



2021 Nursing Annual Report

# Mission

To improve lives and build stronger  
communities through better health

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# Vision

To be the health partner of choice

On the cover:  
Rachel Moore, MBA, BSN, RN, RNC-OB  
Matt Stock, BSN, RN, TNS  
Ashley Lancaster, ADN, RN

## Dear colleagues and friends,

The past year was filled with change and challenges for all of us at Jacksonville Memorial Hospital, as the COVID-19 pandemic continued to impact both our daily lives and our work lives as we cared for patients. Within this report, you will read about the extraordinary measures taken to care for our patients and their families. Throughout it all, our nursing team showed their dedication, compassion and commitment to providing high-quality care. They implemented the latest research into treatment and prevention, joining the worldwide effort to learn more about this disease and its effects.

At the same time, we continued our long tradition of service. In October, our hospital officially became known as "Jacksonville Memorial Hospital," reflecting our commitment to our community and our role within the larger Memorial Health organization. Our Memorial mission is to improve lives and strengthen communities through better health, which we accomplished in 2021 along with the help of the entire Jacksonville Memorial Hospital team.

As I look back on the events of 2021, I'm reminded anew of the strength and resilience of this nursing team. I'm proud of all we have achieved together and how we have supported each other through so many challenges. Thank you and your families for all you did to heal our patients, support our communities and advance the practice of nursing. Your work has been an inspiration. Our patients, families and the community will forever be grateful for all that you have done. It is an honor and a privilege to be a member of this nursing team.



A handwritten signature in black ink that reads "Leanna J. Wynn MBA MSN RN".

**Leanna Wynn, MBA, MSN, RN**

Affiliate Vice President and Chief Nursing Officer

# Transformational Leadership

is a leadership style that can inspire positive changes in those who follow to achieve extraordinary outcomes. This requires vision, influence, clinical knowledge and a strong expertise relating to professional nursing practices.

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On Nov. 17, 2021, the Nursing Leadership Council conducted their annual strategic planning at the nursing retreat. The mission, vision and goals of Jacksonville Memorial Hospital and Memorial Health were the structure for the planning process. Key areas of focus included strategies to support the five Greats: Great Colleagues, Great Partner, Great Access, Great Experience and Great Results.

## **Colleagues who attended the retreat included:**

Leanna Wynn, MBA, MSN, RN

Affiliate Vice President and Chief Nursing Officer

Carrie Carls, MSN, RN, CWOCN, CHRN

Director of Professional Nursing Practice and Clinical Informatics

Amanda Bates, BSN, RN

ICU Nurse Manager and Outcome Improvement Coordinator

Jessica Ford, BSN, RN

TCU Nurse Manager

Shawn Ford, BSN, RN, CNOR

Surgery Nurse Manager

Rachel Moore, MBA, BSN, RN, RNC-OB

Emergency Department Nurse Manager

Simone Parlier PhD(c), MSN, RN, RNC-OB, CEFM, IBCLC, CNML, C-ONQS

Family Maternity Suites Nurse Manager

Lisa Pennell, MSN, RN

Outpatient Clinics Nurse Manager

Jamie Smith, MBA, MSN, RN

Ambulatory Surgery/PACU/PAS Nurse Manager

Haley Urish, MBA, MSN, RN

Supervisor of Care Coordination and Social Services

# Nurses Recognized for Excellence in Professional Practice and Patient Care

## JMH Shares Industry of the Year Award with Community Partners

Since 1990, the Jacksonville Regional Economic Development Corporation (JREDC) has presented the Industry of the Year Award to a company exhibiting outstanding business development and activity that enhances regional economic viability. Since 2020 was a year like no other in recent memory, JREDC determined that a different set of guidelines for choosing its 2020 Harold Cox Industry of the Year recipient was warranted.

In light of that, not one but three entities were recognized with the 2021 award. To mark the leadership and guidance provided to the Jacksonville region throughout the COVID-19 pandemic, Jacksonville Memorial Hospital, Morgan County Health Department and Jacksonville/Morgan County Office of Emergency Management received the distinction of being named 2020 Industries of the Year.

During a year of extraordinarily challenging high patient volume and demand, Jacksonville Memorial Hospital's dedicated healthcare professionals rose to the challenge of the physically and emotionally draining work. In the face of treating friends and neighbors suffering from such a devastating illness, the hospital staff supported each other and worked together to meet the needs of their patients and their communities.

In a Workplace post announcing the award to JMH colleagues, Dr. Scott Boston, president and CEO, said, "I am so proud of you. This award is for you. You truly make the difference."

"I am so proud of you. This award is for you. You truly make the difference."



# 2021 Colleagues of the Month



## JANUARY COLLEAGUE OF THE MONTH

### Amanda Clevenger

Amanda Clevenger, BSN, RN, was named the Jacksonville Memorial Hospital Colleague of the Month for January. Clevenger was honored for personifying Memorial Health values in her care for patients, even off the clock.

A patient's husband noted Clevenger stopped as she walked into work to comfort his wife, who was experiencing anxiety and refused to leave the couple's vehicle to attend a hospital appointment.

"Amanda addressed my wife in a direct and caring manner," he wrote in his nomination. "She took the time needed to gain her confidence and trust." Thanks to Clevenger's efforts, the patient agreed to attend her appointment.

"What I enjoy most about my position is the opportunity to be there for members of our community in their most vulnerable time, to listen to their stories, to educate them about their health and to build a trusting relationship with each one of them," said Clevenger.

Clevenger lives in Bluffs with her husband and three children.



## MAY COLLEAGUE OF THE MONTH

### Brennen Wells

Brennen Wells, BSN, RN, CCRN, PCCN, was the Jacksonville Memorial Hospital Colleague of the Month for May.

Wells trained to work with the post-anesthesia care unit team when that department experienced low staffing and exceeded his co-workers' expectations. Wells has "a wealth of knowledge for post-procedure care," said his nominators, and has repeatedly proven himself capable of quick decision-making and "amazing" clinical skills.

Wells takes great pride in "watching a patient progress slowly but surely, regaining strength and independence, and knowing that I was able to help with that process," he said.

Wells, of Clay City, continues to grow and learn as a bedside nurse and expand knowledge in the areas of critical care and dialysis. He aspires to one day pursue education to become a CRNA. Wells enjoys spending time with family, game nights with friends and reading.



#### JUNE COLLEAGUE OF THE MONTH

##### Haley Lipcamon

Haley Lipcamon, BSN, RN, CRNI, ONS/ONCC, a registered nurse in the Jacksonville Memorial Hospital outpatient department, was the Colleague of the Month for June.

Lipcamon was nominated by a patient who appreciated her attention to detail in her patient care. "She used great hygiene and sterilization when cleaning my PICC lines. She was organized with the materials and I felt confident in what she was doing," said the patient.

Lipcamon joined JMH in 2011 and enjoys the relationships she develops with her patients. "In my department, patients come for weeks or, in some cases, years. I enjoy seeing them and getting to chat with them about things going on in their lives," said Lipcamon. "In some cases, patients become like family."

Lipcamon's professional goals include pursuing education to allow her to work in the infectious disease or oncology departments as an advanced practice nurse.

Lipcamon, of Pittsfield, enjoys swimming, shopping, cooking and reading.



#### SEPTEMBER COLLEAGUE OF THE MONTH

##### Kelly Bracco

Kelly Bracco, ADN, RN, was the Jacksonville Memorial Hospital Colleague of the Month for September.

Bracco was instrumental in administering the first BAM infusions (specialized COVID-19 antibody treatment) at JMH.

Within her department, Bracco has a reputation for being a compassionate nurse who advocates for each one of her patients, hospital officials said.

Bracco, who lives in Arenzville, has worked at the hospital since 2008. Outside of work, Bracco enjoys farming with her husband, Adam.

## Guardian Angel Recipient

Amy Tapscott, BSN, RN, a colleague in the JMH Family Maternity Suites, was honored with the Guardian Angel award by a grateful new mom. While caregivers strive every day to make great patient experiences, it is not every day that a patient singles out a caregiver for extraordinary service. The patient wrote, "Amy was beyond supportive, and I will never forget my experience with her. [JMH] should be proud to have her as an OB nurse. I was so happy to have her as mine."

Amy Tapscott, BSN, RN, and Simone Parlier, PhD(c), MSN, RN, RNC-OB, CEFM, IBCLC, CNML, C-ONQS, Family Maternity Suites Nurse Manager



## 2021 Nursing Excellence Award Winners

Monica Behnen, RN, CAPA  
PAS

Kelly Bracco, ADN, RN  
Ambulatory Surgery

Roy Brown, BSN, RN  
Ambulatory Surgery

Angie Coffman,  
Unit Secretary  
Ambulatory Surgery

Jennifer Cors, BSN, RN,  
ONS/ONCC  
Outpatient Clinics

Sadie Courson, BSN, RN  
PACU

Evan Davidson, BSN, RN  
ICU

Heather Dirks,  
Unit Secretary  
Three South

Jessi Evans, BSN, RN  
Ambulatory Surgery

Abby Flynn, BSN, RN  
Ambulatory Surgery

Kati Fryman, MSN, RN, CWON  
Wound Center

Lisa Graham,  
Unit Secretary  
Emergency Department

Kayla Hamilton, BSN, RN  
Emergency Department

Ashley Hansen, ADN, RN  
Three South

Katie Hazelwonder, ADN, RN  
Emergency Department

Mary Hembrough, ORT  
Surgery

Kayla Johnson, PCT  
Three South

Cindy Jones,  
Clinic Receptionist  
Outpatient Clinics

Kailey Knox, ADN, RN  
Emergency Department

Kellie Knox, BSN, RN,  
RNC-OB, CLC  
Family Maternity Suites

Jill Kording, BSN, RN  
Ambulatory Surgery

Cassidi Ladely, BSN, RN,  
ONS/ONCC  
Outpatient Clinics

Jessica Lawson, BSN, RN  
ICU

Marissa Lindsey, ADN, RN  
PACU

Ashley Maro, BSN, RN  
Surgery

Rachel Moffitt, ADN, RN  
PACU

Tamera Norton, BSN, RN  
TCU

Amy Peck, BSN, RN, CAPA  
Ambulatory Surgery

Amy Reynolds, BSN, RN  
Ambulatory Surgery

Amber Risen, ADN, RN  
Emergency Department

Bonnie Rivers,  
Clinic Assistant  
Outpatient Clinics

Monica Schriber, ADN, RN, TNS  
Surgery

Samuel Schultz, BSN, RN  
ICU

Shannon Shafer,  
Unit Secretary  
Emergency Department

Jenny Stottler,  
Hyperbaric Tech  
Wound Center

Christine Symes,  
Anesthesia Aide

Haley Vetter, ADN, RN  
Emergency Department

Karlee Wade, PCT  
Three South

Olivia Walker, EMP-P/PCT  
Emergency Department

Laura Ward, RN  
PACU

Brennen Wells, BSN, RN,  
CCRN, PCCN  
ICU/Dialysis

Carrie Wills, PCT  
Three South

Michelle Wiser,  
Patient Safety Monitor





Nursing Excellence Award recipients  
Cassidi Ladely, BSN, RN, ONS/ONCC,  
Jennifer Cors, BSN, RN, ONS/ONCC,  
and Cindy Jones, Clinic Receptionist.

## New Managers in 2021

### Haley Urish

Haley grew up in Petersburg. She graduated from MacMurray College with a bachelor of science in nursing degree in 2017 and from Benedictine University with a master of science in nursing degree in Nurse Executive Leadership in August 2020. She graduated from the master of business administration program at Benedictine University in December 2021. She began her nursing career at Jacksonville Memorial Hospital as a direct care nurse on Three South from 2017-2019. In February 2019, she accepted the position of patient care coordinator in Social Services.

She and her husband, Gavin, reside on Lake Petersburg where they spend their weekends boating, paddle boarding and swimming.

"I am excited to explore the new leadership experiences ahead through care coordination, social services and discharge planning," said Haley. "I thoroughly enjoy working with every member of the JMH team and look forward to continuing to grow with the organization."



Haley Urish, MBA, MSN, RN  
Supervisor  
Care Coordination/Social Services

### Rachel Moore

Rachel, a JMH colleague since 2013, most recently served as a registered nurse in Family Maternity Suites and also as a house supervisor. She earned a bachelor of science in nursing degree from Western Governor's University in 2018 and is currently enrolled in the master of business administration program at Benedictine University with an anticipated completion date in spring 2022.

During her time at JMH, Rachel has been a member of several multiple interdisciplinary process improvement teams to improve patient outcomes. In addition, she was the principal investigator for the research study, The Impact of Enhanced Recovery after Surgery in Cesarean Patients, which she presented at an annual conference for the Society of Enhanced Recovery.

Rachel and her husband, Chad, reside in Jacksonville and are the parents of two children.



Rachel Moore, MBA, BSN, RN, RNC-OB  
Nurse Manager  
Emergency Department

# Structural Empowerment

Development of an environment where there is strong professional practice and where the mission, vision and core values (safety, integrity, quality and stewardship) come to life to achieve the outcomes important to the organization. Positive patient outcomes are achieved through strong relationships and partnerships with co-workers, physicians and the community.

## Members of the Nursing Leadership Council:

Leanna Wynn, MBA, MSN, RN  
Affiliate Vice President and Chief  
Nursing Officer

Carrie Carls, MSN, RN,  
CWOCN, CHRN  
Director of Professional Nursing  
Practice and Clinical Informatics

Amanda Bates, BSN, RN  
ICCU Nurse Manager and Outcome  
Improvement Coordinator

Kristina Cox, BSN, RN, TNS  
Emergency Department Nurse  
Manager

Cara Crain, MSN, RN  
Two South/Pediatrics Nurse Manager

Jessica Ford, BSN, RN  
TCU Nurse Manager

Shawn Ford, BSN, RN, CNOR  
Surgery Nurse Manager

Julie Gound, MSN, RN  
Educational Services

Rachel Moore, MBA, BSN,  
RNC-OB  
Emergency Department Nurse  
Manager

Simone Parlier, PhD(c), MSN,  
RN, RNC-OB, CEFM, IBCLC,  
CNML, C-ONQS  
Family Maternity Suites Nurse  
Manager

Elizabeth Sievers, MSN, RN  
Educational Services

Jamie Smith, MBA, MSN, RN  
Ambulatory Surgery/PACU/PAS  
Nurse Manager

Christine Staake, MS, RN,  
NPD-BC  
Educational Services

Dorothy Talley, BSN, RN,  
CVRN-BC  
Three South/Two South Nurse  
Manager

Lisa Pennell, MSN, RN  
Outpatient Clinics Nurse Manager

Sue Schleyhahn, BSN, RN, CIC  
Manager Infection Prevention and  
Control

Tracy Moulton, BSN, RN  
Director of Utilization Management  
and CDI

Deb Correll, RN  
Nursing Supervisor

Diana Flatt, BSN, RN  
Nursing Supervisor

Betsy Harnois, MSN, RN  
Nursing Supervisor

Becky Hoaglin, MSN, RN  
Nursing Supervisor

Beckie McGinnis, BSN, RN  
Nursing Supervisor

Jessica McRill, BSN, RN, CCRN,  
TNS  
Nursing Supervisor

Jenna Settles, BSN, RN  
Nursing Supervisor

Stuart Slaton, BSN, RN  
Nursing Supervisor

Haley Urish, MBA, MSN, RN  
Supervisor, Care Coordination/Social  
Services



## **Members of the Professional Practice Leadership Council:**

Leanna Wynn, MSN, MBA, RN  
Affiliate Vice President and Chief  
Nursing Officer (Chair)

Carrie Carls, MSN, RN,  
CWOCN, CHRN  
Director of Professional Nursing  
Practice and Clinical Informatics

Rachel Allen, BSN, RN  
Emergency Department Clinical  
Nurse

Tiffany Allen, BSN, RN  
ICU Clinical Nurse

Lisa Buchanan, BSN, RN  
Surgical Nurse

Jessi Evans, BSN, RN  
Ambulatory Surgery Clinical Nurse

Kati Fryman, MSN, RN, CWON  
Wound Center Clinical Nurse

Rebekah Housman, BSN, RN,  
CMSRN, CVRN-BC, PCCN  
Three South Clinical Nurse

Kellie Knox, BSN, RN, RNC-  
OB, CLC  
Family Maternity Suites Clinical  
Nurse

Cassidi Ladely, BSN, RN, ONS-  
ONCC  
Outpatient Clinics Clinical Nurse

Jamie Smith, MBA, MSN, RN  
Ambulatory Surgery/PACU/PAS  
Nurse Manager

Matthew Stock, BSN, RN, TNS  
Emergency Department Clinical  
Nurse

Melissa Werries, BSN, RN  
ICU Clinical Nurse

Christine Staake, MS, RN,  
NPD-BC  
Educational Services

Jessica DeOrnellas, BSN, RN  
Nursing Quality Council Co-Chair

Emily Cooley, BSN, RN  
Evidence-Based Practice Council  
Co-Chair

Tamera Norton, BSN, RN,  
Evidence-Based Practice Council  
Co-Chair

Julie Gound, MSN, RN,  
Educational Services

Elizabeth Sievers, MSN, RN,  
Educational Services

Melanie Powell, BSN, RN,  
Imaging

## **Members of the Nursing Quality Council:**

Jessica DeOrnellas, BSN, RN  
Case Management, Co-Chair

Karen Meado, BSN, RN,  
CPAN, CSRN  
Imaging, Co-Chair

Carrie Carls, MSN, RN,  
CWOCN, CHRN  
Director of Professional Nursing  
Practice and Clinical Informatics

Emily Cooley, BSN, RN  
ICU Clinical Nurse

Jennifer Cors, BSN, RN, ONS/  
ONCC  
Outpatient Clinics Clinical Nurse

Sadie Courson, BSN, RN  
PACU Clinical Nurse

Jessi Evans, BSN, RN  
Ambulatory Surgery Clinical Nurse

Kati Fryman, MSN, RN, CWON  
Wound Center Clinical Nurse

Abagail Stevens, BSN, RN,  
CWON  
Wound Center Clinical Nurse

Cathy Debold, BSN, RN  
Quality

Julie Gound, MSN, RN  
Educational Services

Kellie Knox, BSN, RN, RNC-  
OB, CLC  
Family Maternity Services Clinical  
Nurse

Jamie Smith, MBA, MSN, RN  
Ambulatory Surgery/PACU/PAS  
Nurse Manager

Christine Staake, MS, RN,  
NPD-BC  
Educational Services

Shelly Steinmetz, MSN, RN  
Two South Clinical Nurse

Terry Strohl, ADN, RN, CPN  
Emergency Department Clinical  
Nurse

Dorothy Talley, BSN, RN,  
CVRN-BC  
Three South/Two South Nurse  
Manager

Haley Urish, MBA, MSN, RN  
Supervisor of Care Coordination/  
Social Services

Leanna Wynn, MBA, MSN, RN  
Affiliate Vice President and Chief  
Nursing Officer

## Members of the Nursing Research Council:

Leanna Wynn, MBA, MSN, RN  
Affiliate Vice President and Chief Nursing Officer (Chair)

Carrie Carls, MSN, RN, CWOCN, CHRN  
Director of Professional Nursing Practice and Clinical Informatics

Sadie Courson, BSN, RN  
PACU Clinical Nurse

Sara McPherson, PhD, RN, CNE  
Clinical Assistant Professor, University of Illinois in Springfield

Simone Parlier, PhD(c), MSN, RN, RNC-OB, CEFM, IBCLC, CNML, C-ONQS  
Family Maternity Suites Nurse Manager

Lisa Pennell, MSN, RN  
Outpatient Clinics Nurse Manager

Christine Staake, MS, RN, NPD-BC  
Educational Services and Illinois College Faculty

Tina Crawford-Smith, BSN, RN, CWON  
Wound Center Clinical Nurse

## Members of the Evidence-Based Practice Council:

Emily Cooley, BSN, RN  
ICU Clinical Nurse (co-chair)

Tamera Norton, BSN, RN  
TCU Clinical Nurse (co-chair)

Brandynne Allgaier, MSN, RN  
Emergency Department Clinical Nurse

Tina Crawford-Smith, BSN, RN, CWON  
Wound Center Clinical Nurse

Kari Jennings, BSN, RN  
Outpatient Clinics Clinical Nurse

Heather Leonard, BSN, RN, CPN  
Two South Clinical Nurse

Marissa Lindsey, ADN, RN  
Ambulatory Surgery/PACU Clinical Nurse

Amy Tapscott, BSN, RN  
Family Maternity Suites Clinical Nurse

Christine Staake, MS, RN, NPD-BC  
Educational Services

## Evidence-Based Practice Council Annual Report 2021

Tamera Norton, BSN, RN, (TCU) and Emily Cooley, BSN, RN, (ICCU) served as council co-chairs. Attendance increased with the addition of three new members in March. Christine Staake, MS, RN, NPD-BC served as mentor and advocate for the council.

During calendar year 2021, the EBPC reviewed 105 procedure and policy/procedure documents. Of the 74 procedure documents, 52 required no changes and were updated in the Nursing Policy Manual as reviewed, one was a new procedure, one was archived and the remaining 20 were updated in the Nursing Policy Manual as revised.

EBPC reviewed 31 policies or combined policies/procedures. One was new, eight were reviewed with recommendations for revision and 22 were reviewed with no recommendations for changes.

Evidence-Based Practice Council co-chairs Emily Cooley, BSN, RN, and Tamera Norton, BSN, RN



# Continued Education and Certification

## Jacksonville Memorial Hospital nurses who received degrees in 2021:

### DNP:

Matthew Bednarchik, DNP, CRNA, APRN  
Anesthesia

Katie Barrett, DNP, CRNA, APRN  
Anesthesia

### MBA:

Jamie Smith, MBA, MSN, RN  
Ambulatory Surgery/PACU/PAS  
Nurse Manager

Haley Urisch, MBA, MSN, RN  
Supervisor of Care Coordination and Social Services

### MSN:

Brandyne Allgaier, MSN, RN, CCRN, PCCN  
Emergency Department

### BSN:

Karlie Davis, BSN, RN  
Emergency Department

Emily Hocking, BSN, RN  
ICU

Jordyn Schone, BSN, RN  
Family Maternity Suites

Holly Torrance, BSN, RN  
Surgery

Matthew Bednarchik, DNP, CRNA, APRN

## Certification and Education Grant Recipients in 2021:

### RECERTIFICATION OF PROGRESSIVE CARE CERTIFIED NURSE (PCCN)

Brennen Wells, BSN, RN, CCRN, PCCN  
ICU Clinical Nurse

### RECERTIFICATION OF CERTIFIED WOUND OSTOMY NURSE (CWON)

Tina Smith-Crawford, BSN, RN, CWON  
WOC Clinical Nurse

### RECERTIFICATION OF CERTIFIED MEDICAL-SURGICAL REGISTERED NURSE (CMSRN)

Bethany Gilson, BSN, RN, CMSRN  
WOC Clinical Nurse

### RECERTIFICATION OF CERTIFIED PEDIATRIC NURSE (CPN)

Terry Strohl, ADN, RN, CPN  
Emergency Department Clinical Nurse

Heather Leonard, BSN, RN, CPN  
Two South Clinical Nurse

# Clinical Ladders

## Nurses Recognized in 2021:

### CLINICAL LADDER II:

Rachel Allen, BSN, RN Emergency Department	Heather Leonard, BSN, RN, CPN Two South	Lindy Ruppel, BSN, RN, RNC-OB, IBCLC Family Maternity Suites
Monica Behnen, RN, CAPA Pre-Admission	Marissa Lindsey, ADN, RN PACU	Jacqueline Seymour, BSN, RN Family Maternity Suites
Kimberly Bowman, BSN, RN, CMSRN Three South	Amanda Martin, BSN, RN, RNC-OB Family Maternity Suites	Matthew Stock, BSN, RN, TNS Emergency Department
Ashley Hood, ADN, RN Outpatient Clinics	Rachel Moffitt, ADN, RN Ambulatory Surgery	Terry Strohl, ADN, RN, CPN Emergency Department
Keri Jackson, BSN, RN, TNS Emergency Department	Cindy Ogle, ADN, RN Two South	Laura Ward, RN Post-Anesthesia Care Unit
Kari Jennings, BSN, RN Outpatient Clinics	Amy Reynolds, BSN, RN Ambulatory Surgery	Katherine Warren, BSN, RN ICU
Jill Kording, BSN, RN Ambulatory Surgery	Amber Risen, ADN, RN Emergency Department	Brennen Wells, BSN, RN, CCRN, PCCN ICU
Jessica Lawson, BSN, RN PACU		

### CLINICAL LADDER III:

Tiffany Allen, BSN, RN ICU	Debra Crowley, RN, RNC-OB, IBCLC, C-EFM Family Maternity Suites	Haley Lipcamon, BSN, RN, CRNI, ONS/ONCC Outpatient Clinics
Leigh Boivin, BSN, RN, RNC-OB, IBCLC Family Maternity Suites	Jessi Evans, BSN, RN Ambulatory Surgery	Marianne Martin, BSN, RN, TNS, CEN Emergency Department
Emily Cooley, BSN, RN ICU	Abigail Flynn, BSN, RN Ambulatory Surgery	Melanie Powell, BSN, RN Imaging
Jennifer Cors, BSN, RN, ONS/ONCC Outpatient Clinics	Bethany Gilson, BSN, RN, CMSRN Wound Center	Jennifer Schleyhahn, BSN, RN, Surgery
Lori Coultas, BSN, RN, RNC-OB, CLC Family Maternity Suites	Kellie Knox, BSN, RN, RNC-OB, CLC Family Maternity Suites	Shelly Steinmetz, MSN, RN Two South
Sadie Courson, BSN, RN Ambulatory Surgery	Cassidi Ladely, BSN, RN, ONS/ONCC Ambulatory Surgery	Amy Tapscott, BSN, RN Family Maternity Suites
		Melissa Werries, BSN, RN Surgery

### CLINICAL LADDER IV:

Kati Fryman, MSN, RN, CWON Wound Center	Linda Kennedy, BSN, RN, IBCLC Family Maternity Suites	Tina Smith-Crawford, BSN, RN, CWON Wound Center
Rebekah Housman, BSN, RN, CMSRN, CVRN-BC, CPPN Three South	Karen Meado, BSN, RN, CPAN, CSRN Imaging	Abigail Stevens, BSN, RN, CWON Wound Center

# Exemplary Professional Practice

The Transitional Care Unit (TCU) at Jacksonville Memorial Hospital was recognized as one of the top short-term rehabilitation facilities in the nation.

The unit was named a Best Nursing Home for 2020-21 by U.S. News & World Report, placing the unit among the top 21 percent of skilled nursing facilities in the country. "This endorsement recognizes our commitment to deliver the highest-quality care to our short-term rehabilitation residents," said Dr. Scott Boston, president and CEO.

The TCU earned Best Nursing Homes status by achieving a rating of "High Performing," the highest possible rating for a short-term rehabilitation facility, Boston said. U.S. News gives the designation of Best Nursing Home only to those with excellent performance in quality measures and those that satisfy U.S. News' assessment of the appropriate use of key services, he said.

"We have a unique situation with our Transitional Care Unit located within the hospital but considered its own stand-alone unit," said Jessica Ford, a TCU registered nurse and nurse manager. "This allows our staff to work alongside hospital inpatient nursing teams to discuss and learn new best practices, which directly benefit our residents. Other skilled nursing facilities do not have that same opportunity for collaboration."

"This recognition is proof of our steadfast commitment to deliver the best care to our transitional care unit residents, even in a year like 2020, when COVID-19 safety protocols saddled skilled nursing facilities with restrictions that often made it difficult to deliver the very personal care our residents expect," Ford said. "Working within safety protocols, we continue to provide that high-quality care, and this recognition formally acknowledges that success."

This recognition was attained because of the contributions of the TCU multi-disciplinary team which includes Physical Therapy, Occupational Therapy, Respiratory Therapy, Speech Therapy, Dietary, Nursing, Medical Staff, Environmental Services and Pharmacy.



Front row, left to right: Roxann McDaniel (Environmental Services), Jill Trone (Speech Therapy) and Sarah Wright (Dietary). Back row, left to right: Allison Howell (Occupational Therapy), Deanette Schwanke, MSN, RN, (TCU), Jessica Ford, BSN, RN, (TCU) and Kaci Weller (Physical Therapy).

Top: Jessica Ford, BSN, RN, TCU Nurse Manager



Alicia Riley, ADN, RN

## Cardiac Rehab Program Earns Ambitious Certification

The Jacksonville Memorial Hospital cardiovascular and pulmonary rehabilitation program recently earned certification by the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR).

"This is a difficult certification to achieve," said Alicia Riley, ADN, RN, cardiovascular and pulmonary rehabilitation program coordinator at JMH. "We had to prove that we provide excellent care and improve patients' lives and overall health, and that our program not only follows Medicare guidelines, but AACVPR guidelines as well."

AACVPR-certified programs are considered leaders in the cardiovascular and pulmonary rehabilitation field because they offer the most advanced practices available and have proven track records of high-quality patient care. To earn accreditation, program leaders at JMH participated in an application process that requires extensive documentation of the program's practices.

"For our patients, this certification means they can have confidence that, when they come here for cardiac rehab, they are getting the best care possible," said Riley. "Not only is our staff held to a high standard, but so is the program overall."

Cardiovascular and pulmonary rehabilitation programs help people with cardiovascular problems (heart attacks, coronary artery bypass graft surgery) and pulmonary problems (chronic obstructive pulmonary disease [COPD], respiratory symptoms) recover faster. Both programs include exercise, education, counseling and support for patients and their families.

## Two Colleagues Receive Patriot Award

Jessica Ford, BSN, RN, and Karoline Myers received the Patriot Award from the Employer Support division of the National Guard and Reserve.

The Patriot Award is given to a supervisor or manager who makes special effort to support a working National Guard member with flexible scheduling, time off before and after deployment, care for families and, if necessary, leaves of absence. Tamera Norton, BSN, RN, a registered nurse in the nonprofit hospital's transitional care unit, made the nominations.

Norton, a sergeant in the Army National Guard, has been a combat medic in the Army National Guard for 16 years and has served one deployment in support of Operation Enduring Freedom.



“It means a great deal to me that Memorial has leaders who are willing to work with every aspect of the changes associated with activation.”

From left to right, Tamera Norton, BSN, RN, Karoline Myers and Jessica Ford, BSN, RN

She is assigned to the Headquarters Company 766th Brigade Engineer Battalion in Decatur and was activated to support state efforts in the COVID-19 pandemic.

“It means a great deal to me that Memorial has leaders who are willing to work with every aspect of the changes associated with activation,” Norton said. “Karoline and Jessica provided a seamless transition that made this particular time less stressful. It is so important to recognize those who not only support our soldiers, but those who support our communities in the background.”

Ford is Norton’s nursing supervisor in the Transitional Care Unit, and Myers coordinates scheduling in Nursing Administration.

“Being willing to jump right in and take an active role in a pandemic is so heroic, and Tamera is always there, ready and willing to serve our country,” Myers said. “I’m always willing to help and be flexible with Tamera, however needed.”

“It’s an honor to work with Tamera,” Ford said. “She shows such great pride in her work, both here at JMH and with the National Guard.”

# Community Events and Educational Presentations

## Skills Days

Nursing skills days provide an environment for nursing colleagues to review and practice specific skills necessary to promote positive patient outcomes. The Organization Learning department organizes this annual event in collaboration with nurse managers and bedside colleagues. Skills are selected by annual regulatory need, high-risk/low-volume procedures, identified knowledge gaps and process/procedure changes based in best practice evidence. Nursing skills days occurred twice at Jacksonville Memorial Hospital in 2021. The spring 2021 session focused on high-risk/low-volume skills for patient care technicians, licensed practical nurses and registered nurses. The fall 2021 session was a collaboration between Organization Learning and Rehabilitation Services for identified knowledge gaps and regulatory annual skill competencies. Between the two sessions, more than 180 bedside nursing colleagues attended. This speaks volumes to the commitment that our nursing team has to providing great patient care and positive patient outcomes, especially in the midst of a global pandemic.

## Colorectal Screening

The annual Colorectal Cancer Screening Kit Pickup Program was held on Aug. 5 and 6, 2021. Volunteers distributed 400 kits which resulted in 74 positive results. Lisa Pennell, MSN, RN, Outpatient Clinics nurse manager, and Rachel Moore, MBA, BSN, RN, RNC-OB, Emergency Department nurse manager, assisted with distribution of kits and instructions to the public.



Lisa Pennell, MSN, RN



Rachel Moore, MBA, BSN, RN, RNC-OB

# New Knowledge, Innovation and Improvement

Nurses have an ethical and professional responsibility to contribute to patient care, to Jacksonville Memorial Hospital and the nursing profession through the application of evidence-based practice and research.

## March 2021

Lori Hartz, director of community health, led a Green Belt project to increase the number of urine cultures for outpatients diagnosed with urinary stones or pyelonephritis. At the beginning of the project, more than 80 percent of outpatients were examined for a kidney stone without a urine culture. According to Hartz and her team of professionals, the identification of bacteria is important in planning therapy and effective treatment plans. This team worked closely with the Emergency Department medical director to improve urinalysis order sets and kidney stone protocols in the Emergency Department. Hartz and her team worked to simplify and create an easy process for ordering options within the medical documentation system. The project yielded a 65% reduction in missed cultures for patients who present with kidney stones or pyelonephritis.

Project team members include Lea Bergschneider, RN, CD/URI; Mandi Bates, BSN, RN, ICU nurse manager and Outcome Improvement coordinator; Kim Bowman, BSN, RN, CMSRN, Three South clinical nurse; Sue Schleyhahn, BSN, RN, CIC, Infection Prevention; Carl Darr, Laboratory; and Lindsay Bergschneider, PharmD.

From left to right: project team members Mandi Bates, BSN, RN, Sue Schleyhahn, BSN, RN, CIC, Lori Hartz and Lea Bergschneider, RN



## September 2021

Sarah Karraker, MBA, MSW, LCSW, director of Quality and Safety, led a Black Belt project to increase the number of patients to discharge by 2 p.m. The project was one of several that aim to improve throughput within the healthcare setting.

"There is so much work that nursing must do before they can discharge a patient, and most of that work must be done after discharge orders are completed," Karraker said. The team focused on ways to efficiently move the patient through the discharge process. Planning ahead for discharges was ultimately where the team identified areas for improvement and process changes. Patients are now identified one day prior to discharge and various departments are notified via email so they can prioritize their workload. Follow-up appointments are also identified prior to discharge so some of this work can be done prior to the day of discharge. Care Coordination reports the number of anticipated discharges at a daily safety huddle. The team also worked with Memorial Care to develop quicker ways to schedule follow-up appointments.

Overall, the project improved the time of discharge performance by 66.4%.

Project team members include Amanda Clevenger, BSN, RN, Three South clinical nurse; Ashley Lancaster, ADN, RN, Two South; Haley Urish, MBA, MSN, RN, supervisor, Care Coordination and Social Services; Tracy Moulton, BSN, RN, supervisor, Utilization Management & CDI; and Todd Thorson, OT.

From left to right: project team members Tracy Moulton, BSN, RN, Haley Urish, MBA, MSN, RN, Amanda Clevenger, BSN, RN, Sarah Karraker MBA, MSW, LCSW, and Ashley Lancaster, ADN, RN



# Research Studies in 2021

## JOB SATISFACTION AND FEAR OF COVID-19 AMONG RURAL MAGNET HOSPITAL REGISTERED NURSES

Sadie Courson, BSN, RN, Ambulatory Surgery clinical nurse; Jessi Evans, BSN, RN, Ambulatory Surgery clinical nurse; and Abby Flynn, BSN, RN, Ambulatory Surgery clinical nurse, with assistance from Jamie Smith, MBA, MSN, RN, Ambulatory Surgery/PACU/PAS nurse manager and Sara McPherson, PhD, RN, CNE, conducted a study titled "Job Satisfaction and Fear of COVID-19 among Rural Magnet Hospital Registered Nurses." Study participants were JMH RNs. Principal investigator on the study was Sadie Courson.

The purpose of the study was to determine how COVID-19 impacted work engagement among RNs at a midwestern Magnet® hospital. The COVID-19 pandemic continues to negatively impact nursing with no end in sight. Recognizing the impact COVID-19 has had on nurses and their job satisfaction is crucial. While nurses are resilient and adapt to their environments, the pandemic has lasted many months and to expect nurses to continue to work under overwhelming pressure may negatively impact the future of nursing. Understanding the needs of RNs during a pandemic is critical to meeting their needs, engaging them and in turn retaining them. Receiving education on COVID-19 and feeling that the hospital provided adequate education were correlated with engagement scores, with in-service education having the greatest correlation.

## NURSE-PERCEIVED COMFORT AND CONFIDENCE IN USE OF SPEAKING-UP BEHAVIORS

Carrie Carls, MSN, RN, CWNOCN, CHRN, director of professional nursing practice and clinical informatics; Leanna Wynn, MBA, MSN, RN, AVP and chief nursing officer; Christine Staake, MSN, RN, NPD-BC; and Sara McPherson, PhD, RN, conducted a research study titled "Nurse-Perceived Comfort and Confidence In Use of Speaking-Up Behaviors." Study participants were 181 JMH registered nurses. This was a cross-sectional design study to explore the perceptions of comfort and confidence in the use of speaking-up behaviors related to patient safety and unprofessional behavior in nurses at all levels in a small, rural Magnet hospital.

## PREVALENCE OF BACTERIA ON HOSPITAL PERSONNEL'S CELLPHONES

Jessica Deornellas, BSN, RN, was JMH's principal investigator for a cross-sectional multisite study entitled "Prevalence of Bacteria on Hospital Personnel's Cellphones". The aim of this study was to determine the prevalence of bacterial contamination of hospital personnel's personal cellphones and bring awareness to personnel this potential source of bacteria transmission. The study design includes culturing volunteer hospital personnel personal cellphones. The volunteer hospital personnel included registered nurses, patient care technicians, physicians, laboratory technicians, physical therapists and dietary aides who had been in a patient room on the day of the study and used their cellphones. The cultures were then sent to JMH's laboratory to be read and reported. 10.25% of the personal phones had bacteria identified with 50% mild growth and 50% moderate growth. 75% of the personal phones with growth and multiple bacteria species with Staphylococci being the most common bacteria species on all personal phones.

## **"Just a Nurse"**

by Kayla Knox , BSN, RN

You tell me you can't breathe and I hold your hand tight.  
Tell you we will take good care of you and everything will be all right.  
You are isolated away from loved ones, far away from home.  
I gently wipe the tears from your tired eyes and tell you that you are not alone.  
People shuffle in and out of your room to prepare for your intubation.  
The look in your eyes scream of horror, sadness and desperation.  
You drift into a slumber after receiving heavy doses of sedation.  
You're now on life support, paralyzed and being pumped full of life-altering medications.  
You are tied down to your bed to protect those precious tubes and lines.  
I call your family for an update and tell them for now you are alive.  
You look so peaceful and rested in your sleepy state of permanent dreams.  
But as your nurse, I know, not everything is what it seems.  
The monitor alarms, your organs are failing and your body is growing weaker.  
You try to hold on, we fight hard so you don't have to meet your maker.  
The hourglass draws near, a few grains of sand left to fall.  
We call your family and tell them that for you we've done it all.  
Your family is finally here, the moment you've been longing for.  
However, the next time you see them will be at Heaven's door.  
I give you some meds to end the suffering and pain.  
We pull your tubes and lines so this image of you isn't what remains.  
With loved ones and nurses right by your side, we tell them  
it's time to say their last goodbyes.  
Tears and screams echo around your hospital suite.  
A group of us holding hands, offer a prayer at your feet.  
Your heart has finally stopped but the grieving has just begun.  
You fought so hard as a true warrior but your earthly job is done.  
I only knew you for a short time, but you have now impacted my whole life.  
You're just a stranger to me but your death cuts me like a knife.  
I'll always remember you far beyond your grave.  
I was just your nurse, but it was your life I was trying to save.

Sincerely, an ICU nurse.





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