-BC, CEN
Director of Emergency Department &
Inpatient Behavioral Health Services



Victoria L. Reed
RN, DHA, FACHE
Business Administrator,
Surgical Services



Jessica Gabriele
DNP, BS, CNML, NE-BC, RN-BC, CNL
Director of Surgical Services

MESSAGES OF THANKS

THE NURSES AT MIDDLESEX ARE TRULY THE BACKBONE OF THE CARE HERE.

They care for the whole patient, not just the disease. They provide not just the meds but also the handholding, the education, and the support to the family. I personally enjoy the camaraderie with the nursing staff and the ability to work together to heal our patients. The nurses here advocate for their patients in so many ways more than I have experienced at any other hospital. Thank you for all you have done and for being not only my coworkers, but also my friends.

Nicole Weinreb, MD

Section Chief of Pulmonary Medicine
Director of Critical Care

ON BEHALF OF OUR MEDICAL STAFF, I would like to thank the nurses of Middlesex Health for all that you do. Throughout the last two years we have faced many challenges that none of us could ever have imagined. Regardless of what has come our way, it is you, our nurses, who have consistently risen to the occasion. You are partners in care, and at the same time, friends. You go above and beyond what is expected, while always providing high quality, patient centered care. You offer our patients the clinical knowledge and expertise to get better, while at the same time offering a healing hand. You demonstrate what seems to be unending empathy and consistently serve as our patients' advocates. Our staff, community and, most importantly, patients, are fortunate to have such a dedicated group of caring professionals as part of the Middlesex team!

David Cosentino, MD

Chief Medical Officer
VP, Quality and Patient Safety

I WOULD LIKE TO PERSONALLY AND ON BEHALF OF MEDICAL STAFF LEADERSHIP

relay our appreciation and gratitude to all the staff at Middlesex Health. Working in this environment can be extremely rewarding and make such a difference in people's lives but it can take a toll on us all emotionally. The Covid-19 pandemic stressed our system in ways we have never seen before and it has been amazing to see how you all stepped up, even when forced way out of your comfort zone, to meet the needs of the community we are privileged to serve. Thank you for all you have done and still do to care for the Middlesex Health community and each other.

Michael J Cerullo, MD

Medical Staff President
Anesthesiology

NURSING STRATEGIC PLAN 2021-2023

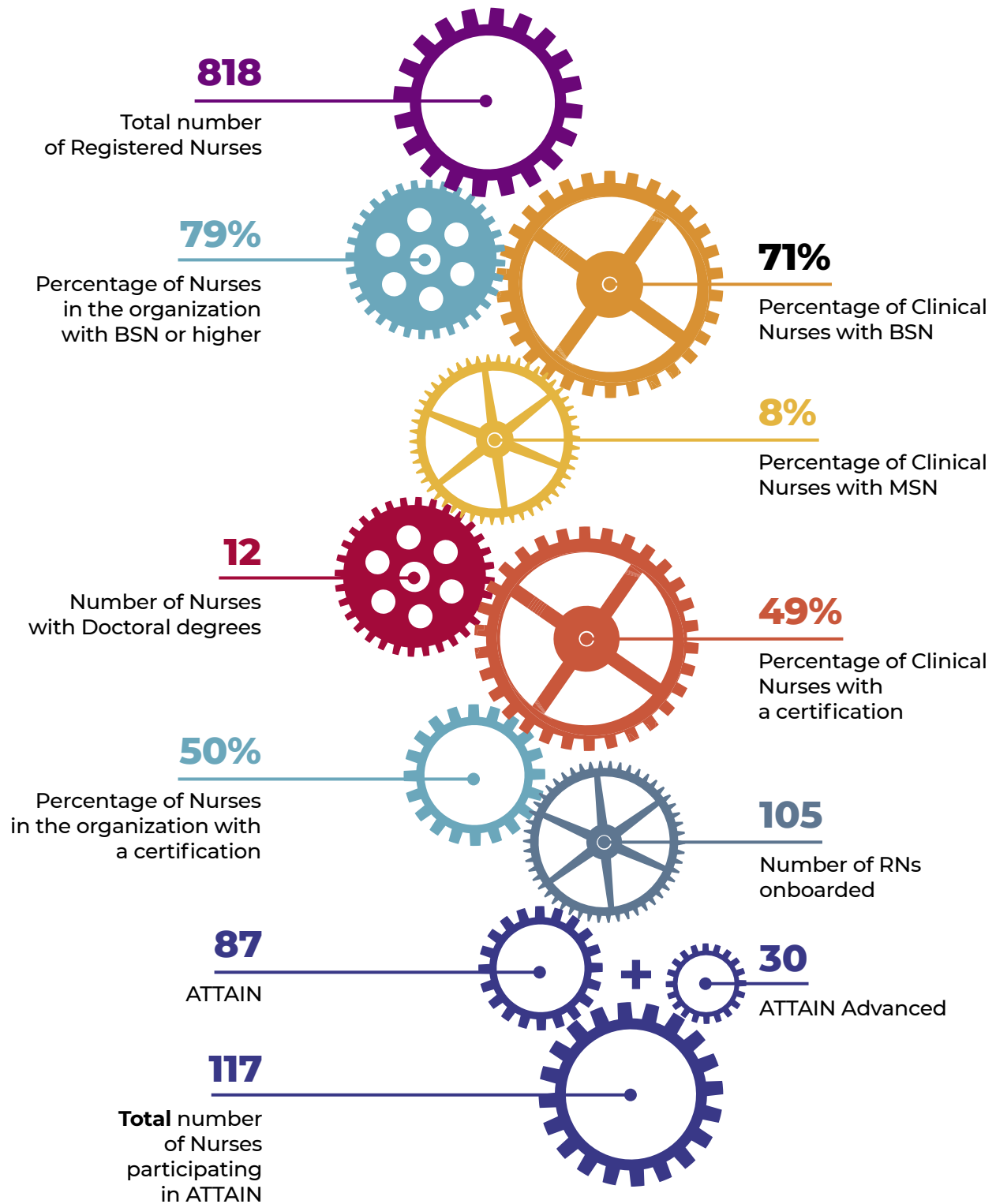
Our Nursing Strategic Plan provides a roadmap that guides us into the future in a systematic way to ensure that Middlesex Health stays on top of relevant patient and community needs. A robust strategic plan is a critical component to ensure excellent patient care and the best possible outcomes.

NURSING MISSION: Middlesex Health nurses provide evidence-based, safe, high-quality Care that Makes a Difference for our patients and community.

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

PILLAR	GOAL	STRATEGIES & TACTICS
Best Experience	To provide our community with convenient, unparalleled service.	<ul style="list-style-type: none"> + Invest in activities focused on improving the patient experience + Outperform the benchmark for patient experience <ul style="list-style-type: none"> • Outperform benchmark scores for the majority of the quarters for pain, patient education, service recovery, responsiveness, courtesy & respect, careful listening + Make services efficient & convenient for patients <ul style="list-style-type: none"> • Develop a strategy to grow volume at ambulatory surgical center • Implement “Unite Us” CHA initiative
Exceptional Care	To provide the best clinical outcomes for patients and community.	<ul style="list-style-type: none"> + Standardize care and use performance improvement to drive clinical outcomes + Strengthen the high reliability environment + Recruitment + Workforce planning & strategy + Retention + Support the work of the Awards & Recognition Committee + Leadership growth and development + Standardize care and use performance improvement to drive clinical outcomes + Achieve nursing excellence through Magnet designation for the sixth time
Network Integrity	To provide a coordinated network of clinical programs to attract patients and to ensure care is delivered locally.	<ul style="list-style-type: none"> + Attract new patients and grow market share by strengthening our existing services, and by initiating new program development <ul style="list-style-type: none"> • Expand ambulance service • Expand psychiatric intervention service + Drive operations performance improvement, become more efficient, and reduce waste + Restructure professional governance + Throughput

NURSING BY THE NUMBERS



APRNS

Our APRNs provide exemplary care in various inpatient settings (i.e., Critical Care, Hospitalist Service, Pregnancy & Birth Centers and Surgical Services) and numerous ambulatory areas (i.e., Behavioral Health, Emergency Department, Endocrinology, Primary Care).

Thank you for all your dedication and for leading key strategic initiatives and providing expertise on our key committees and councils. Throughout 2021, our APRNs have served as mentors to many APRN students from numerous academic institutions. Thank you to all of the APRNs for your clinical expertise and leadership throughout 2021. We are #APRN Strong!



APRNs BY THE NUMBERS

84

Number of APRNs



3242

Number of Antidiabetic Medications Ordered



4662

Number of Admission Notes Written



750

Number of Discharge Summaries Written



1828

Number of H&Ps Written



4860

Number of Cardiac Medications Ordered



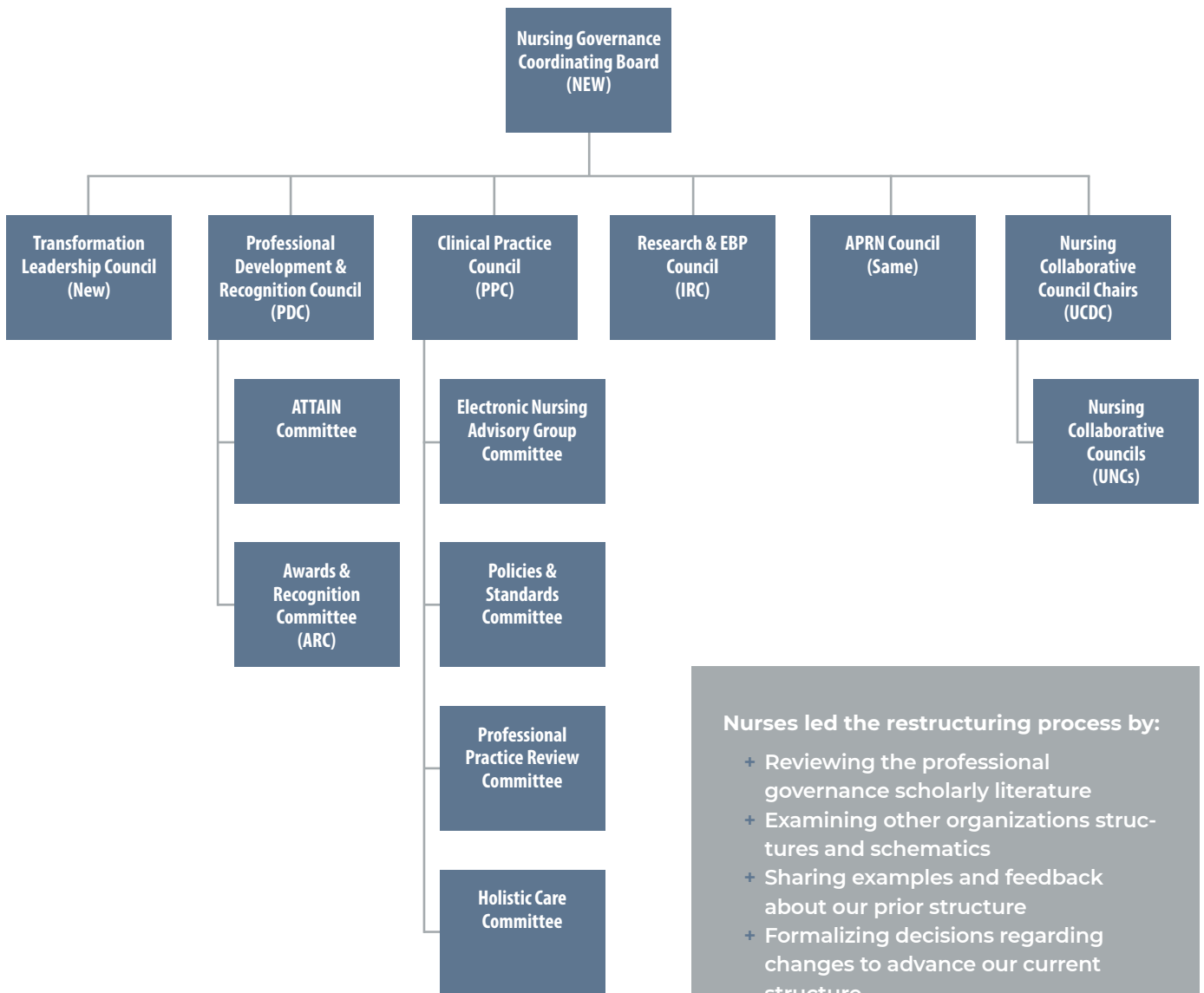
GRATITUDE

Gratitude was on full display during our month of gratitude in November of 2021. Staff participated by sharing individual messages of gratitude for the computer screensavers as well as on leaves which were displayed on a wall in the lobby. The lobby wall was transformed into a colorful expression of appreciation and gratitude from staff members, patients and members of the community. There were many heartfelt messages of thanks for all that we do as individuals, teams, and departments.



PROFESSIONAL GOVERNANCE

Nursing professional governance structures empower clinical nurses to contribute, collaborate and have a voice regarding their nursing practice environment. In 2021, we embarked on a journey to restructure our model to foster clinical nurses' involvement in a broad spectrum of activities. This new structure strengthens practice by providing an innovative and collaborative environment, which improves positive patient outcomes and creates a culture of positivity and inclusion.

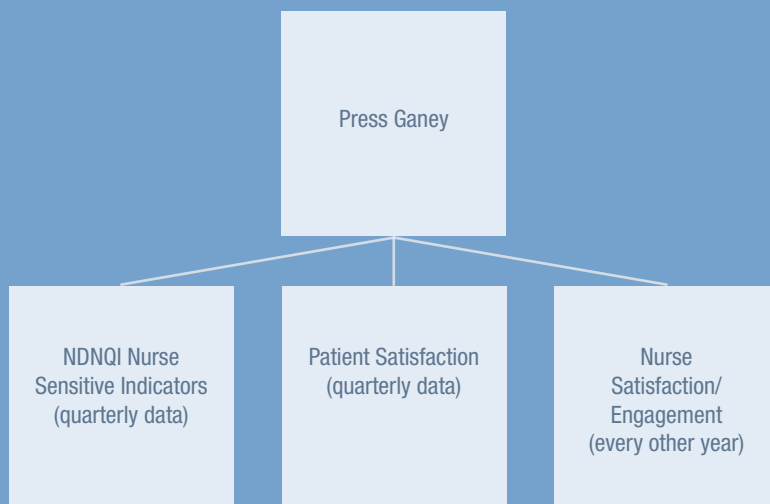


Nurses led the restructuring process by:

- + Reviewing the professional governance scholarly literature
- + Examining other organizations structures and schematics
- + Sharing examples and feedback about our prior structure
- + Formalizing decisions regarding changes to advance our current structure
- + Reviewing and editing the bylaws
- + Creating our professional governance schematic

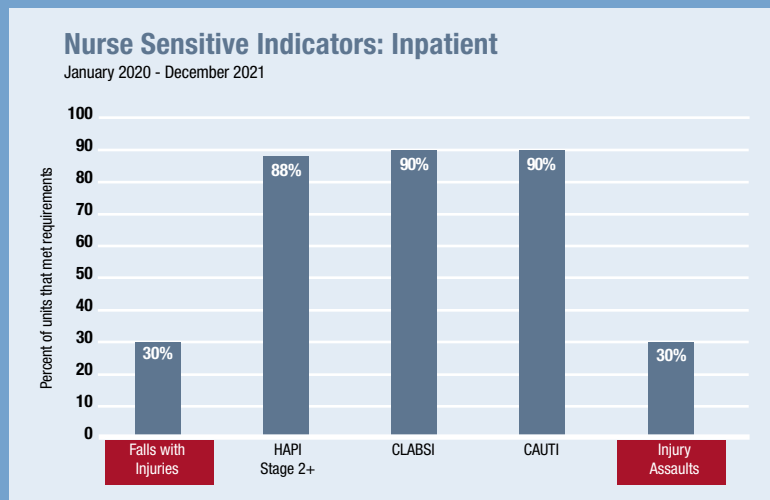
NURSING OUTCOMES

Our Nursing Department measures three types of quality outcomes through Press Ganey. These include NDNQI Nurse Sensitive Indicators, Patient Satisfaction and Nurse Satisfaction/Engagement. We compare our data against national benchmarks.

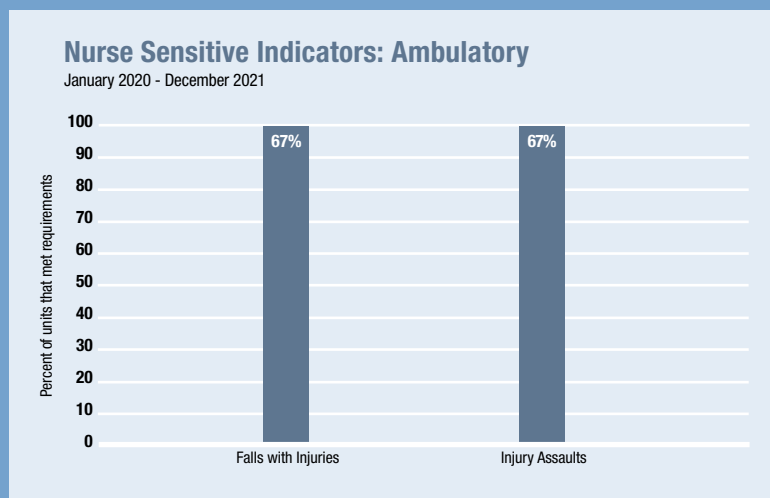


NDNQI Nurse Sensitive indicators

This graph highlights the overall summative eight quarters (Q1 2020 - Q4 2021) of data for our inpatient units for five NDNQI Nurse Sensitive Indicators: falls with injuries, HAPI stage 2+, CLABSI, CAUTI and assaults to staff with injuries. The red boxes indicates the areas for improvement.

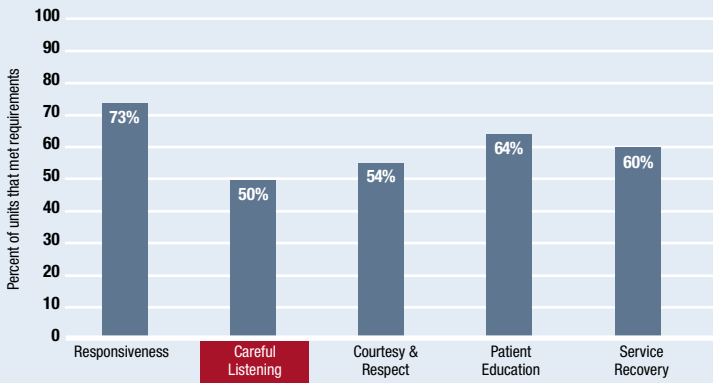


This graph highlights the overall summative eight quarters (Q1 2020 - Q4 2021) of data for our ambulatory units for two NDNQI Nurse Sensitive Indicators: falls with injuries and assaults to staff with injuries. Note: The ambulatory units do not report on HAPI, CLABSI and CAUTI metrics.



Patient Satisfaction: Inpatient

January 2020 - December 2021

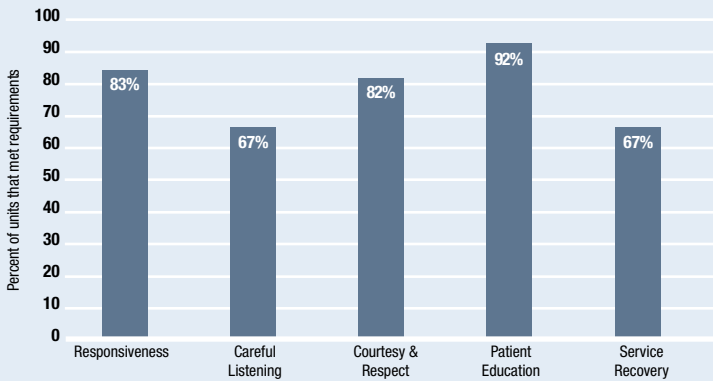


Patient Satisfaction

This graph highlights the overall summative eight quarters (Q1 2020 - Q4 2021) of data for our inpatient units for Patient Satisfaction Indicators: responsiveness, careful listening, courtesy/respect, patient education and service recovery. The red box indicates the area for improvement.

Patient Satisfaction: Ambulatory

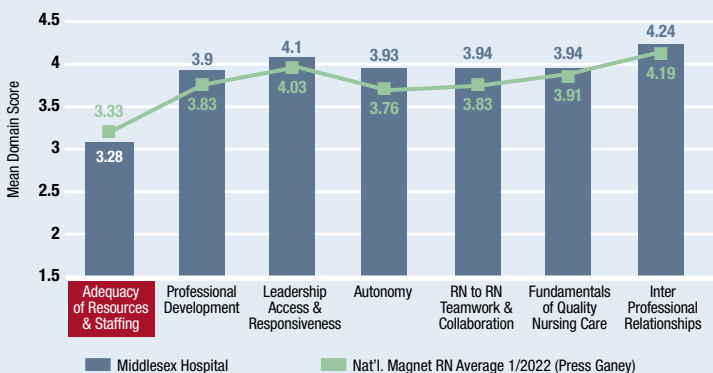
January 2020 - December 2021



This graph highlights the overall summative eight quarters (Q1 2020 - Q4 2021) of data for our ambulatory units for Patient Satisfaction Indicators: responsiveness, careful listening, courtesy/respect, patient education and service recovery. Cumulatively, our ambulatory settings outperformed on all indicators.

Nurse Satisfaction/Engagement Survey

October 2021



Nurse Satisfaction/Engagement:

We conduct our Nurse Satisfaction/Workforce Engagement survey every two years. This graph highlights the results from our last survey from September/October 2021. We outperformed the national benchmark in 6 out of 7 categories. The red box indicates the area for improvement. Our next survey will be conducted in September/October 2023.

NURSE RESIDENCY PROGRAM

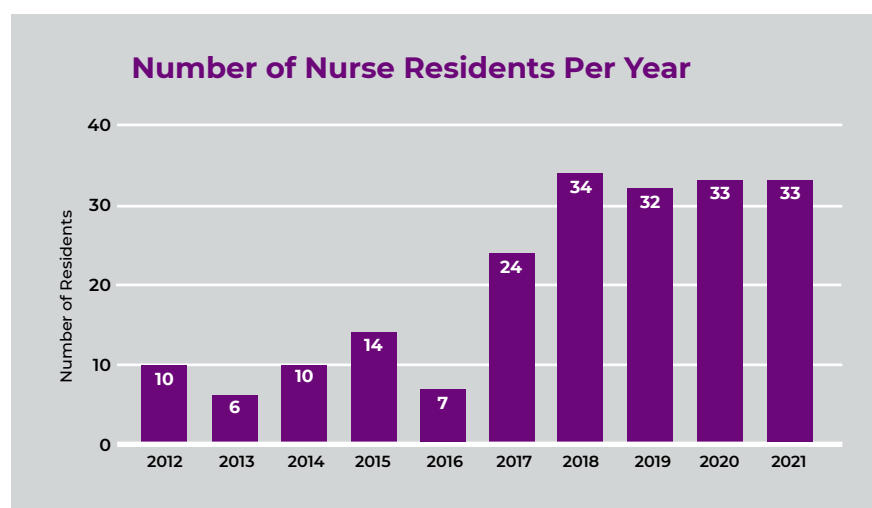
As the Nurse Residency Program Director, Lauren helped successfully transition almost 200 Nurse Residents from academia to the practice setting. Our 12-month Nurse Residency Program is part of a national program formed jointly by Vizient and the American Association of Colleges of Nursing (AACN). The program supports new graduate nurses as they transition into their RN professional role.

In October 2019, our residency program received accreditation with distinction in Medical-Surgical Nursing from the ANCC Practice Transition Accreditation Program (PTAP). We are applying for re-accreditation in August of 2022. The Center for Professional Development will submit formal documentation demonstrating how our program met the rigorous evidence based standards for quality and excellence.

During 2021, the nursing leadership team, professional development specialists and preceptors worked together to support and maintain our residency program.



Lauren Boule, MSN, RN, NP-BC
Professional Development Specialist
Nurse Residency Program Director



Program Goals:

GOAL #1	GOAL #2	GOAL #3	GOAL #4
Category: Financial	Category: Professional Development	Category: Practice-based knowledge, skills & attitudes	Category: Self-reported
Objective: 90% of the nurse residents, per cohort, will complete the 12-month program.	Objective: 25% of the nurse residents will achieve ATTAIN after completing the program.	Objective: 90% of nurse residents per cohort will adhere to the organizational goal of performing barcode scanning of medication 98% of the time as measured by a cumulative percentage during week 8-12 of orientation.	Objective: Nurse Residents will outperform the benchmark at the 12-month mark as measured by the Casey Fink Survey Tool for the subcategory of communication/leadership beginning in 2019.

Our 2021 Nurse Residents

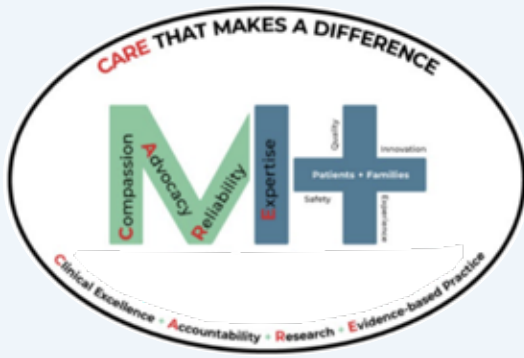
JANUARY 2021 COHORT

NAME		SCHOOL	UNIT
Harold Burbank	BSN, RN	University of Connecticut	North 2
Kathryn Sikoski	BSN, RN	Goodwin University	North 4
Daniel Sigman	BSN, RN	University of Connecticut	Float Pool
Samantha Fera	BSN, RN	Goodwin University	North 5
Olivia Nicholas	BSN, RN	University of Connecticut	South 5
Colleen Moros	BSN, RN	University of Connecticut	South 6
Alison Pehr	BSN, RN	University of Connecticut	North 6

JULY 2021 COHORT

NAME		SCHOOL	UNIT
Izabela Vernali	BSN, RN	Goodwin University	North 6
Sarah Marquis	BSN, RN	Fairfield University	North 6
Lauren Donnelly	BSN, RN	Elmira College	North 6
Rebecca Malinosky	BSN, RN	University of Saint Joseph	North 5
Hope Mercugliano	BSN, RN	Franciscan University	North 4
Krystine Oliveira	BSN, RN	University of Saint Joseph	North 4
Madelynn Connelly	BSN, RN	Sacred Heart University	North 4
Audra Veach	BSN, RN	University of Saint Joseph	South 4
Victoria Sims	RN	Central Connecticut State University	South 4
Kimberly Daigle	BSN, RN	Central Connecticut State University	North 2
Kayla Cyr	BSN, RN	Central Connecticut State University	South 5
Sarina Tucker	RN	University of Connecticut	South 5
Kayley Fasoli	BSN, RN	Quinnipiac University	IMCU/CCU
Marianna Barbosa	BSN, RN	Southern Connecticut State University	OR
Daniela Magalhaes	BSN, RN	University of Saint Joseph	OR
Erik Krzyzanski	BSN, RN	Central Connecticut State University	IMCU/CCU
Kaitlyn Prucker	BSN, RN	Central Connecticut State University	North 5





PROFESSIONAL PRACTICE MODEL (PPM)

Our Professional Practice Model (PPM), *CARE That Makes A Difference*, guides nursing practice at Middlesex Health and serves as a beacon for moving the Nursing Department forward.

The key elements of our PPM include:

+ Nursing Practice:

Despite the challenges we faced in 2021, we excelled at providing patient centered **compassionate** care. We **advocated** for resources to assist our patients and their families. We maintained our values of **high reliability** at the bedside.

+ Shared Governance:

Through our shared governance structures, we provided **clinical excellence** to all patients and in all settings. We maintained our professional **accountability** responsibilities through keeping our certifications and BSN rates high. We created **Evidenced-Based Practice** guidelines to ensure our patients received best practice. We advanced the nursing profession through innovation and nursing research.

+ Outcomes for Patients and Families:

We provided **high-quality care** as evidenced by outperforming national benchmarks for patient satisfaction and nurse sensitive indicators. We continued to implement **innovative** projects to achieve the best outcomes for our patients and families.

HOW OUR PPM COMES ALIVE

Jessica Poetsch, MSN, RN-BC (Lung Nurse Navigator) led a lung screening project which helped identify over 700 patients eligible for lung screening. In **collaboration** with an interdisciplinary team, Jessica streamlined the process to communicate with primary care providers regarding patient eligibility for screening. This best practice allows patients to be screened earlier in the hopes of earlier detection of lung cancer.

Shana Proulx, BSN, RN, CHPN, CMSRN (Head/Neck Nurse Navigator) created a pathway for patients who need dental care pre-chemotherapy. Through **collaboration, advocacy** and **accountability**, Shana successfully implemented this plan, which allows for patients to start treatment sooner and have better outcomes.

Louise White, RN, CBCN, CAPA (Clinical Nurse, Comprehensive Breast Center) **collaborated** with **Leah Bahner, BSN, RN, OCN** (Clinical Nurse, Radiation therapy) to help a Cancer Center patient

that had plans to rent a house in Florida. The patient wanted to see her family, who she had not seen since the pandemic started. The patient was going to cancel her trip or cut it short because she needed to start radiation therapy. Working together, they **advocated** for the patient to have her simulation appointment prior to leaving for Florida. This allowed the patient to start treatment immediately upon her return. This demonstrates **compassion** and Care that Makes a Difference.

Betty Molle, PhD., RN (Nurse Scientist) and cardiac rehabilitation nurses, **Lisa Lee, BSN, RN** and **Janice Rzezczka, ASN, RN** **collaborated** to work on the TIMING research study to improve outcomes for patients that have had an acute coronary syndrome post a revascularization procedure. This **innovative** research study explored how the time of day (morning/afternoon) that the patient attended cardiac rehab affected their outcomes. They measured chronobiology by looking at specific parts of the CLOCK gene.

NURSES STORIES OF PPM

“A few weeks ago, I had a patient with intellectual disabilities that was very nervous and anxious about having surgery. She had never been in the hospital before, except the ED, and didn't know what to expect. She had her mother with her but once it was time to say goodbye, she became teary-eyed and her anxiety amplified. Instead of bringing her back right away, I took the time to sit down with her and while I held her hand, I told her that it is normal to feel these things and that we would take great care of her. I told her that I would stay with her the whole time and that she was safe and in great hands. She thanked me profusely and was able to relax some. Surgery is a scary thing for many, showing **compassion** as an OR nurse is the least that I can do. I want my patients to know that they can rely on me for **safe, reliable, quality care** and that I am their **advocate**, always.”

—DANIELA MAGALHAES (OR)

“I find it difficult to pinpoint only one memorable patient experience as there have been so many that will stay with me for a long time and have taught me lessons I will never forget. I have felt so rewarded when my patients felt the **compassion** in my care and the bonds we made in the few minutes of holding their hand or taking a few extra minutes to listen to their concerns and fears. During many of those special moments, I didn't feel like these were just my patients, I felt they were my family. I appreciated their trust in me and that they found comfort in being able to rely on my expertise to provide them with the best care I could and to act as their **advocate** when they felt their voices weren't heard. My goal is always to make my patients feel like they matter and they are heard, that they are part of the Middlesex family, not just a name on the board.”

—IZABELA VERNALI (N6)

“I had the opportunity to use my nursing expertise to **advocate** for a patient who was in need of **compassionate care**. This individual had an intimidating personality, but I was able to build a rapport with them by the end of my shift and they felt comfortable enough to confide in me. As it turns out, they were struggling very much in their home life and had not been able to verbalize it to anyone. Therefore, by building this trust and a safe space for honest communication, I was able to provide them with the resources they needed in order to thrive after discharge.”

—KAYLA CYR (S5)

“A memorable patient care experience for me occurred as a patient who was considered difficult allowed for me to build rapport with her. The patient opened-up to me about things that were frustrating to her since being admitted as well as the need for more precise management of her medications. From this conversation, we created a plan for the shift to better address her pain. The next day, her husband was visiting and told me that she had finally been able to sleep last night and was hoping that I would be her nurse again.”

—VICTORIA SIMS (S4)

“I had a patient with a stage four coccyx pressure injury with BID dressings. It was incredibly painful, even with pre-medication. I connected with this patient in a special way, and asked about her family while I did the dressings. It kept her distracted and helped me get to know what mattered to her. She came to trust me and allowed me to do the dressings that she had often been refusing. I would also assist the other nurses with the changes when I was not assigned to the patient.”

—HOPE MERCUGLIANO (N4)

CELEBRATING NURSES WEEK

National Nurses Week begins each year on May 6th and ends on May 12th, Florence Nightingale's birthday. Nurses Week is a special time to recognize and appreciate all that nurses do to care for our patients and our community. Middlesex dedicated this week to celebrate, recognize and honor the commitment, dedication and the hard work of nurses. The celebration consisted of a Spirit Week with "Crazy Sock Friday," "Mask it up Monday" and "Team Spirit Tuesday." Additionally, raffles, scavenger hunts, Magnet trivia and self-care activities were held during the week. Nursing Professional Practice Awards were distributed to nurses on their units.



RECOGNIZING NURSES



2021 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 2021 awardees.



Lisa Antalik, BSN, RN
Scholarly Inquiry
North 6



Raul Ortiz, RN
Rising Star
South 5



Jennifer Arborio, BSN, RN, CEN, CPEN
Professional Practice
ED



Jessica Poetzsch, MSN, RN-BC
Professional Practice
Cancer Center



Mary Davis, BS, RN, CEN
Exemplary Service
ED



Rachael Smith, MSN, RN, CEN, TCRN, CCRN, CPEN
Mentorship
Shoreline



Alina Filozov, DO, CWSP
Partner in Care
Infectious Disease



Gail Delaney, MS, BSN, RN, CNOR
Foundation of
Teamwork
Surgical Services



Renee Hastings, BSN, RN-BC, CNML
Foundation of
Teamwork
North 4



Stephanie German, MSN, RN, CEN
Transformational
Leader
ED



Alison Legere, BSN, RN
Professional Practice
South 4



Marguerite Lamb, APRN
Innovation in
Advanced Practice
MHPC Cromwell



North 4
Nursing Team Award
North 4



Toni D'Addeo, BSN, RN, CEN
Preceptor of the Year
ED



Cissy Brown, RN
Ethical Nursing
Practice
OIC Shoreline

2021 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, they deeply appreciated the care and compassion shown to Patrick and his entire family. 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 2021 Daisy Award Honorees.

RECOGNIZING NURSES



Fernanda Goncalves, BSN, RN
North 6 - March



Denise Thoren, RN
P&BC - April



Lauren O'Brien, BSN, RN
North 5 - July



Heather Strauss, BSN, RN
North 4 - July



Caroline Danna, MSN, RN, CEN, CNML
North 6 - September



Latasha McHenry-McKoy, BSN, RN
North 4 - November



Karen Dally, BSN, RN
CCU/IMCU - December



HONORS

Melanie Cama, MSN, RN, CHPCA, NEA-BC (Palliative Care Services) was recently appointed to the State of Connecticut Palliative Care Advisory Council.



Susan Daniels, MSN, RN, CHPN & Claire Putnam (Hospice) received the 2021 Florence Wald Award for Excellence in End-of-Life Care.



Brandon Kulak, MSN, RN-BC, NE-BC (Med-Surg) received Organization of Nurse Leaders Audio Outstanding Manager/Nurse Director Scholarship Award.



Marlborough Emergency Department recently received another Guardian of Excellence Award from Press Ganey. This award reflects patient satisfaction scores at or above the 95th percentile over the past year. Marlborough ED is regularly recognized for its high patient satisfaction and it has often received this award, which was previously known as the Summit Award.

Lindsay Hyland, BSN, RN-BC (CRN) received an Excellence in Leadership award from Western Governors University for her project work on Heparin.

Monika E Kieltyka, APRN (Palliative Care) was awarded "Nurse of the Year" by the Middlesex Health Family Medicine Residency Program.

Amisha Parekh de Campos, PhD, MPH, RN, CHPN (Hospice Homecare) was featured in the *Journal of Hospice and Palliative Nursing*.



PRESENTATIONS

Terri Savino, DNP, RN, CPHQ, CPXP, FNAHQ (Patient Experience) and Karri Crispino (wife of patient) presented “COVID-19 Visitation Practices for Hospitals and Health Systems, AHA Center for Health Innovation” at American Hospital Association.

Terri Savino, DNP, RN, CPHQ, CPXP, FNAHQ (Patient Experience), **Cheryl Morhlein MSN, RN, NE-BC, OCN** & **Valerie Ling MSN, RN, CNL** presented “Middlesex Health Age Friendly Journey” at Connecticut Hospital Association.

Terri Savino, DNP, RN, CPHQ, CPXP, FNAHQ (Patient Experience) presented Middlesex Health PFAC Collaboration during COVID-19 at CHA - Statewide Patient/Family Advisory Council Meeting.

Lauren Boule, MSN, RN, NPJ-BC (CPD) presented “Building a Retention Plan Using a DRAFT Model” at the ANCC Practice Transition Accreditation Program (PTAP) Symposium.

Jane Carey, BSN, RN, CAPA & **Judy Grippo BSN, RN, CAPA** (Endo) created and led a hands on ERCP workshop at the CTSGNA “Beyond the Scope 2021” conference.

Ruthann Zafian, MSN, MA, ACNS-BC, APRN (CPD) presented “An Escape Room Challenge” to the Healthcare Educators group at Connecticut Hospital Association.

Amisha Parekh de Campos, PhD, MPH, RN, CHPN (Hospice Homecare) conducted a virtual panel presentation at the Connecticut Statewide Hospice & Palliative Care Summit entitled “Serious Illness Care Initiatives in Connecticut” with colleagues DeSanto-Madeya, S., Mulvihill, K., & O’Shea, E.R.

Rachael A. Smith, MSN, RN, CEN, CCRN, CPEN, TCRN (Shoreline ED) presented “Just Intoxicated? Maybe Not...” at the National ENA conference.

PUBLICATIONS

Betty Molle, PhD, RN & **Mary Allegra, DNP, NPJ-BC, NEA-BC** published an article entitled “Nurses’ Perceptions of the Buddy Staffing Model: Implications for Nurse Leaders” in the *Nurse Leader* journal.

Amisha Parekh de Campos, PhD, MPH, RN, CHPN (Hospice Homecare) published an article entitled “Nurses’ Degree of Comfort in Caring for Palliative and Hospice Patients: A National Survey” in the *MEDSURG Nursing* journal.

Amisha Parekh de Campos, PhD, MPH, RN, CHPN (Hospice Homecare) and her colleagues wrote a chapter in the book *Palliative and End-of-Life Care* (12th ed.). St. Louis: Elsevier.

Amisha Parekh de Campos, PhD, MPH, RN, CHPN & **Susan Daniels MSN, RN CHPN** (Hospice) published an article entitled “Ethical Implications of COVID-19: Palliative Care, Public Health, and Long-Term Care Facilities” in the *Journal of Hospice & Palliative Nursing*.

Amisha Parekh de Campos, PhD, MPH, RN, CHPN and colleagues published an article entitled “Optimizing the Global Nursing Workforce to Ensure Universal Palliative Care Access and Alleviate Serious Health-related Suffering Worldwide,” in the *Journal of Pain and Symptom Management*.



greatsave NURSING WINNERS



Shana Proulx,
BSN, RN, CHPN,
CMSRN
(Cancer Center)



Diane Bernier,
MSN, RN
(IOP - Behavioral
Health)



Vickie Szykowitz,
LPN
(Multispecialty Group -
Neurology)



Lindsay Hyland,
BSN, RN-BC
(CRN)



Peggy Patinella, RN
(Infusion Therapy)



Brittany Duffy,
BSN, RN
(FP)



Shannon Woodford,
LPN
(Care at Home)



Lani Gargano,
MSN, RN
(Case Management)

GREAT SERVE AWARD NURSING WINNERS



Stephanie German,
MSN, RN, CEN
(ED)



Kelley Riordan, LPN
(MHPC)



Brianna Collins,
BSN, RN
(ED)



Hannah Schultz,
BSN, RN
(ED)



Anna Mathews,
BSN, RN
(CCU)

FOSTERING PROFESSIONAL DEVELOPMENT

At Middlesex we are committed to helping our employees foster professional growth and development through a variety of options.



TUITION REIMBURSEMENT

Provided academic financial support to nurses through our tuition reimbursement program.

In 2021 the hospital paid

\$213,146

in tuition reimbursement for nurses to go back to school.

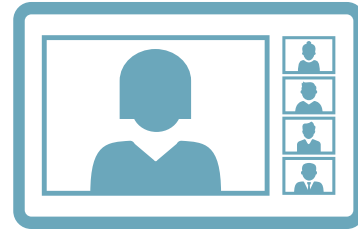
MONTHLY EDUCATION OFFERINGS

Provided a variety of free continuing education programs (CMEs and Contact Hours) each month.

In 2021, **737** staff participated in Contact Hour (CH) activities.

ACTIVITIES OFFERED:

- 28** Contact Hour offerings
- 3** Enduring programs
- 57** CME activities were available for nurses to attend



SUCCESS PAYS®



Provided financial assistance for RNs to achieve certification through Success Pays® program. Success Pays allows you to register for the certification exam without putting any money up front (the hospital absorbs the cost).

We paid **\$1450** through Success Pays.



SUPPORT FOR CONFERENCES AND SEMINARS

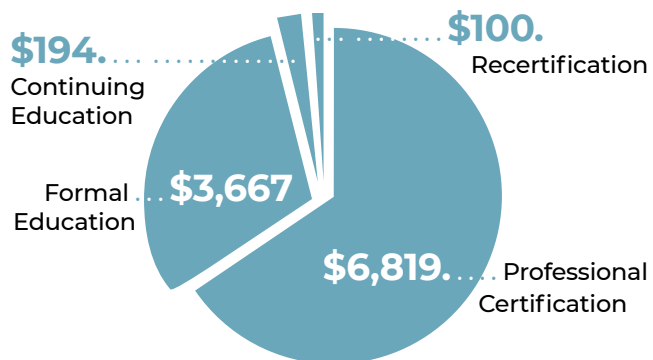
Provided compensation and supported staff to attend conferences and education seminars.

WILCOX ENDOWMENT

Provided financial support to nurses through the Ona Wilcox Endowment Fund. This fund assists nurses with formal education, continuing education activities, and professional certification costs.

In 2021, the Wilcox Endowment paid

\$10,779



NEW DEGREES

Robert Hayward, BSN, RN (ER) obtained his BSN from Chamberlain University

Allison Myslak, MSN, RN (CPD) obtained her MSN from Sacred Heart University

Jean Whitehouse, MSN, BS, RN (South 6) obtained her MSN from Chamberlin University

Amy Haynes, BSN, RN (North 5) obtained her BSN from American Sentinel University

Kara O'Keefe, BSN, RN (North 5) obtained her BSN from Western Governors University

Megan Chapin, MSN, RN-BC, CNL (Radiation Oncology) obtained her MSN (CNL focus) from Sacred Heart University

Danielle Czesak, MSN, RN (Surgical Services) obtained her MSN from University of Hartford

Julianna Perrotti, MSN, RN (Center for Professional Development) obtained her MSN from Southern New Hampshire University

Hilda Ubaiké, MSN, RN (Case Management) obtained her post-master's certificate in adult gerontology nurse practitioner from University of Connecticut

Andrew Hollopeter, BSN, RN, CEN (ED) obtained his BSN from Purdue University

Donna Czaja, BSN, RN (S7) obtained her BSN from Quinnipiac University

Christina Bosques, BSN, RN, CEN (ER) obtained her BSN from Western Connecticut State University

Samantha Melhorn, MSN, RN, HNB-BC (Float Pool) received her MSN with an Education focus from Sacred Heart University

Michele Zito, BSN, RN (IR/CCL) obtained her BSN in nursing from Chamberlain University

Carin Zapatka, BSN, RN (N2) obtained her BSN from Goodwin University

Mary Saunders, MSN, RN, CWCN, COCN, GERO-BC (Care at Home) obtained her MSN from Capella University

Alyssa Mansfield, MSN, FNP, RN (North 5) obtained her MSN from the University of St. Joseph

E. Siobhan Prescott, MSN, APRN, PCCN (ED Marlborough) completed her Masters degree in Nursing from University of Connecticut

Jennifer Romano, LPN (North 5) obtained her LPN from Lincoln Technical School

Christina Edwards, MSN, FNP, RN (CRN) obtained her MSN/Family Nurse Practitioner from University of St. Augustine

Jennifer Peckham, MSN, RN (Shoreline ED) obtained her MSN in Nursing (Education) from Chamberlain University

Sara Turk, MSN, FNP, RN (N5) obtained her MSN/Family Nurse Practitioner from Perdue Global University

Elina Piller, BSN, RN (N6) obtained her BSN from the University of Phoenix

Danielle Schweidenback, MSN, RN, FNP (CCU) obtained her MSN (FNP track) from Quinnipiac University

Teresa Pineau, BSN, RN (OR) obtained her BSN from Charter Oak College

Lindsay Hyland, BSN, RN-BC (CRN) obtained her BSN from Western Governors University

Renee Hastings, MSN, RN-BC, CNML (Nurse Manager N4) obtained her MSN through the University of Phoenix

Jonathan Palochko, BSN, RN (CCU/IMCU) obtained his BSN through Goodwin University

NEW CERTIFICATIONS

Louise White, RN, CAPA, CBCN (Surgical Alliance) obtained certification in breast care nursing

Mallory Whelan, BSN, RN, ONC (S6) obtained certification in orthopedics

Sarah Atwell, BSN, RN, CHPN (Care at Home - Hospice) obtained certification in hospice & palliative care

Shelby Meadows, BSN, RN-C, NCC, C-EFM (P&BC) obtained certification in electronic fetal monitoring

Amy Emanuel, MSN, RN, CMSRN, CHFN (CCCM) obtained certification in heart failure nursing

Elena Reiss, BSN, RN, WCC (Wound Care) obtained her certification in wound care

Aimee Ledas, RN, CEN (ED Middletown) obtained her Certified Emergency Nurse (CEN) certification

Cheryl Sarnik, BSN, RN, CEN (ED Marlborough) obtained her Certified Emergency Nurse (CEN) certification

Meghan Autencio, BSN, MEDSURG-BC (FP) obtained her medical surgical nursing certification

Nicholle Boles, MSN, RN, COQS (Homecare) became a certified Oasis Quality Specialist

Michelle Fillion, BSN, RN-BC (Outpatient Behavioral Health) obtained her psychiatric - mental health nursing certification

E. Siobhan Prescott, MSN, APRN, PCCN, AGPCNP-BC (MSG) passed her adult geriatric board certification

Tracy Cawley, MA, RN, PMH-BC (N7) obtained her psychiatric - mental health nursing certification

Ashley Goulet, BS, BSN, RN, MEDSURG-BC (PPT) obtained her medical surgical certification

Kristin Pedersen, MSN, RN, MEDSURG-BC (FP) obtained her medical surgical certification

Lauren O'Brien, BSN, RN, MEDSURG-BC (N5) obtained her medical surgical certification

Lisa Curtiss, BSN, RN-BC (Outpatient Behavioral Health) obtained her psychiatric - mental health nursing certification

Becky Sievers, MSN, RN, MEDSURG-BC (Nurse Navigator Outpatient Radiology) obtained her medical surgical certification

Rachel Smith, MSN, RN, TCRN, CEN, CCRN, CPEN (ED-SMC) obtained her CPEN. She is the only RN at Shoreline to be certified in 4 specialties!

Nancy Czarzasty, MSN, RN, CDCES (CCCM) obtained her Certified Diabetes Care and Education Specialist (CDCES)

Billy Popp, RN, CEN (ED-Main) obtained his Certified Emergency Nurse (CEN) certification

Megan Chapin, MSN, RN-BC, CNL (Radiation Oncology) obtained her Clinical Nurse Leader (CNL) certification

Amy Leonard, BSN, RN, CEN (ED-Middletown) obtained her Certified Emergency Nurse (CEN) certification



MIDDLESEX NURSES MAKING A DIFFERENCE IN OUR COMMUNITY

Throughout 2021 our nurses made a difference in the community by volunteering and participating in numerous initiatives. We contributed financially to resources such as the United Way and Helping Hands. Working with Volunteer Services we participated in food drives and collected holiday gift items for Adopt a Family. Here are a few other examples of how our nurses Make a Difference in the community.

During November, 2021, **Lindsay Proctor, RN** (Middletown ED), noticed that homelessness is a significant problem in our community. Lindsay started a “Jacket drive” to collect gently used jackets for the homeless population to make a difference in their lives by keeping them warm through the cold winter. Over the course of 6 weeks, she collected 63 jackets, which were donated to the Eddy Shelter here in Middletown. The shelter was very grateful for this donation.

On September 14, 2021, **Linda Sweet, RN-BC, CHPN** (South 7) and **Jill Norton, MSN, RN, NE-BC, CCM** (Case Management) volunteered at the 35th Annual Middlesex Health Hospice Golf Tournament. This project made a difference in our patients lives by raising money for the Hospice Endowment Fund. The fund provides resources for end of life care. The golf tournament raised \$73,000 last year and achieved a milestone of having raised over \$1 million.

In September 2021, **Dana Cantiello, DNP, APRN, FNP-C** (Bariatrics) and other members of the Bariatric Team participated in the American Society for Metabolic and Bariatric Surgery (ASMBS) Foundation Walk from Obesity themed “Taking Steps for Your Health”. Providers, allied health members and patients gathered to celebrate their successes and bring awareness to the community about obesity.

On Sunday, June 6, 2021, our Cancer Center held a drive-through celebration to celebrate National Cancer Survivors Day. The celebration included an astounding 100 volunteers. The Cancer Center team made a difference in the lives of these patients by celebrating their cancer survival. Our drive-through celebration was recognized nationally as an innovative way to celebrate National Cancer Survivors Day during the COVID-19 pandemic.





Terri Savino, DNP, RN, CPHQ, CPXP, FNAHQ (Patient Experience) and her daughter **Ashley Savino, BSN, RN [South 4]** volunteered in the Terri Brodeur Breast Cancer Foundation - Walk across South Eastern CT in October 2021. Their team - THE HONEY BEES raised \$5,085.01, and was recognized as a Silver Top Team Fundraiser. Terri and Ashley are making a difference in the lives of people affected by breast cancer. 100% of the monies raised go directly to research grants to clinical and preclinical fellowships in high-impact, breast cancer therapeutic research areas.

During 2021, **Sarah Atwell, BSN, RN, CHPN** (Hospice Homecare) volunteered with the Middletown Medical Reserve Corps. She made a difference in our community by working at numerous COVID-19 vaccine clinics. She administered vaccines in patient's homes and in senior housing complexes. She volunteered in clinics to vaccinate local firefighters to keep them healthy.

During 2021, **Kathryn (Katy) Tierney, MSN, APRN, FNP-BC, FAANP** (Endocrinology), volunteered as a vaccinator for the Cheshprocott Health District providing public health services to the communities of Cheshire, Prospect and Wolcott. She made a difference by promoting public health throughout the community.

Dana Cantiello, DNP, APRN, FNP-C (Bariatrics) and other members of the **Bariatric Team** went to the state Capitol to give verbal and written testimony to improve access to care for Obesity (bariatric surgery and anti-obesity medications). Their advocacy is making a difference in the lives of the bariatric population.



The **Case Management team** along with many other Middlesex nurses participated in the planting of daffodils in Middlesex Health COVID-19 Memorial Garden in honor of all of the lives lost to Covid-19.

MAGNET PILLARS OF EXCELLENCE

- KEEPING OUR SIGHTS ON 6!

Transformational Leadership (TL)

We bring TL alive through advocating for resources, influencing change, mentoring & succession planning. We strive to align nursing practice initiatives with our nursing mission, vision, values and the organization's strategic plan. Transformational leaders create the structures to move initiatives forward.

Structural Empowerment (SE)

Our structures set the foundation for professional collaboration, role development, academic achievement and career advancement.

These structures help us to recognize staff accomplishments and support lifelong learning. When we have strong structures, we can design processes to achieve exceptional professional practice.

Exemplary Professional Practice (EP)

Our EP is rooted in our care delivery system and integrated within our Professional Practice model (PPM) and promotes consistent, efficient and accountable delivery of nursing care.

EP comes alive through RN-RN teamwork, autonomy, interprofessional collaboration, quality improvement activities resulting in high quality patient outcomes. When we identify areas for improvement, we seek EBP and embark on research.

New Knowledge and Innovation (NK)

We value EBP and research as a tenet for striving to excel in quality metrics. We seek to advance nursing science and push for scholarly inquiry. We support and encourage Innovation. NK comes alive through nursing research studies, innovative projects and creation of evidence based guidelines.



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



Original artwork by Donna Dimacjie
BSN, RN, CCRN (CCU/IMCU)



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Middletown, CT 06457
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