



Children's Hospital
New Orleans
LCMC Health



Nursing Annual Report 2018



Jamie Wiggins, DNS(c), RN, NEA-BC, FACHE
Senior Vice President,
Chief Nursing Officer

A letter from the **Chief Nursing Officer**

I am so proud to share Children's Hospital New Orleans' inaugural Annual Nursing Report. It showcases some of our team's amazing accomplishments from 2018! Children's Hospital nurses are accomplishing great things and contributing to the continued transformation of our Children's facility. Much like the new foundations Children's is investing in—new buildings, technologies, and our organizational culture—nursing is also laying a foundation for our future! Our resilient nurses' dedicated hard work helped advance excellence in our nursing practice, and our division members demonstrated extraordinary professional growth throughout 2018. As you turn through the pages of this report, you'll see our nurses' hard work translated into powerful stories that capture our Children's Hospital spirit!

In January 2018, we launched our journey to become a Magnet® Designated organization. The Magnet® Designation is the most prestigious distinction an organization can receive for nursing excellence and high-quality patient care. It's achieved when our diligent staff meets all criteria across five domains: Empirical Outcomes, Transformational Leadership, Structural Empowerment, Exemplary Professional Practice, and New Knowledge, Innovations and Improvements. This annual report is organized around these Magnet® domains and demonstrates the significant progress we made in 2018. And this is only the first chapter of our journey! It's an incredible honor to be on this journey with all of you, and I look forward to what we'll accomplish in the years to come.

2018 Nursing Annual Report

Contents

Guiding our efforts	2-3
Nursing leaders	
Professional practice model	
Empirical model	2-3
Transformational leadership	4-13
Cultural transformation	
Vascular access	
Operating room lead for service lines	
Nurse residency Lantern awards program	
CNO Advisory Board	
Children's Hospital - LSU Health New Orleans School of Nursing Partnership	
Structural empowerment	14-21
Nurtured Heart Approach	
Society of Pediatric Nurses	
Heal the Healer	
Jazz Half Marathon & 5K	
Brett Thomas Doussan Foundation	
Exemplary professional practice	22-27
Certification review courses	
Error prevention and culture of safety	
Children's Hospital Association Pediatric Learning Solutions	
Pediatric Nursing Conference	
Clinical Advancement for the Ambitious Medical Professional	
K-cards and Quality Corner	
New knowledge, innovations, and improvements	28-32
Epic	
NICU pain scale project	
Child Life in the Emergency Department Project	
CAMEO	
Elemeno	
Awards and recognitions	33-38
Advanced degrees	
Certified nurses	
DAISY Awards	
The Louisiana Great 100 Nurses	
Employee of the month	
Nursing by the numbers	39
Events at a glance	40-41
Here we grow	42-43

Guiding our efforts

Our vision—To be **the** regional medical center for children.

Our mission —To provide comprehensive pediatric healthcare, which recognizes the special needs of children, through excellence and the continuous improvement of patient care, education, research, child advocacy, and management.

Philosophy of the division of nursing

Our nursing division at Children's Hospital...

- is dedicated to the well-being of every child we care for and supports each child's right to healthcare in an environment of professionalism, safety, and trust
- recognizes the importance of preventing disease and promoting and maintaining health, ensuring comprehensive healthcare for our young patients and their families
- is committed to providing quality patient care regardless of the individual's economic, social, or religious status
- promotes the professional growth and development of our staff. We know that an ongoing process of nursing education assures we're providing the highest-quality nursing care
- is dedicated to improving patient care through active participation with team members from other disciplines in activities expressly created to upgrade the quality and comprehensiveness of the care we provide
- recognizes and welcomes our responsibility to serve as a model for pediatric excellence to students, staff, and the community through our commitments to clinical expertise, education, and research

Nursing leaders

Jamie Wiggins, DNS(c), RN, NEA-BC, FACHE
Senior Vice President, Chief Nursing Officer

Lisa Labat, MBA, BSN, RN, NEA-BC
Senior Director, Patient Care Services

Evelyn Freiberg, MSHCM, BSN, RN
Senior Director, Patient Care Services

Jacqueline Harrison, DNS, RN
Senior Director, Nursing Professional Development

Ashleigh Couturie, BSN, RN, 3 Center Unit Director

Lynn Winfield, BSN, RN, CPHON, 4 West Unit Director

Angela Seput, BSN, RN-BC, 5 Center Unit Director

Tara V. Gauthier MSN, RN, 6 Center Unit Director

Angel Hargis, MBA, BSN, RN
Behavioral Health Unit Director

Dolores Demma, MSN, RN, NICU Unit Director

Rosanne Hallford BSN, RN, CCRN, CICU Unit Director

Isabella Booher, RN, CCRN, PICU Unit Director

Korie Sims BSN, RN, CPN
Emergency Room Unit Director

Bridget Vilorio, RN, CNOR, Surgical Services Director

Amanda Osborne, BSN, RN, Short Stay, Sedation and Special Procedures Unit Director

Angel Williams, MSHCM, BSN, RN, Dialysis, Apheresis, Transplant and Outpatient Infusions

Stephanie Coig, BSN, RN, CPN
Nursing Operations Manager

Shellie Trahan, BSN, RN
Regional Ambulatory Director

Nicole LaBorde, BSN, RN
Director of Children's Pediatrics

Joshua Sumrall, MBA, BSN, RN, NEA-BC
Case Management and Social Services Director

Elena Vidrine, MSN, RN, RN-BC
Interim Director of Nursing Professional Development

Evan Bertucci, BSN, RN
Director of Transport Services

Jennifer Schwehm, MSN, RN
Director of Patient Safety and Quality

Birgit Kleinbeck, MSN, RN, NEA-BC, CPN
Service Line Director, Heart Program

Professional Practice Model



Empirical model

Nurse satisfaction	Nurse sensitive indicators	Exceptional patient experience
<ul style="list-style-type: none">• Children's Hospital values the impact nurses have on 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're 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, as well as to identify areas for improvement• Children's Hospital began surveying in all ambulatory areas in the first quarter of 2019



Our nursing leaders are collaborating with front line staff nurses to develop action plans for 2019. The data Children's has obtained reflects out-performance greater than 50% of the time for six consecutive quarters (Q3 2017–Q4 2018). And while those are excellent results, we'll be working to do even better in 2019.

Transformational leadership

Transformational leadership is founded on the concept that leaders transform the organization through contextual and cultural changes. This happens when leaders encourage, inspire, and support others to facilitate and promote revolutionary change. That's the model we're following as we strive for excellence in our hospital and ourselves.

Cultural transformation breathes new life into staff

With goals to improve staff morale and increase RN retention, we've introduced a new "medicine" that is affecting positive change. The Florence Prescription: From Accountability to Ownership, a book co-authored by values coach Joe Tye, delivers an important message: How we treat each other can affect the care we give to our patients. By the end of 2018, every nurse at Children's was given a copy of this book, which guides readers in using life-changing strategies, such as how to turn complaints into constructive suggestions. We based our hospital's cultural transformation on concepts centered around a culture of ownership, asking our staff members to take the "Pickle Pledge"—to live our values, and to proceed until apprehended with ideas that positively impact our patients, our staff, and our organization.

Tye visited Children's Hospital during 2018 to deliver presentations on "How to See the Lion in Your Mirror" and "A Culture of Ownership Based on a Foundation of Values," helping our staff to truly understand how this model works.

"People throughout the hospital saw the positive shift within the nursing division," said Lisa Labat, MBA, BSN, RN, NEA-SC, senior director, Patient Care Services. "Morale was improving, and new initiatives were being introduced." As a result of the positive shift, Children's Hospital leadership included the entire organization in a cultural transformation initiative based on living our values and adopting a culture of ownership.

A culture of ownership takes hold

Pickle jars were designed for each unit to hold quarters, the "fines" for complaints, gossip, and criticisms—much like the curse-word jars that families use to help curb inappropriate language.

Our Short Stay Unit converted their Christmas tree into a Pickle Pledge tree and incorporated the Pickle Pledge into unit safety huddles led by the charge nurse.

The Pickle Pledge was incorporated into the daily safety brief in units around the hospital.

We encouraged—and continue to encourage—our nursing staff to pursue the Florence Challenge Certificate of Commitment to be emotionally positive, self-empowered, and fully engaged.

And the hospital's Comfort Cart adopted a special pickle theme reinforcing the Pickle Pledge and supporting our cultural transformation.

- 6C Clinical Leads Summer Wooley and Marie Luong "proceeded until apprehended." These two identified a lack of communication between charge nurses, so they started an ongoing charge nurse messaging thread to improve communication. They also saw a deficiency in the safety huddle process, so they initiated a bimonthly charge nurse meeting to discuss opportunities for improvement.
- The Behavioral Health team also "proceeded until apprehended." Nursing staff, activity therapists, and physicians collaborated to create a sensory room, an additional playful and colorful space for their younger patients.



“My #1 takeaway from **The Florence Prescription: Proceed Until Apprehended:** This was a pivotal moment for me. I took it as a green light to move forward with my many ideas and projects that were and are aimed at improving job satisfaction and decreasing compassion fatigue for our staff. My goal is to continue to move forward with projects that improve processes and patient care in positive ways.”

— **Stacey Melling, RN**

Our extraordinary leaders



“Leaders create leaders. I create leaders through mentorship and removing barriers, which allows individuals to achieve more than they think possible – improving organizations and growing more leaders.”
– **Jamie Wiggins, DNS(c), RN, NEA-BC, FACHE**



“Leadership is about **CHOICE**: **CH**ampion **C**hange, **O**ptimize **O**utcomes, **I**nspire **I**nnovations, **C**ommunicate **C**ollaboratively, **E**mpower **E**mployees.”
– **Lisa Labat, MBA, BSN, RN, NEA-BC**



“Leadership is not about title or a designation. It’s what I believe to be three I’s: **I**mpact, **I**nfluence, **I**nspiration.”
– **Evie Freiberg, MSHCM, BSN, RN**



“To encourage excellence, promote education, and execute ideas.”
– **Tara Gauthier, MSN, RN**



“Inspiring and empowering others to work towards the goals of our organization by leading by example, building teamwork, and caring for our community.”
– **Ashleigh Couturie, BSN, RN**



“Set the example that inspires others to succeed.”
– **Angela Seput, BSN, RN, RN-BC**



“Leaders help make mini CEOs: **C**ollaboration, **E**mpowerment, **O**wnership.”
– **Rosanne Hallford, BSN, RN, CCRN**



“Praise regularly. Catch staff doing a good job. Recognize work by demonstrating appreciation and reward accordingly. Acknowledgment expressed through formal and informal endorsements. Inspire by using positive communication for expected goals. Succession by identifying and mentoring leaders for future nursing leadership roles. Engagement by modeling what is expected and facilitating the team achieve their own goals.”
– **Angel Hargis, MBA, BSN, RN**



“Leading by example, living with purpose, and learning at every opportunity.”
– **Angel Williams, MSHCM, BSN, RN**



“Believing, demonstrating, and shepherding towards excellence in pediatric healthcare by fellowship with God, others, and quality teams!”
– **Shellie Trahan, BSN, RN**



“Empowering those around you makes the difference between a leader who simply instructs and one who inspires.”
– **Josh Sumrall, MBA, BSN, RN, NEA-BC**



“Act with purpose. Love what you do. Be comfortable with being uncomfortable. Be a good listener. Inspire growth. Never stop learning.”
– **Elena Vidrine, MSN, RN, RN-BC**



“‘**TEAMWORK**’ working together as a team to provide excellent care to our patients and families by dividing our tasks and responsibilities and, in turn, we multiply our success and reward each other!”
– **Dee Demma, MSN, RN**



“Lead by example. Focus on fairness, dignity, and respect. Strive to make accomplishments without having excuses and know that I am giving my best effort.”
– **Ernest Smith, RN**



“I will inspire others through my actions and words. I will challenge myself and develop my leadership skills, and I will encourage and empower others to do the same.”
– **Nicole Laborde, BSN, RN**



“Leadership is **not** just a job role, it is a behavior that is displayed by 3 ‘E’s’... **envisioning**—what needs to be done, **engaging**—the right team of motivated individuals, and **executing**—the plan effectively to get the job done.”
– **Evan Bertucci, BSN, RN**

Our new **Vascular Access** team

A dedicated pediatric Vascular Access team—new to Children’s Hospital—was formed in 2018 to help meet the needs of our patients who require long-term vascular access. This service will offset high demand and supplement services currently provided by our Anesthesia team. Headed by Mark Melancon, BSN, RN, with support from Senior Director of Critical Care Services Lindsey Casey; CNO Jamie Wiggins; PICU Medical Director Gary Duhon, MD; and PICU Director Isabella Booher, the team will also provide long-term vascular access for patients who are outside the age and size range currently served at Children’s.

“It was when I saw a father in tears, knowing we had to stick his child yet again for an IV, that I knew we had to do something,” said Melancon, who has spearheaded the effort. “We can’t keep putting kids through undue trauma. We have to do more for these children.”

Melancon worked with Laura McGinn, BSN, RN, CCRN, to establish the process and revise key policies. He and Terri Koehler, RN, received extensive training on-site and off-site with assistance from the Anesthesia department and RNs from Boston Children’s Hospital, University Medical Center New Orleans, Cincinnati

Children’s Hospital, and Touro. More than 30 RNs were involved in establishing policies and procedures, data collection, Epic documentation, training, patient safety, and quality standards, and securing resources for the team. Because of their efforts, Children’s now has an established competency for RN training and a thorough process from initial consult and prescreening to insertion, education, and outcome monitoring.

In 2018, our team successfully inserted over 50 lines (including PICC lines, midlines, and extended dwell IVs) on patients ranging from two weeks to 20 years of age. Although the service is currently available only on a part-time basis, Melancon hopes to grow the program into a full-time service. In fact, a dedicated space for vascular access has been incorporated into the hospital’s expansion plans.

“We hope to help every kid within the hospital,” said Melancon, whose far-reaching goals also entail taking referrals from outside facilities. “Many kids remain in the hospital with short-term IVs. Long-term vascular access will shorten their hospital stay. They can go home and start to heal.”

Setting the standard

We’re deeply proud of our Vascular Access team at Children’s Hospital; it’s the only pediatric vascular access team in the region.



“Personally, I am receiving much joy and pleasure by developing this team. After 15 years in nursing, I have found a whole new way to make a difference and serve God by helping His children to heal. I get way more out of this than anyone can ever know. I will continue to make this the best possible Vascular Access Team.”

– Mark Melancon, BSN, RN

Operating room team lead for service lines

Starting in January 2018, leads were established for each service line to improve coordination and communication in the Operating Room (OR). Service Line Leads are the point of contact for administration, physicians, and OR staff. In addition to responding to questions and concerns, they manage supplies, monitor equipment, educate new staff, and coordinate weekly in-services. Their contribution to the smooth running of the OR is immeasurable. These leads also championed our transition to Epic in April 2018.

“Doctors and nurses really like this new change,” said Mindy Catanese, BSN, RN, service line lead for General Surgery, Urology, and Robotic-Assisted Surgery. Catanese, along with the five other service line leads, is working toward her CNOR certification. “If doctors or a staff member need something, they can come directly to us. Having leads has improved communication and made things go smoother in the OR.”

Service line leads

- Alie Mahfouz, BSN, RN** — Plastic, Oral, and Maxillofacial Surgery
- Hayley Bertucci, BSN, RN** — Neurology, Ophthalmology
- Jennifer Provenzano, BSN, RN** — Cardiovascular Surgery
- Mindy Catanese, BSN, RN** — General Surgery, Urology, Robotic-Assisted Surgery
- Rebecca Roubion, BSN, RN** — Orthopedics, Spine Surgery
- Sarah Stevens, ASN, RN** — Transplant Surgery





2018 Lantern Graduates

- | | | |
|------------------------------|---------------------------|---------------------------|
| Kristen Arriaga, BSN, RN | Nicole Haydel, BSN, RN | Ashlynn Millet, BSN, RN |
| Ann Bates, BSN, RN | Kayla Jacomine, BSN, RN | Anthony O’Neal, BSN, RN |
| Kori Bourgeois, BSN, RN | Carly Johnson, BSN, RN | Jordan Payne, BSN, RN |
| Morgan Bourgoyne, BSN, RN | McKay Jordan, BSN, RN | Taylor Pichoff, BSN, RN |
| Alyssa Brubaker, BSN, RN | Sophie Junak, BSN, RN | Brooke Pregeant, BSN, RN |
| Nicole Carbon, BSN, RN | Cristina Kline, BSN, RN | Lytic Roberts, BSN, RN |
| Amber Constant, BSN, RN | Brittany Knudsen, BSN, RN | Amber Rose, BSN, RN |
| Martha Cossich, BSN, RN | Clare Levy, BSN, RN | Eman Salem, ADN, RN |
| Maggie English, ADN, RN | Colleen Levy, BSN, RN | Aimee Scioneaux, BSN, RN |
| Jacqueline Frederic, BSN, RN | Laney Lewis, BSN, RN | Jessica Segari, BSN, RN |
| Alexandria Garrett, BSN, RN | Mercedes Lewis, BSN, RN | Jennifer Staples, BSN, RN |
| Ana Gauthier, BSN, RN | Brittany Lizana, BSN, RN | Huong Truong, BSN, RN |
| Mona Gray, ADN, RN | Rachel Lucker, BSN, RN | Blaire Williams, MSN, RN |

Nurse Residency Lantern Program

In the fall of 2017, LCMC Health introduced the Nurse Residency Lantern program, a partnership between LCMC Health hospitals and LSU Health New Orleans, Delgado Community College Charity School of Nursing, and University of Holy Cross School of Nursing. We designed the 12-month program to assist new nursing graduates with their transition to a professional nursing role during their first year of clinical practice. The Lantern program is part of the Vizient/American Association of Colleges of Nursing (AACN) Nurse Residency Program™. The program focuses on critical thinking, patient safety, leadership skills, communication skills, evidence-based practice, and professional development for our nurses.

“The Nurse Residency Lantern program is an exciting way to support new graduate nurses,” said Katy Tanet, BSN, RN, RN-BC, Lantern coordinator for Children’s Hospital. “New graduate nurses are often overwhelmed in their first year of nursing and need support. It is rewarding as a coordinator to see these nurses advance professionally.”

Our Lantern program offers guidance and instruction to nurse residents as they begin their careers at Children’s. Monthly seminars allow nurse residents to meet with hospital experts to learn about topics related to patient outcomes, leadership, and professional development. Our nurse residents are assigned a facilitator—a seasoned nurse who acts as a coach, guide, and mentor. Facilitators discuss case studies with their team of residents to help them apply seminar topics to complex, real-life clinical scenarios. Clinical reflection

allows nurse residents an opportunity to share concerns and ask questions about issues in a confidential, nonthreatening, facilitated setting.

In addition to developing their professional portfolios, our nurse residents present evidence-based projects at the completion of their Nurse Residency program. The projects aim to assist nurse residents in applying the concepts of evidence-based practice to the clinical setting and identifying its importance in the delivery of safe, quality patient care—an initiative that benefits the nurses as well as our patients.

2018 at a glance

- 39 nursing residents
- Graduates of LSU Health New Orleans School of Nursing (18), Nicholls State University College of Nursing and Allied Health (5), Delgado Community College Charity School of Nursing (4), University of Holy Cross School of Nursing (3), Our Lady of the Lake College School of Nursing (2), University of Louisiana at Lafayette College of Nursing (2), Dillard University College of Nursing (1), Rush University College of Nursing (1), Southeastern Louisiana University School of Nursing (1), Southern University School of Nursing and Allied Health (1), and University of Dubuque Nursing Program (1)
- 34 graduates were prepared at the baccalaureate level, four at the associate degree level and one at the master’s degree level



CNO Advisory Board

Jamie Wiggins, Chief Nursing Officer, joined Children’s Hospital New Orleans in January 2017. In March 2017, Jamie convened a group of bedside nurses for a front line retreat for the purpose of getting nurse feedback on their expectations for the chief nursing officer and their assessment of the nursing division. The staff engagement was so powerful that a group of retreat attendees formed the newly created CNO Advisory Board. The original purpose of the CNO Advisory Board was to maintain an open line of communication between nurses and the chief nursing officer. Nursing strategic initiatives, nursing administration policy discussions, and patient outcomes were reviewed with the assistance of and input from the CNO Advisory Board. That board was the first step toward a Shared Governance at Children’s Hospital; the group met monthly or bimonthly through 2018. In 2019, the CNO Advisory Board will evolve into Nursing Town Halls that will complement the newly launched Shared Governance structure—to be highlighted in 2019’s annual report. Stay tuned!

Transformational leadership

Children’s Hospital and LSU Health New Orleans School of Nursing partnership

Children’s Hospital and LSU Health New Orleans School of Nursing have partnered to help pave the way for future advanced practice nurses. The Pediatric Nurse Practitioner—Acute Care and Primary Care concentrations in the Doctor of Nursing Practice program are now offered to nurses who want to take their career to the next level without leaving home. This unique partnership positions Children’s Hospital nurse practitioners Melissa Nunn, MSN, APRN, CPN, CPNP-PC, and Laurie Finger, MSN, APRN, as members of the LSU Health New Orleans School of Nursing faculty, helping to develop the program and direct the curricula.

The Nurse Practitioner (NP) programs are doctoral-prepared programs that incorporate in-person classes held at LSU Health New Orleans School of Nursing, online modules, and clinical experience. After completing the curricula, students will be able to sit for their board certification examination and will have developed, implemented, and evaluated a scholarly project of their own design. Upon completion of this project and DNP-specific courses, students will be trained to not only care for patients, but also identify quality improvement initiatives and enact them as needed. After graduation, NPs will practice in the hospital or in the community as providers.

Sara Lass, BSN, RN, was working through her first year in the Cardiac Intensive Care Unit (CICU) when she learned of the new NP program. Having recently obtained her BSN, she was more than willing to take on an additional challenge to further her career and gain a better understanding of patient management. Lass, along with Jaron Allen and Latasha Chopin, received a full tuition grant in exchange for a three-year commitment in the CICU following graduation.

“It’s an amazing opportunity. I love where I am, and I didn’t want to leave,” said Lass. “The hospital is investing in me to be a better nurse, which is huge in itself. It’s awesome to know you work for a company that values their people like Children’s does.” Lass is one of four Children’s Hospital nurses admitted to the program, the only pediatric NP program in the region.



“Children’s Hospital is rapidly growing, and we need more nurse practitioners,” said Nunn.

Both Nunn and Finger serve as faculty while also pursuing their post-master’s DNPs. “Advanced Practice is the future of where medicine is heading. We’re capitalizing on this opportunity to develop new talent. Our students are Children’s Hospital nurses. They understand our culture and will have the opportunity to stay in the place they love and be able to offer new services.”

Children’s Hospital nurses currently enrolled in the LSU Health New Orleans Pediatric Nurse Practitioner (PNP) program:

Spring 2021 graduate
Sara Lass

Spring 2022 graduates
Jaron Allen
Latasha Chopin
Victoria Skinner

Structural empowerment

Structural empowerment—allowing nurses to have a voice in the day-to-day operations of their facility—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. Our nurses at Children's Hospital are empowered, encouraged, and supported by the hospital for the nurses' own advancement as well as to improve care for our young patients.

Acute Behavioral Health Unit adopts Nurtured Heart Approach®

A new approach to care is opening the hearts of the Children's Hospital Behavioral Health team. The Nurtured Heart Approach (NHA) was introduced in 2018 as a strategy for helping patients recognize their value and ultimately improve their wellness. More than just a behavior management strategy, it is a philosophy for creating healthy relationships and is positively impacting patients on the unit.

The NHA was created by Howard Glasser in 1992 and is being successfully implemented through families, classrooms, foster care, healthcare facilities, and criminal justice organizations that are seeking early intervention techniques. This approach is effective with children of all ages. It provides a set of strategies for caregivers or loved ones to assist children in further developing their self-regulation.



"It's about getting out of our heads and into our hearts..."

— Angel Hargis, MBA, BSN, RN
Director of Children's Hospital Acute Behavioral Health Unit.

With six other members of the interdisciplinary Behavioral Health team, Angel Hargis participated in an NHA certification training intensive in Tucson, Arizona in January 2019. Hargis said, "Some of our patients come from families and situations where they do not see their greatness and energy. By using this approach, we can help them start seeing their greatness within."

The NHA focuses on transforming the way children perceive themselves, their caregivers, and the world around them. They can learn to understand that they'll receive praise, energy, recognition, and rewards as a result of positive behavior they display. This supports children in building a positive portfolio of themselves, or their "Inner Wealth."

Hargis is working with Acute Behavioral Health Unit Medical Director Andrew Williams, MD, and NHA certified trainers to instruct the Behavioral Health staff in the use of this approach. She also plans to introduce parents and local schools to NHA. Recognizing the value of using NHA in administering care to all patients, Hargis hopes to eventually teach the concepts to the entire Children's Hospital nursing staff.

Nurtured Heart Approach® certified trainers

- **Andrew Williams, MD**, Director of Psychiatry, Children's Hospital Medical Director of Acute Behavioral Health Unit, Board Certified Child, Adolescent, Adult Psychiatrist, Board Certified Addiction Medicine Physician, Max Sugar Endowed Professor of Child and Adolescent Psychiatry, Infant Mental Health Harris Fellow, LSU Health Associate Professor of Psychiatry
- **Angel Hargis, MBA, BSN, RN**, Department Director of Acute Behavioral Health Unit
- **Theresa Jacobsen, BSN, RN**, Clinical Liaison
- **Thomas Foto, ASN, RN**, Clinical Leader
- **Marjorie Dalton, ASN, RN**
- **Catherine Olson, LMSW**
- **Elizabeth Kralovec, LMSW**



Society of Pediatric Nurses Louisiana Chapter Officers

Society of Pediatric Nurses opens local chapter

Thanks to the efforts of a pioneering group of Children's Hospital nurses, the Society of Pediatric Nurses (SPN) now has a local presence. Representing over 3,500 pediatric nurses, SPN is a national organization aiming to advance the specialty of pediatric nursing through excellence in education, research, and practice. New Orleans now joins the 32 SPN chapters across the country that are promoting and progressing the nursing profession.

Society of Pediatric Nurses Louisiana chapter officers

Judy Montello, President
Stephanie Coig, Vice President
Laurie Tassin, Secretary
Rachelle Loerwald, Treasurer

The group's annual goals include hosting educational programs for its members, as well as providing education to the pediatric healthcare community and offering a scholarship for a chapter member to attend the SPN national conference.



Empowered to heal the healer

According to the American Nurses Association, 74 percent of RNs report workplace stress as their number one concern. Stress-related outcomes for RNs include hypertension, hypercholesterolemia, musculoskeletal pain, anxiety, and depression—with incidences twice as high as that of the general population. These outcomes can result in burnout and injury, leading to increased rates of RN turnover in hospitals. RN workplace stress can also cause medical errors and near misses, as well as decreased quality of patient care, costing over \$60 billion a year.

In 2016, a grant from the American Holistic Nurses Association kicked off a new initiative at Children’s Hospital aimed at promoting self-care among the nursing staff.

“We’re giving staff other ways to fill their bucket,” said Stacey Melling, BSN, RN, RN-BC, CHTP, and coordinator of Heal the Healer, a program for increasing employee wellness and satisfaction.

The initial grant funded essential oil diffusers and oils at nurses’

stations across the hospital. Other wellness initiatives began to take shape, including a Heal the Healer annual event during Pediatric Nurses Week, where nurses could retreat to a spa-like atmosphere for mini sessions of massages, Healing Touch, ear acupuncture, reflexology, aroma therapy, and reiki. A Comfort Cart stocked with coffee and snacks was also rolled out periodically to nurses’ stations. Seeing the value in the program, Children’s Hospital administrators have begun to fund these and other integrative therapies—not only for nurses and physicians, but all hospital staff. During times of high stress, massage therapists visit units to help ease tension, and the Comfort Cart is made accessible for extra staff support.

“Our motive is to heal the healer due to workplace stress for all employees at Children’s Hospital,” said Melling. “Other hospitals across the country offer integrative therapies to staff and patients. We’re helping to bring this standard to Children’s Hospital.”



Heal the Healer surveys report a **100 percent reduction in stress levels among staff participants** — something we’re thrilled to see happen for our own hardworking Children’s Hospital teams!

Certification review courses

We’re reaching even higher levels of excellence, with more certified RNs than ever before at Children’s. With a goal of exceeding 30 percent of eligible RNs certified in their specialties, the hospital implemented a number of initiatives in 2018 to assist our nursing staff in advancing their professional status. Among those opportunities are Certification Review Courses held on site.

In 2018, four specialty courses were attended by 142 nurses: Certified Perioperative Nurse (CNOR); Pediatric Critical Care Nurse; Neonatal Intensive Care Nurse; and Pediatric Nursing Certification. In coordination with the review courses, Children’s Hospital is a member of the American Nurses Credentialing Center (ANCC) Success Pays® program, which is designed to reduce nurses’ test-taking anxiety and eliminate financial barriers associated with certification exam fees—an agenda we’re proud to support.



“The certification review courses were instrumental in building confidence in the nursing staff and we encouraged them to sit for a specialty certification exam by validating their knowledge,” said Stephanie Coig, BSN, RN, CPN, Manager of Nursing Operations. “The support that Children’s Hospital has provided and the commitment by the staff to obtain a specialty certification by participating in these review courses proves that professional development is a priority at Children’s Hospital. I’m proud to be a Certified Pediatric Nurse and encourage all nurses to receive a certification in their specialty!”



Our 2019 Review Courses

Pediatric Nursing—05.02 & 05.03
Critical Care RN—07.11 & 07.12

Neonatal Intensive Care—08.01 & 08.02
Certified Emergency Nurse—07.29 & 07.30

Making strides

Children’s Hospital has experienced a **16.94 percent increase** from 2017 in the number of inpatient nurses certified in their specialty. **That’s data that we’re exceptionally proud of—just as we’re proud of our nurses themselves.**

Jazz Half Marathon & 5K

More Children’s Hospital nurses than ever before turned out for the 2018 Jazz Half Marathon & 5K in October in Downtown New Orleans. Whether staffing the medical tent, participating in the races, or enjoying the post-race party, our nursing staff was well-represented at this annual Children’s Hospital fundraiser.

“The Jazz Half is an inclusive event that all of our employees can become involved in. We were thrilled to have the support of so many nurses this year,” said Candace Weber, Children’s Hospital special events coordinator.

The Jazz Half Marathon & 5K Medical Tent was staffed and run exclusively by pediatric nurses. And very special thanks go to the Children’s Hospital and West Jefferson General Hospital nurses who provided medical aid to race participants.

Kelly Guidry
Erin McCabe
Tristin Palumbo
Korie Sims
Kim Vu

A number of Children’s Hospital nurses laced up their shoes and hit the pavement in support of Children’s Hospital patients too.

- Monica Bacino
- Britney Baptist
- Jared Batiste
- Bryan Bowlby
- Samantha Broussard
- Lisa Duffy
- Ashley Duhon
- Kristen Feehily
- Cody Kennedy
- Isabella Booher (Two-person relay)
- Diana Diaz (Two-person relay)
- Sara Lass
- Mark Melancon
- Jennifer Schwehm
- David Seymour
- Karen Tedesco
- Kathleen Vincent
- Jamie Wiggins
- Lynn Winfield
- Shannon Zardes



Mark your calendars!
2019 Jazz Half Marathon & 5K
Saturday, October 27



1. Hematology/Oncology RNs, & Department Director **Lynn Winfield** with their patient Ashlynn Carlock
2. PICU RN **Mark Melancon** with PICU Director, **Isabella Booher**
3. RN medical tent volunteers
4. **Ashley Duhon**, acute care resource RN

Brett Thomas Doussan Foundation

When hematology/oncology nurse Britney Baptist, BSN, RN, CPHON, lost her best friend, Brett Doussan, to suicide, she was confronted with the troubling reality of the state of mental health in the United States. One in five Americans is affected by a mental health condition. Many people are unaware of how prevalent mental illness is due to the stigma against people with these conditions. Brett's family and friends, including Britney, had no idea of his suffering.

Shortly after his death, a close group of Brett's family and friends formed the Brett Thomas Doussan Foundation in 2015. The organization was born out of a love for Brett, a desire to honor his memory, and a commitment to raise awareness for mental health.

"We didn't want suicide to be what people remembered of him," said Baptist, founding board member. "We wanted to be a foundation that spreads mental health awareness through education and music, which Brett loved. Suicide and mental health are not talked about. Our goal is getting it out there."

Through golf and volleyball tournaments, as well as individual and corporate donations, the Brett Thomas Doussan Foundation raises funds to support mental health patients and their treatment, an underfunded segment of healthcare.

One of five beneficiaries, Children's Hospital is the only pediatric organization to receive support from the foundation. With guidance from Angel Hargis, MBA, BSN, RN, Behavioral Health director, and Josh Sanderson, MD, funds have helped transform the Adolescent Behavioral Health Center with murals, encouraging quotes, and rooms painted in calm colors. Gifts are also provided for patients in the unit. New this year, the foundation has teamed up with music therapist Kimberly Bell to help stock the Music Cart with small harmonicas, drums, flutes, and other instruments to enhance patient therapy sessions.



"The foundation is flourishing. If you can touch one person's life, you did what you were supposed to do."

— Britney Baptist, BSN, RN, CPHON



- 1. Patient rooms and wall murals were painted on the Behavioral Health Unit as part of Project Paint to create a calmer, more welcoming environment.
- 2. MSA West School in Plaquemines fundraiser art show.
- 3. BTD Foundation's Battle of the Sands fundraising event.
- 4. A music cart that was donated to CHNOLA's Music Therapy department by the BTD Foundation.

Exemplary professional practice

Children's supports our nurses in their personal and professional development, and our division focuses on the role of the nurse, the achievements that emerge from strong nursing professional practice, and the influence that our nurses have on patients, families, communities, and the interdisciplinary team.

Culture of safety and error prevention training

A shift in culture at Children's Hospital began in 2016, with the introduction of Leadership Methods and the Just Culture model to hospital leadership. "Safety Superstars," the hospital's safety awareness program, began to take hold across the hospital, with staff embracing a new perspective on patient safety.

In 2018, Error Prevention was introduced, a program focusing on how often employees make errors and how to prevent them from happening. While the Patient Safety and Quality (PS&Q) team continued to train new leaders in Leadership Methods, they began training all hospital providers and team members in Error Prevention (EP) techniques. More than 1,100 staff members across the hospital have been trained in EP, helping to foster a cultural shift to put safety first. PS&Q has since partnered with the Division of Nursing to collect data and improve processes via the National Database of Nursing Quality

Indicators (NDNQI), in support of the division's strategic goal to become Magnet designated. This work is in addition to the previous collaboration between the two divisions to implement evidenced-based bundles to prevent hospital-acquired conditions in 2015 and 2016.

Leadership methods objectives

- Define the leader's role in sustaining and improving a culture of high reliability at Children's Hospital
- Review the concepts of Just Culture and the organization's algorithm to guide understanding of how individual performance and system designs are intertwined
- Introduce tools that will support leaders in reinforcing and building ownership, as well as identifying and fixing specific problems that are occurring in their respective departments



"We're seeing more situational awareness and team members placing an emphasis on safety," said Jennifer Schwehm, MSN, RN, director of Patient Safety and Quality. "Team members are bringing safety issues to their departmental safety huddles, and leaders are escalating the issues to the hospital's Daily Safety Brief. These huddles allow leaders to know what's happening on the front lines and assist in fixing problems in real time."

Error prevention objectives

- Classify the three ways humans make errors
- Communicate error prevention behavioral expectations within the hospital
- Provide tools and techniques on how to prevent errors

Error prevention in numbers

- 12 EP trainers that are nurses (Jennifer Schwehm, Chrissy Dougherty, Lindsey Casey, Danielle Townsend, Corrie Moran, Kathleen Vincent, Katy Tanet, Elena Vidrine, Robin Morgan, Jessica Griffin, Nicole Laborde, Amanda Osborne)
- 8 RNs trained in Leadership Methods in August 2018 (Isabella Booher, Meghan Bourgeois, Ashleigh Couturie, Diana Diaz, Shelley Lopez, Korie Sims, Amanda Osborne, Josh Sumrall)
- 63 total nurses trained in Leadership Methods
- More than 1,100 staff members trained in EP hospital-wide (all roles)

Children's Hospital Association pediatric learning solutions

In order to provide educational opportunities and promote clinical excellence among our nursing staff, Children's Hospital invested in Pediatric Learning Solutions (PLS) in 2018. The educational tool consists of 204 Pediatric Online Learning Modules and offers a total of 137 continuing education credit hours.

"PLS has provided many benefits for our nurses," said Katy Tanet, BSN, RN, RN-BC, nurse educator. "Nurses can use the modules to study for certification courses, obtain continuing education credit hours, and expand their knowledge and skills specific to the role of the pediatric nurse."

PLS module content has been used for the annual nursing skills fair and unit-based education. Required courses in 2018 included the Domestic

Violence Module, Chest Tube Module, and Care of the Dying Child Module.

PLS can be accessed through the LCMC U (Cornerstone) site by searching any course beginning with "PLS." Included are multiple content libraries: Pediatric Behavioral and Mental Health, Pediatric Acute Care, PICU, NICU, Arrhythmia Recognition and Care Management, Clinical Leadership, Hospital Acquired Conditions (HAC) Safety Suite, and Emergency Department Suite.

We're exceptionally proud that our Children's Hospital nursing staff completed 2,282 online modules and obtained 1,762 continuing education credit hours of PLS coursework in 2018.

The Children's Hospital nursing staff **completed 2,282 online modules** and obtained **1,762 continuing education credit hours** of PLS coursework in 2018.

Nurses climb the clinical ladder

Established at Children's Hospital in 2018, the Clinical Advancement for the Ambitious Medical Professional (CAAMP) initiative is designed to provide our bedside RNs with an opportunity to be recognized and rewarded for a commitment to excellence in clinical nursing practice.

Applicants must show excellence in Transformational Leadership (how leadership positively impacted professional practice); Structural Empowerment (validates role in their practice); Exemplary Professional Practice (validates professional growth and contribution to nursing practice); and New Knowledge, Innovations, and Improvements (participation in evidence-based practices). The application process includes a letter of intent, three letters of recommendation, a resume, and a portfolio containing evidence of the applicant's commitment to excellence and continuing education.

"Many nurses were hesitant to apply for the CAAMP program when it was first introduced," said Jennifer LeBouef, BSN, RN, Short Stay Unit clinical lead. "However, the process to apply for the program is easy once they organize their information. Our nurses are already completing the steps in the program and only need documentation to prove their involvement and dedication to the community and hospital. The mentors for the CAAMP program encourage their coworkers to apply for the program and assist them in gathering and presenting their information. Children's Hospital introduced the CAAMP program so bedside nurses can be recognized for their leadership, dedication, and diligence."

Our CAAMP 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 3, 4, or 5.

In 2018, 36 applicants were awarded the clinical ladder merit.

CAAMP not only encourages professional development but also nursing involvement in the community. Points are awarded for volunteer services with various community events such as the Heart Walk, March of Dimes, Boo at the Zoo, Zoo Lights, and The Miracle League.



"CAAMP encourages career advancement, but also boosts a sense of community involvement with the hospital and designated unit," said LeBouef. "Participating in these events builds camaraderie among the nursing staff. We have such a great group of nurses in Short Stay and throughout the entire hospital. I'm proud to be a part of the Children's Hospital team. I encourage other nurses to solidify their commitment to Children's Hospital through the clinical ladder process."



Clinical ladder recipients

Monica Bacino, BSN, RN, CPHON
Britney Baptist, BSN, RN, CPHON
Jamie Bell, ASN, RN
Ongelle Bergeron, BSN, RN
Hayley Bertucci, BSN, RN
Amy Bradley, BSN, RN
Jessica Broome, BSN, RN, CPN
Lindsey Cannon, BSN, RN, RN-BC
Melynda Catanese, BSN, RN
Latasha Chopin, BSN, RN
Christina Coffman, MSN, RN
Olivia Cornwell, BSN, RN, CPHON
Ashley Duhon, BSN, RN, CPHON, CPN
Kelsey Dupont, BSN, RN, CPEN
Emily Eskew, BSN, RN, CPEN
Faith Fray, BSN, RN, CPHON
Adrienne Groh, BSN, RN, CCRN
Charlene Hammond, ASN, RN, CCRN
Jordan Kahan, BSN, RN, CPHON

Jennifer LeBouef, BSN, RN
Rachelle Loerwald, BSN, RN, RN-BC
Erin McCabe, BSN, RN, CEN, CPEN
Estelle McCarty, BSN, RN, CPEN
Laura McGinn, BSN, RN, CCRN
Mimi Mornay, BSN, RN, RN-BC
Amanda Osborne, BSN, RN
Tristen Palumbo, BSN, RN, CPN, CPEN
Jennifer Provenzano, BSN, RN
Nicole Remont, BSN, RN, RN-BC
Rebecca Roubion, BSN, RN, CPN
Kristie Rozands, BSN, RN, CPHON
Amy Smith, BSN, RN
Leroy Taylor, BSN, RN, CPHON
Kacie Thibodeaux, BSN, RN
Jennifer Watts, BSN, RN
Judy Zeringue, MAPL, BSN, RN

Pediatric Nursing Conference

Our inaugural Pediatric Nursing Conference was held October 11 and 12, 2018, at University Medical Center in New Orleans. Approximately 80 nurses from Children's Hospital attended the conference that featured a range of topics intended to advance the pediatric nursing profession and support the Children's Hospital nursing staff. The conference featured guest presenter Shelley Diane, MS, RN, CCNS, CWCN-AP, NP-P, CCRN, critical care clinical nurse specialist at UCSF Benioff Children's Hospital. Other presenters included Evan Bertucci, BSN, RN, director of Transport Services at Children's Hospital; Sue Delaune, RN, educator, author and consultant; Angel Hargis, MBA, BSN, RN, director of Children's Hospital Behavioral Health; and Amy Smith, RN, Children's Hospital Behavioral Health nurse. From a helicopter transport simulation and managing pediatric pain to enhancing self-efficacy and overcoming compassion fatigue, the presentations were both relevant and resourceful. Attendees earned eight hours of CEU credit.



"The conference was very informative, and we are thrilled that this will become an annual event," said Elena Vidrine, MSN, RN, RN-BC, interim director of Nursing Professional Development. "Because healthcare is rapidly changing, it's imperative for nurses to receive continuous education for best practices in pediatric nursing. These annual conferences are one way for nurses to remain knowledgeable in their field."



2019 Pediatric Nursing Conference
August 29 and 30 at
University Medical Center New Orleans

Utilizing Lean tools to improve patient safety bundle reliability

In an effort to reduce Hospital Acquired Conditions (HACs) and improve patient safety bundle reliability, Children's Hospital adopted the use of K-card rounding in the summer of 2017. Kamishibai cards (K-cards) are a Lean tool that provides scripting for a short interaction between staff and leadership to ensure all applicable bundle elements are addressed. Bundle misses are logged on a Pareto chart located on each unit to visually represent work on the unit and to promote quality improvement. Every week, bundle reliability is calculated and graphed on the Reliability Tracker and posted to the quality area on every unit for ongoing learning.



"K-cards are a real-time data visualization tool to improve care and bundle compliance," said Jennifer Schwehm, BSN, MSN, RN, director of Patient Safety and Quality. "This process standardizes bundle rounding, allows front line staff to see gaps in performance in real time, thus affecting change in real time."

Feedback from front line staff on potential causes for bundle misses are documented on the Kaizen Newspaper, which indicates due dates and identifies accountability for all follow-up items. Nursing leadership monitors reliability and updates the Kaizen Newspaper as items are completed.

"From the use of K-cards and nursing leadership's dedication to rounding, we've seen an increase in bundle reliability and a decrease in HACs," said Schwehm.

Transparency is an important component of Error Prevention. Personalized Quality Corners were created in each unit to display data and ongoing quality initiatives.

2018 process measures (bundle compliance):
A total of eight of 12 bundles met the 90 percent target compliance rate for 2018, which is an increase from six of 12 bundles in 2017.

2018 outcome measures:
There has been a 35 percent reduction in Serious Harm HACs (SSI, CLABSI, CAUTI, PI, Falls, ADE) from 2017 to 2018.

Kamishibai is a Japanese term for storytelling. It originated with ancient monks who used a display of cards to tell a story. Centuries later, the Toyota Lean Production System adapted the idea as a way to perform audits within the manufacturing process.

Today that process is used in hospitals and other industries. New knowledge, innovations, and improvements are essential in providing exceptional patient care, advancement of the nursing profession, and for building a successful future. In our Children's Hospital Nursing division, we're committed to constant improvement of our skills, our level of care, and the best outcomes for our young patients—just a few of the reasons we use the K-card system.



New knowledge, innovations, and improvements

At Children's, we know that, to build a successful future, it's essential that we provide exceptional patient care and allow for the advancement of the nursing profession. That's why we're constantly seeking out new knowledge to make innovations and improvements that enhance both our facility and our extraordinary nursing staff.



Children's Hospital launches Epic



Epic in numbers

- **133** RN superusers with **96 hours** of Epic superuser instruction
- **1,562** RN end users with **18,744 hours** of Epic instruction
- **22** Epic courses offered for the division of nursing, ranging from inpatient to case management to wound care

An epic change hit Children's Hospital in April 2018 when we introduced a new electronic medical records system that is transforming patient care. Epic is a repository of patient information that can be accessed across visits and shared among all LCMC Health facilities. Information can also be obtained from other facilities that use the Epic system—even those not under the LCMC Health umbrella. Information in Epic is updated in real time, providing faster access and improved continuity of care.

Life before Epic was often a cumbersome shuffle of patient information between paper documentation and multiple platforms. The pre-Epic or legacy software systems did not communicate with each other, making it difficult to collect, store, and access information.

LCMC Health made a \$90 million initial investment to bring Epic to all of its hospitals. Although costly to implement, Epic will eventually lead to better financial optimization.

The Children's Hospital nursing staff invested many additional hours during the transition to Epic. Nurses underwent almost 19,000 total hours of instruction. More than 130 nurses were named Super Users, requiring extra training to help their counterparts with the system.

Although Epic's implementation was no small feat, users are beginning to recognize the value to our facilities and our patients. "Everyone was apprehensive of the unknown," said Farrin Guillory, RN, Nursing Informatics Specialist, who helped lead the Epic roll-out. "Now we can see all that Epic can do and we are more confident. Epic allows us to practice more efficiently and, most importantly, helps to provide safe, quality care for our patients."

Guillory works with users to continuously optimize the system so it works best for Children's Hospital. She is currently planning for a July 2019 upgrade that will offer additional improvements. "As we become more familiar with the system and enter more information, we can start to extract more meaningful data to improve work-flows and processes and maximize our patient outcomes."

"Epic is definitely easier to navigate. We don't spend as much time in the chart as we used to; so we can spend more time with patients. I think there's still some kinks to be worked out, but I think flow is much better now."

— **Reagan Langford, RN, 5 Center**

"Overall, I have been happy with Epic. It's crazy to think we went from paper orders before this. It's so nice to have everything accessible from one place. From finding orders to reading an H&P or lab results, I feel like I can get a more comprehensive overview of the children I care for more efficiently, which can only improve the care I deliver." — **Meghan Corso, RN, PACU**

"I'm happy with Epic. Everything is all in one place, and you don't have to go searching. You can see images, MD plans, and notes when you need to, without having to look for the patient's chart. It's also easier to see the patient's active orders without having to flip through pages of orders." — **Stephanie Dufrene, BSN, RN, PICU**

"Overall, I like Epic. Our patient flow is better." — **Tristen Palumbo, BSN, RN, CPEN, ED**



“Overall, I’m happy with Epic. Charting is quicker, physician and other healthcare team notes are readily accessible, and we don’t have to decipher handwriting anymore.”

— **Rachelle Loerwald, BSN, RN, RN-BC, 3 Center**



Effective management of pain in the neonatal population

Completed by: Alyssa Brubaker, BSN, RN; Amber Constant, BSN, RN; Cristina Kline, BSN, RN; Ashlynn Millet, BSN, RN; Jennifer Staples, BSN, RN

In an effort to decrease the incidence of inadequate pain management in the NICU, students conducted a research project comparing two different pain scales: the Neonatal Pain, Agitation, and Sedation Scale (N-PASS) and the Face, Legs, Activity, Cry, Consolability (FLACC). During regular assessment, both scales were used to assess pain and scores were recorded. Decisions—whether or not pain-reducing interventions were performed, based on a certain score—were also recorded. Information on pharmacologic and non-pharmacologic interventions were also included. Data was analyzed for correlations in higher N-PASS scores, pain-reducing interventions performed, and decreased pain scores after interventions.

Based on nurse assessment, the need to increase, decrease, or continue current therapy

was more consistent with and driven by N-PASS scores rather than FLACC scores. N-PASS proved to be a more clinically relevant tool than FLACC for assessing, and therefore managing ongoing pain and discomfort in NICU patients.

“Our current pain scale is FLACC; however, after reviewing the information presented in the project, we have decided to adopt the N-PASS pain scale for our NICU babies this year,” said Dolores Demma, MSN-H, RN, NICU director.

The evidence-based research on pain scales has been put into practice in the NICU, affecting positive change for patients. NICU staff members are currently being educated on N-PASS, with full implementation expected by the end of March 2019.

The effects of child life intervention during peripheral intravenous starts in the pediatric population

Completed by Anthony O’Neal, BSN, RN; Clare Vely, BSN, RN; Colleen Levy, BSN, RN; Huong Truong, BSN, RN; Maggie English, AND, RN; McKay Jordan, BSN, RN; Mona Gray, BSN, RN

Child life intervention has been associated with increased patient and family satisfaction, effective coping, decreased anxiety and fear, and increased understanding of medical procedures. This topic was chosen by the nurse residents to gain a better understanding of Child Life Services and its role in patient care. Research focused on the effectiveness of Child Life Services (CLS) on intravenous (IV) starts in the Emergency Department (ED) for children ages six to 12 years old.

“We chose this topic to illustrate that the use of Child Life during nursing interventions decreases the amount of anxiety experienced by a pediatric patient,” said McKay Jordan, BSN, RN.

Survey results from 38 caregivers showed that 100 percent either agreed or strongly agreed that CLS distraction during IV starts were effective, and they will likely request CLS for future medical procedures. We believe utilization of CLS for more invasive procedures should be a standard of practice for patient care, and we will move to implement the use of CLS whenever possible.

“This project supports the claim that Child Life is beneficial to our patient population. Age-appropriate techniques to distract or educate patients promotes better rapport between care staff, patients, and their families,” said Huong Truong, BSN, RN.

Students also found an increase in patient satisfaction scores when Child Life is available.

“I’ve personally picked up a few education techniques from Adrian, our Child Life specialist, like describing the IV catheter as a straw and setting up a ‘play’ PRN adapter and saline flush to let some of our younger patients familiarize themselves with the tubing,” said Truong. “The goal is to reduce patients’ distress, and I think by utilizing some of these techniques or having Child Life at the bedside helps us to achieve that.”



A research study to impact CICU nursing care

Children’s Hospital, in collaboration with Boston Children’s Hospital and eight other hospitals across the country, joined forces in 2018 on Complexity Assessment and Monitoring to Ensure Optimal Outcomes (CAMEO). CAMEO is a nurse-driven research study that evaluates nursing workload in cardiac intensive care units (CICU).

Mallory Mechler, ASN, RN, CCRN, is heading our study at Children’s Hospital with a goal of collecting pertinent data from 100 patients admitted to the CICU before Summer 2019. Under the guidance of Danielle Gottlieb-Sen, MD; CICU director Rosanne Halford, BSN, RN, CCRN; and CICU educator Megan Milbourne, BSN, RN, CCRN, Mechler collects Electronic Medical Record (EMR) data to complete three CAMEO scoring tools and interviews bedside RNs for more specific information concerning immediate admittance and post-operative care in the CICU. She enters the data collected into the REDCap research database.

One thousand patients are expected to be enrolled in the study. The collective data is intended to show the acuity and complexity of patients when admitted to the CICU, helping to guide the nurse-to-patient ratio.

“We anticipate this study will demonstrate a necessary increase in the number of nurses who work in CICUs across the country,” said Mechler. “This will ultimately lead to better outcomes and increased patient satisfaction.”

CICU adopts Elemenio

2018 saw the introduction of a web-based education platform for the CICU nursing staff. Easily accessed from nurses’ smart phones, Elemenio is a cloud-based solution that holds relevant and useful information for a quick reference on patient care. The website provides links to policies and procedures, checklists, and procedure-related videos. CICU nurses can also use Elemenio to complete and submit their monthly Growing Up with Us quizzes.

CICU nurse educator Megan Milbourne, BSN, RN, CCRN, and CICU nurse Stacey Stage, MSN, RN, collaborated with frontline staff and Elemenio representative Scott Cohen to create and prioritize Children’s Hospital’s CICU Elemenio content.

“We continuously collaborate on new material based on unit-specific changes or concerns and patient needs,” said Stage. “Elemenio is a super-helpful tool to have at the bedside. Our nurses access the site many times throughout their shifts.”

Deemed a success among the CICU nursing staff, Elemenio is currently being expanded hospital-wide, with Respiratory Therapy and PICU being the next units to adopt the resource tool.



Advanced degrees

Unit	RN name	School	Graduation date	Unit
CICU	Rana Mohammad	University of Louisiana Lafayette	May 2018	Bachelor of Science in Nursing
Behavioral Health Unit	Kristin Nielsen	University of South Alabama	December 2018	Master of Science in Nursing, Psychiatric Mental Health Nurse Practitioner
3C	Heather Billiot	University of Louisiana Lafayette	May 2018	Bachelor of Science in Nursing
5C	Monica Idoyaga	University of South Alabama	December 2018	Master of Science in Nursing, Pediatric Nurse Practitioner-Primary Care
5C	Ana Coutin	University of South Alabama	December 2018	Master of Science in Nursing, Pediatric Nurse Practitioner-Primary Care
5C	Kelly Nastasi	University of Louisiana Lafayette	May 2018	Master of Science in Nursing, Family Nurse Practitioner
PICU	Casey Johnson	University of Louisiana Lafayette	October 2018	Bachelor of Science in Nursing
PICU	Kaitlin Hastings	University of Louisiana Lafayette	December 2018	Master of Science in Nursing, Family Nurse Practitioner
Short Stay	Judy Zeringue	Notre Dame Seminary	May 2018	Master of Science in Pastoral Leadership
PACU	Sheira Neely	University of South Alabama	December 2018	Master of Science in Nursing, Pediatric Nurse Practitioner-Primary Care
4W	Tiffany Spiccuza	University of South Alabama	December 2018	Master of Science in Nursing, Pediatric Nurse Practitioner-Acute Care
6C	Tara Stamps	Nicholl’s State University	May 2018	Master of Science in Nursing, Family Nurse Practitioner
NICU	Rene Francis	Louisiana State University Health Sciences Center	December 2018	Bachelor of Science in Nursing
Emergency Room	Teresa Marshall	Louisiana State University Health Sciences Center	May 2018	Doctor of Nursing Practice/ Family Nurse Practitioner
Transport Services	Benjamin Osoinach	University of Louisiana Lafayette	May 2018	Bachelor of Science in Nursing
Ambulatory Care Center	Shovan Addison	Delgado Community College Charity School of Nursing	December 2018	Associate of Science in Nursing

Awards & recognitions

List of certified nurses

Abbie Amato, BSN, RN, CPN
Abby Walker, BSN, RN, CPN
Abigail Heap, BSN, RN, RN-BC
Adrienne Groh, BSN, RN, CCRN
Allison Drez, ASN, RN, RN-BC
Amanda Boylson, BSN, RN, RN-BC
Amanda Bruce, BSN, RN, RN-BC
Amanda Marino, BSN, RN, RN-BC
Amy Brunet, BSN, RN, CPN
Angela Seput, BSN, RN, RN-BC
Ashley Duhon, BSN, RN, CPHON, CPN
Ashley Edinburgh, BSN, RN, CPN
Birgit Kleinbeck, MSN, NEA-BC, CPN
Bridget Vilorio, Diploma, RN, CNOR
Britney Baptist, BSN, RN, CPHON
Cara Picolo, ASN, RN, CCRN
Casey Beckham, BSN, RN, CPN
Catherine Buckingham, BSN, RN, EL-NEC, CCRN
Catherine Pineda, ASN, RN, CPN
Charlene Hammond, ASN, RN, CCRN
Cherie Hadley, BSN, RN, CPHON
Claudette Vicks, BSN, RN, CPHON
Cody Kennedy, BSN, RN, CPHON
Cynthia Hodnett, BSN, RN, CCRN
Danielle Barrosse, BSN, RN, CPEN
Deborah Asaro, Diploma, RN, RN-BC
Denise Dauzat, AD, RN, WCC
Elizabeth Caffrey, ASN, RN, CPN
Emily Eskew, BSN, RN, CPEN
Erin McCabe, BSN, RN, CPN, CPEN
Estelle McCarty, BSN, RN, CPEN
Evelyn Freiberg, BSN, MS, CCRN
Faith Fray, BSN, RN, CPHON
Hanh Tran, BSN, RN, RN-BC
Isabella Booher, ASN, RN, CCRN
Jamie Wiggins, DNS(c), RN, CCRN, NEA-BC
Jared Batiste, ASN, RN, CPN
Jaron Allen, BSN, RN, CCRN
Jeanie Jones, BSN, MS, RN, CCRN
Jessica Broome, BSN, RN, CPN

Jessica Griffin, BSN, RN, RN-BC
Jodi Scallan, BSN, RN, CPHON
Jordan Walkenford, BSN, RN, CPHON
Joshua Sumrall, MBA, BSN, RN, NEA-BC
Katie Tanet, BSN, RN, RN-BC
Kelly Fulham, BSN, RN, CPN
Kelsey Dupont, BSN, RN, CPEN
Kendi Dilorenzo, BSN, RN, CCRN
Kim Conway, BSN, RN, RN-BC
Kimberly Arceneaux, BSN, RN, RN-BC
Korie Sims, BSN, RN, CPN
Kristen Bertot, BSN, RN, CPN/CPEN
Kristen Hebert, BSN, RN, CPN
Kristi Guillot, Diploma, RN, CPN
Kristie Rozands, BSN, RN, CPHON
Kristine Miller, BSN, RN, CPN
Laura McGinn, BSN, RN, CCRN
Laura Schinn, BSN, RN, CPHON
Lauren Fonda, BSN, RN, CCRN
Lauren Lipani, BSN, RN, CCRN
Lauren Richard, BSN, RN, CCRN
Lee Taylor, BSN, RN, CPHON
Lindsey Bordes, ASN, RN, RN-BC
Lindsey Cannon, BSN, RN, RN-BC
Lindsey Casey, MSN, RN, CCRN, NEA-BC
Lisa Labat, MBA, BSN, RN, NEA-BC
Lisa Patterson, BSN, RN, CPHON
Lori Ordogne, BSN, RN, RN-BC
Lori Teachworth, BSN, RN, CPN
Lori Walther, MSN, RN, CCRP
Lynn Winfield, BSN, RN, CPHON
Mallory Cunnigham, BSN, RN, RN-BC
Mallory Leblanc, BSN, RN, Neo CCRN
Mallory Mechler, AD, RN, CCRN
Marcella Gioe, BSN, RN, CDE
Marie Luong, ASN, RN, CPN
Mary Richardson, AD, RN, CCRN
Megan Corso, BSN, RN, RN-BC
Megan Milbourne, BSN, RN, CCRN

Mimi Mornay, BSN, RN, CPN
Molly Childress, BSN, RN, CPEN, CPN
Monica Bacino, BSN, RN, CPHON
Monique Standridge, BSN, RN, CDE
Nicole Remont, BSN, RN, CPN
Olivia Dalrymple, BSN, RN, CPHON
Paige Bernard, BSN, RN, CCRN
Patrician Holland, ASN, RN, CPN, CCM
Rachelle Loerwald, BSN, RN, RN-BC
Rebecca Roubion, BSN, RN, CNOR
Rosanne Halford, BSN, RN, CCRN
Roshelle Alfonso, AD, RN, CNOR
Samatha Broussard, BSN, RN, CPN
Shelley Lopez, BSN, RN, RN-BC
Sherry Troquille, ASN, RN, CPHON

Sonja Washington, MSN, RN, CDE
Stacey Melling, BSN, RN, RN-BC
Stacy Valley, ASN, RN, CPN
Stephanie Coig, BSN, RN, CPN
Stephanie Sonnier, BSN, MBA, RN, CCRC
Summer Wooley, ASN, RN, CPN
Tayna Gilbert, ASN, RN, CPN
Theresa Kent, MSN, NP- RN, CPHON
Tristen Palumbo, BSN, RN, CPEN
Victoria Skinner, BSN, RN, RN-BC
Victoriana Lopez, BSN, RN, CPEN
Yolunda Lacroix, BSN, RN, RN-BC

Legend for credentials:

CCM Certified Case Manager
CCRN Critical Care Registered Nurse
CCRP Certified Clinical Research Professional
CDE Certified Diabetes Educator
CMCN Certified Managed Care Nurse
CNOR Certified Nurse Operating Room
CPEN Certified Pediatric Emergency Nurse

CPHON Certified Pediatric Hematology Oncology Nurse
CPN Certified Pediatric Nurse
NEA-BC Nurse Executive, Advanced Certification
RN-BC Registered Nurse-Board Certified
WCC Wound Care Certified





Congratulations to our 2018 CityBusiness Healthcare Heroes

Healthcare Heroes honors exemplary healthcare professionals in the New Orleans area. Candidates are selected based on industry excellence and community involvement. Children’s Hospital is proud of our nurses who recently joined this elite group of men and women. Congratulations to both of you!



Theresa Jacobson, BSN, RN,
Behavioral Health Unit



Judy Zeringue, MAPL, BSN, RN,
Short Stay

Children’s Hospital honors our DAISY Award winners

The DAISY Award for Extraordinary Nurses honors the super-human work nurses do for patients and families every day. Award winners are recognized for their clinical skill and compassion. Nurses are nominated by anyone in the organization, from fellow nurses and hospital staff to providers and patient families.

2018 DAISY Award recipients

Quarter 1

Jordan Payne, BSN, RN, 6 Center
Emma Taffaro, BSN, RN, 4 West



Quarter 2

Faith Fray, BSN, RN, CPHON, 4 West
Darian Buquet, RN, NICU
Kristen Hilliard, BSN, RN, 6 Center
Enica Toney-Singleton, RN, Short Stay

Quarter 3

Olivia Cornwell, BSN, RN, CPHON, 4 West
Katie Haslauer, BSN, RN, 4 West
Anneke Matthews, BSN, RN, 5 Center
Lauren Baxter, RN, NICU

Quarter 4

Gabby Lester, BSN, RN, NICU
Erica Lambert, BSN, RN, ED
Nicole Lumar- Cox, BSN, RN, 5 Center
Taylor Pichoff, BSN, RN, 5 Center

The DAISY (Diseases Attacking the Immune System) Foundation was formed in 1999 in honor of 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. We’re so very proud of—and grateful to—our Children’s Hospital DAISY Award recipients. Thank you for all you do.





Children's Hospital nurses join the Great 100

Seven Children's Hospital nurses were honored in 2018 by the Great 100 Nurses Foundation. These exceptional nurses were selected based on their concern for humanity, contribution to the profession of nursing, and mentoring of others. Honored at an October 2018 celebration, the honorees join a growing roster of Children's Hospital nurses considered to be nursing heroes.

2018 Great 100 honorees

Jamie Wiggins, DNS(c), RN, NEA-BC, FACHE, Senior Vice President, Chief Nursing Officer
Angela Seput, BSN, RN, RN-BC, Director of 5 Center
Jennifer Schwehm, BSN, MSN, RN, Director of Patient Safety and Quality
Stacey Melling, BSN, RN, RN-BC, CHTP, Registered Nurse, Short Stay and Palliative Care
Lindsey Cannon, BSN, RN, RN-BC, Clinical Lead, 3 Center
Abbie Amato, BSN, RN, CPN, Inpatient Rehab Nurse, 6 Center
Judy Zeringue, BSN, MAPL, RN, Registered Nurse, Short Stay

The Great 100 Nurses Foundation was founded more than 30 years ago by PK Scheerle, RN, in New Orleans and has since honored thousands of nurses in Louisiana, North Carolina, Texas, Oklahoma, and Arkansas.

Children's Hospital nurse selected as Employee of the Month



Children's Hospital leaders named Farrin Guillory as Employee of the Month in August 2018. Guillory was recognized for her outstanding leadership throughout the Epic implementation process. According to a colleague, "She has worked extended hours with diversified Epic challenges and has conquered every issue with grace and professionalism, and never a complaint or ill word."

Nursing by the numbers

704 TOTAL RNS

SUPPORT
72

different units/
departments



55 RNS hired
in 2018



56 RNS attended
25 different national
nursing conferences
in 2018

36

RNs ON THE
CLINICAL
LADDER

13

poster presentations

70

RNs



nominated for DAISY award
by patients & families in 2018



73% RNs
with BSN
or greater

29%

RNS HOLD A NURSING
SPECIALTY CERTIFICATION

2018 events at a glance



Here we grow!



For more than six decades, Children's Hospital New Orleans has been synonymous with pediatric healthcare in Southeast Louisiana. Children's opened its doors in 1955 as a rehabilitation center for children suffering from polio. Today, Children's Hospital New Orleans – Louisiana's first and largest free-standing, full-service hospital exclusively for children in Louisiana and the Gulf South – is a 229-bed, not for profit medical center offering advanced pediatric care for children from birth to 21 years of age including a comprehensive range of healthcare services across 40 pediatric specialties. With the largest number of specialists dedicated to treating children in the state, Children's Hospital offers services so specialized, no other facility can claim them.

Children's Hospital also offers pediatric primary care with 15 locations across the Greater New Orleans area. In line with our mission to treat every child as our own, Children's fosters community health programs including the Audrey Hepburn Children At Risk Evaluation (CARE) Center, The Parenting Center at Children's Hospital, an inpatient Child and Adolescent Behavioral Health Hospital, and The Autism Center at Children's Hospital. With over 250,000 patient encounters per year, Children's Hospital New Orleans remains the health experts for kids in our region.

In 2009, Children's Hospital partnered with local adult hospital, Touro Infirmary, to create Louisiana Children's Medical Corporation, which would come

to be known as LCMC Health. This alliance made Children's Hospital New Orleans the first free-standing children's hospital in the nation to be the founding member of a health system. Today, LCMC Health is comprised of five hospitals including Children's, Touro, West Jefferson Medical Center, University Medical Center New Orleans, and New Orleans East Hospital. The system has also expanded to include Urgent Care and multispecialty clinics across the Greater New Orleans area.

Eight years after forming LCMC Health, Children's is making an unprecedented investment in the future of pediatric healthcare with a \$300 million transformation project currently underway, expanding

the hospital's footprint by 235,000 square feet. This transformation will allow us to deliver the most advanced care possible, with innovative approaches to both care delivery and academics. The project includes a new medical tower with expanded cancer, emergency, and cardiac intensive care, and surgical services, along with a free-standing behavioral health hospital. The project is designed with the patient and family at the center, and will be completed in Spring 2021.



On behalf of the Division of Nursing, we would like to extend our sincere appreciation for the time and talents of the following for helping to create our inaugural Nursing Annual Report:

Robert Gassiot, Sarah Casey, and the design team
Tiffany Accousti
Marykay Thevis



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