



Atrium Health

**2018**  
NURSING  
ANNUAL REPORT

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# Atrium Health Nursing

## Mission, Vision and Values



### Our Mission

To improve health, elevate hope and advance healing – for all



### Our Vision

To be the first and best choice for care



### Nursing Vision

To be the first and best choice for nursing care and practice

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## Nursing Values



### Caring

We provide compassionate care to our patients and families, and deliver a superior patient experience.



### Teamwork

We work as one team, under one system.



### Integrity

We work to ensure the integration of clinical expertise, education, evidence-based practice and the pursuit of quality patient outcomes.



### Commitment

We are committed to our patients and their families, our colleagues and our profession.

# ATRIUM HEALTH NURSING

## By the numbers



Total number of nurses

**17,000+**\*

\*This number includes joint venture and affiliated enterprises.

Number of nurse  
advanced practice  
providers  
(NP, CNM, CRNA, CNS)

**1,480**



Number of nurses  
recruited in 2018

**over  
1,450**

**8.4**

Average years of  
service of nurses



**55%**

hold advanced  
degrees



over

**300  
nurses**

promoted in 2018

Number of nurses employed  
in various care settings:



**Inpatient - 76%**

**Outpatient - 14%**

**Specialty - 10%**



## Letter from Mauren Swick

**Senior Vice President and System Nurse Executive, Atrium Health**

Nurses are often quite humble and tend to be more comfortable staying in the background. I find it can take quite a bit of coaxing to get them to be in the spotlight. So, as we selected nurses to feature in this report, many of them demurred and said, “I didn’t do this alone.”

However, as we created this report we intentionally placed a focus on the contributions of individual nurses. Because while everything in healthcare takes a team, one individual can accomplish great things by being a driving force behind a group effort.

I hope you enjoy reading about how our nursing team has improved the quality of care, made the experience better for our patients and empowered each other over the course of 2018.

Each of the nurses featured here – and our entire nursing team – deserves our gratitude and praise for the vital, challenging work they carry out every day. They are true dynamos who are leading our continuing journey toward improving health, advancing healing and elevating hope – for all.

A handwritten signature in black ink that reads "Maureen Swick". The signature is fluid and cursive.

MAUREEN SWICK, PhD, MSN, RN, NEA-BC

Senior Vice President  
System Nurse Executive

# Nurse Executives Across the Organization

The Nursing Executive Leadership Council at Atrium Health is made up of key nursing executives across the enterprise. These transformational leaders provide the vision, structure and strategies to accomplish organizational goals, while inspiring teammates throughout Atrium Health to achieve extraordinary patient outcomes.

**Marietta K. Abernathy, MSN, MBA, RN, NEA-BC**

Carolinas HealthCare System Stanly

**Donna K. Anderson, RN**

AnMed Health Cannon Hospital

**Tracey Blalock, MSN, MBA, RN, NEA-BC**

Navicent Health Enterprise, The Medical Center, Navicent Health

**Mary Ellen Bonczek, BSN, MPA, RN, NEA-BC**

New Hanover Regional Medical Center

**Teresa Bowleg, BSN, RN**

Murphy Medical Center

**Brittany Broyhill, DNP, ACNP-BC**

Atrium Health, Center for Advanced Practice

**Barbee Whisnant-Burgess, MSN, RN NEA-BC, CNL**

Enterprise Nursing, Atrium Health

**Susan D. Chase, MSN, RN, CRRN**

Atrium Health Inpatient Continuing Care

**Jennifer Ziccardi-Colson, MSN/MHA, BSW, BSN, RN, NEA-BC**

Behavioral Health Service Line

**Veronica Costner, MBA, BSN, RN, CHC**

Atrium Health Medical Group Division

**Tremonteo Crawford, MSN, RN**

Randolph Health

**Lorraine Daniel, RN, BS Community Service**

Navicent Health Baldwin

**LaVern W. Delaney, MSN, MBA, MHA, RN, NE-BC**

Alamance Regional Medical Center

**Mona Easter, MBA, BSN, RN, NE-BC**

Annie Penn Hospital

**Cynthia Faulkner, MHA, RN, NE-BC**

Pender Memorial Hospital

**Becky Fox, MSN, RN-BC**

Chief Nursing Informatics Officer, Atrium Health

**Debbie A. Grant, DNP, RN, CENP**

Cone Health CHMG and Population Health, Clinical Support Services

**Kate Grew, MSN, RN**

Carolinas HealthCare System NorthEast

**Elaine S. Haynes, MSN, RN, NEA-BC**

Atrium Health Lincoln

**Rufus Harrell, BSN, RN**

Medical Center of Peach County

**Katherine Hefner, MSN, RN, NE-BC**

St. Luke's Hospital

**Cindy Hill, BSN, RN**

Pine Pointe, Navicent Health

**Bebe Holt, MSN, MHA, RN, NEA-BC**

Scotland Health Care System

**Benny Lucas, MHA, BSN, RN, HACCP, NEA-BC**

Cone Health Behavioral Services

**Anne Marie Madden, DNP, RN, CCRN-K, NEA-BC**

Moses H. Cone Memorial Hospital

**Connie Mills, BSN, RN**

Rehabilitation Hospital, Navicent Health

**Melissa Mitchell, BSN, RN**

Carlyle Place, Navicent Health

**Patricia J. Mook MSN, RN, NEA-BC, CAHIMS**

Nursing Operations, Atrium Health

**Cathy M. Moore, MSN, RN, NEA-BC**

Atrium Health University City

**Susan H. Pedaline, DNP, MS, RNC**

Cone Health Women's Hospital, Cone Health Maternal-Child Services

**Veronica Poole-Adams, MBA, BSN, RN, NEA-BC**

Atrium Health Cleveland and Atrium Health Kings Mountain

**Kenneth J. Rempher, PhD, MBA, RN, CENP**

Cone Health System

**Misti Robinson, BSN, RN**

Home Health, Navicent Health

**Rob Rose, MS, RN, NEA-BC**

Central Division (Carolinas Medical Center, Levine Children's Hospital and CMC-Mercy)

**Da Vida Roseman, MSN, RN, NEA-BC**

Carolinas HealthCare System Blue Ridge

**Cindy Sartain, MHA, BSN, RN, LNHA**

Healthy@Home, Skilled Nursing facilities (NC), Hospice and Palliative Care

**Rena O. Taylor, MHA, BSN, RN, FACHE, CCRN, NEA-BC**

Southeastern Health

**Kathleen Tregear, MSN, MBA, RN, JD, NEA-BC**

Atrium Health Pineville

**Shaunda Trotter, RN**

AnMed Health

**Terri Veneziano, MSN, RN**

Columbus Regional Healthcare System

**Denise White, MSN, RNC, NEA-BC**

Atrium Health Union and Atrium Health Anson

**Youland Williams, MSN, RN, NEA-BC**

Wesley Long Hospital

# In One Day at Atrium Health



**37,800**

patient encounters  
(1 every 2 seconds)



**25,000**

physician visits



**700**

home health visits



**635**

surgeries



**14,000**

virtual care encounters



**475**

new primary  
care patients



**91**

babies delivered



**3,900**

ED visits



**\$5.67 million**

each day in uncompensated care  
and other benefits to our community



## Letter from Gene Woods

**President and Chief Executive Officer, Atrium Health**

At Atrium Health, our more than 17,000 nurses are the lifeblood of our organization. Through letters, emails and my own firsthand experiences, there isn't a single day that passes without hearing how they go above and beyond – truly embodying health, hope and healing FOR ALL.

As you flip through the pages of this report, I know their stories will speak to you. And I especially encourage you to review the final pages, where patients and their families express gratitude toward our nurses in their own words. It's easy to see the difference these men and women so clearly make in the lives of others.

Looking to the future, while healthcare will continue to change, the hearts and compassion of these caregivers never will – not when it comes to doing what they do best – taking great care of our patients, one by one, 365 days a year.

I invite you to join me in celebrating their great work and am honored to share our 2018 Nursing Annual Report with you.

A handwritten signature in black ink that reads "Eugene A. Woods". The signature is fluid and cursive, with the first name being the most prominent.

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EUGENE A. WOODS

PRESIDENT & CEO, ATRIUM HEALTH

# Hurricane Florence: Nurses Weather the Storm

## *Atrium Health Partners Travel East to Provide Support*

**Casey Stone, MSN, RN**, nurse educator at New Hanover Regional Medical Center, was one of thousands of nurses across Atrium Health who cared for patients when Hurricane Florence made landfall September 14, 2018, as a Category 1 storm.

For two days the storm hovered over the Carolina coast, dropping 34 inches of rain, claiming nearly 50 lives, and becoming one of the most damaging storms in U.S. history. Multiple Atrium Health hospitals were affected, particularly New Hanover Regional Medical Center (NHRMC), Columbus Regional Healthcare System, Southeastern Health and Scotland Health Care System. Despite the storm, all teammates from across the organization came together to help, even those far from the hurricane's path, offering emotional and physical support – and highlighting the power of an integrated healthcare system.

Teamwork continued post-Florence, when NHRMC was in desperate need of supplemental staffing. Their providers had worked 12-hour shifts for several days in a row – without ever leaving the hospital. Thirty-one teammates from Atrium Health, including nurses from across the system, provided much-needed relief. “Our staff placed the care of our patients, their families and each other above their individual needs,” says Stone. “Visiting Atrium Health staff allowed our organization to develop a plan that supported our staff and their families, in addition to our community.”

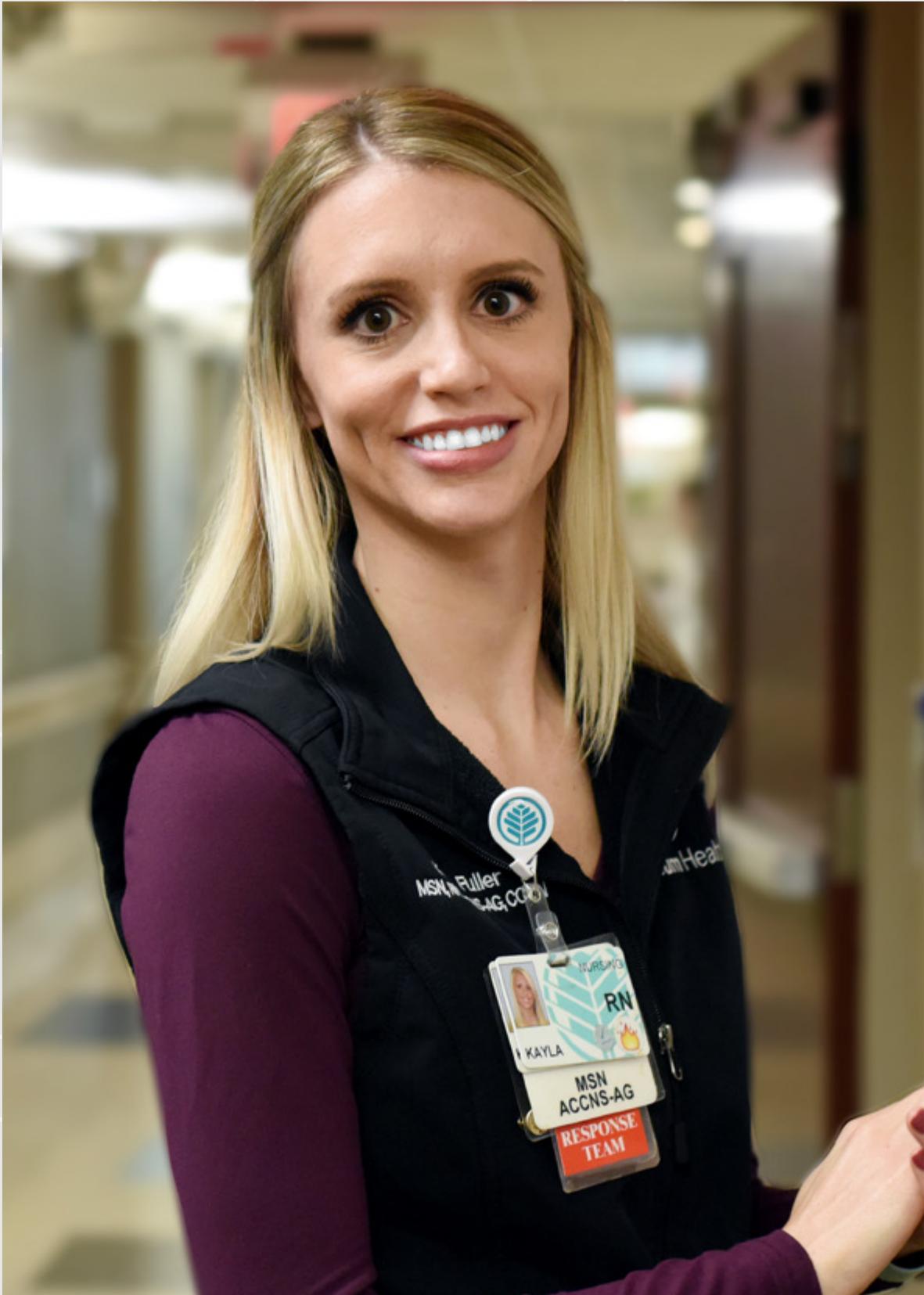
MED-1, Atrium Health's 14-bed mobile hospital, also headed east to provide support when Pender Memorial Hospital in Burgaw, NC (part of New Hanover Regional Medical Center), closed for the safety of patients and staff. An additional 30 Atrium Health teammates, including nurses, emergency room physicians and surgeons, made the trip with MED-1 to ensure uninterrupted care to the community.

**“ Visiting Atrium Health staff became part of our ‘family’ and quickly became the uplifting support we needed. ”**

**Casey Stone, MSN, RN**



**Atrium Health team members from across the system**



**KAYLA FULLER, MSN, RN**

# Simple Solution Improves Patient Safety

## Nurses Launch Hand Hygiene Compliance Program

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**Kayla Fuller, MSN, RN, ACCNS-AG, CCRN**, clinical nurse specialist at Carolinas Medical Center, helped lead a culture change on one unit that dramatically increased hand hygiene compliance in 2018.

The change in culture started with the Medical Intensive Care Unit (MICU) leadership team, including Kayla, and continues to be led by nurses, resulting in an increase in hand hygiene compliance from 49 percent to 94 percent.

The MICU team partnered with Infection Prevention for hand hygiene training, piloted an electronic monitoring system and created a culture of speaking up to promote accountability. All MICU staff signed commitments to hand hygiene; when

noncompliance was observed, the teammate was respectfully reminded of the new process. Leadership recorded observations to determine whether specific barriers were preventing compliance. Were the teammate's hands full? Were hand-washing stations not convenient or efficient? Barriers were assessed and, when possible, removed.

Today, all MICU rooms have been standardized with hand sanitizers to the left of every sink. Additional hand sanitizers are found at every MICU entry and outside bathrooms, conference rooms and family coffee stations. Strong leadership support and teamwide commitment has enabled the MICU team to lower patients' risk for hospital-acquired infections.

**“ Changing the culture, having strong leadership support, and standardizing the environment helped us to achieve our goals. ”**

**Kayla Fuller, MSN, RN**



**LESLIE LONDON, MSN, RN**

# Ensuring Excellence Every Time

## Care Experience Bundle Standardizes Patient Experience

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Improving patient experience was the driving force behind the work of **Leslie London, MSN, RN, ACNS-BC, CEN**, clinical nurse specialist, as she implemented new standards for emergency department flow, efficiency and patient communication.

The standards – called the Care Experience Bundle – were designed to standardize an approach for nurses to deliver care across emergency departments systemwide.

Launched July 1, the Care Experience Bundle focuses on patient-centered communication with a model known as G.R.E.A.T.<sup>™</sup> (Greet, Relate, Explain, Ask, Thank). These elements

were identified as evidence-based clinical practices that are likely to improve patient experience and patient outcomes. And over the course of just a few short months, patient experience is on the rise. London reports great success, with an improvement in emergency department patient experience scores from the 27th percentile to the 50th percentile.

In hopes of continuing these trends across the system, Care Experience Bundles will be introduced at outpatient facilities and will begin to include other members of the care team.

**“The combination of the flow and efficiency work with the Care Experience Bundle elements has shown an increase in patient experience that we hope to sustain.”**

**Leslie London, MSN, RN**



**LAQUINTA KEE, BSN, RN**

# Predicting Aggression, Preventing Violence

## DASA Screening Tool Assesses Patients for Violence

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Leaders tapped **Laquinta Kee, BSN, RN**, clinical supervisor, Behavioral Health, to be the program advocate for a pilot aimed at keeping patients and teammates safe and facilities free of violence. Kee and the Atrium Health Kings Mountain Behavioral Health team piloted DASA (Dynamic Appraisal of Situational Aggression), a screening tool used to assess patients for potentially violent behavior. DASA scores each patient's risk for aggression, thus preparing teammates for the threat of hostile behavior and sometimes prompting pre-medication to avoid violence.

Kee implemented a daily “debriefing huddle” to discuss any concerns and ensure all teammates had a voice in monitoring patient trends and behaviors. Leadership quickly

found that DASA was working: Teammates were more perceptive of hostile behaviors and aware of the risk of violence. Managing aggression early with pre-medication, rather than waiting for threats of violence, also resulted in less overall time that patients spent in restraints. Plus, the staff felt safer at work – a post-pilot survey showed a 16.5% increase in teammates' perception of safety at work.

DASA has been implemented throughout all behavioral health departments. Today, four emergency rooms are piloting DASA to determine whether it can provide the same success in the ED.

**“ We could all see a difference in our ability to better prepare for patients' acuity and behaviors. ”**

**Laquinta Kee, BSN, RN**



**ANDREA MCCALL, MHA, BSN, RN**

# Knowledge is Power

## Communication, Collaboration Spark Reduction in Readmissions

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“Hospitalizations are stressful for our patients and their loved ones, both emotionally and financially. And a readmission only adds to that stress,” says **Andrea McCall, MHA, BSN, RN, CPHQ**, assistant vice president of performance improvement and facilitator of the readmissions strategy team.

In summer 2018, McCall and the readmissions team zeroed in on a few simple ways to help reduce readmissions in the summer months: help patients avoid dehydration and overheating.

The data had shown a trend of increased hospital readmissions during summer months, and revealed the key drivers behind those readmissions, particularly among vulnerable patients, such as those with COPD. All it took to achieve a 4% reduction in readmissions from the previous summer was sharing their findings and asking the full care team to help patients access fans, air conditioning and other resources.

This is all part of Atrium Health’s multi-faceted strategy to avoid readmissions. It engages the full continuum of care, including acute care, continuing care and the emergency department, and challenges all teammates to provide cross-disciplinary support, share best practices and help develop solutions for any barriers to success.

Much of the strategy centers on improving care transitions, including communication, to increase patient and family confidence that teammates are working as a cohesive healthcare team. Workgroups, committees and the data analytics department study unplanned readmissions and collaborate to determine the cause and implement targeted interventions.

**“ We’re working together to develop innovative solutions to benefit the communities we serve. ”**

**Andrea McCall, MHA, BSN, RN**



**PAULA FORD, BSN, RNC-NCSN**

# Ready. Set. Grow!

## RNs Flourish Through Professional Nurse Clinical Advancement Program

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“I love challenges and the opportunity to improve. I couldn’t wait to get started,” says **Paula Ford, BSN, RNC-NCSN**, a nurse at NorthEast regional operations center, of the opportunity she had to grow professionally through Atrium Health’s Professional Nurse Clinical Advancement Program (PNCAP).

As healthcare continues the shift to value-based care, it’s more important than ever for nurses to work at the top of their abilities. The PNCAP helps us reach that goal by providing registered nurses with opportunities to acquire leadership, education and evidence-based practice skills to elevate patient care and further their careers. By making the program requirements more accessible and expanding the categories of nurses eligible to participate, Atrium Health increased participation in the program by 27% in 2018.

Initially open to nurses at Atrium Health inpatient and ambulatory care facilities, 2018 marked the first year that PNCAP was available to nurses from regional operations

centers as well. Ford was thrilled to take part. “One day I asked my nurse manager how I could improve and better myself,” says Ford. “She lit up like a light bulb and told me about PNCAP.”

The objective of Ford’s project was to decrease the number of high priority transfer calls from over 70% to less than 50% to increase efficiency and patient satisfaction by ensuring high priority patient calls were appropriately identified and transferred to the triage nurses in a timely manner. Ford exceeded her goal by designing and implementing the High Priority Triage Logic Program at the regional operations center (ROC).

As the first from her location to participate, Ford was a pioneer for her team. And the added bonus? With her BSN and national board certification, she was able to advance two levels – from Clinical Nurse I to Clinical Nurse 3 – which resulted in an increase in pay.

**“ The Professional Nurse Clinical Advancement Program has allowed me to further my 34-year nursing career and reach another amazing milestone. ”**

**Paula Ford, BSN, RNC-NCSN**



**JUDY CALLAHAN, BSN, RNC-OB**

# Cultivating New Leaders

## Nurse Manager Fellowship Eases Transition to Management

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In 2018, Atrium Health developed the Nurse Manager Fellowship program to provide new nurse leaders like **Judy Callahan, BSN, RNC-OB**, a maternity nurse at Atrium Health Union, with the training and tools necessary to succeed in management.

Nurses come to Atrium Health with the knowledge and experience necessary to provide the world-class patient care we're known for. But for those who take on leadership roles, the list of responsibilities goes far beyond the skillset they acquired in nursing school.

In a blend of independent, didactic and experiential learning, the nine-month fellowship program includes workshops, peer coaching and opportunities to network with other Atrium Health nurse leaders. From budgeting and staffing to performance metrics and crisis management, the program's purpose is to foster engaged, resilient nurse leaders who are prepared to sustain healthy work environments benefiting both nurses and patients. Program success will be measured by new nurse manager retention, unit turnover and budget studies, as well as engagement scores, patient experience scores and unit quality scores.

**“ This program gave me the opportunity to network with other new managers and to understand and utilize the resources that we have available. ”**

**Judy Callahan, BSN, RNC-OB**



**DEENA DENMAN, BSN, CCRN**

# Next-Generation Nurses Dive into Virtual Care

## Virtual Critical Care Team Partners with Area Nursing Schools

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As healthcare continues the shift to value-based care, providers must have the flexibility and resources to meet patients where they are. Virtual care is becoming an essential part of education for the next generation of nurses.

In 2017, Atrium Health's Virtual Critical Care (VCC) team launched an eight-hour clinical rotation for the Stanly Community College (SCC) School of Nursing. Led by **Deena Denman, BSN, CCRN, VCC**, clinical supervisor, and held in the VCC central operations room in Mint Hill, the first cohort of 22 students learned the role of the tele-ICU in critical care data collection, observing patient interactions with virtual nurses via

camera. They shadowed VCC night nurses, experiencing the increase in call volume after bedside physicians leave for the day. And they partnered with virtual pharmacists, respiratory therapists and physicians to experience how the virtual team communicates to provide holistic patient care.

The VCC partnership with SCC is now in its second year, and collaborations are beginning with other area schools, including Carolinas College of Health Sciences, Pfeifer University School of Nursing, Central Piedmont Community College School of Nursing and the SCC Respiratory Therapy program.

**“ We try to make sure students see the VCC from every view possible. ”**

**Deena Denman, BSN, CCRN**



**KATIE WOLF, BSN, RN**

# A Strong Start

## RNs Transition to Practice, Prepare to Thrive

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After becoming a registered nurse, **Katie Wolf, BSN, RN, CNI**, relocated from Charlottesville, VA, to join Atrium Health's Levine Children's Hospital. She's one of the roughly 530 RNs who enroll in the Transition to Practice (TTP) New Graduate Nurse Residency Program each year. "An extended orientation is so generous for a new graduate nurse, who is both vulnerable and eager to soak up as much information as possible," says Wolf.

The TTP experience was designed to ease the transition from student nurse to practicing RN. It has evolved over time to become a nine-month, systemwide program covering 10 specialty tracks. Talent Acquisition and

Nursing Professional Development partner with leaders and educators to provide sustained support, including didactic instruction, peer support and one-on-one precepted clinical experiences. Every new graduate RN who is hired by Atrium Health and has less than six months of experience participates in the Nurse Residency Program. The program's success is credited with Atrium Health's 94% retention rate for new graduate RNs, which exceeds the national average of 83%.

**“ Extra orientation sessions with the TTP team served as a great home base, where facilitators really cared about how [we] new grads were doing. ”**

**Katie Wolf, BSN, RN**

# 2018 Notable Nurses

Atrium Health nurses are exceptional, dedicated – and yes, notable. The Notable Nurses program launched in May 2013 and features monthly stories highlighting nurses nominated by their colleagues across the enterprise and carefully selected by a multi-disciplinary committee within the organization.



**Andrea Atwell, BSN, RN, CVRN**

Carolinas Medical Center



**Sonya Ayer, BSN, RN, CEN**

Carolinas Medical Center



**Michelle Bare, RN**

Hospice & Palliative Care of Cabarrus County



**Darcy Doege, BSN, RN**

Levine Cancer Institute



**Lauri Fowler, MSN, RN, CWOCN**

Teammate Health



**Jennifer Gossett, BSN, RN-BC**

Carolinas Medical Center



**Kimberly Green, RN, BSN, PCCN**

Atrium Health Lincoln



**Allison Hicks, BSN, RN**

Hospice & Palliative Care of Cabarrus County



**Amanda Hopper, BSN, RN, CNI**

Levine Cancer Institute - Cleveland



**Kristy Houser, RN**

Atrium Health Cleveland Palliative Care



**Lyndsey Couch Johnson, MSN, RN, CN II**

Atrium Health Lincoln



**Heather Lechner, BSN, RN, CEN**

Carolinas HealthCare System NorthEast



**Caroline Lewis, BSN, RN, CCRN**

Atrium Health Pineville



**Wendy Mauldin, RN**

Healthy@Home - University



**Christi Milledge, RN**

Levine Children's Hospital



**Brenda Rutland, BSN, RN, CWON**

Atrium Health Pineville



**Cynthia Stabel, BSN, RN, RNC-MNN**

Carolinas HealthCare System NorthEast



**Amy Tucker, BSN, RN**

Atrium Health Waxhaw Emergency  
Department, a facility of Atrium Health Union



**Heather Weavil, RN, CN I**

Carolinas Medical Center



**Kerry Weierbach, ASN, RN, CCRN, TNCC**

Carolinas HealthCare System NorthEast

# Pinnacle Award Honorees

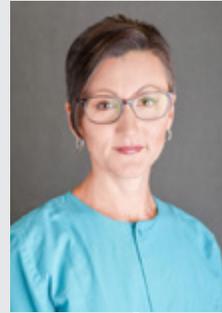
**The Atrium Health Pinnacle Award recognizes teammates who best exemplify our core values of caring, commitment, integrity and teamwork. The Pinnacle Award is the highest honor bestowed to teammates within the organization.**

# 2018 Honorees

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**Carley Chardukian, BSN, RN, CCRN**  
Clinical Nurse I, ICU Medical 10L  
*Carolinas Medical Center*



**Niki Hammonds, RN**  
Assistant Director, Surgical Services  
*Scotland Health Care System*



**Russell Hendrix, BSN, RN**  
Charge Nurse, ICU  
*AnMed Health*



**Diana James, MSN, RN, NE-BC**  
Nurse Manager, PICU  
*Levine Children's Hospital*



**Tammie Stahl, CRNA, MHS**  
Clinical Coordinator, Anesthesia Services  
*Atrium Health Pineville*

# Great 100 Nurses in North Carolina

The Great 100 Inc., a grassroots peer recognition organization honoring nursing excellence and providing scholarships to nursing students across the state, compiles an annual list of the top 100 nurses in North Carolina.

Great 100 recognizes recipients for outstanding professional ability and contributions to improving healthcare in their communities. Nominations are submitted by peers and reviewed by a committee. The winners are selected by a board of previous Great 100 recipients.



# 2018 Award Recipients

## **Carolinas Medical Center**

Diane Jenkins, BSN, RN, ICCE-CPE, CLC, CIMI, CGE | Steven Keller, MS, BSN, RN, CCRN, NE-BC  
Belma Kulovac, BSN, RN, CCRN, CN III | Lauren Macko, MSN, RN, ACCNS-AG, CCRN, SCR  
Charis Mitchell, BSN, RN, PCCN, TNCC, CN II | Kathy Shaffer, MSN, RN, AGCNS-BC, CBC

## **Carolinas Medical Center - Mercy**

Lindsay McDermott, BSN, RN, PMHCN, CN III

## **Atrium Health Union**

Patricia Wallace, MSN, RN, CCRN, NE-BC

## **Atrium Health University City**

Candy Adkins, MSN, RN, RNC-OB | Julie Caulder, BSN, RN, RNC-LRN, CN II  
Ronda Vani, MSN, RN, SCR, CCRN-K

## **Levine Children's Hospital**

Lori Erwin, BSN, RN, RNC-NIC, CN III | Macaira Herford, BSN, RN, CPN, CN III  
Nicole Neugebauer, BSN, RN, RNC-NIC, NTMNC, CN III

## **Continuing Care Services**

Lori Chadwick, RN, CRRN

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## **Alamance Regional Medical Center**

Tiffany England, BSN, RN, CCRN, RNC-NIC | Roxanne Pecinich, MSN, RN

## **Annie Penn Hospital**

Jennifer Kendrick, BSN, RN, SCR

## **Cone Health (System)**

Susan Hampton, BSN, RN, COHN-S | Susan H. Johnson, BSN, RN, CNOR  
Julie Montpellier, MHA, RN, BA, CDE | Pam Smith, MHA, RN, BSN

## **Moses Cone Hospital**

Carrie Craver, BSN, RN, SCR | Kristina Fraley, BSN, RN | Maria Sprague, BSN, RN

## **Triad HealthCare Network**

Monica Lane, MSN, RN

## **MedCenter High Point**

Chanin Maynard, BSN, RN, CEN

## **Wesley Long Hospital**

Laurie Epperson, MSN, RN, WTA | Rachel Keslar, MSN, CEN  
Keisha Martini, RN, OCN, CN-BN | Athena Pickenpack-Cousar, MSN, AGPCNP-BC

# Magnet® Presentations

The American Nurses Credentialing Center's National Magnet Conference is an annual event where more than 9,000 nurses, nurse executives and healthcare professionals from the top hospitals around the world gather to share best practices and their passion for improving patient care. Every year, they receive more than 1,500 abstracts from Magnet® designated organizations interested in presenting their work during the conference. In October 2018, Atrium Health was honored to have four poster presentations accepted to showcase excellence in nursing at the conference held in Denver, Colorado.

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## **Hold the Line: Standardizing CLABSI Reduction Track: Evidence-Based Practice**

Lacey Spangler, BSN, RN, CCRN; Sarah Rutledge, BSN, RN, CCRN  
*Carolinas Medical Center, Charlotte, NC*

## **Impacting Stroke by Becoming a Stroke-Certified Rural Hospital**

Denise Rhew, PhD, RN, CEN, CNS; Jennifer Kendrick, BSN, RN, SCRNP  
*Cone Health - Moses Cone Hospital, Greensboro, NC*

## **The Next Generation: Recruiting, Retaining, and Leading Millennials**

Kimberly Pate, MSN, RN, ACCNS-AG, PCCN; Thomas Calabro, MSN-HCSM, RN, NEA-BC, CCRN-K  
*Carolinas Medical Center, Charlotte, NC*

## **Transitioning Our Way to Improved Quality Measures**

Sarah Rutledge, BSN, RN, CCRN; Lacey Spangler, BSN, RN, CCRN  
*Carolinas Medical Center, Charlotte, NC*

# Gold Touchstone 2018 Award Winners

Each year, Atrium Health recognizes individual and group efforts that exhibit exceptional performance in the areas of patient safety, clinical outcomes, clinical efficiency and service excellence.

## **Atrium Health Pineville**

Alice Nicole Beaver, MSN, RN; Olivia Davis, BSN, RN, CMSRN  
*Clean Hands Club: Don't Get Caught Germy-Handed*

## **New Hanover Medical Group, NHRMC Physician Group**

Diana Amedy, BSN, RN  
*Diabetes: Impacting the Quality of Care with Embedding Retinal Imaging in the Primary Care Setting*

## **Carolinas HealthCare System Blue Ridge**

Carol Ervin, BSN, RN; Laura D. Hicks  
*Enhancing the Experience: I am a Person, not a Mental Health Problem*

## **Carolinas Medical Center**

Jeremy Rhoten, BSN, RN, SCRNP  
*Have You Lost Your Neurons? Code Stroke Lean Process Improvement Project*

## **Sanger Heart & Vascular Institute**

Carol Efenecy, MHDL, BSN, RNII-BC; Jamie Aigner BSN, RN, BC  
*Preventing Avoidable Readmissions: Continuous Quality Improvement to Achieve Excellence*

## **Atrium Health Continuing Care**

Amy B. Harroff, BSN, RN  
*Safe Passage: A Virtual Nurse-to-Nurse Transition of Care*

## **Hospice of Union County and Hospice & Palliative Care of Cabarrus County**

Linda Hood, RN, CNOR  
*Staying Steady: Hospice Falls Performance Improvement Keeping Patients Safe at End of Life*

## **Atrium Health University City**

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*Sustaining the Gains: Two Years (and Counting) with Zero CAUTI*



**DALE SAYLER, RN**

# Going the Extra Mile

## Nurse Helps Homeless Man Find Freedom

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**Dale Sayler, RN**, health communities care coordinator for Navicent Health, has always gone above and beyond her duties for the patients she encounters. One patient who benefited from her dedication was Louis Walker. Sayler met Walker during his recovery from heart surgery at The Medical Center, Navicent Health. She learned he was homeless due to his congestive heart failure – the illness caused him to miss work and rent payments. After his surgery, he began staying at the Salvation Army and taking meals at an area kitchen.

When Sayler heard Walker’s story, she began helping him on his health journey. She drove

him to doctors’ appointments and helped him apply for an apartment by researching and completing the necessary paperwork. Now, Walker is healthy and employed, has a home of his own and is giving back to his community.

In November 2018, Sayler was awarded the prestigious Georgia Hospital Heroes Award by the Georgia Hospital Association. Sayler, who was one of only five healthcare workers statewide to receive the award, was recognized for her strong dedication to her patients both in and out of the hospital.

**“ I care about the people in my community. These are my neighbors and I do it because I can! ”**

**Dale Sayler, RN**

# Moments of Gratitude

The passion, skill and commitment of our nurses is never as evident and appreciated as when it is seen through the eyes of our patients. Here are just a few quotes from the hundreds of stories of compassion and caring our patients share about their nurses.

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If it wasn't for my nurse and how she cared for me, I really don't think I would have made it this far. **She made me want to stay and get the care that I needed.**

Despite the long week she had, **she was so patient and so kind.** I'm so grateful to have met a person like her, who not only loves her job, but also shows so much love to her patients.

He eased our worries and made my sister feel **safe and comfortable.**

He is the most **caring nurse a patient or family could ask for!**

You will never know how **big of a blessing you have been to my family.** Thank you for the compassion and joy you bring to work with you each and every day!

Our nurse is amazing and **I am so thankful that she works for you!**

**Each of my nurses was thorough, compassionate, and kind.** I felt like a well-tended person and not a number. Thank you!

I have been in numerous hospitals over the past few months and we could only pray for someone as wonderful, **caring, concerned, attentive and empathetic as our nurse!**

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