



Children's Hospital
New Orleans
LCMC Health



Nursing Annual Report 2020



2020 Nursing Annual Report

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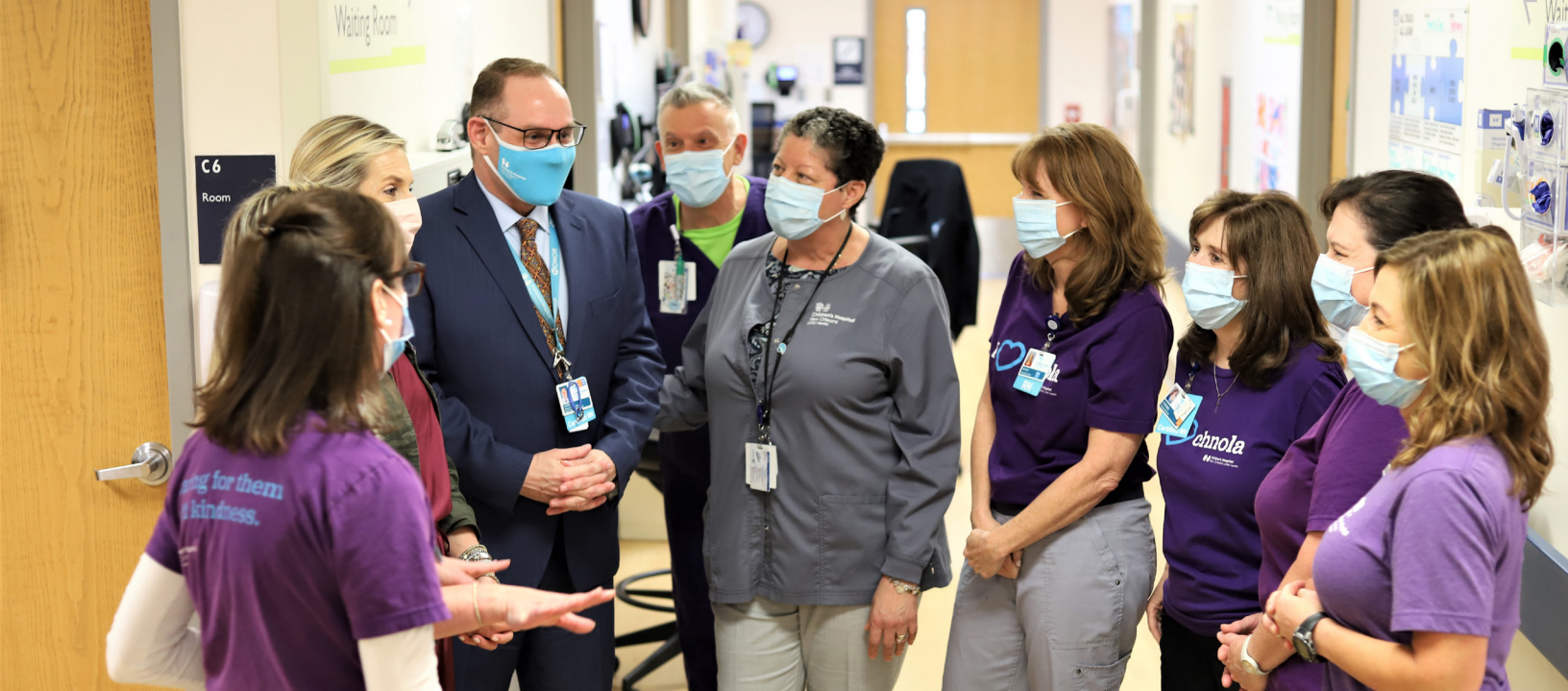
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Jamie Wiggins, MBA, MS, RN, NEA-BC, FACHE
Senior Vice President,
Chief Clinical Officer and Chief Nursing Officer

A letter from the Chief Nursing Officer

My guess is 2020 will be forever engraved in our minds. We will always remember 2020 as the year that brought COVID-19, face masks for everyone, social distancing, elbow bumps instead of handshakes, and lives forever changed or, even worse, lost loved ones. Certainly, I will remember all the negative ways COVID-19 changed our world, but I will also remember all the remarkable images of humanity demonstrated across the country and right here at home.

The World Health Assembly designated 2020 as the International Year of the Nurse and Midwife to commemorate the 200th anniversary of Florence Nightingale's birth and to advance nurses' vital role in transforming healthcare around the world. From my perspective, the "Year of the Nurse" turned into a call to action for nurses to help our community meet the challenges of a global pandemic.

CHNOLA nurses answered the call to action guided by our organizational values and commitment to our community. We had nurses and other team members that raised their hands to mobilize and help at LCMC Health adult hospitals. Many of our nurses picked up shifts to screen visitors, rounded on team members to make sure they were taking care of themselves, and remained nimble as day-to-day guidance changed based on available information. In response to the global nursing effort, the decision was made to extend the Year of the Nurse and Midwife into 2021!

While COVID may never fade from our memory, I am glad to present this third annual nursing report to capture some of the amazing work, advancement and outcomes accomplished in 2020! We continued our magnet journey and are on target to submit our magnet document on June 1, 2021! Please take the time to review this report, share it with the broader community and celebrate CHNOLA's accomplishments!

Who Dat? We Dat!

Guiding our efforts

Vision: To be the regional leader in pediatric nursing excellence by caring for every child as our own.

Mission: To provide comprehensive, compassionate pediatric nursing care for all children through communication and collaboration to deliver the highest quality care with a commitment to education, professional development, and a nursing model that is rooted in evidence-based practice and research.

Professional Practice Model relaunches with fanfare

A new Professional Practice Model debuted in 2020, the result of a hospital-wide nursing collaboration to revise and remodel an all-encompassing professional practice goal. The model, depicted in the form of an umbrella, better reflects the advancement nursing has made in supporting nurses' professional development and improving their practice.

The Children's Hospital New Orleans (CHNOLA) Professional Practice Model is a framework that supports and guides nurses in their everyday practice organizationally, regardless of practice setting. It supports Children's Hospital's nursing

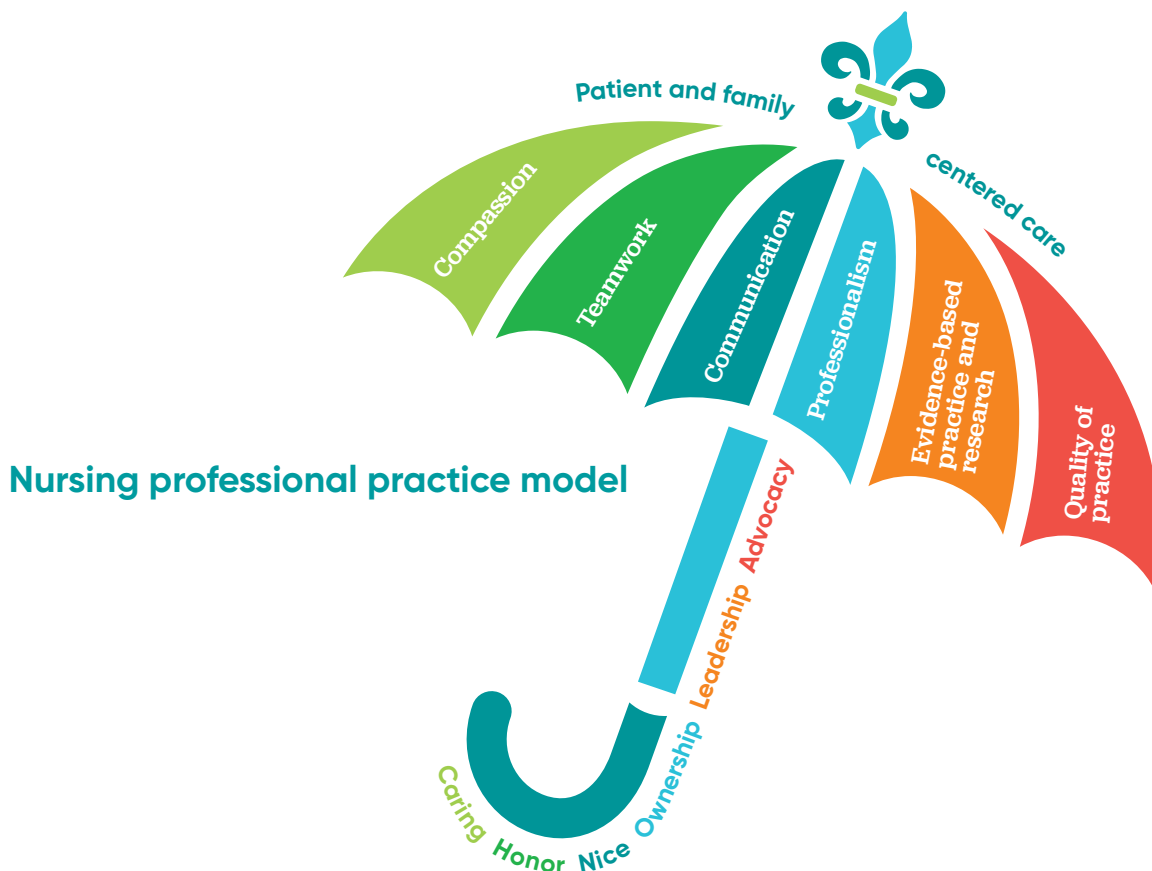
values in providing compassionate, high-quality patient care through collaboration and professional development.

Each piece of the umbrella connects to signify the holistic nursing care provided at Children's Hospital. The elements (Compassion, Teamwork, Professionalism, Communication, Evidence-Based Practice and Research, and Quality of Practice) are independent components that were built upon a foundation of CHNOLA values (the handle and shaft of the umbrella) and the overarching care delivery system of patient- and family-entered care (the canopy).



Revision of the CHNOLA Nursing Professional Practice Model began in September 2019 with Stephanie Coig, MBA, BSN, RN, NEA-BC, CPN, Magnet Program Director, leading a core group of nurse representatives from all nursing practice areas, including the Nursing Professional Development and Shared Governance councils, in an effort to fine-tune the model.

"All CHNOLA nurses were given the opportunity to participate in the development of the model," said Coig.
"The completed professional practice model is the result of the contributions of clinical nurses throughout the organization."



Guiding our efforts

Nurses were invited to “Come on down and second line with us” virtually on August 25, 2020, to celebrate the launch of the new Professional Practice Model. Following presentations by Jamie Wiggins, MS, MBA, RN, NEA-BC, FACHE, Chief Nursing Officer; Coig; and Elena Vidrine, MSN, RN, NEA-BC, RN-BC, Director of Nursing Professional Development, a video was shared featuring Children’s Hospital nurses describing the model elements.

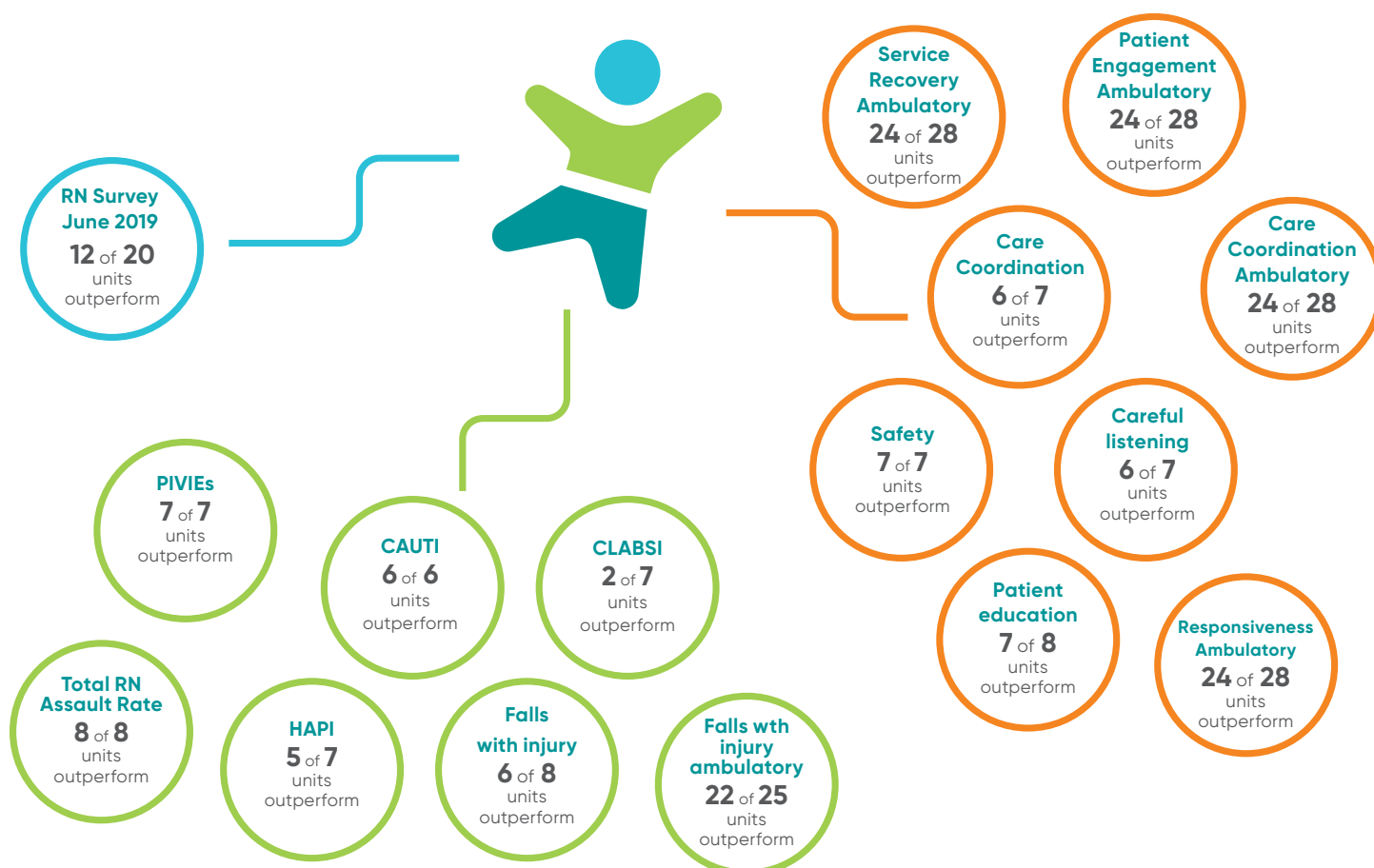
At the conclusion of the presentation, Wiggins, Coig and Vidrine rounded in all practice areas distributing copies of the model, the 2019 Nursing Annual Report and umbrella cookies. All nurses were gifted new RN and Certified RN role designation badges imprinted with the model during Pediatric Nurses Week in October.



Empirical model

Nurse Satisfaction	Nurse Sensitive Indicators	Exceptional Patient Experience
<ul style="list-style-type: none"> Children's Hospital values the impact nurses have in the organization and recognizes employee engagement as an important factor for success. Children's Hospital utilizes the National Database of Nursing Quality Indicators (NDNQI), an RN survey to evaluate RN satisfaction annually. 	<ul style="list-style-type: none"> Children's Hospital compares nurse-sensitive quality indicators to national benchmarks through NDNQI to ensure that we are providing the best and safest patient care. Data is submitted quarterly to NDNQI, and indicators are compared at the unit level to similar unit types in other hospitals. 	<ul style="list-style-type: none"> Children's Hospital evaluates perceived performance by comparing patient satisfaction scores to national benchmarks. Children's Hospital uses the National Research Corporation (NRC) survey tool to evaluate patient and family experiences and identify areas for improvement. Children's Hospital began surveying in all ambulatory areas in the first quarter 2019.

Nursing Leaders are collaborating with front line staff nurses to develop action plans for 2021. The data Children's Hospital has obtained reflects out-performance greater than 50% of the time for 8 consecutive quarters (Q1 2019–Q4 2020). And while those are excellent results, we'll be working to do even better in 2021.



Transformational leadership

The COVID-19 pandemic forever marked 2020 as a year of great challenges, impacting healthcare systems across the world. At Children's Hospital, leaders were called on to find innovative ways to surmount these challenges and respond to the growing healthcare needs of the community. For the Children's Hospital Nursing Leadership, the pandemic presented a unique opportunity to lean on the skills they've built through years of practice in support of their staff, the patients and the community. **These are the lessons that most impacted their leadership during the COVID-19 pandemic.**



Jamie Wiggins, MBA, MS, RN, NEA-BC, FACHE,
Chief Nursing Officer and Chief Clinical Officer
When you have a group of passionate, flexible leaders – anything is possible."



Nicole Laborde, MBA, BSN, RN, CPN,
Senior Director of Physician Services
COVID was the catalyst for many changes but we were able to pivot and continue providing excellent care in a changing healthcare environment.



Lisa Labat, MBA, BSN, RN, NEA-BC,
Assistant Vice President Nursing Services
The topsy-turvy COVID world highlighted the need for leaders to LEAD: Listen, Execute, Adapt, (be) Dynamic!



Gwenn Marelo, BSN, RN, CPN,
Senior Director of Physician Services
Flexibility and adaptability are essential in an everchanging environment.



Lindsey Casey, MSN, RN, NE-BC,
Assistant Vice President Hospital Operations
Capitalize on the strengths of those around you and there isn't anything we can't do as a team!



Birgit Kleinbeck, MSN, RN, NEA-BC, CPN,
Nurse Manager Heart Center
The Covid-19 pandemic taught me to "be nimble and adapt to new ways of doing business at any given moment".



Jill Fragoso, MS, BSN, RN, COHN-S, SHRM,
Assistant Vice President Human Resources
You can do anything, but not everything. Teamwork is essential!



Korie Sims, MBA, BSN, RN, CPN,
Department Director Emergency Department
With process changes for patient care and patient and staff safety occurring so frequently during the peak of Covid, being flexible and adaptable became second nature along with a constant flow of communication to front line staff.



Amy Waldrup, MSN, RN, NEA-BC,
Senior Director Patient Care Services
Together we are stronger than any individual unit, department, or hospital.



Amanda Osborne, BSN, RN, CNOR,
Department Director Same Day Surgery and Special Procedures Units
Be kind & take care of yourself- in order for us to care for our patients we must first care for ourselves and each other.



Evie Freiberg, E-MSHCM, BSN, RN, CCRN, CNN,
Senior Director Patient Care Services
COVID 19 Pandemic lesson learned: We're Better Together!



Benjamin Price, MSN, RN, NE-BC,
Maternal Child Service Line Administrator
COVID taught me even more about being fluid, thinking out of the box, and being creative with our resources.



Jessica Griffin, MBA-HCA, BSN, RN, RN-BC,
Department Director PACU, Pain Management, and Vascular Access
COVID gave me the opportunity to lead by example by providing care in an adult ICU.



Rosanne Hallford, MSN, RN, NEA-BC, CPN,
Service Line Administrator Heart Center
Communication and adaptability, leading with the notion that messages may change at any given moment.



Trisha Tran, MSHCM, BSN, RN, NE-BC, CPN,
Department Director Surgical Services
COVID emphasized the need to empathize and work together as a team and persevere to achieve personal and professional goals.



Ashleigh Couturie, MHA, BSN, RN, CPN,
Department Director 3 Center
Covid required us to not just be a team, but a true family providing support and encouragement to each other.



Mark Ranatza, MHA, BSN, RN,
Department Director Behavioral Health Unit
Communication, adaptability, and teamwork are the pillars of success for leading through a pandemic.



Lynn Winfield, MBA, BSN, RN, CPHON,
Department Director 4 West, Heme/Onc Clinic, and Palliative Care
The only thing certain is change, I learned to be flexible and help my team be flexible. You can never overcommunicate!



Elena Vidrine, MSN, RN, NEA-BC, RN-BC,
Department Director Nursing Professional Development
COVID emphasized giving the team the flexibility needed to care for themselves, families, and each other.



Joshua Sumrall, MBA, BSN, RN, NEA-BC,
Department Director Case Management and Revenue Cycle
Strategy is actually capable of being changed with zero notice.



Stephanie Coig, MBA, BSN, RN, NEA-BC, CPN,
Magnet Program Director
With the day to day changes, flexibility and adaptability proved to be an essential component of leadership.



Angela Seput, MBA, BSN, RN, RN-BC,
Department Director 5 Center
COVID required leaders to provide balance and grace to our teams in order to help them persevere.



Angel Williams, MS-HCM, BSN, RN, Department
Director Dialysis, Apheresis, Infusion Centers
By changing your thoughts you can survive more than you think- do not abort mission.



Diana Diaz, BSN, RN, CPN,
Department Director 6 Center
Through a time of crisis, I learned that one needs to approach with flexibility, transparency, compassion, and the ability to lead with humanity.



Courtne Breaux, MHA, BSN, RN, CPN,
Department Director Transplant Services
Leadership translates to flexibility and standing as an example of adaptability and teamwork for your peers during unexpected hardship!



Isabella Booher, BSN, RN, CCRN,
Department Director PICU
Teamwork and flexibility! We need to mold to the situation that is everchanging.



Melissa Nunn, DNP, APRN, CPNP,
Department Director of Advanced Practice Providers
Change will occur with or without you - so be ahead of the change!



Crystal Maise-dykes, MSN, RN, RNC-NIC,
Department Director NICU
Being transparent even when the message was difficult was the most important step to building trust when leading through a pandemic.



Stephanie Talbot, MSN, RN, CNOR,
Nurse Manager Operating Room
When it comes to moving an entire department: It takes teamwork and focus.



Evan Bertucci, MHA, BSN, RN,
Department Director Transport Services and Intake Center
COVID has shown me that ownership and a "culture of YES" is truly ingrained in our staff.



Amanda Bruce, BSN, RN, RN-BC,
Nurse Manager Case Management
COVID emphasized the importance of adaptability and empathy.



Tara Gauthier, MSN, RN, NE-BC,
Department Director CARE Center
COVID has taught us to optimize our strenghts , encourage flexibility, teamwork and compassion.



Ernie Smith, BSN, RN,
Nurse Manager Trauma, Wound Care, and Burn Services
The importance of teamwork and dedication. As a team, so much more can be accomplished.



Lesley Loewe, MHA, BSN, RN, CPN,
Department Director Nursing Operations
Flexibility and adapatability allowed our team to do amazing things for our sister facilities!



Nicholas Koehler, BSN, RN,
Nurse Manager Behavioral Health Unit
Be flexible and creative in order to adapt services and staffing.

Transformational leadership



Shelley Lopez, MHA, BSN, RN, RN-BC,
Department Director Ambulatory Nursing
Practice Communication is key, remaining flexible is vital.



Shellie Trahan, BSN, RN, CPN,
Nurse Manager Magnet Program
Opportunity is in every challenge even in a pandemic; creation, transformation, and resiliency blooms new solutions.



Laurie Tassin, BSN, RN, CPN,
Nurse Manager Northshore and Northlake Clinics
Teamwork has always been an important component in ambulatory but the past year flexibility is essential.



Lindsey Cannon, MHA, BSN, RN, RN-BC,
Nurse Manager Metairie and Ridgeland Centers
Change is constant. It's important to stay grounded, flexible, and keep focus on the team.



Lisa Duffy, BSN, RN, CPN,
Nurse Manager Ambulatory Care Clinics
Everything regarding COVID is fluid, teamwork and flexibility in an everchanging environment is a must to succeed



Tristen Palumbo, MBA, MSN, RN, CPEN, CPN,
Nurse Manager West Jefferson Pediatric Emergency Department
With so much "cone of uncertainty" and unknown, understanding and support was a vital component of leadership.



Lindsey Bordes, BSN, RN, RN-BC,
Nurse Manager Juvenile Justice Intervention Center
Through teamwork, flexibility, creativity, and kindness we can accomplish anything.



Christi Cabos, MSN, RN, COHN-S,
Nurse Manager Employee Health
Be flexible, move fast, embrace change quickly, and keep smiling



Gary Lynn Lipani, BSN, RN,
Nurse Manager GNOIN
With the Covid Pandemic, human synergy has an even greater meaning



Christina Dougherty, BSN, RN,
Patient Safety and Quality Manager
COVID taught how important it is to work together and re-prioritize when new challenges face us



Danielle Townsend, BSN, RN,
Patient Safety and Quality Manager
Covid reminded me how important flexibility and teamwork truly are and to keep communication open!



Erin Serrano, BSN, RN, CCRN,
Nurse Manager Heart Center
COVID taught me resilience and the importance of dedicated teamwork.



Year of the nurse

In the 1870s, Florence Nightingale, the founder of modern nursing, wrote in her personal diary that it would take 100 to 150 years to see the kind of nursing she envisioned. The year 2020 marks the bicentennial of Nightingale's birth and nears the 150th anniversary of her prediction for what she envisioned. In celebration, the World Health Organization (WHO) declared 2020 as the International Year of the Nurse and Midwife to focus on the critical contribution nurses and midwives make to global health.

Amidst the pandemic in 2020 it could not have been a better time to celebrate the nursing profession, the largest component of healthcare. Nursing shined in 2020 by navigating the new "norms" of healthcare, supporting the community, and caring for those sick with COVID-19.

While the work of the nurse was highlighted in 2020, due to the pandemic, celebrations were not what they should have been. For this reason, the American Nurses Association (ANA) joins WHO and global colleagues in extending the Year of the Nurse and Midwife into 2021. According to ANA, "The recognition will build on the increased visibility of nurses' contributions from 2020, and the expansion of National Nurses Week to Nurses Month in May."

To celebrate the Year of the Nurse, LSU School of Nursing prepared a White Paper Series to illustrate how each part of the nursing profession is striving to transform healthcare. Melissa Nunn, DNP, APRN, CPNP-PC/AC, Advanced Practice Director, represented Children's Hospital in contributing to the Nurse Practitioner (NP) Position Statement.

"I was honored to be included in the creation of this document," said Nunn. "I was able to emphasize the pediatric perspective of the nurse practitioner role, as the first NP program founded in 1965 focused on pediatric care."



The position paper highlights the history of the NP profession. It also discusses how NPs can fill healthcare gaps while improving patient outcomes and how LSU's NP program helps to train and prepare the next generation of NPs.

For more information on the LSU White Paper Series, logon to: <https://nursing.lsuhschool.edu/Special/PositionStatement.aspx>.

The NP White Paper can be viewed at: <https://nursing.lsuhschool.edu/Docs/PositionStatementSeriesNP.pdf>.



Residency program launches nursing careers

The LANTERN program for new nursing graduates continues to be a valuable springboard to novice nurses who are jumpstarting their careers. A total of 260 Children's Hospital nurse residents have participated in the program since its inception in 2017. In 2020, 87 nurses graduated from the LANTERN program.

According to the Casey Fink Graduate Nurse Experience Survey, the program boosts residents' overall perceived confidence and competence, organization and prioritization, and communication and leadership. Likewise, their professional satisfaction, autonomy and advocacy also significantly increased while in the program. These positive outcomes lead to retention rates well above the national average.

At Children's Hospital, the retention rate for new graduate RNs in their first year grew to 89 percent in 2020; the national average is 79 percent, as reported by NSI Nursing Solutions.



Established in 2017, the LANTERN Vizient/AACN Nurse Residency Program

assists new nursing graduates with their transition to a professional nursing role during their first year of clinical practice. The 12-month program, a partnership between LCMC Health hospitals and LSU Health New Orleans; Delgado Community College School of Nursing; and University of Holy Cross School of Nursing, focuses on critical thinking, patient safety, leadership and communication skills, evidence-based practice and professional development.

2020 at a glance

32 nurses graduated from **Cohort 4** in March 2020

55 nurses graduated from **Cohort 5** in September 2020

55 nurses entered **Cohort 6** in April 2020

25 nurses entered **Cohort 7** in October 2020

Steering positive change

The Evidence-Based Practice Project, one of the core components of the program, requires each resident to conceptualize and lead a project aimed at making a significant improvement within the hospital. The project assists staff nurses in solving clinical practice problems by applying the best available scientific evidence. The nurse residents identified a clinical practice issue, searched the literature for the latest evidence and research related to the issue, and critically appraised the evidence to determine if it was strong enough to guide a practice change on their unit. The next step was to implement the new evidence-based practice. And finally, the residents evaluated the outcomes of the practice change.

Two of the Cohort 4 Children's Hospital nurse residency EBP projects were selected as top five winners by the Nurse Residency Advisory Board. Amanda Keller, BSN, RN; Veronica Lebourgeois, BSN, RN; Patrick Haggerty, MBA, BSN, RN, CPN; Brittany Russell, BSN, RN; Azia Simons, BSN, RN; and Audrey Tallis, BSN, RN, were honored for Determining the Effectiveness and Necessity of Mock Code Blues in the Acute Care Setting. Collin Copeland, BSN, RN; Maggie Gardner, BSN, RN; Jenna Hebert, BSN, RN; Melanie Induni, BSN, RN; and Josh McCarthy, BSN, RN, CPN, were recognized for When Helping Hurts: The Battle of Compassion Fatigue.

Three of the Cohort 5 Children's Hospital nurse residency EBP projects were selected as top five winners by the Nurse Residency Advisory Board: Team Nursing in the Pediatric Emergency Department by Karlie Bavido, BSN, RN; Elise Bourgeois, BSN, RN; Vasti Hansley, BSN, RN; Aubrey Longo, BSN, RN; Katie O'Brien, BSN, RN, CPEN; Abigail Oser, BSN, RN; and Ashley Williams, BSN, RN; Structured Exercise Regiment and Mental Wellness by Bekka Bellanger, BSN, RN; Marcelle Bienvenu, BSN, RN; and Kacie Brandt, RN; and The Effects of The Nurse Rounding Tool by Ali Delany, BSN, RN; Sofia Marquez, BSN, RN; Kelsey Savoie, BSN, RN; and Alli Serpas, BSN, RN.

Working through COVID-19

In early March, restrictions were placed on seminars, group meetings and various activities, prompting the LANTERN Program Advisory Board to quickly find alternative methods to provide the content and support for the nurse residents. The planned seminars were initially recorded using voice over

technology and uploaded to the Learning Center, where nurse residents were able to access them.

"We did not want to add stress or undue burden to the nurse residents during this time, but we also wanted to continue to support nurse residents," said Katy Tanet, MHA, BSN, RN, RN-BC, Children's Hospital's Nurse Residency Coordinator. Attendance was tracked by the completion of the online lessons. "Feedback from the nurse residents showed that some of the planned topics were favorable for this presentation style, while others missed the opportunity for groups and social interactions."



The graduation ceremony was cancelled for the LANTERN Cohort 4 residents who completed the program in March, with the intention of rescheduling at a later date. When it became clear that in-person meetings would not be allowed for an extended time, a virtual graduation slide show of the EBP posters and a summary of this cohort's year was produced and distributed to nursing leaders and nurse residents for viewing.

In June, the Microsoft Teams platform was introduced system-wide as a means of conducting virtual meetings. The coordinators rapidly learned about the platform in order to convert seminars from online modules to virtual seminars. Despite the initial connection and logistic problems, Microsoft Teams has become a valuable format for managing both large seminar presentations as well as smaller work groups for the residents.

An improvement over the previous cohort's graduation with poster slide sharing, the LANTERN Cohort 5 graduation was a live virtual program with the nurse residents each presenting their entire EBP project.

Pursuing accreditation

The LCMC Health Nurse Residency program is pursuing initial accreditation by the Commission on Collegiate Nursing Education (CCNE). As part of the process, a three-day virtual accreditation site visit with CCNE was held in September with a team of three site surveyors. CCNE accreditation sets the standard for nurse residency transition into new practice settings for nurses with less than 12 months' experience. The accreditation demonstrates the hospital's excellence in transitioning new graduate nurses into professional nursing practice. The accreditation decision of the CCNE Board will be announced in June of 2021.



March 2020

LANTERN graduates

Hannah Babin, BSN, RN
Emily Burlett, BSN, RN
Lauren Cantrelle, BSN, RN
Ashley Cooper, BSN, RN
Collin Copeland, BSN, RN
Beth Demoruelle, BSN, RN
Mason Ducote, BSN, RN
Lauren Flettrich, BSN, RN
Margaret Gardner, BSN, RN
Abigail Greenberg, BSN, RN
Patrick Haggerty, BSN, RN, CPN
Jenna Hebert, BSN, RN
Laura Hernandez, BSN, RN
Melanie Induni, BSN, RN
Amanda Keller, BSN, RN
Stephanie Lawrence, ASN, RN
Veronica LeBourgeois, BSN, RN
Claire LeGrange, BSN, RN
Jessica Macaluso, BSN, RN
Josh McCarthy, BSN, RN, CPN
Megan Milligan, BSN, RN
Robert Nagin Jr, BSN, RN
Kacie Orso, BSN, RN
Christine Pfister, BSN, RN
Lauryn Richard, BSN, RN
Courtney Rossi, BSN, RN
Brittany Russell, BSN, RN
Azia Sirmons, BSN, RN
Audrey Tallis, BSN, RN

Brooke Tompkins, BSN, RN

Elizabeth Tran, BSN, RN

Amanda Wardwell, ASN, RN

September 2020

LANTERN graduates

Lietty Aguero, BSN, RN
Rachel Barbaro, BSN, RN
Karlle Bavido, BSN, RN
Megan Beard, BSN, RN
Bekka Bellanger, BSN, RN
Marcelle Bienvenu, BSN, RN
Jessica Bordes, BSN, RN
Bethany Borel, BSN, RN
Elise Bourgeois, BSN, RN
Mira Bull, ASN, RN
Morgan Buras, BSN, RN
Christina Buttner, BSN, RN
Ariel Chatman, BSN, RN
Lillian Custodio, BSN, RN
Ali DeLany, BSN, RN
Lisa Dempsey, BSN, RN
Brooke Doiron, BSN, RN
Megan Eilers, BSN, RN
Victoria Enclade, BSN, RN
Madison Faunce, ASN, RN
Quinton Fee, BSN, RN
Gabrielle Fenasci, ASN, RN
Halley Frey, BSN, RN
Hannah Gilmore, BSN, RN
Emily Guillory, BSN, RN

Mary Haynie, BSN, RN

Lauren Hernandez, BSN, RN

Kaitlyn Hughes, BSN, RN

Sydney Huth, BSN, RN

Kimberly Journee, ASN, RN

Rachel Kellis, BSN, RN

Haley LeBlanc, BSN, RN

Chandler Leftwich, BSN, RN

Madeline Leftwich, BSN, RN

Cassie Legendre, BSN, RN

Ailleen Livaudais, BSN, RN

Aubrey Longo, BSN, RN

Sydney Mayfield, BSN, RN

Catherine Morrell, BSN, RN

Katie O'Brien, BSN, RN, CPEN

Kate Ocampo, ASN, RN

Abigail Oser, BSN, RN

Judith Peltier, BSN, RN

Maria Ramos, BSN, RN

Alexandra Rasco, BSN, RN

Alexis Rizzo, BSN, RN

Kelsey Savoie, BSN, RN

Bailey Schwab, BSN, RN

Alli Serpas, BSN, RN

Annie Stinson, BSN, RN

Megan Stracener, BSN, RN

Tyler Wagner, ASN, RN

Sara Wice, BSN, RN

Ashley Williams, BSN, RN

Katherine Wilson, BSN, RN

Standing in the COVID gap

When the COVID-19 pandemic hit communities across the region, Children's Hospital was well-poised to meet the escalating healthcare risks. Proven to be more prevalent in the adult population, COVID-19 paved the way for nurses to respond to needs throughout the community. Their efforts throughout the pandemic highlights the ingenuity, compassion and resiliency of the Children's Hospital nursing team. In the spring of 2020, as adult LCMC facilities were reaching capacity and the Children's Hospital census was on decline, Children's Hospital nurses took up the charge to help its sister facilities. From March through May, 93 RNs from inpatient units, perioperative units, and ambulatory clinics volunteered to work 539 shifts at other LCMC Health facilities.

Unifying units


Due to low patient volumes, 3 Center closed on March 20, 2020, and patients were merged with 5 Center. 3 Center nurses were in a unique position to step up for LCMC's sister hospitals that were overwhelmed with COVID-19 patients. Twenty-five experienced and newer nurses, as well as preceptors with their new graduate nurses, volunteered to help at adult hospitals.

With the closure of 3 Center and the large group of nursing volunteers from the unit, leaders collaborated to create Adult Boot Camp 101 to equip the nurse volunteers with nursing knowledge relevant to the adult population they would be caring for. Adult education was provided by Ashley Duhon, MHA, BSN, RN, CPHON, RN-BC, Acute Care

Nurse Educator; Nicole Pinner, BSN, RN, Nursing Supervisor; Rachelle Loerwald, MHA, BSN, RN, RN-BC, 3 Center Clinical Leader; and Sanjay Raman, BSN, RN, CPEN, Emergency Department Registered Nurse. By March 22, the first group of nurses were deployed to New Orleans East Hospital, and throughout the next six weeks, nurses provided support at West Jefferson General Hospital, University Medical Center, and Touro Infirmary. To ensure nurses' comfort, a buddy system was adopted so they could work alongside someone familiar to them.

In April, after LCMC's opening of drive-up testing sites, 3 Center staff volunteered to fill several shifts. By mid-May 3 Center reopened and nurses resumed their normal roles.

"Throughout our closure, we had to be creative with our team about showing our appreciation and keeping in touch,"



aid Ashleigh Couturie, MHA, BSN, RN, CPN, 3 Center Department Director. "We made signs for nurses' yards to recognize all their work as healthcare heroes. This led to Children's Hospital making signs for all volunteers. We also hosted Zoom lunches so the staff could socialize and support each other through unprecedented difficult times."



The opening of the Cardiac Intensive Care Unit (CICU) in late January 2020 provided a temporary solution for construction and declining census issues in the Pediatric Intensive Care Unit (PICU). The situation, brought about by the effects of COVID-19, prompted unit directors to combine the two units.

The director team reviewed how the unit split would include negative pressure rooms for both areas, as the COVID-19 impact for either unit was anticipated. On the day of the move, PICU nursing team members were recruited to prioritize moving needs specific to supplies and equipment. CICU and PICU staff worked to facilitate the location and accessibility of items by the area in need. In an effort to enhance combined unit communication, team huddles were held at the start of each shift to review each area's census and any safety concerns. These meetings also revealed the need for audio and visual monitoring capabilities.

“Much appreciation was shown during these meetings for each other’s help at busy times,” said Isabella Booher, BSN, RN, CCRN, PICU Department Director. “Everyone leaned in when help was needed during emergency situations on either side.”



A better understanding of each other's units encouraged teamwork and appreciation, facilitated open communication, enhanced collaboration between various practices and needs, encouraged flexibility in space and workflows, stimulated creative thinking across all levels of staff, and demonstrated resiliency among all teams.

Put to the test

When patient census became manageable at these adult facilities, LCMC began to offer drive-up COVID-19 testing. Children's Hospital nurses again responded to the call for help with a number of them volunteering at community sites across the region.

Concerned for the welfare of local children and their families, Children's Hospital nursing leaders devised a plan to provide mobile COVID-19 testing in schools across the region. By September,

as schools began to open throughout Orleans Parish, Children's Hospital healthcare teams were positioned at several sites identified by New Orleans Public Schools to cover a wide geographic area. Three teams, consisting of an RN, a patient services representative and two medical assistants, traveled to Einstein Charter School in New Orleans East, Paul Habans Charter School on the West Bank, and KIPP's Central City and Frederick A. Douglass High School in Central City, as well as the Children's Hospital main campus, to administer the testing. By November, rapid testing, requiring results within an hour, became available at the hospital. Because these new tests were not able to be administered off-site, mobile teams continued to be deployed to schools and neighborhoods to administer the non-rapid tests to students and families unable to travel to the main campus.

“Your team took what I thought was going to be a horrible experience and made it painless and fun for my child,” said one New Orleans Public School parent. “Thank you all for the work you are doing!”

By the end of 2020, more than 2,500 COVID-19 tests were performed for students, parents and staff members of public and private schools in Jefferson, Orleans, St. Bernard, Plaquemines and St. Charles parishes.

Aiding our allies

Children's Hospital Nursing Leaders took charge of onboarding contract ICU nurses to work at LCMC Health adult facilities. With many educators at adult facilities actively involved in patient care,





the Children's Hospital Nursing Education department assisted with the training of 20 contract RNs that would be utilized as a system ICU float pool. The Children's Hospital Nursing Leadership team managed all communication between the agency RNs and adult hospital staffing needs to ease some of the daily demands our leaders in the adult hospitals were experiencing.



Signs of appreciation

Following the lead of 3 Center, Nursing leadership decided every staff member who volunteered in the COVID-19 effort should be recognized for their service. With assistance from the Marketing Department, purple heart-shaped signs were produced thanking the hospital's healthcare heroes. A team of Nursing leaders personally placed these signs in the yards of 120 surprised nurses who returned home to the display of appreciation.

"Directors wanted to go the 'extra' step for those who were volunteering at adult facilities and place the signs in those yards prior to handing them out to the rest of the team members," said Lisa Labat, MBA, BSN, RN, NEA-BC, Assistant Vice President of Patient Care Services. **"One nurse called me in tears when she saw her sign, so happy to have received this token of our appreciation."**



Answering the call

During the height of the COVID-19 pandemic, a Nurse Hotline was launched by LCMC as a resource to the community. Call volumes quickly escalated as residents had more and more questions and concerns about the growing health risks. With Children's Hospital clinics shut down for in-person visits, the hotline served as a useful conduit for nurses to help meet the needs of families with children. Pediatric-related calls were directed to Children's Hospital Ambulatory staff who worked, socially distanced, from hub locations or remotely, when appropriate.

"Our nurses received training prior to answering calls from the hotline. Daily meetings to discuss volumes, common questions and updates in workflow helped us stay connected and deliver consistent messages," said Shelley Lopez, MHA, BSN, RN, RN-BC, Director of Ambulatory Nursing Practice. **"As the CDC and Louisiana Department of Health came out with new guidelines, we were able to give them to our team in real time."**



Approximately 30 Children's Hospital nurses answered calls from the hotline throughout the spring and early summer, when clinics reopened and virtual visits became more routine.

Launching telemedicine

Prior to the emergence of the COVID-19 pandemic, Children's Hospital was in the midst of establishing its telemedicine program. Recruiting hospital providers to buy-in to the system was a challenge. By March, as COVID-19 began to significantly impact hospital operations, rallying physicians to embrace the new program became much easier.

"The framework was put in place, but many physicians didn't understand how telemedicine could fit into their practice," said Nicole LaBorde, MBA, BSN, RN, CPN, Senior Director of Physician Services. "COVID was the catalyst to putting the program into motion quickly."



Within one week of ambulatory clinic closures, nearly every provider was set up for telemedicine visits.

Between March 9 and March 23, encounters per

week rose from 72 to 1,455, and telemedicine visits averaged 1,600 per week until mid-May.

Once telemedicine visits could be launched through EPIC, MyChart sign ups became a major focus of the nursing teams. In primary care, 59 percent of patients are now actively enrolled.

"Nursing plays a large role in this process as they continue to coordinate patients' MyChart enrollment, emailing the required link to launch the visit, triaging patients and troubleshooting the technology," said LaBorde. LaBorde credits Gwenn Marelo, BSN, RN, CPN, Senior Director of Physician Services for Specialty, for the effort her team continues to make to coordinate telemedicine visits in the specialty care setting.

The telemedicine program has made a significant impact on the specialty healthcare teams. Nurses initiate the visits, complete the screenings and turn the session over to the provider. Dedicated telemedicine nurses triage patient calls and manage on-demand video visits around the clock.

Children's Hospital's telemedicine program has been essential to the continuity of providing high-quality care for patients while following COVID-19 protocols. Throughout 2020, 362 providers used telemedicine across 32 outpatient service lines, including primary care and therapies.





Easing the transition for ambulatory nurses

Nurses transitioning into a nurse navigator position can experience any number of challenges adjusting to their role. Although programs existed for onboarding nursing staff at Children's Hospital, none were specialized to address the unique aspects of this critical position. Realizing the need for a more robust transition-to-practice program for nurse navigators, Ambulatory Nursing Education seized an opportunity for improvement.

"We realized we didn't have a good process for onboarding nurses going into offices," said Kristin Broussard, BSN, RN, CPN, RN Clinical Leader for the Northshore and Northlake Clinics, who served as the Clinical Nurse Educator in the Ambulatory Division at the time. "This required a new set of skills than what was being taught on the inpatient side."



Once identifying this gap, Broussard worked with Shelley Lopez, MHA, BSN, RN, RN-BC, Director of Ambulatory Nursing Practice, to conceive a 90-day onboarding program that was put into

practice in the spring of 2020. The hallmark of the program is preceptorship.

"It was important for us to identify nurses in other offices to be preceptors," said Broussard, who brought in Stacey Valley, ASN, RN, RN-BC, and Kelly Deharde, BSN, RN, to serve as the first nurse navigators to fill this preceptor role. "New and transitioning nurses are now given a point person who can show them what to expect on a daily basis."

The new and improved onboarding process incorporated job shadowing and support from other nurse navigators at Children's Hospital to help assist new hires throughout their training. This process quickly grew to include training clinical preceptors throughout the Ambulatory Division who now train and support all new hires and transfers in their new roles. These preceptors also spearhead the Skills Fair annual competency retraining for clinical staff in their assigned areas.

"This was also an opportunity to ensure staff across all locations are trained in the same way, offering more consistency in our processes and procedures," said Broussard.

Since the new onboarding program was implemented, more than 20 nurses from across the Ambulatory Division have participated in the multi-step training process and now oversee clinical training in each of their clinic areas.

Structural Empowerment

is demonstrated through the development of structures and processes that provide an environment where the organizational mission, vision, and values are a foundation for professional practice and improvement in patient outcomes.

Nursing certifications remain a priority

Children's Hospital nurses are leaders in the field when it comes to advancing their nursing careers to deliver excellent patient care. An impressive 53 percent of Children's Hospital nurses hold advanced certifications, well over the national average of nearly 45 percent. In 2020, 61 nurses earned their certifications raising the total number of certified nurses at Children's Hospital to 326. The number of nurses who achieved their certification has grown from 28 percent in 2018 to 53 percent today.

"The review course that CHNOLA offered free of charge was excellent, and it was a much-needed refresher after being away from bedside nursing for eight years," said Renee Lemoine, BSN, RN, CPN, RN Navigator. "Obtaining my CPN gave me the opportunity to validate my knowledge in pediatrics."



Nurse Builders, a nursing education company, held five review courses virtually in 2020. Ninety-nine Children's Hospital nurses attended one of two Pediatric Nurse courses, an NICU review course, a Pediatric Emergency Nurse course or a Nurse Executive course. The courses prepared attendees for the specific certification exams and provided Continuing Education credits.



Certified Nurses Day

In prior years, Children's Hospital nurses were celebrated at an annual breakfast March 19, designated as National Certified Nurses Day. Due to COVID-19 and the social distancing barriers it presented, brownies were sent in lieu of breakfast to acknowledge the extraordinary commitment of the newly certified nurses, 119 in total.

Certified nurses
increased by
82% 
from 2018 to 2020



Save the date

2021 Certification Review Courses

Certified Pediatric Nurse: May 5–6

Pediatric CCRN: June 8–9

Certified Pediatric Emergency Nurse: July 23

NICU: August 19–20

Nurse Executive: September 10

Day of learning benefits nurses

October 5, 2020, marked the third annual Pediatric Education Conference designed to address new trends and developments and impart useful knowledge related to the pediatric nursing profession.

The conference, held virtually due to social distancing guidelines, included five educational seminars led by representatives from Children's Hospital, LCMC and Tulane University School of Medicine.

Stress Management and Wellness was led by Jill Fragoso, BSN, RN, MA, FACHE, SHRM-CP, COHN-S, ASM-CPT, Children's Hospital Assistant Vice President of Human Resources. Hope Owens, MS, LCMC Organizational Development Consultant, led Working on a Multi-Generational Team. Jody Schlesinger, BSN, RN, CPN, Adolescent Medicine RN Navigator at Children's Hospital, presented Adolescent Medicine and Care of the Gender Diverse Patient. Bereavement: How do we Support the Family? was led by Bridget Perry, CCLS, Children's Hospital Child Life Specialist. COVID-19 Update and the Multisystem Inflammatory Syndrome in Children was presented by John Schieffelin, MD, Associate Professor of Pediatrics and Internal Medicine, Section of Infectious Disease, Tulane University School of Medicine.

One Continuing Nursing Education credit was awarded for each session. Fifty-nine Children's Hospital nurses virtually attended the conference.



Clinical ladder reflects rising interest

Instituted at Children's Hospital in 2018, the Clinical Ladder program is gaining momentum as more nurses commit to achieving excellence in their field. Clinical Ladder applicants increased from 51 in 2019 to 82 in 2020. This includes 76 Level III applicants (up from 49) and six Level IV applicants (up from two). New nurses to the Clinical Ladder more than doubled in 2020, from 24 in 2019 to 54 in 2020.

"It's very exciting to see the engagement from nursing staff with increased participation in the Clinical Ladder program," said Elena Vidrine, MSN, RN-BC, NEA-BC, Director of Nursing Professional Development. **"The Clinical Ladder is not only a way to highlight the great work they are doing, but also gives them the ability to keep growing in their professional career, which ultimately leads to delivering high quality nursing care."**



The Clinical Ladder program recognizes five levels of proficiency and expertise:

Novice, Advanced Beginner, Competent, Proficient and Expert. RNs are awarded annually if they maintain or advance to levels III, IV or V, and re-application is required every two years to maintain or advance to a higher level.

Managed by the Nursing Professional Development Council, the Clinical Ladder program is evaluated each year based on participant feedback. When appropriate, standards are adjusted to better meet the current needs of the nursing staff.

COVID-19 presented a number of challenges to achieving Clinical Ladder requirements in 2020. Because volunteer opportunities within the community and the hospital were limited, the council waived the volunteer hour requirements. The requirement that charge nurses and preceptors show a completion certificate for attending a charge nurse or preceptor class was also waived due to the cancellation of in-person classes.

What's new in 2020

RNs who completed two years (formally three years) of clinical experience by application submission date are now eligible for Level III.



Total point accumulation

- Level III: Competent – the applicant must achieve a minimum of 30 points
- Level IV: Proficient – the applicant must achieve a minimum of 65 points (formerly 71 points)
- Level V: Expert – the applicant must achieve a minimum of 100 points (formerly 111 points)

Total amount of continuing education credits

- Level III: Competent – 15 CEs
- Level IV: Proficient – 25 CEs (formerly 23)
- Level V: Expert – 35 CEs (formerly 30)

Total amount of volunteer hours

- Level III: Competent – 8 hours (formerly 12)
- Level IV: Proficient – 16 hours (formerly 24)
- Level V: Expert – 24 hours (formerly 36)

In addition, opportunities for participating in an evidence-based practice (EBP) or research project were expanded and the point values were increased. A new template for each standard was created to help applicants better manage and clarify criteria when completing their portfolios. Changes to the scorecard verbiage helped clarify necessary requirements and corresponding evidence.

“The clinical ladder process allowed me to visualize and evaluate my accomplishments while encouraging me to set goals for the future. It opened my eyes to the many professional development opportunities CHNOLA has to offer. I am proud to be a part of a hospital that supports and encourages the growth of their nurses.”



Amanda Thibodeaux, MHA, BSN, RN, CPN, 3 Center Clinical Leader

“The clinical ladder provided me with the framework and motivation to pursue professional growth and career advancement. The program gave me the foundation and platform to showcase my professional accomplishments, the encouragement to continue personal growth, and the opportunity to take the next step in my career in a leadership position.”



Vicky Seghers, ASN, NR, CPN, PACU Clinical Leader

2021 application timeline

May 31 – letter of intent due

September 3 – application/portfolio due

Level III participants

Abbie Amato, BSN, RN, CPN, CBIS
 Britan Angelo, BSN, RN
 Lisl Antee, ASN, RN, RN-NIC
 Britney Baptist, MHA, BSN, RN, CPN, CPHON
 Mary Beard, BSN, RN, CPN
 Heather Billiot, BSN, RN, CPN
 Lauren Blanchard, BSN, RN, CPN
 Sharon Bourg, BSN, RN
 Samantha Broussard, BSN, RN, CPN
 Melanie Burke, BSN, RN, CCRN
 Lauren Caponegro, BSN, RN, CCRN
 Mallory Cash, BSN, RN, CPEN
 Carleen Chaput, ASN, RN, RN-BC
 Molly Childress, BSN, RN, CPEN
 Christina Coffman, MSN, RN, CPN
 Courtney Cohen, BSN, RN, CPN
 Kimberly Conway, BSN, RN, RN-BC
 Katherine Davis, BSN, RN, PMH-BC
 Alexis DeLaneuville, BSN, RN, CPN
 Taylor Doucet, BSN, RN
 Stephanie Dufrene, BSN, RN, CCRN
 Trenese Ennis, MSN, RN
 Faith Fray, BSN, RN, CPHON
 Adrienne Groh, BSN, RN, CCRN
 Kelly Guidry, MSN, RN
 Kristine Guillot, RN, CNOR, CPN
 Charlene Hammond, RN, CCRN
 Ashley Hiltunen, BSN, RN
 Cody Kennedy, MSN, RN, CPHON
 Monique King, BSN, RN
 Morgan Kirkwood, BSN, RN, CPN
 Brittany Knudsen, BSN, RN, CCRN
 Terri Koehler, BSN, RN
 Kayla Jacomine, BSN, RN, CCRN
 Carly Johnson, BSN, RN
 Jeanie Jones, BSN, RN, CCRN
 Bridget Joslyn, BSN, RN, CCRN
 Johana Lagos, BSN, RN, CNOR, CPN
 Emily Lambert, BSN, RN
 April Landry, BSN, RN

Teresa LaNoue, BSN, RN, CCRN
 Sara Lass, BSN, RN
 Jennifer LeBouef, MHA, BSN, RN
 Marie Luong, BSN, RN, CPN
 Alexandra Mahfouz, BSN, RN, CNOR, CPN
 Estelle McCarty, BSN, RN, CPEN
 Laura McGinn, BSN, RN, CCRN
 Shemal McKnight, BSN, RN, CCRN
 Mark Melancon, BSN, RN
 Rana Mohammad, BSN, RN, CCRN
 Ashley Nguyen, BSN, RN, CCRN
 Anthony O'Neal, BSN, RN, CPEN
 Heather O'Neill, ASN, RN
 Lori Ordogne, BSN, RN, RN-BC
 Alwyn Payadue, BSN, RN
 Jordan Payne, BSN, RN
 Victoria Peterson, BSN, RN
 Nicole Poirrier, BSN, RN
 Jennifer Provenzano, BSN, RN, CNOR
 Kayla Robin, BSN, RN
 Kimberly Robinson, BSN, RN
 Laura Roell, BSN, RN
 Rebecca Roubion, BSN, RN, CNOR, CPN
 Alissa Scott, BSN, RN, RNC-NIC
 Vicky Seghers, ASN, RN, CPN
 Victoria Skinner, BSN, RN, RN-BC
 Terika Smith, BSN, RN, CCRN
 Stacey Stage, MSN, RN, CCRN
 Elena Starlight, BSN, RN, RNC-NIC
 Leroy Taylor, BSN, RN, CPHON
 Amanda Thibodeaux, MHA, BSN, RN, CPN
 Kacie Thibodeaux, BSN, RN, RN-BC
 Brelan Walters, BSN, RN
 Jennifer Watson, BSN, RN, CPN
 Summer Wooley, BSN, RN, CPN

Level IV participants

Olivia Cornwell, MSN, RN, CPHON
 Ashley Duhon, MHA, BSN, RN, CPHON, RN-BC
 Kelsey Dupont, MSN, RN, CPEN
 Rachelle Loerwald, MHA, BSN, RN, RN-BC
 Monica Bacino, MHA, BSN, RN, CPHON
 Tristen Palumbo, MBA, MSN, RN, CPEN, CPN



Nurse practitioners take the lead

As the Advanced Practice Registered Nurse (APRN) program continues to grow at Children's Hospital so do the leadership opportunities for these expertly trained professionals. Nurse practitioners are taking new leading roles in several practice areas. Their work is strengthening the units in which they lead and improving outcomes for their patients.

NICU

Neonatal nurse practitioner (NNP) coverage at Touro Infirmary and East Jefferson General Hospital was already in place when Children's Hospital became responsible for their direction. Naming a lead NNP for the Children's Hospital-based NICU staff became increasingly imperative as staff numbers grew. Building on the leadership and assumption of administrative responsibilities such as scheduling and staff evaluation, a new Lead NNP was created in May 2020, and Emily Turner, MSN, NNP-BC, APRN, an NNP since 2016, was selected for a new Lead NNP position.

"With leads at each hospital, Children's Nursing Administration leadership was able to coordinate all of the staff," said Melissa Nunn, DNP, APRN, CPNP-PC/AC, Advanced Practice Director. "This has led to cross training at each facility to allow for better staffing and allow NNPs to broaden their experiences with specialized care such as delivery care or management of surgical patients."

Among other benefits of the coordination effort are standardized staffing expectations and handoff communication, improving continuity of care and patient outcomes. The improvement also paved the way for the development of an onboarding fellowship program at Children's Hospital for new NNP graduates. The fellowship program will help increase nurse practitioners' confidence and accelerate their ability to manage full patient loads. They will also be exposed to unit culture and expectations quicker through mentoring and professional development activities.

PICU

To improve continuity of care, the Pediatric Intensive Care Unit (PICU) created two nurse practitioner (NP) positions in August 2020 held by Kendal Jaffe, MSN, APRN, CPNP-AC/PC, and Devon Relle, MSN, APRN, CPNP-AC/PC.

Due to the rotating schedules of intensivists and PICU medical residents, Jaffe and Devon improve care coordination and ensure medical plans continue as prescribed. The PICU NPs will also assist with staff education and the development of unit-specific medical care pathways. Successful integration will help lead to seven-day-a-week, and potentially 24-hour, NP coverage in the PICU.

Ventilator Assisted Care Program

Patients in Children's Hospital's Ventilator Assisted Care Program often have multiple medical conditions requiring complex care coordination,

home health and medical equipment, along with family education on patient care.

"With the upcoming retirement of Dr. Stephen Levine, the program's director, we began to discuss whether an APRN could assist with this program's coordination," said Nunn.

Due to their advanced care training and education in care coordination, it was decided that a pediatric nurse practitioner would be an asset to the program. Abby Walker, MSN, APRN, CPNP-PC, was hired for the position in May 2020.

"Since hire, Abby has expanded her training on ventilation management and the intricacies of this unique population," said Nunn. "She has also started her own clinic within the Pulmonology Department to optimize patient care and follow up as needed."



Nurses aid Hurricane Laura evacuees

On August 26, 2020, all eyes were on Hurricane Laura as the storm approached southwest Louisiana and tore through Lake Charles and surrounding areas early the next morning. Gretchen Dondis, BSN, RN, Director of Outreach and Business Development, tuned into the reports and news of the evacuation of families to New Orleans. Knowing these families would need assistance, Dondis sprang to action.

“For Hurricane Katrina, we evacuated to Lake Charles, my husband’s hometown,” said Dondis. “After 48 hours under one roof, all of us stressed out, I went to Lake Charles Memorial Hospital asking if they were hiring nurses. I was hired on the spot, in shorts and flipflops, as busloads of patients from New Orleans were arriving at the hospital. I remember how scared and disoriented these families were. The last thing you think about when you evacuate is your health.”



With the support of Ambulatory Administration’s Amanda Jackson, MD, and Nicole LaBorde, BSN, RN, CPN, Dondis went to New Orleans’ Hilton Riverside to assess the immediate needs of families who had arrived the night before and those who continued to disembark at the hotel.

“Thankfully, because of the changing needs related to COVID-19, we had built our Virtual Care program, and I knew we could help these kids and families. We were able to connect them with the services they needed,” said Dondis.

From distributing virtual care fliers to hotel staff to engaging with the Louisiana Department of Health/Office of Public Health who, with the Department of Child and Family Services, was leading response efforts, Children’s Hospital nurses were at the center of the response effort as the situation unfolded. With assistance from Children’s Hospital Administration and Marketing, a donation drive soon kicked off.

By August 28, three area hotels were housing over 2,400 displaced residents. Starting at the Hilton, donation distribution included face masks, hand sanitizer, diapers, formula and clothing. Soon after, Children’s Hospital and LCMC representatives staffed the hotels’ resource centers providing access to virtual care appointments and donations. When the official Resource Center at the Morial Convention Center opened on August 31, an interdisciplinary team of nurses, nurse and clinic managers, and registration staff from Children’s Primary Pediatrics helped manage the center daily, triaging patients and connecting them to the services they needed.

Children’s Hospital pediatricians provided on-site and virtual visits while providers from University Medical Center offered medical assistance to the



adult evacuees in need. Staffing of the center was coordinated by LaBorde under the direction of Ambulatory Administration. A Nurse Hotline, staffed by Children's Hospital and LCMC nurses, was activated as well. Donation distribution continued, with thousands of face masks and hand sanitizers distributed, along with toys, baby strollers and many other items.

"It was a revolving situation. Hundreds and thousands of people were coming through the doors," said Dondis. "One of our main goals was to first distribute face masks. Most of the evacuees did not arrive with masks, and our mayor was very concerned about the continued health of all."

From August 31 through September 23, Children's Pediatrics provided on-site visits (virtually and in person) and made patient referrals to pediatric specialty providers, adult referrals and other healthcare services. The Nurse Hotline remained open until October 21.

The initiative was a successful collaboration between Children's Hospital and LCMC Health. Because of Nursing's swift action and involvement, evacuees could feel relief with the support of a resourceful team who cared for them.



"A nurse is able to recognize what a patient's immediate needs are and help guide them in their overall well-being during a stressful time," said Dondis.



Dondis says farewell to a new mother returning home with a luggage cart of Christmas gifts for her family's five children. "We followed these families throughout their ordeal." The mother, an evacuee, returned to Lake Charles to deliver her baby but came back to New Orleans when she realized she no longer had a home. The gifts were collected through a donation drive organized by Children's Hospital.

Exemplary professional practice

Nurse navigator embraces asthma education

Asthma, one of the most chronic diseases of children in the U.S., is a lifelong illness that requires ongoing medical care and self-management. In Louisiana, the disease is especially prevalent. According to the Centers for Disease Control (CDC), one in 10 Louisiana households with children has at least one child with asthma.

Managing the care for many Louisiana children falls on the multidisciplinary Allergy/Immunology team at Children's Hospital, whose physicians, respiratory therapists and nurses are dedicated to controlling the symptoms and managing the treatment of asthma patients. They work hand-in-hand with the Pulmonary team, as patients are often seen by both services. Nurses in these departments play a key role in helping patients and families with self-management.

Improving medication compliance and decreasing emergency room visits for severe asthmatics is a mission for Stacy Valley, RN, ASN, ANCC, Nurse Navigator for the Allergy/Immunology Department, who recently expanded her focus to include nursing education on the subject.

“Often patients are confused about rescue and maintenance inhaler use and when to use asthma medications,” said Valley. “Medication noncompliance leads to emergency room visits and inpatient admissions when the patient develops severe asthmatic episodes.”



Her nursing education endeavor includes medication education, inhaler techniques, helping patients and families identify and avoid asthma triggers, reviewing physician action plans, and appointment follow up.

Valley and the Allergy/Immunology physicians identified severe asthma patients who would benefit from additional nursing support. In March 2020, she began embedding nursing interventions in physician-based follow-up clinic visits for in-person and virtual appointments, specifically, patients that take biologics for asthma control and severe asthma. By summer 2020, Valley began seeing these patients in nurse-only, virtual visits, educating them on the disease and medication.

To identify patients that would benefit from nursing education, Valley sought EPIC support for building a searchable report that aided in the tracking of severe asthmatics. Additionally, Emergency Department and Admit notifications were added to the providers' notifications. Using this report and the physician notifications, Valley was able to track patients and provide nursing interventional visits for high-risk patients.

In July 2020, Valley presented “Food Allergies and Anaphylaxis” at the Children's Hospital Navigator Online Learning Academy trainings for inpatient and ambulatory nursing. Food allergies are one type of allergic trigger for asthma patients. Valley will continue to refine her approach to asthma education and evaluate the impact of her nursing interventions.

Children's Hospital nurse champions adolescent health

Behind Children's Hospital's growing Adolescent Health service is a dedicated nurse who champions the effort. Jody Schlesinger, BSN, RN, CPN, Nurse Navigator for Adolescent Health, has been a part of the specialty for several years and was a vital member of the team who planned, organized and implemented the first multispecialty gender health clinic for gender diverse patients at Children's Ambulatory Care Center in August 2020. Under the direction of Ryan Pasternak, MD, Schlesinger's involvement included clinic planning and development, scheduling, collaboration with the EPIC build team and serving as a nursing resource to patients. Working with Outreach Development, she also helped update informational material for community distribution and awareness.

"These patients are an underserved population," said Schlesinger. "General pediatricians often have a difficult time addressing sexual health with their teenage patients, many of whom they have followed as children. Adolescents want to ensure privacy around sexual and gender health. It's rewarding to see these patients get the services they need."



With education being a major focus of the program, Schlesinger provided nursing education on gender health at Children's Hospital during Pediatric Nurses Week in October 2020. Through a nursing educational activity, "Adolescent Health and Care of the Gender Diverse Patient,"

attendees could receive Nursing CEU credit. Also in October, Schlesinger presented to inpatient and ambulatory nurses through a Nurse Navigator Educational series.

"There aren't a lot of gender health services included in nursing curriculum," said Schlesinger, who addressed nursing students at Nicholls State University in January of 2020. "For nursing students not exposed to gender health patients, I gave an overview of this new and emerging area of healthcare."

Schlesinger was instrumental in organizing, planning and participating in two socials for gender diverse youth and families in 2020, the first hosted by Children's Hospital and the second held virtually due to COVID-19.

Schlesinger is a team member of the Southern Center for Adolescent and Young Adult Health Equity (The Southern Center), a collaboration between Children's Hospital and LSU School of Medicine's Department of Pediatrics. The program is committed to expanding access to quality, adolescent-centered healthcare through clinical care, provider and health professional student education, quality improvement and research, and community engagement and advocacy.

The Adolescent Health specialty includes five areas:

- Menstrual disorders
- Birth control and reproductive health
- Gender diverse health
- Eating disorders
- Depression and anxiety



CICU nurse leads initiative to support infant development

In the Children's Hospital Cardiac Intensive Care Unit (CICU), where a majority of patients are under age 1 and recently recovering from surgical care, addressing developmental delays became a necessary aspect of care. Sara Lass, BSN, RN, a CICU staff nurse, sought to address a nursing knowledge deficit through her project, "Supporting Infant Development in the CICU After Congenital Heart Repair: A Nursing-Led Initiative."

"Development is delayed in most patients due to their hospitalization," said Lass, who recognized a limited use of supportive modalities and equipment for care in these infants. "All high-risk patients are referred to the early developmental intervention program Early Steps upon discharge. However, it was noted that valuable opportunities necessary to address development in the ICU and cardiac step-down setting were not being utilized."



Lass participated in the Leadership Education in Neurodevelopmental Disabilities (LEND) course in 2020, a nine-month program of LSU's Human Development Center. Funded by a federal Maternal Child Health grant, the course brought together healthcare providers from different disciplines and patient advocates for a structured education on creating better multidisciplinary care. Her evidence-based project was born from her work with LEND and was selected as a virtual poster presentation at the Association of University Centers on Disabilities (AUCD) national conference in December 2020. Lass also presented her poster at Children's Hospital's Evidence-Based Practice Day in December 2020.

Lass's objectives were to Increase nurses' knowledge of psychosocial developmental milestones in the newborn to 12-month age range, recognize factors that might interfere with this development in the CICU, and discuss how to avoid these factors and facilitate normal development with nursing-led interventions.



After reviewing the literature to establish the current evidence regarding psychosocial milestones and ICU delirium in children, Lass created a curriculum that was presented to all staff nurses. Due to COVID-19 restrictions, the education was available to every registered nurse in the CICU through ELEMENO and included a voiceover PowerPoint lecture with a pre- and post-test survey.

The curriculum included expected psychosocial milestones, barriers to patients in achieving these milestones, and methods to facilitate these patients' development.

Based on her learnings, Lass, in collaboration with the CICU Unit Practice Council, developed a daily schedule, implemented unit wide, that incorporates Child Life and other integrative therapies. The schedule gives families an expectation for their stay and supports their child's circadian rhythms. Nurses can consult Child Life and Integrative Therapies to help support family-centered care. Modalities such as play, storytelling and healing touch are now being used to increase family bonding.

Of the 37 CICU registered nurses assigned the education, 30 of them viewed the presentation, and half completed the pre- and post-tests. Many RNs reported they would change their practice as a result of Lass's work.

"Here on out, I will be sure to make a conscious effort to include time in my shift that aids in my patient's psychosocial development," said one RN upon completing the education.

Lass, currently pursuing her advanced practice nursing degree, will continue her work on the subject with the expectation of developing a tool to quantify patients' development milestones.

EBP Fellowship equips staff

Enculturation of Evidence-Based Practice (EBP) is essential for providing the best quality care and improving patient outcomes and overall satisfaction. Historically, Children's Hospital did not have established structures and resources to support a robust evidence-based practice culture.

In early 2019, the newly established shared governance Evidence-Based Practice and Research Council set a goal to improve and empower staff to utilize EBP within the organization. Evidence pointed to the essential need for an education program and structure to support EBP teams and new learners requiring mentoring to master the skillset. Thus the EBP Fellowship was created to equip clinical staff with the knowledge and skills to improve their clinical practice, leadership and research capabilities.

The EBP Fellowship consists of six learning sessions over a 10-month period. A step-by-step approach is used to introduce the concepts of the EBP process and teach the use of the Johns Hopkins EBP model.

Over the course of the program, the participants identify a clinical practice issue, search the literature for the latest evidence and research related to that issue, and critically appraise the evidence to determine whether it can guide making a practice change. The new evidence-based practice is implemented and the outcomes of the practice change are evaluated. Each of the fellows or group of fellows is assigned a mentor from the Evidence-Based Practice and Research Shared Governance Council who guides the clinical staff through their own EBP project. Staff who participate in the program are given 12 hours a month of dedicated time to attend learning sessions and to work on their project.

Initiated in March 2020, the first EBP Fellowship cohort included 15 clinicians in seven groups. Their projects were disseminated at the first annual EBP Symposium titled "Stepping into The Gap: Bringing Knowledge into Practice in Pediatric Health Care" on December 8, 2020.

EBP Fellowship projects

Under Pressure: Enhancing Our Wound Assessment Using Digital Technology

Melanie Burke, BSN, RN, CCRN; Nicole Carbon, BSN, RN, CCRN; Stephanie Dufrene, BSN, RN, CCRN; and Kayla Jacomine, BSN, RN, CCRN

Replacing the "Wait and See" Paradigm: Early Intervention for the Conservative Management of Neonatal Brachial Plexus Palsy in the 0-12 month Patient Population

Chelsea Pierce, MOT, LOTR, and Jennifer Gaubert, PT, DPT

Stop the Stigma: Human Trafficking

Tristen Palumbo, MBA/MSN, RN, CPEN, CPN

What's the Hype About the Wipes?

Theresa Kent, MSN, APRN, FNP-C

Missed Opportunities with Missed Appointments: Improving No Show Rates in an Outpatient Clinic

Christina Coffman, MSN, RN, CPN

Reading the Temps: How Child Life Specialists Affect Anxiety Levels Before and After Minor Procedures

Kimberly B. Arceneaux, BSN, RN, RN-BC, CLC; Jordan Ohlsen, BSN, RN; Katie Mumme, BSN, RN; and Hailey Mackay, CCLS

Breast Milk Usage and Storage in the Intensive Care Setting

Rana Mohammad, BSN, RN, CCRN, and Audrey Tallis, BSN, RN

Nursing peer review process launches

One year in the making, the Nursing Peer Review process kicked off in January 2020. Guided by Children's Professional Practice model, nursing policy and Professional Standards of Practice, the process holds peers—nurses in the same ranking—to the highest standards and competency and fosters nursing professional development and growth. Preparation and training of the facilitators began in 2019 and was structured using peer feedback forms that incorporated guidelines of professional nursing practice.

Peer review sessions were led by 40 clinical nurses trained to oversee and facilitate the process. Small groups of two to three nurses participated in the sessions providing their peers with personal strengths and opportunities for professional development. The in-person review model, although initially anxiety-invoking for some, was chosen based on evidence showing higher accountability than an anonymous review.

Feedback from both participants and facilitators was overwhelmingly positive and uplifting. The nurses appreciated hearing their peer's praises for their strengths and areas to develop professionally, building camaraderie and respect.

The American Nursing Association defines Nursing Peer Review as "an organized effort whereby practicing professionals review the quality and appropriateness of services ordered or performed by their professional peers. In nursing, it is the process by which practicing registered nurses systematically access, monitor and make judgements about the quality of nursing care provided by peers as measured against professional standards of practice."



"As a facilitator of many sessions, I was honored and awed by the level of professionalism and respect that the nurses shared with each other in their peer reviews," said Shellie Trahan, BSN, RN, CPN, Manager, Ambulatory Magnet Program. "The nurses were not expecting the experience to be so uplifting. Some sessions included tears of admiration. The process exemplified the art of nursing and the high level of nursing professionalism at Children's Hospital."



Over 700 nurses participated between January and May of 2020. This included RNs and LPNs and nurses at all levels, including clinical nurses, nurse coordinators, nurse navigators, nurse educators and management.

Nurses are expected to consider the peer review when developing a personal and professional goal and plan, to be discussed during annual evaluations and supported by nurse leaders.

Nurse navigators impart knowledge

Prior to 2020, nurse coordinators at Children's Hospital, part of the Ambulatory Specialty departments for over 30 years, had limited time at patients' bedsides working hand-in-hand with specialists. Although experts in their field, this lack of exposure within the clinical setting prevented their knowledge from being shared with nurses throughout the organization. Despite their tenure, their expertise was not well known in the inpatient and outpatient clinical settings.

These 54 women and men are now called nurse navigators, and they have adopted a more visible role as subject matter experts in their respective departments on issues such as patient education, reinforcement of plan of care, pre- and post-op teaching, and correspondence of test results and next steps. They are also more directly involved in patient care daily, dividing their time between care coordination and in-person patient care.

To serve as an introduction to this team as a resource to clinical practice, the Children's Hospital Navigator Online Learning Academy (CHNOLA Trainings) was established in 2020. In July, nurse navigators began conducting 15-minute live trainings offered twice a month, three times a day, on various topics. The live format allows for real-time questions and answers. Sessions are recorded and uploaded to the Ambulatory SharePoint site as a resource for nurses seeking information on a number of helpful topics.

"These men and women have a wealth of knowledge and are eager to share their expertise with the entire clinical team of Children's Hospital—in the inpatient and the outpatient setting," said Shelley Lopez, MHA, BSN, RN, RN-BC, Director of Ambulatory Nursing Practice. "They are subject matter experts in their respective specialties and welcome any questions the staff may need answered."



2020 Training topics

G-Tubes – Kelly Waltz, ASN, RN, General Surgery

Food Allergies & Anaphylaxis – Stacy Valley, ASN, RN, RN-BC, Allergy/Immunology

Insulin Pumps & CGMS – Sonja Washington, MSN, RN, CDE, Endocrinology

Newborn Screening – Rainbow Laurant, BSN, RN, RNC-NIC, Genetics

Pediatric Hypertension – Jennifer Dill, BSN, RN, CPN, Nephrology

Tracheostomies – Anneke Matthews, MHA, BSN, RN, CPN, Nursing Education

Clean Intermittent Catherization – Brandi Simmons, BSN, RN, and Renee Lemoine, BSN, RN, CPN,

Urology

Stool Collection – Carrie Bartlett, BSN, RN, CPN, Gastroenterology

Adolescent Medicine – Jody Schlesinger, BSN, RN, Adolescent Medicine

Cleft Lip / Palate Repair – Mary Ellen Alexander, MSN, RN, Plastics

Shared Governance promotes hospital-wide improvements

July 2020 began the second year of the Interdisciplinary Shared Governance structure at Children's Hospital. With six working councils in full swing, the hospital has made great strides in improving patient quality and safety, the patient experience and team engagement. Through Shared Governance, Children's Hospital is building a culture of ownership, emphasizing professional autonomy and shared leadership and decision-making.

Evidence-Based Practice and Research Council

To promote clinical research and the use of evidence-based practices (EBP), the council created and implemented its first cohort of the EBP Fellowship program from March through December 2020. Working with a mentor for guidance, fellow participants completed an EBP project. As part of the process, monthly education seminars regarding the EBP process and using the Johns Hopkins EBP model were required for participants. Topics of education included Developing PICO Questions and Searching for Evidence, Appraising the Evidence, Summarizing and Synthesizing the Evidence, Translation, Dissemination and Symposium Preparation.

Seven groups completed the fellowship and presented at Children's Hospital's inaugural Evidence-Based Practice and Research Symposium on December 8, 2020.

"I have enjoyed being on the CHNOLA's Evidenced Based Practice and Research Council and participating in the transformation to a culture of evidence-based practice," said Ashley Duhon, MHA, BSN, RN, CPHON, RN-BC, Acute Care Clinical Educator. "In 2020 we



had CHNOLA's first Evidence-Based Practice and Research Symposium where participants were able to identify the need for a project they felt passionate about, go to the evidence, and implement best practices for our patients. That is a direct reflection of the impact this council has made in promoting evidenced-based practice, and I am grateful to be a part of it."

Informatics Council

A major focus of the Informatics Council in 2020 centered on the Business Computer Application (BCA). The council worked to standardize daily and monthly BCA computer checks and developed a PowerPoint presentation, now found on the Learning Center, as part of the education rollout for how to effectively use the computers. The council was also the connection point with EPIC on the introduction of I-PASS, a new handoff communication tool. The team is assisting in the standardization of hand-off communication and is guiding an I-PASS pilot, currently underway in the NICU. Shiftwizard, a new electronic scheduling system, was also rolled out in 2020 with the help of the Informatics Council. The system will allow more scheduling flexibility to nurses and nurse managers.

"The Informatics Council is the perfect blend of streamlining patient care and the use of technology," said Elena Starlight, BSN, RN, RNC-NIC, NICU Clinical Leader. "This blend allows our interdisciplinary healthcare team to delivery efficient quality care."

Patient Experience Council

Fresh faces and new perspectives on how to better serve patients, families and visitors were hallmarks of the Patient Experience Council in 2020. Among the accomplishments of the year was an interior map of the hospital created to help patients,

Exemplary professional practice

families and visitors navigate the new spaces, especially during the ever-changing construction environment. The map is reviewed and updated as needed, and copies are made available at all entrances.

Team members from Nursing, Child Life, Volunteers, Guest Services, Human Resources and Pharmacy collaborated on projects to lift spirits across the hospital, including fun staff pictures for the Emergency Department (ED) team to wear on their PPE, processes for celebrating special events with patients, and kid-made caution signs for a campus "under construction."

"Participating in the Shared Governance, Patient Experience Council, has been a very rewarding experience," said council member Chrissy Dougherty, BSN, RN, Patient Safety and Quality Manager. "It gives us a chance to not only connect with other team members throughout the hospital, but it also allows us to understand different workflows and challenges as part of this multidisciplinary group. We have so much creativity within our organization. This is one of the ways we can harvest those great ideas and work together to support our patients and families. I can't wait to see what the council does in 2021!"

Professional Development Council

The Professional Development Council was hard at work in 2020 on a number of initiatives to strengthen the workforce. The Strength Development Inventory (SDI) Project was performed with nearly 200 team members in four departments: PICU, Pharmacy, Respiratory Therapy and Security/Guest Services/PBX. Employees received reflective information on how they function in times of calmness and stress. The project is currently being considered for publication. Additionally, a Professional Development Ladder was completed for Respiratory Therapy, and a similar ladder for Ambulatory LPNs is currently in the works. A sidekick swap project will be revisited in 2021 with complementary department staff shadowing each other to learn more about their workflow, processes and challenges.

"I've happily been a member of the Shared Governance Professional Development Council since its inception," said Stacey Melling, BSN, RN, RN-BC, HNB-BC, CHTP, Same Day Surgery and Integrative Therapies RN. "We have a dynamic, professional, multidisciplinary group that is passionate and dedicated to our mission of providing professional development opportunities to all members of our CHNOLA team. Our administration has been in full support of the ideas brought to the council by our frontline staff members and has given us the autonomy to make things happen. It has been such a pleasure to be part of a council that inspires and supports each other and the CHNOLA team members in flourishing both professionally and personally."

Quality Council

A number of initiatives were introduced in 2020 by the Quality Council to improve work practices. Among them, a form with Emergency Department (ED) high-risk medications was created and implemented to assist ED RNs at Children's Hospital and West Jefferson General Hospital. A Safety Coach Program was initiated with nurse champions serving as "safety coaches" to assist in championing error prevention techniques and real-time coaching on each inpatient unit. All coaches have been identified and participants are expected to attend a four-hour class to learn how to be most effective within their units. Ongoing support will be provided and trainings will continue through 2021. The council also worked with Pharmacy in 2020 to optimize Omnicell usage and prevent missing medications, delays in care from missing medications, and Pharmacy conflict escalation. The council continues to collaborate with Pharmacy on medication safety issues and potential areas for improvement. Fall prevention is an ongoing focus of the council. With the help of a patient quality and safety analyst, the team is working to identify needs and trends in the hospital's fall data. All inpatient units were recently observed to determine any discrepancies in how each is addressing and implementing fall risks. The council will continue to identify gaps and streamline hospital processes to reduce patient falls.

“During my time with this council, we have made strides to make Children’s Hospital New Orleans a safe place for patients and staff,” said Tristen Palumbo, MBA, MSN, RN, CPEN, CPN, Nurse Manager, West Jefferson Pediatric Emergency Department. “Some unit-specific accomplishments that I was able to complete with this council was adding safety locks to emergency department rooms, allowing for safe storage of supplies and belongings in patient rooms, as well as the creation of a high-risk medication chart to be displayed on the unit for new graduates and residents to easily reference for pediatric specific dosing. This was a collaboration with emergency department providers, pharmacy and the Patient Safety and Quality Council to improve medication safety, one of the main national patient safety goals. I have enjoyed my time on this council and as chair elect, I am excited to see how this cohesive team continues to keep Children’s Hospital New Orleans safe.”



Practice Council

In 2020, the Practice Council continued to identify and address issues that affect patient quality and nursing practices. A Beekeeper Hand Hygiene auditing project was developed where hand hygiene “secret shoppers” audited locations throughout the hospital using more discreet iPod touches. The project allowed for an increase in the number of audits performed and expanded areas throughout the hospital where audits are conducted. The council completed a literature review and supported the implementation of a new, more comprehensive bedside handoff tool, IPASS, to standardize the practice throughout the organization. Following the review, the project was transitioned to the Informatics Council for implementation. Additionally, the council collaborated with Child Life to create a Car Seat Champion class to help staff better educate families on car seat safety.

“I really enjoy partnering with other departments and disciplines to develop projects and achieve goals to improve communication and collaboration,” said Rachelle Loerwald, MHA, BSN, RN, RN-BC, 3 Center Clinical Leader.



New knowledge, innovations, and improvements

Research program boosts breastmilk for babies

Louisiana lags behind the national average in breastfeeding rates, a particular concern for low birthweight infants who are at increased risk of a number of health issues. Feeding mother's own milk to these infants is associated with lower mortality, lower incidence of infections and improved mental development, compared to infant formula. Yet many obstacles, highlighted by demographic and social disparities, make this practice nearly impossible.

A new research program at Children's Hospital, in partnership with Tulane University Medical School, is responding to the need for this vital health benefit. Through the Kellogg's Express Yourself collaborative, hospital-grade, electronic breast pumps are put in the hands of new moms of low birthweight infants.

Qualifying mothers of babies under 1500 grams and less than 28 days old are identified by the Transfer Center using an algorithm developed by NICU and Transport Team Clinical Nurse Educator Lauren Rosman, BSN, RN, CCRN. The transport nurse delivers the breast pump, along with instructions and best practices, to the mothers for use until they are discharged from the birthing hospital and can join their baby by their Children's Hospital NICU bedside.

"It is amazing that we can provide moms with the best pump to give them the best chance to provide milk for their baby," said Corrie Moran, BSN, RN, IBCLC, a Lactation Consultant who counsels the mothers on the benefits of breastfeeding and



gives tips to maintain an adequate supply. "It is so beneficial for these tiny preemies to have their mother's breastmilk, and so many of them don't get it because the moms simply do not have the means to use the appropriate pump."

The Express Yourself initiative has led to a 46 percent increase in babies receiving breastmilk at discharge since implementation.

"Through the Express Yourself initiative and the Kellogg's grant, we are able to provide a service that is truly life changing for our micropreemies and their mothers," said Crystal Maise-Dykes, MSN, RN, RN-NIC, NICU Department Director, who leads the program at Children's Hospital. "Studies show mom's own breastmilk to be the best form of nutrition for very low birth weight infants. By allowing mom access to a medical grade breast pump, she is given a chance to play a large part in the health of her baby."

The success of the initiative has inspired Maise-Dykes to explore the feasibility of expanding the service to more mothers. Further nursing research is planned to generate new knowledge on the potential benefits and best approaches to providing mother's milk to NICU babies.

CARE Center nurse educates colleagues on impact of personal trauma

A Pediatric Forensic Nurse Practitioner for over 10 years, Anne Troy, PhD, APRN, FNP-BC, has experienced her fair share of interactions with maltreated children. In her forensic NP role, Dr. Troy uses a trauma-informed approach to interviewing and assessing patients who present to the Audrey Hepburn CARE Center for evaluation. Over the years, including her experience as a pediatric psychiatric nurse and expert witness, she recognized a theme of forgiveness for the perpetrator and self-blame echoed in these exchanges.

Dr. Troy is also an Associate Professor of Nursing at the University of Holy Cross School of Nursing. As clinical faculty to nursing students for over 20 years, she has heard histories from students about their own childhood struggles that they had not previously been able to share. Some spoke of those experiences influencing their ultimate choice of nursing specialty.

With her interest piqued on the construct of forgiveness and health, her doctoral studies examined the adverse childhood experiences of 255 nurses in Louisiana and correlated their abuse to their present forgiveness ability. Her research topic, The Impact of Adverse Childhood Experiences and Forgiveness on Nurses' Capacity for Compassion Satisfaction, consisted of a descriptive, correlational study to establish the relationship of Adverse Childhood Events (ACE) to nurses' present forgiveness ability and compassion satisfaction.

Through her findings, Dr. Troy contended that the academic accomplishments of this population of nurses, despite nearly a quarter of them experiencing four or more adverse childhood experiences, suggests a role for resilience.

The number of participants with multiple adverse childhood experiences in Dr. Troy's study is double



the number found in other studies, yet most of the participants had achieved a BSN or higher. The ACE category that participants fell into accounted for their self-forgiveness ability and their choice of work specialty. As ACEs increased, there was a statistically significant decrease in self forgiveness but no impact on forgiveness of others for these participants. The call to self care in the nurse, as they attend to their past trauma, requires shame-free acknowledgement of their injuries as the first step to healing. Early trauma, as reflected in high ACEs, did not diminish participants' satisfaction with their role as nurse, as evaluated with the Compassion Satisfaction Tool. Their forgiveness ability for others continued to drive their compassion satisfaction as they cared for their patients.

“Nursing must take the lead in caring for our own with the same enthusiasm and determination with which our profession has approached each historical challenge for others,” said Dr. Troy. “At a time when it is crucial that nurses bravely and accurately assess for abuse in patients, it is imperative that they acknowledge their own past traumas. In the present epidemic, when more is being demanded each day from front-line nurses, it is essential that nurses understand and mediate the impact of their own early traumas. Bolstered with understanding of post traumatic growth, nurses need to fearlessly address these early issues.”

Dr. Troy defended her research in 2018 and spent 2019 and 2020 disseminating her findings and preparing for publication. She presented her research to students at Yale University in Connecticut and at the International Academy of Law and Mental Health in Rome, Italy, in 2019. Dr. Troy also shared her expertise and disseminated her research nationally in 2020. She presented Sustaining Compassion: The Role of Forgiveness and Self-Compassion virtually to over 1,000 nurses of the American Association of Nurse Practitioners (AANP) in October and The Impact of Adverse Childhood Experiences on Forgiveness and Compassion Satisfaction in December 2020 at the American Psychiatric Nurses Association (APNA) Convention. Dr. Troy also offers ongoing education for psychiatric nurses seeking continuing education credits.

CHNOLA shifts to Shiftwizard

Children's Hospital nurses are praising a new system for work scheduling. Adopted by all LCMC hospitals but implemented first at Children's Hospital in October 2020, Shiftwizard is a web-based, self-scheduling software program that allows much more flexibility to nurses and nurse managers. Staff can view schedules and request shift swaps and time off electronically when not on campus. Automatic updates, once approved, can be seen in real time.

"The software also has a messaging capability to assist with quickly sending messages to groups of people when short staffed," said Lesley Loewe, MHA, BSN, RN, CPN, Director of Nursing Operations. Loewe helped build the system for Children's Hospital and trained directors and front-line office staff beginning in September. She currently serves as the site system administrator.



Shiftwizard replaces a paper-based system, with schedules accessed only by managers. Nurses were unable to self schedule or access their schedule in real time.

"I love having the schedule at my fingertips through the Shiftwizard app on my phone," said Cathy Pineda, BSN, RN, CPN, 3 Center.



"Swapping shifts with coworkers in Shiftwizard is so much easier and a much more efficient process," said Chandler Bentsen, BSN, RN, 3 Center.



Nurses collaborate to create ED resuscitation rooms

Two new state-of-the-art resuscitation rooms in the Emergency Department (ED) are enhancing the care of patients in critical need and improving efficiency for the emergency and trauma care teams. Included in phase one of a three-phase construction plan for the ED, the rooms, opened in February 2020, were designed with valued input from ED and trauma nurses. Trauma activations being one of the main focuses for the space, the resuscitation rooms fulfill another requirement to being designated as a Level 2 Trauma Center.

In planning the resuscitation rooms, ED nurses Estelle McCarty, BSN, RN, CPEN; Emily Eskew, BSN, RN, CPEN; Tristen Palumbo, MBA, MSN, RN, CPEN, CPN; and Korie Sims, MBA, BSN, RN, CPN, collaborated with Ernie Smith, BSN, RN, Trauma Program Manager; and Kristen Lindsey, MSN, APRN, CPNP-AC, Trauma Nurse Practitioner, to confirm the inclusion of supplies and equipment for managing critical patients. ED nurses worked hand-in-hand with the design team to create a space that was user-friendly and expedient.



“The opening of these resuscitation rooms greatly improved our ease of caring for critical and trauma patients,” said Sims, ED Department Director. **“Instead of working in a cramped space with only enough room for the patient stretcher and rolling monitor, and with barely any room for the team to walk around, we are now in two identical large rooms containing all of the supplies, equipment and space needed to care for patients in any critical situation.”**



Nurses plan new perioperative services spaces

Included in Children's Hospital's campus transformation is the relocation of the hospital's perioperative services. The Post-Anesthesia Care Unit (PACU), Same Day Surgery, Special Procedures and Operating Room (OR) are now located on the second floor of the infill tower. The proximity of the units is greatly improving work flows and efficiencies among care teams and forging a connectivity that will continue to enhance patient care.

Nursing teams from all perioperative units collaboratively planned for the relocation and reconfiguration of the new spaces. From reviewing blueprints and making recommendations to organizing and setting up work and equipment spaces, nurses were integral to the process of creating units that work seamlessly to promote patient flow.

PACU

The new PACU opened in April 2020 with six additional patient bays in a welcoming and family-centered atmosphere.

"One of the most exciting additions in the PACU are the rocking chairs in each bay that allow the staff and/or family to rock a child after a procedure," said Jessica Griffin, MBA-HCA, BSN, RN-BC, Department Director for PACU.



"It is such a tiny detail, but the comfort these chairs provide, and the gratitude from the staff and families, is anything but small. Prior to the initial expansion, assigning patients to PACU could be compared to assembling a puzzle, but in this puzzle, the pieces were consistently changing. There were numerous potential solutions, and nobody ever wanted the control of placing the last piece. We are happy to share that, in our beautiful new space, we have yet to see the day when our patient load has exceeded our capacity."

Seven more PACU bays, including an isolation bay, will open in April 2021.

In the months prior to the relocation, the Same Day Surgery and PACU nurses worked to identify how the new space would impact current workflows. Both teams provided input and determined changes in workflow that would expedite handoff between the units. The new, single-occupancy rooms in Same Day Surgery allow for an easier transition from PACU, requiring less shifting of patients, stretchers and beds in a more private setting.

Same day surgery

Formerly named the Short Stay Unit, Same Day Surgery has doubled its occupancy with 23 private rooms opened in April 2020. Nineteen additional rooms are expected to open in the summer of 2021, bringing the total to 42 private rooms. The unit previously consisted of 20 rooms with 38 beds.

In addition to increased space, the supply rooms were converted to a color-coded, two-bin method, customized by the nursing team based on arrangements that improved workflow for the unit.

"The Same Day Surgery team actively participated in the organization and set up the workspaces, including arrangement of intake areas, care team stations, and the supply and equipment rooms," said Amanda Osborne, BSN, RN, CNOR, Director of Same Day Surgery and Special Procedures. "The nursing team was also included in patient room arrangement, including the location of monitors and supplies, and involved in communication board revisions prior to install."



Special procedures

Shell space in the OR was converted to two new special procedures rooms opened in April 2020, with one room dedicated to endoscopy procedures and the other to minor procedures. The relocation of Special Procedures from the second floor of the Emergency Department makes it easier for patients to be transported to the PACU and Same Day Surgery, greatly improving turnover time. The nursing team directed the room arrangements and selected endo cleaning equipment to replace the

former, outdated system. The new Medivator equipment now has a drying cabinet accessible from either side, helping to prevent cross-contamination.

"The process of relocating these perioperative services has helped us build a stronger team," said Osborne. "Working together on the same floor, the same level, has led to improved handoff and communication."

Operating Room

The new OR opened in April 2020 with 12 spacious rooms installed with state-of-the-art HD video systems. The Sterile Processing Department, located one floor below the OR, is exponentially increased in size and processing capacity. OR nurses were integral to the relocation and reconfiguration of the Sterile Central Core, now easily accessible from all rooms. Clinical leads from all specialties worked with the materials coordinator to map out supply and instrument relocation as well as specialty supply carts, code carts and blanket warmers for the three equipment rooms. Other nurses and staff worked with them to move and organize the supplies and instruments in these rooms as well as the setup for each operating room.

"The new OR has made us more efficient," said Stephanie Talbot, MSHCM, BSN, RN, CNOR, OR Manager.



"We're no longer cramped into small spaces, and the new sterile core has helped us a lot. In the old OR, we had to leave our rooms and walk a mile to get to supplies. Now, we step out the back door of our operating room and everything is right there for us to access."





Nursing guides redesign of specialty care clinics

Several Children's Hospital specialty clinics underwent major renovations in 2020. Guiding this effort was a handful of nursing experts who helped create optimal new spaces for healthcare providers, patients and their families.

Gwenn Marelo, BSN, RN, CPN, Senior Director of Physician Services for Specialty; Laura Tassin, BSN, RN, CPN, Northshore Clinic RN Manager; Sandra Corley, Baton Rouge Clinic Manager; and Lindsey Cannon, MHA, BSN, RN, RN-BC, Metairie Center Manager, collaborated with architects and engineers to conceive the new design for the Northshore, Baton Rouge and Metairie Center clinics. The nursing team attended weekly construction meetings to address concerns or make adjustments as needed and collaborated with clinical staff to optimize clinic flow.

Planning began on the Northshore and Baton Rouge clinics in the latter part of 2019, and in the spring of 2020 for the Metairie Center. Whether starting from an empty shell to design room layout or redesigning existing clinic spaces to add necessary offices and services, nursing input added valued enhancements. The team had a goal to develop family-friendly clinic spaces that lend themselves to clinical efficiencies.

"One highlight of this project was bringing Tulane and LSU medical services together in one space at our Metairie Center," said Marelo. "We built provider work areas, lab services, nurses stations, future audiology space and physician offices on the interior, leaving the existing exam rooms around the exterior."



The Northshore Clinic was first to open in April 2020, followed by the Baton Rouge Clinic in July 2020 and the Metairie Center in November 2020.

Among the enhancements of the new clinics are open nursing stations visible to all patient rooms, with efficient, quiet and “off-stage” workspaces for providers; an optimized radiology room ideal for a multi-specialty clinic; telehealth rooms for providers to conveniently host virtual sessions; large

breakrooms for staff to seek respite; colored zoning to assist with designating space and wayfinding; and sliding glass entrance doors to allow easy access for families. The team also selected a kid-friendly art package themed with the clinic design.

Various activities were hosted to acclimate staff to the new spaces, from open houses to tour the space prior to opening, to scavenger hunts to help clinic staff orient to the new space.



East Jefferson General Hospital Research Day

Children's Hospital Nursing was well-represented at East Jefferson General Hospital's Cheryl Sanders Memorial Research Day on November 13, 2020. Entitled Transforming Healthcare: Journey to the Future, the event featured presentations and posters by healthcare colleagues, many with a nursing focus. The Children's Hospital Nursing team submitted numerous abstracts based on their work at the hospital. Four oral presentations and three poster presentations were chosen to be included, the largest turnout from the hospital to date.

In addition, Senior Vice President, Chief Clinical Officer/ Chief Nursing Officer Jamie Wiggins, MS, MBA, RN, NEA-BC, FACHE, was among six panelists of a forum discussing innovative responses to the COVID-19 crisis, opportunities to transform healthcare within the LCMC system, and ways to address staff moral distress and compassion fatigue.

Oral presentations

Reducing Hospitalized Pediatric Falls by Increasing Nurse Adherence to Fall Prevention Protocol

Jinger Roy, DNP, APRN, FNP-C

Falls are the most common accident for pediatric patients and a significant risk for children with brain and spinal cord injuries. On 6 Center, where nearly half of the patients are rehabilitation patients, falls are a significant concern. It became apparent that there were opportunities for improvement in fall prevention bundle compliance to decrease the fall rates on 6 Center.

Concerned about this issue and determined to make a difference, Jinger Roy led a quality improvement project in 2019 to help increase nursing compliance and accountability for fall prevention. With Tara Gauthier, MSN, RN, as her mentor, she developed two interventions to help meet the already-established fall prevention protocol on 6 Center to the hospital's QA goal of 90 percent. Fall prevention posters, tailored to each patient's fall risk, were placed in each

patient's room and served as an impetus for fall prevention education and a reminder for all staff and caregivers. Two nursing unit champions were elected to incite enthusiasm and educate patients, parents and nurses about fall prevention. Direct in-room audits and chart checks were conducted to determine if these interventions helped to increase implementation of the fall prevention protocol. Meetings were held to discuss results, analyze data and develop improvements/modifications.

The overall fall bundle compliance rate increased 24 percent after implementation on 6 Center. Moreover, Roy's efforts led to a 75 percent decrease in falls with injury in the six months following implementation.

Adoption of the Braden QD Skin Risk Assessment Tool

Kathleen Vincent, ASN, RN

While the Pressure Injury Team set a 2019 goal to re-educate staff on how to best score risk for a pressure injury with the Braden Q Scale, Skin Champions throughout the hospital were concerned that the current use of the scale was under representing the number of at-risk patients.

Kathleen Vincent and other Patient Safety staff attended the Spring 2019 SPS Learning Session in Detroit, MI, and learned about the adapted Braden QD Scale and its successful implementation at Boston Children's Hospital and Children's Hospital of Philadelphia. Advantages of the adapted Braden QD scale include fewer questions, a less subjective scoring system, and a focus on the risk of medical devices affixed to the patient.

Information from the Learning Session was presented to the Pressure Injury Team in the June meeting, who then reviewed the education module and accompanying literature for consideration at Children's Hospital. After sharing the module with peers for additional feedback and scoring several patients in each unit during the monthly NDNQI Skin prevalence study, they determined the adaptive scale to be a viable tool for the hospital. The

informatics team began building the scale in EPIC.

Once buy-in was obtained from senior nursing leadership, all applicable RNs were assigned the learning module and asked to practice use of the scale on Sundays by scoring one to two patients during their shift. Once the Nursing Division accepted the proposal, the learning module was assigned for all to complete by the end of 2019, and the Patient Safety and Quality team, with input from the Skin Champions, developed education tools to assist staff with scoring. Patient Safety and Quality, with support from the Skin Champions, conducted Sunday rounding to assist staff in understanding the new scale.

Following the EPIC build and endorsement from staff, the adapted Braden QD scale was put into practice in January 2020. Since implementation, the tool has proved to be a more accurate predictor of patients at risk for a skin injury. The new scale allows nurses to be more proactive when identifying these patients and provide more interventions to mitigate the risk.

Pediatric Nurses' Attitudes Towards Caring for Dying Children and their Families

Dianne Richoux, MSN, RN, CPN, and Lynn Winfield, MBA, BSN, RN, CPHON

Pediatric nurses play a crucial role in providing end-of-life care to children and their families. While pediatric nursing may be a rewarding career, it also involves unique challenges regarding caring for children who face serious illness, suffering and death. Many nurses may encounter feelings of inadequacy, which may impede their abilities to provide optimal care for pediatric patients at the end of life. There is much literature describing the experiences and feelings of nurses caring for adults in areas such as oncology and intensive care units; however, there is limited research involving pediatric nurses.

Richoux and Winfield set out to describe the attitudes of individual staff registered nurses and compare unit-specific groups within a pediatric

hospital. This comparative, descriptive study utilized the Frommelt Attitudes Toward Care of the Dying (FATCOD-B) tool, a thirty-item questionnaire designed to elicit attitudes towards caring for dying children and their families. Demographic data was also obtained.

The study data was gathered and analyzed by the end of 2020. The findings are expected to have implications regarding the implementation of end-of-life care education and provide valuable comparative data of the attitudes of nurses on specific units as they strive to deliver quality care to patients and their families.

An Evidence-Based Approach to Evidence-Based Practice

Stephanie Coig, MBA, BSN, RN, CPN, and Kathryn Tanet, MHA, BSN, RN, NPD-BC

After attending the John's Hopkins Evidence Based Practice Boot Camp in May 2019, Stephanie Coig, Katy Tanet and Elena Vidrine, MSN, RN-BC, NEA-BC, led the Shared Governance Evidence-Based Practice and Research Council through an evidence-based practice project of their own. The intent was to teach council members how to conduct EBP while answering their own EBP question: What are the best ways to increase knowledge, confidence and implementation of EBP in a pediatric hospital setting?

The interdisciplinary council completed a literature review, appraised the evidence and translated the recommendations into an action plan for Children's Hospital.

The implementation included dedicated time for clinical staff to work on EBP projects (up to 12 hours per month). The Evidence-Based Practice and Research Council would support the hospital's nurse residency EBP projects, with all nurse residents presenting their EBP projects at council meetings for feedback. In March 2020, Children's Hospital established its first EBP Fellowship. All clinical staff were invited to join, and 15 groups were accepted to the first cohort. Each group completed an

New knowledge, innovations, and improvements

EBP project with guidance from established EBP mentors. A collaboration with LSU School of Nursing allowed for three faculty members to serve as council sponsors and a Children's Hospital nurse researcher to support nurses in their EBP projects. An online education module was also made available to all clinical staff. John's Hopkins Nursing Center for Evidence-Based Practice nursing instructors conducted EBP training for all Evidence-Based Practice and Research Council members and nurse residency facilitators. Children's Hospital established an annual Evidence-Based Practice and Research Day and held its first event on December 8, 2020, which included over 20 project presentations.

Prior to implementation, the council conducted a survey for 1,078 clinical staff with 819 survey participants using Melnyk's EBP Beliefs and Implementation Scale. After the successful implementation of interventions, a six-month post survey was conducted using Melnyk's EBP Beliefs and Implementation Scale. Survey results showed improved scores in 14 of the 16 statements.

Poster Presentations

If You Give a Nurse a Family

Ashleigh Couturie, MHA, BSN, RN, CPN; Rachelle Loerwald, MHA, BSN, RN, RN-BC; and Amanda Thibodeaux, MHA, BSN, RN, CPN

Onboarding new graduate nurses into a nursing staff can be challenging, especially when trying to maintain a thriving cohesive team. The nursing leaders on 3 Center decided to research and create a more concrete process and guideline to create the best experience for the new graduate nurse. The focus of this project was on creating a positive, nurturing and inclusive environment for new graduate nurses to grow and develop.

The nursing leadership team developed a process to onboard new graduates, which included a welcome party, pairing new nurses with a nursing buddy, and celebrating the first steps of their journey. Additionally, nursing leadership focused on keeping a true "open door" policy and engaging with their staff on a personal level.

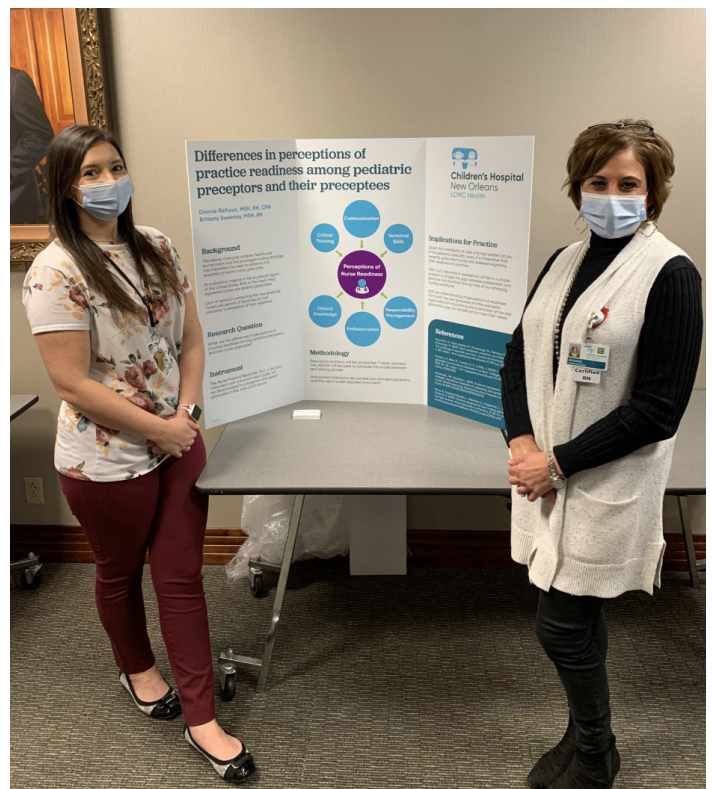
The results of this project yielded an engaged

group of new graduate nurses who felt supported by their team, nursing leaders and other staff. These positive experiences have led to a decrease in nursing turnover on this unit.

Differences in Perceptions of Practice Readiness Among Pediatric Preceptors and their Preceptees

Brittany Sweeney, MSN, RN, and Diane Richoux, MSN, RN, CPN

The rapidly changing complex healthcare environment and the prolonged nursing shortage has intensified the need to enhance the readiness of recent nurse graduates. At Children's Hospital, 80 percent of newly hired registered nurses are recent graduates. Thus the need to have nurses ready to deliver high-quality patient care is vital to producing optimal patient outcomes. While it is known that some skills are only developed with continued practice and experience, preceptors are integral in fostering the development of cognitive, professional and clinical skills as new graduate nurses transition to the bedside. Sweeney and Richoux developed a study to examine the perceptions of practice readiness among preceptors and new nurse graduates from the July 2020 cohort.



Currently in progress, the comparative descriptive study is utilizing the Nurse Practice Readiness Tool. Participants are asked to rate their level of satisfaction of proficiency across 36 competencies. These competencies, essential to safe and effective nursing practice, will be evaluated within six categories: clinical knowledge, technical skills, critical thinking, communication, professionalism and management of responsibilities. A six-point Likert scale will be used to measure satisfaction level.

Data collection is currently being analyzed using Research Electronic Data Capture (REDCap). T-test and one-way ANOVA is being utilized to compare the scores between and among groups.

Given the complexity of care and high patient acuity in the pediatric specialty area, it is imperative that recently graduated nurses are assessed regarding their readiness for practice. With such information, preceptors will be in a unique position to bridge the gap between preparation and practice and facilitate the success of an emerging nursing workforce.

Cultural Change(s) to Enhance an Electronic Event Reporting System

Christina Dougherty, BSN, RN; Danielle Dorsey, MBA, BSN, RN; and Evan Johnson, MPH

Culture change is a lengthy process that requires a relentless focus and numerous interventions. Recognizing an opportunity to enhance the culture among nurses at Children's Hospital, Christina Dougherty, Danielle Dorsey and Evan Johnson developed a strategy that focuses on patient safety.

A "Good Catch" program was introduced to not only recognize team members for the safety behaviors they already use, but to also increase reporting of Near Miss Events (per HPI Event Scoring). The goal was to identify system gaps before they affect patients or team members.

A second intervention was initiating Error Prevention Training (a Solutions for Patient Safety Program), in August 2018. The program, mandatory for all nurses, was a two-hour in-person education focused on the theory of high reliability and practical safety

behaviors that each team member was expected to incorporate in their work.

When Children's Hospital's Chief Executive Officer, John R. Nickens, IV, joined the organization in late 2018, he championed quality and safety as the hospital's main areas of focus. This reinforced the goal of the organization as it continued with its cultural transformation.

In the first quarter of 2019, RL Solutions, an electronic incident reporting system, was introduced at Children's Hospital. This allowed for increased ease of reporting and follow up and removed delays inherent to the previous manual process. At the same time, the Shared Governance Quality and Safety Council worked with Support Services throughout Children's Hospital to increase awareness of RL Solutions and the importance of reporting safety concerns specific to their areas.

As a result of this multifaceted program to increase safety behaviors and identify safety concerns, incident reporting increased by almost 22 percent annually. The Near Miss Event reporting also increased over 100 percent during this timeframe.

"By explaining the importance of event reporting, celebrating proactive identification of issues, and increasing the ease of access to reporting and trends, we have achieved a drastic increase in reporting," said Chrissy Dougherty, BSN, RN.

"This allows us to be more proactive in our approach to safety and make great strides in our goal of 0 harm."



Awards and recognition



Children's Hospital's nurse graduates

The challenges presented by the COVID-19 pandemic did not deter many Children's Hospital nurses from pursuing higher education. By the end of 2020, 81 percent of nurses at Children's Hospital held an advanced degree. Congratulations to the 37 who completed an advanced degree program during the year.

Unit	RN name	School	Graduation date	Degree
3 Center	Amanda Thibodeaux	Louisiana State University Shreveport	Oct-20	Master of Health Administration
4 West	Monica Bacino	Louisiana State University Shreveport	Aug-20	Master of Health Administration
4 West	Lynn Winfield	Louisiana State University Shreveport	Aug-20	Master of Business Administration
4 West	Cody Kennedy	University of South Alabama	Dec-20	Master of Science in Nursing
4 West	Shannon Johnson	University of Louisiana at Lafayette	Nov-20	Bachelor of Science in Nursing
5 Center	Hanh Tran	University of South Alabama	Dec-20	Master of Science in Nursing
5 Center	Angela Seput	Louisiana State University Shreveport	Aug-20	Master of Business Administration
6 Center	Summer Wooley	University of Louisiana Lafayette	Jul-20	Bachelor of Science in Nursing
6 Center	Marie Luong	University of Louisiana Lafayette	Jul-20	Bachelor of Science in Nursing
6 Center	Jinger Roy	Loyola University of New Orleans	May-20	Doctor of Nursing Practice
Ambulatory Administration	Thuyphu Bui	Delgado / Charity	Dec-20	Associate of Science in Nursing
Cardiology	Alli Carter	Southeastern Louisiana University	Jul-20	Bachelor of Science in Nursing
CHMPC	Travis Brooks	Charity School of Nursing	Dec-20	Associate of Science in Nursing
CICU	Brittney Bennett		Dec-20	Bachelor of Science in Nursing
CICU	Stacey Stage	University of South Alabama	Dec-20	Post Graduate Certificate, Pediatric Acute Care Nurse Practitioner
ED	Erin McCabe	University of Louisiana Lafayette	May-20	Master of Science in Nursing
ED	Kelsey Dupont	University of Louisiana Lafayette	Dec-20	Master of Science in Nursing
ED	Korie Sims	Louisiana State University Shreveport	Aug-20	Master of Business Administration

Unit	RN name	School	Graduation date	Degree
ED	Heather O'Neill	University of Louisiana Lafayette	Aug-20	Bachelor of Science in Nursing
ED- Resource Pool	Victoria Peterson	University of Louisiana Lafayette	Dec-20	Bachelor of Science in Nursing
ED- WJ Peds ED	Danielle Barrosse	University of Louisiana Lafayette	Dec-20	Master of Science in Nursing
Metairie Pediatrics	Kristi Souvinette	Delgado / Charity	Dec-20	Associate of Science in Nursing
Neurology	Jessica Segari	University of Louisiana Lafayette	Dec-20	Bachelor of Science in Nursing
NICU	Teresa Lanoue	University of Louisiana Lafayette	Aug-20	Bachelor of Science in Nursing
Nursing Adminsitration	Lesley Loewe	University of Louisiana Lafayette Louisiana State University Shreveport	May-20 May-20	Bachelor of Science in Nursing Master of Health Administration
Nursing Adminsitration	Kelsie Helmstetter	Louisiana State University Shreveport	Dec-20	Master of Health Administration
Nursing Adminsitration	Melissa Nunn	Vanderbilt University School of Nursing	20-Aug	Post Graduate Certificate, Pediatric Acute Care Nurse Practitioner
Nursing Adminsitration	Shelley Lopez	Louisiana State University Shreveport	May-20	Master of Health Administration
Nursing Professional Development	Katherine Autry	Western Governors University	Dec-20	Master of Science in Nursing
Nursing Professional Development	Katy Tanet	Louisiana State University Shreveport	May-20	Master of Health Administration
Nursing Professional Development	Ashley Duhon	Louisiana State University Shreveport	May-20	Master of Health Administration
Nursing Professional Development	Anneke Matthews	Louisiana State University Shreveport	Dec-20	Master of Health Administration
Operating Room	Brandiann Addotto	University of Louisiana Lafayette	Dec-20	Bachelor of Science in Nursing
PACU	Elayna Bailey	University of South Alabama	Aug-20	Master of Science in Nursing
Patient Experience	Kristie Rozands	Louisiana State University Shreveport	May-20	Master of Health Administration
Same Day Surgery	Jennifer LeBouef	Louisiana State University Shreveport	Dec-20	Master of Health Administration
Surgery	Kimberly Conway	Louisiana State University Shreveport	May-20	Master of Health Administration
Trauma Center	Ernest Smith	University of Louisiana Lafayette	Mar-20	Bachelor of Science in Nursing

Chick-fil-A honors nursing heroes

GiveCHNOLA Day, June 2, 2020, was a day of celebration throughout Children's Hospital. For two exceptional Children's Hospital nurses, however, the day was extraordinary. Honored as Chick-fil-A New Orleans Healthcare Heroes, **Britney Baptist, MHA, BSN, RN, CPHON, CPN**, and **Kim Robinson, BSN, RN**, were surprised with messages of gratitude and the gift of Chick-fil-A for a year.

"Kimberly is an amazing team player," said Korie Sims, MBA, BSN, RN, CPN, Emergency Department Director. "She was one of our hospital's first healthcare workers to step up, say yes without hesitation, and go help our adult system emergency departments when the pandemic healthcare crisis first started. She really went above and beyond and truly exhibits our CHNOLA values!"

The nurses were nominated for their volunteer efforts in providing care to adult patients during the peak of the COVID-19 pandemic, in addition to their ongoing service and contributions to Children's Hospital as a caregiver.

"Britney has developed strong relationships with the patients and families over the time she has been at Children's, and she helps them to feel comfortable during difficult times," said Lynn Winfield, MBA, BSN, RN, CPHON, 4 West Department Director. "Her advocacy for the patients is always her priority. She is positive and always has a smile on her face. Britney has always been up for a challenge and seeks opportunities to learn new things. Outside of work, Britney continues to work with the Brett Thomas Doussan Foundation for Mental Health Advocacy and Awareness. I think this is truly amazing!"



Nurse recognized as a Woman of the Year

Assistant Vice President of Patient Care Services Lisa Labat, MBA, BSN, RN, NEA-BC, was among 50 area women to be recognized as a 2020 CityBusiness Woman of the Year. Labat is the first Children's Hospital nurse and only the second employee to be honored with the outstanding achievement that celebrates women whose successes in business and contributions to the community have made them movers and shakers in the region.

"Lisa is not just a nurse, but a nursing leader," writes Marykay Thevis, Communications Specialist, in her nomination. "She has truly been involved in every facet of nursing at Children's Hospital, and now as an executive leader, has the skills and experience she needs to make change. The list of her accomplishments goes on and on, but they all have one thing in common: making the care provided at Children's Hospital better for kids. Whether it's through her work in patient safety and quality, expanding and reforming care at our state-of-the-art Behavioral Health Center, or helping other more affected hospitals during the COVID-19 pandemic, Lisa is all about caring for people. She is so deserving to be a Woman of the Year because she is a true changemaker in the healthcare field."

Labat began her career at Children's Hospital as a staff RN in 1990 and has risen through the ranks with a list of notable achievements. Labat is a member of Beta Gamma Sigma Honor Society, National Association of Professional Women, Sigma Theta Tau International Honor Society of Nursing, Society of Pediatric Nurses, and the American Organization of Nursing Leadership. She recently served as a mental health panelist on the Rosenblum Health Care Institute panel. Labat is also a CHNOLA Certified Values Coach Trainer.

"Lifelong learning has kept me relevant and hungry," said Labat. "When you're following your passion it does not feel like work, because you're not doing it for the income; you're doing it for the outcome. I became a nurse because I wanted to make a difference. Having passion gives you the energy to invest in your ideas and the courage to pursue your dreams."



Lisa Labat,
MBA, BSN, RN, NEA-BC
Assistant Vice President
of Patient Care Services

Emergency nurse wins state award

Kelsey Dupont, MSN, RN, CPEN, Registered Nurse, Nursing Resource Team, was among eight Louisiana nurses honored in 2020 by the Louisiana Council of the Emergency Nursing Association (LENA). Recipient of the Patient Champion Award, Dupont was recognized for actively advocating for patients and their families and inspiring other team members to inform, educate and advocate for "Safe Practice, Safe Care."



"Kelsey has excelled over the past five years of her nursing career and always places patient safety and compassion as priority when delivering patient care," said nominator Tristen Palumbo, MBA, MSN, RN, CPEN, CPN, Nurse Manager, West Jefferson Pediatric Emergency Department. "Kelsey became a certified car seat specialist three years ago to increase the safety for the pediatric population of our community. She is known to always go above for her patients,

families and colleagues while always saying 'Thank you' with a smile. As a champion of safety, Kelsey was appointed by her coworkers as the leader of a unit council that focuses on patient safety and quality."

While LENA awards are typically announced at the organization's annual education conference, the meeting was cancelled due to COVID-19 restrictions. Dupont was presented her award remotely from the annual awards chairperson.



DAISY Awards showcase excellence

Fellow nurses, hospital staff, providers and patient families nominated 52 Children's Hospital nurses for the 2020 DAISY Award for Extraordinary Nurses. Twelve nominees rose to the top as demonstrating excellent clinical skills and tremendous compassion. Congratulations to Children's Hospital's 2020 DAISY Award recipients:

Kimberly Arceneaux, BSN, RN, RN-BC, 5 Center
 Melissa Ayala, ASN, RN, CPN, 6 Center
 Aprille Baham, ASN, RN, 3 Center
 Melissa Baker, MSN, RN, CCRN, NICU
 Jessica Bordes, BSN, RN, 3 Center
 Kasey Briggs, ASN, RN, PICU
 Collin Copeland, BSN, RN, 5 Center
 Rose Francke, RN, CPN, Northshore Clinic
 Alexandria Garrett, BSN, RN, 5 Center
 Chandler Leftwich, BSN, RN, 3 Center
 Anthony Oneal, BSN, RN, CPEN, ED
 Terika Smith, BSN, RN, CCRN, PICU



The DAISY (Diseases Attacking the Immune System) Foundation was formed in 1999 in honor of the Bonnie and Mark Barnes' son, J. Patrick Barnes, a 33 year old who died of an auto-immune disease. With a desire to fill the "giant hole in our hearts that Pat's passing had left," his family wanted to acknowledge the gifts nurses give their patients and families every day, just as the Barnes had experienced.

"I brought my niece to the ER. When I arrived she was actively having seizures. He immediately came outside to the car and started to treat her. I was very scared and nervous. He was so calm and knowledgeable. I watched in awe as all of the team members quickly moved around each other. In a sea of nurses and doctors there he was. Kind, compassionate and so caring."

"Over the recent weeks I have witnessed many of my coworkers demonstrating extraordinary compassion. They are willingly leaving the comfort zone of our Children's Hospital and lending a hand to other hospitals in the city struggling to keep up with the flood of patients. This week this nurse went for the first time to a hospital in another part of the city to help the nurses there care for patients. She was sent to the ICU where she spent the day helping in whatever way she could. At one point during the shift she heard that

death was imminent for one of the patients who was gravely ill. Realizing that there would be no family allowed at his bedside she donned her PPE, knowing the risks, and sat at his bedside and stayed with him holding his hand as he passed away. Because of her brave and selfless action she brought comfort to a suffering person. On behalf of the family that will never know what she did I am deeply grateful to her. That man was someone's son, brother, father and friend. Because of her kindness he did not die alone. Her actions are a bright light in a dark time in New Orleans."

"My daughter was having difficulty breathing, and she stepped in and did what she needed to do to save her life. She knew exactly what she was doing. She moved with intent and purpose and her actions were second nature. She was not even my daughter's nurse that night. She just jumped in when needed and I will forever be grateful for that."

NODNA awards extraordinary nurses

Two Children's Hospital nurses were awarded by the New Orleans District Nurses Association (NODNA) for their extraordinary contribution to nursing excellence in 2020. In lieu of the organization's Crescent City Celebration of Nursing Excellence event, honorees **Lisl Antee, ASN, RN, RNC-NIC**, and **Erica Lambert, BSN, RN**, were recognized at Children's Hospital by Chief Nursing Officer Jamie Wiggins, MS, MBA, RN, NEA-BC, FACHE.

Antee won the award for Excellence in Nursing for Direct Patient Care in Hospital Inpatient for her work in promoting quality patient care and optimal flow in the NICU. As her nomination stated, "She is always brainstorming new and innovative ways to improve patient care, the family experience and advance the role of the bedside RN."

Lambert was awarded Excellence in Nursing for Direct Patient Care in Ambulatory for her desire to educate other nurses and advance the practice of nursing. "Her work in educating the clinical staff and patients and families has significantly improved outcomes by decreasing the seven-day and 30-day readmission rates and patient safety obstruction rates for our specialized trach patient population," stated her nominator.



**Lisl Antee,
ASN, RN, RNC-NIC**



**Erica Lambert,
BSN, RN**

Louisiana State Nurses Association recognizes CHNOLA nurses

Among the 17 Children's Hospital nurses nominated for the Louisiana State Nurses Association annual Nightingale Awards, two were selected from hundreds of nominees as top nurses in the state. **Stephanie Coig, MBA, BSN, RN, NEA-BC, CPN, Magnet Program Director**, received the 2020 Nightingale Award for Contribution to Quality. This award recognizes a registered nurse who serves in the roles of quality, assurance, informatics, performance improvement, evidence-based practice nurse/nurse researcher, and/or public health nurse/community nurse.

The 2020 Nightingale Award for Registered Nurse Mentor of the Year was won by **Benita Chatmon, PhD, MSN, RN, CNE, Nurse Researcher**. This award honors a registered nurse who assisted a nursing colleague(s) to advance in the nursing profession. As the 2020 Nightingale Gala was cancelled due to COVID-19 restrictions, awards were presented to the recipients at Children's Hospital by gala sponsors in June.



Stephanie Coig,
MBA, BSN, RN,
NEA-BC, CPN
Magnet Program
Director



Benita Chatmon,
PhD, MSN, RN, CNE,
Nurse Researcher

Children's Hospital honors its own



The inaugural Children's Hospital Nursing Excellence Awards was an opportunity for the hospital to honor its own. The awards, held annually, are presented during Pediatric Nurses Week events. In 2020, a total of 36 nominations were received from Children's Hospital employees. Four nurses and two nurse champions were selected by a senior leadership panel of judges. Due to COVID-19 restrictions, Chief Nursing Officer Jamie Wiggins, MBA, MS, RN, NEA-BC, FACHE, and the senior leadership team visited each recipient in their respective units to bestow the honor.

"Children's Hospital nurses are an extraordinary group of women and men who exemplify the best of the best in our field," said Wiggins. "Our Nursing Excellence Awards were founded to acknowledge those nurses who consistently prove their commitment to their practice, our patients and the community."

Nursing Excellence Award recipients



Outstanding Community Involvement

Danielle Barrosse, MSN, RN, CPEN, Registered Nurse Emergency Department

For demonstrating service to the community and encouraging other nurses to foster community growth.



Nurse Preceptor of the Year

Kristin Broussard, BSN, RN, CPN, Clinical Leader Northshore Center

For inspiring learning and growth of nurses in their roles and being a role model of professional nursing behaviors.



Excellence in Nursing Leadership

Rachelle Loerwald, MHA, BSN, RN, RN-BC, Clinical Leader 3 Center

For her leadership and professionalism, communication and relationship-building, and knowledge of the healthcare environment.



CHNOLA Umbrella Award

Tristen Palumbo, MBA, MSN, RN, CPEN, CPN, Nurse Manager, West Jefferson Pediatric Emergency Department

For exemplifying excellence in all elements of the CHNOLA Professional Practice Model: compassion, teamwork, professionalism, communication, evidence-based practice and research, and quality of practice.

Champion of Nursing Award

Dean Campbell, Pilot, Transport Services, and Myrna Thomas, Unit Clerk, 5 Center

For supporting nurses by demonstrating service and valuable assistance to the nursing profession.

Employee Recognition Committee awards nurses

2020 Team Members of the Month

Children's Hospital's Team Members of the Month consistently demonstrate a high degree of excellence, professionalism and integrity in the performance of their duties and have proven their willingness to extend themselves to help others both on and off campus.

Congratulations to the following nurses who were recognized in 2020 for their outstanding service.

Lori Ordogne, BSN, RN, RN-BC, Clinical Leader, 5 Center: January 2020



Kristi Gasser, BSN, RN, Perfusion Tech, Perfusion Services: July 2020

2020 Leaders of the Quarter

Similar to Employees of the month, the Leader/Provider of the Quarter is recognized for demonstrating excellent performance of their duties and willingness to help others.

The Division of Nursing is proud to acknowledge four nurses awarded for their exemplary contributions.



Ashleigh Couturie, MHA, BSN, RN, CPN, Department Director 3 Center: 1st Quarter 2020



Evan Bertucci, BSN, RN, Department Director Transport Services: 2nd Quarter 2020



**Ernie Smith, BSN, RN, Trauma Manager, and
Trisha Tran, MSHCM, BSN, RN, NE-BC, CPN, Department Director Surgical
Services: 3rd Quarter 2020**

Nursing by the numbers

786

TOTAL RN's



74 RNs hired
in 2020

82

RNs ON THE
CLINICAL
LADDER



SUPPORT

93

different units/
departments

119

CNE credits
offered

52

RNs



nominated for DAISY award
by patients & families in 2020



81.3% RNs
with BSN
or greater

52.84%

RNS HOLD A NURSING
SPECIALTY CERTIFICATION

