We are honored to present the third edition of High Point Regional’s Nursing Annual Report. As we continue on the non-ending nursing excellence journey, we are proud to salute our colleagues for the exceptional care they provide every day.

—Elizabeth Newton, Meg Cashion, Lisa Bovender and Janet Payne
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Dear Colleague,

It is a pleasure to present the 2012-2013 High Point Regional Nursing Annual Report. This issue navigates through an exciting and challenging period of time for our organization where we embarked upon a journey that would impact the future of our organization for years to come. In January 2012, our Board of Trustees engaged a consulting firm to chart our strategic plan for the next five years. In May 2012, the process of identifying a potential financial partner began. Our Board of Trustees developed criteria and goals to be used in selecting a partner who would allow High Point Regional to continue providing exceptional care to our community.

On April 1, 2013, the work was completed and it was official, we merged with University of North Carolina Health Care. This merger creates many opportunities for our hospital and our nursing staff.

March 2013 saw nurses lead the way as our medical staff implemented Computerized Patient Order Entry (CPOE) by providing assistance to our physician colleagues and other disciplines.

Through all the challenges, activities and implementations, our nurses, in collaboration with our health care colleagues and partners, continued to provide our patients and families with the exceptional care they deserve.

The focus of this Annual Report is on Empirical Outcomes. Throughout the report you will find some of the many accomplishments of our exceptional nursing staff.

As we look back on all of our accomplishments, we will use those past successes as building blocks for the future. This year we will prepare for our fourth Magnet Designation. I have no doubt that we are up for the challenge and I look forward to celebrating these accomplishments!

I continue to be proud and humbled to serve as your Chief Nursing Officer.

Tammi Erving-Mengel, RN, MSN, NEA-BC
Vice President & Chief Nursing Officer

The American Nurses Credentialing Center Magnet Recognition Program® model serves as a road map for organizations seeking Magnet recognition and provides a framework for nursing practice and research into the future. ANCC Magnet recognized organizations will serve as the fount of knowledge and expertise for the delivery of nursing care globally. Grounded in core Magnet principles, they will be flexible and constantly striving for discovery and innovation. They will lead the reformation of health care, the discipline of nursing, and care of the patient, family and community.
Nursing Mission: To provide exceptional nursing care to the people of our region.

Nursing Vision: To be the best place to receive care, the best place to work and the best place to practice nursing.

Nursing Values: Teamwork, compassion and integrity.

Nursing Philosophy: We believe the Forces of Magnetism are the foundation for excellence. Our highest priorities are caring, advocacy, innovation and education for our patients, ourselves and each other. Those priorities and the following guiding principles support our quest for nursing excellence.

- The power and impact of nurses and nursing
- Leaders who advocate and support staff
- Leadership styles that promote shared decision-making, continuing education and ownership for exceptional individual practice
- Provision of exceptional nursing care through continuous process improvement
- Interdisciplinary collaboration that welcomes all contributions
- Promotion of wellness through education and information
- Environments that support mentoring and nurturing of each other
- Commitment to lifelong learning, education and career growth
- Recruitment and retention of the best nurses
| Nursing Leadership Chart |

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<th>Name</th>
<th>Role</th>
<th>Areas of Responsibility</th>
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<tr>
<td>Anna Warren, RN</td>
<td>Director</td>
<td>Anesthesia, Day Hospital, Endoscopy, Operating Room, PACU, Sterile Processing</td>
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<td>Annette Stutts, RN</td>
<td>Anesthesia</td>
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<td>Lori Crouse, RN</td>
<td>Endoscopy</td>
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<td>Annette Stutts, RN</td>
<td>Day Hospital</td>
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<td>Lori Crouse, RN</td>
<td>Operating Room</td>
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<td>Annette Stutts, RN</td>
<td>PACU</td>
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<tr>
<td>Maxine Perdue, RN</td>
<td>Director</td>
<td>Med/Surgery, Magnet Program, Staffing, Wound/Ostomy Care, Acute Care</td>
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<td>Cindy Stewart, RN</td>
<td>Director</td>
<td>CCU, CTU, ICU, Resp Therapy, SICU</td>
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<td>Lynn Fellos, RN</td>
<td>CCU</td>
<td></td>
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<tr>
<td>Lynn Fellos, RN</td>
<td>CTU</td>
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<tr>
<td>Diane Rodgers, RN</td>
<td>ICU</td>
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<tr>
<td>Donna Cole, RCP</td>
<td>Resp Therapy</td>
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<td>Diane Rodgers, RN</td>
<td>SICU</td>
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<td>Lucrecia Quick, RN</td>
<td>Director</td>
<td>7 North, Dialysis, Float, IV Therapy, MTU</td>
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<tr>
<td>Sherry Watson, RN</td>
<td>7 North</td>
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<tr>
<td>Sherry Watson, RN</td>
<td>Dialysis</td>
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<td>Julie Fogleman, RN</td>
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<td>Juanita York, RN</td>
<td>IV Therapy</td>
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<td>Kathy Ritch, RN</td>
<td>Senior Director</td>
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<td>Linda Newton, RN</td>
<td>Director</td>
<td>Med/Surgery, Chronic Care, Nursery, 5 North, Childbirth Suite</td>
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<td>Jessica Wilburn, RN</td>
<td>Emergency Department</td>
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<td>Cheryl Allison, RN</td>
<td>CCT, Race</td>
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<td>Betty Donley, RN</td>
<td>Director</td>
<td>Oncology, Clinical Integration, Discharge Planners</td>
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<tr>
<td>Karen Gammons, RN</td>
<td>Director</td>
<td>Clinical Review</td>
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<td>Carin Hiott, RN</td>
<td>Director</td>
<td>Chronic Care</td>
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<tr>
<td>Jodi Dixon, RN</td>
<td>Manager</td>
<td>Oncology</td>
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<tr>
<td>Kitty Stafford, RN</td>
<td>Director</td>
<td>Behavioral Health: Inpatient, Outpatient, Assessment Team, Admission, Regional Physicians, Behavioral Health</td>
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<tr>
<td>Sharon Mitchell, RN</td>
<td>Director</td>
<td>Clinical Integration, Discharge Planners</td>
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<tr>
<td>Tammi Erving-Mengel, RN, MSN, NEA-BC</td>
<td>Vice President/Chief Nursing Officer</td>
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At High Point Regional, leaders create an environment that allows individuals to contribute to their fullest potential and deliver exceptional care to the people of our region. Transformational leadership requires vision, influence and clinical knowledge and is about being rightly positioned to meet the changing demands of the future.

UNIT BASED SHARED GOVERNANCE COUNCILS

Critical Care Transport

Accomplishments:
- Achieved recertification of OEMS SCTP license
- Staffed according to OEMS guidelines
- Trained in ACLS, PALS, NRP, TNCC, ENPC, ABLS and HAZMAT
- Participated in community education and awareness events

Newborn Nursery

Accomplishments:
- Implemented the use of car seat labels for the identification of patient’s car seats
- Reviewed and updated Level I and II Nursery parent information to aid the patient in feeling more comfortable with the hospital environment
- Changed organization of chart materials and developed a form to educate parents on the process to obtain an official birth certificate and Social Security card

7 North

Accomplishments:
- Designed a Safety Stop Reminder Sign to assist in fall prevention
- Decorated monthly bulletin board to recognize staff birthdays
- Encouraged nurses to return to school to obtain BSN; seven are presently enrolled in school

5 North

Accomplishments:
- Created a frequently used medications reference sheet to assist nurses in teaching the patient potential side effects
- Worked with Infection Control to develop method of recycling IV secondary hangers to be cost effective
- Established guidelines and a new nursing assistant worksheet that streamlines nurse to nursing assistant report

Medical Telemetry Unit (MTU)

Accomplishments:
- Developed a bedside shift report checklist pocket card
- Researched/piloted a best practice in care delivery for nursing assistants
- Conducted audits for compliance with quality initiatives
PROFESSIONAL CERTIFICATIONS  
(As of November 2013)

Certified Medical-Surgical Registered Nurse  |  CMSRN
Janet Beasley, ADN, RN
Katrina Davis, BSN, RN

Certified Nephrology Nurse  |  CNN
Tonia Brooks, ADN, RN

Certified Nurse Operating Room  |  CNOR
Eleanor Barrier, ADN, RN
Denise Branch, ADN, RN
Paula Carpenter, ADN, RN
Barbara Carr, ADN, RN
Donna Cochran, ADN, RN
Lori Crouse, BSN, RN
Jonathan Deang, BSN, RN
Rhonda Everhart, BSN, RN
Lisa Hartley, ADN, RN
Sheldon Hoffman, Diploma, RN
Dorothy Leon, BSN, RN
Sally Wagoner, BSN, RN
Anna Warren, MSN, RN

Certified Professional Health Care Quality  |  CPHQ
Cindy Stewart, MBA, MHA, BSN, RN
Donna Timpf, MHA, BS

Certified Radiology Nurse  |  CRN
Laura Mize, BSN, RN
Kim Scotton, ADN, RN

Certified Rehabilitation Registered Nurse  |  CRRN
Susan Anderson, MSN, RN
Kathy Cook, ADN, RN
Gilda Dedmon, ADN, RN
Christy Fox, ADN, RN
Yvonne Josephson, BS, ADN, RN
Janice Parham, ADN, RN
Donnava Smith, BSN, RN

Certified Registered Nurse Anesthetist  |  CRNA
David Jones, ADN, RN

Certified Registered Nurse First Assistant  |  CRNFA
Barbara Carr, ADN, RN

Certified Registered Nurse Infusion  |  CRNI
Jennifer Allen, BSN, RN
Melanie Dorris, BSN, RN
Anne Ellis, ADN, RN
Julie Fogleman, MHA, BSN, RN
Mina Furr, BS, ADN, RN
Siu-Kion Goh, ADN, RN
Maxine Perdue, MBA, MHA, BSN, RN
Ellen Sneed, BSN, RN

Certified Wound and Ostomy Nurse  |  CWON
Susan Dunzweiler, BS, ADN, RN

Critical Care Registered Nurse  |  CCRN
Rosemarie Ameen, BSN, RN
Dana Beane, BSN, RN
Amy Bilicki, ADN, RN
Melba Brendle, BSN, RN
Candace Brim, MHA, BSN, RN
Leigh Brooks, BSN, RN
Sarah Bush, BSN, RN
Barbara Carr, ADN, RN
Linda Charron, BSN, RN
Benjamin Dancy, BSN, RN
Jonathan Deang, BSN, RN
Jenna Degrove, ADN, RN
Julie Dove, BSN, RN
Cindy Drenan, BSN, RN
Nicole Frahm, ADN, RN
Karen Gammons, MSN, RN
Kim Grevenstuk, ADN, RN

Teresa Hembree, BSN, RN
Laura Hinson, BSN, RN
Shannon Ingram, BSN, RN
Jennifer McClary, BSN, RN
Lynda McCracken, Diploma, RN
Anna Mishoe, ADN, RN
Sharon Mitchell, MSN, RN
Mariceille Palad, BSN, RN
Tracy Perreira, ADN, RN
Mary Lynne Radford, BSN, RN
Stephanie Ray-Nichols, BSN, RN
Judy Robyns, BSN, RN
Diane Rodgers, BSN, RN
Beth Smith, BSN, RN
Cindy Stewart, MBA, MHA, BSN, RN
Melissa Whittington, Diploma, RN

Electronic Fetal Monitoring  |  C-EFM
Jane Campbell, BSN, RN
Vickie Prevatte, ADN, RN
Amber Richard, BSN, RN

Family Nurse Practitioner
Board Certified  |  FNP-BC
Becky Parrish, PhD, RN

Fellow American College of Healthcare Executives  |  FACHE
Cindy Stewart, MBA, MHA, BSN, RN

Inpatient Obstetric Nurse  |  RNC-OB
Emily Alphin, BSN, RN
Shaune Anderson, BSN, RN
Sarah Apel, BSN, RN
Jane Campbell, BSN, RN
Lindsay Goins, BSN, RN
Nancy Javonovich, ADN, RN
Linda Maestrado, BSN, RN
Jana Moody, BSN, RN
Vickie Prevatte, ADN, RN
Amber Richard, BSN, RN
Michele Thorp, ADN, RN

Adult Nurse Practitioner
Board Certified  |  ANP-BC
Hilda Abimbola, MSN, RN
Tanya Ausburn, MSN, RN
Tina Iheanacho, MSN, RN

Cardiac Surgery Certification  |  CCRN-CSC
Dana Bean, BSN, RN
Linda Charron, BSN, RN

Certified Ambulatory Perianesthesia Nurse  |  CAPA
Debra Surratt, BSN, RN
Barbara Walls, BSN, RN

Certified by Board of Infection Control  |  CIC
Cheerie Speagle, MS, BS, Diploma, RN
Melissa Whittington, Diploma, RN

Certified Clinical Documentation Specialist  |  CCDS
Janice Davis, BS, Diploma, RN
Elinore Kaill, Diploma, RN

Certified Diabetes Educator  |  CDE
Judy Osborne, ADN, RN

Certified Emergency Nurse  |  CEN
Cheryl Allison, BSN, RN
Meg Cashion, MHA, BSN, RN
Sharon Layton, BSN, RN
Ruth Marcum, BSN, RN
Tim Nichols, BSN, RN
Gerrl Nordstrom, BSN, RN
Jill Reuille, ADN, RN
Angie Smith, MSN, RN
Jessica Wilburn, MSN, RN

Certified Foot Care Nurse  |  CFCN
Carolyn Collins, BSN, RN

Certified Foot Care Nurse
Carolyn Collins, BSN, RN

certified Wound and Ostomy Nurse
Susan Dunzweiler, BS, ADN, RN

Certified Professional Health Care Quality  |  CPHQ
Cindy Stewart, MBA, MHA, BSN, RN
Donna Timpf, MHA, BS

Critical Care Registered Nurse  |  CCRN
Rosemarie Ameen, BSN, RN
Dana Beane, BSN, RN
Amy Bilicki, ADN, RN
Melba Brendle, BSN, RN
Candace Brim, MHA, BSN, RN
Leigh Brooks, BSN, RN
Sarah Bush, BSN, RN
Barbara Carr, ADN, RN
Linda Charron, BSN, RN
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Nicole Frahm, ADN, RN
Karen Gammons, MSN, RN
Kim Grevenstuk, ADN, RN

Teresa Hembree, BSN, RN
Laura Hinson, BSN, RN
Shannon Ingram, BSN, RN
Jennifer McClary, BSN, RN
Lynda McCracken, Diploma, RN
Anna Mishoe, ADN, RN
Sharon Mitchell, MSN, RN
Mariceille Palad, BSN, RN
Tracy Perreira, ADN, RN
Mary Lynne Radford, BSN, RN
Stephanie Ray-Nichols, BSN, RN
Judy Robyns, BSN, RN
Diane Rodgers, BSN, RN
Beth Smith, BSN, RN
Cindy Stewart, MBA, MHA, BSN, RN
Melissa Whittington, Diploma, RN

Electronic Fetal Monitoring  |  C-EFM
Jane Campbell, BSN, RN
Vickie Prevatte, ADN, RN
Amber Richard, BSN, RN

Family Nurse Practitioner
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Fellow American College of Healthcare Executives  |  FACHE
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Inpatient Obstetric Nurse  |  RNC-OB
Emily Alphin, BSN, RN
Shaune Anderson, BSN, RN
Sarah Apel, BSN, RN
Jane Campbell, BSN, RN
Lindsay Goins, BSN, RN
Nancy Javonovich, ADN, RN
Linda Maestrado, BSN, RN
Jana Moody, BSN, RN
Vickie Prevatte, ADN, RN
Amber Richard, BSN, RN
Michele Thorp, ADN, RN
Low Risk Neonatal Nursing  |  RNC-LRN
Valerie Dorsett, ADN, RN
Elaine Lenio, BSN, RN
Tammy Parks, BSN, RN
Marian Short, ADN, RN

Minimum Data Set  |  MDS
Ann-Marie Taylor, BSN, RN

Nurse Executive  |  NE-BC
Anna Warren, MSN, RN

Nurse Executive Advanced  |  NEA-BC
Betty Donley, MSN, RN
Tammi Erving-Mengel, MSN, RN
Karen Gammons, MSN, RN
Sharon Mitchell, MSN, RN
Elizabeth Newton, MSN, RN
Linda Newton, MSN, RN
Maxine Perdue, MBA, MHA, BSN, RN

Nurse Practitioner Certified  |  NP-C
Jessica Carter, MSN, RN
Lillykutty Modoor, MSN, RN
Regina Mozingo, MSN, RN

Oncology Certified Nurse  |  OCN
Pam Boswell, BSN, RN
Denise Korn, MSN, RN
Rhonda Lee, ADN, RN
Kim Lookabill, BSN, RN
Janice Wesson, ADN, RN
Mary Phillips, BSN, RN
Stephanie Peterson, ADN, RN
Donna Venable, ADN, RN

Progressive Care Certified Nurse  |  PCCN
Lisa Bost, ADN, RN
Jennifer Browning, BSN, RN
Stephanie Shafer, ADN, RN

R.N. Board Certified  |  RN-BC
Cheridan Abeles, BSN, RN
Nicole Ammons, ADN, RN
Pam Boswell, BSN, RN
Abby Bowman, BSN, RN
Nanci Briggs, BSN, RN
Darlene Brown, ADN, RN
Kristi Burnette, BSN, RN
Ruthie Burroughs, BSN, RN
Joyce Caudell, ADN, RN
Jodi Dixon, BSN, RN
Ayres Fitzgerald, BSN, RN
Marilyn Freeman, ADN, RN
Janine Hammond, BSN, RN
Dorothy Harris, BSN, RN
Linda Jacober, BSN, RN
Elinore Kalill, Diploma, RN
Debra Kennedy, BSN, RN
Beverly King, Diploma, RN
Sarah Lambeth, BSN, RN
Laura Mize, BSN, RN
Janie Penny, ADN, RN
Elizabeth Pimentel, BSN, RN
Lucrecia Quick, MHA, BSN, RN
Marsha Roddenberry, BSN, RN
Abdu Said, BSN, RN
Donise Sherwood, ADN, RN
Kitty Stafford, MHA, BSN, RN
Andrea Stallings, ADN, RN
Ann-Marie Taylor, BSN, RN
Mandy Tilly, BSN, RN
Sandra Wells, ADN, RN
Regina Ziarnik, ADN, RN

Sexual Assault Nurse Examiner Adult-Adolescent  |  SANE-A
Gloria Russell, ADN, RN
Anna Welch, ADN, RN

Vascular Access Board Certified  |  VA-BC
Zachary Sharpe, ADN, RN
EMPHASIS ON EDUCATION

Studies indicate higher levels of education improve patient outcomes. The Institute of Medicine committee calls for nurses to achieve higher levels of education and suggests they be educated in new ways that better prepare them to meet the needs of the populations they serve. In April 2012, after reviewing literature and the Institute of Medicine report, the Professional Practice Council made the decision (with the support of Nursing Leadership) to set the goal that 80 percent of registered nurses at High Point Regional will be prepared at a minimum with a bachelor of science in nursing by 2020.

Samantha Beckstrom, BSN, RN

Even while I was working on my Associate’s Degree in Nursing, I always knew I would further my education by going for my BSN. Earning that was always a personal goal of mine. Talking to my unit coordinator one day, she told me about the Kanter Scholarship and encouraged me to apply and I am so glad I did!

As we all know, getting an education is expensive. Being awarded the Kanter Scholarship allowed me to go to school without the added stress of financial challenges and it has made a huge difference in my career. I have now been a nurse for almost four years—the last year of which I have had my BSN. Having my BSN has made me more confident in my abilities as a nurse and in myself.

Tosha McNeill, BSN, RN

When I decided to pursue my bachelor of science in nursing my biggest concern was managing finances. I already had student loans I was paying off and I was raising two children. After researching, I was able to obtain some scholarship money from the military and I learned of the Kanter Scholarship award at High Point Regional.

With the support of High Point Regional, I was able to complete my BSN and graduate summa cum laude. This scholarship allowed me to become a better person and better health care professional. My degree encourages me to think outside the box using a world perspective and to greater appreciate the unique opportunity we have as nurses to impact our practice through research and critical analysis.
High Point Regional empowers nurses to practice in a professional and autonomous manner to achieve the highest degree of clinical excellence and professional fulfillment. The organization provides an environment that maximizes professional nurses’ effectiveness, as well as promotes and supports their involvement in community efforts.

**KANTER CLINICAL EXCELLENCE PROGRAM**

The purpose of this program is to recognize and reward clinical excellence demonstrated by experienced licensed nurses providing direct patient care and to promote retention of experienced licensed nurses by meeting holistic needs through a program of personal development, support and renewal.

**2012 Clinical Excellence Recipients**

Abdu Said, BSN, RN-BC
Candice Crotts, ADN, RN
Donise Sherwood, ADN, RN-BC
Jennifer Allen, BSN, RN, CRNI
Kim Ballard, ADN, RN
Jodie Allison, ADN, RN

**2013 Clinical Excellence Recipients**

Anna Welch, ADN, RN, SANE-A
Ashley Pfannenstiel, ADN, RN
Barbara Walls, BSN, RN, CAPA
Gail Graham, ADN, RN
Judith Gayo-Melton, BSN, RN
Mary Lynne Radford, BSN, RN, CCRN
Mina Furr, BSN, RN, CRNI
Stacey Armstrong, BS, ADN, RN
Sonya Stafford, BSN, RN

**KANTER PRECEPTOR EXCELLENCE PROGRAM**

This program recognizes and rewards preceptor excellence demonstrated by experienced registered nurses precepting inexperienced or experienced nursing personnel. Additionally, the program promotes the retention of experienced registered nurses by meeting their holistic needs through a program of personal development, support and renewal.

**2012 Preceptor Excellence Recipients**

Frances Bright, BSN, RN
Kim Scott, ADN, RN
Meggan Nobles, BSN, RN

**2013 Preceptor Excellence Recipients**

Pam Carter, ADN, RN
Amy Stehle, ADN, RN
Heather Alcivar, BSN, RN
Sharon Layton, BSN, RN, CEN
The Professional Ladder Program recognizes and rewards clinical expertise and professional growth. This is based on established standards that promote accountability, autonomy and collaboration. These standards result in increased professional satisfaction and organizational commitment.

2012 Professional Ladder Recipients

**Level I**
Connie Glasgow, Diploma, RN
Kathy Cook, ADN, RN, CRRN

**Level II**
Dawn Packer, Diploma, RN
Janice Floyd, BSN, RN
Cynthia Clodfelter, ADN, RN
Nanci Briggs, BSN, RN-BC
Kristin Malone, BSN, RN
Paula Linthicum, ADN, RN
Tina Zito, BSN, RN
Tina Brower, BSN, RN
Elsa Bledsoe, ADN, RN
Heather Alcivar, BSN, RN
Tammy Parks, BSN, RNC-LRN

**Level III**
Debra Hardin, BSN, RN
Lisa Bost, ADN, RN, PCCN
Teresa Hembree, BSN, RN, CCRN
Aquinetta Faulk, MHA, BSN, RN
Debra Johnson, BSN, RN
Jill Reuille, ADN, RN, CEN
Linda Botts, BSN, RN
Beth Kight, BSN, RN
Lynn Stogner, BSN, RN
Amy Stehle, ADN, RN
Beth Shull, BSN, RN
Diane Nutty, BSN, RN
Gail Graham, ADN, RN
Kim Broome, BSN, RN
Marian Short, ADN, RNC-LRN
Sonya Stafford, BSN, RN
Valerie Dorsett, ADN, RNC-LRN
Anne Smith, BSN, RN
Stephanie Peterson, ADN, RN, OCN

**Level IV**
Laurie Smith, BSN, RN

**Level V**
Kristi Burnette, BSN, RN-BC
Beth Smith, BSN, RN, CCRN

2013 Professional Ladder Recipients

**Level I**
Tamika Jones, BSN, RN

**Level II**
Candace McFail, MS, BSN, RN
Dawn Packer, Diploma, RN
Andrea Stallings, ADN, RN-BC
Kathy Nilan, ADN, RN
Kim Hedrick, ADN, RN
Jana Moody, BSN, RNC-OB
Cheryl Jones, ADN, RN
Jennifer Omohundro, ADN, RN
Tina Zito, BSN, RN
Meredith Dutton, BSN, RN
Shannon Ingram, BSN, RN, CCRN
Kellie Jones, ADN, RN

**Level III**
Debra Hardin, BSN, RN
Lisa Bovender, BSN, RN
Meggan Nobles, BSN, RN
Takoshia Gilliam, BSN, RN
Carolyn York, ADN, RN
Darlene Brown, ADN, RN-BC
Linda Jacober, BSN, RN-BC
Nancy Cordano, BSN, RN
Ruthie Burroughs, BSN, RN-BC
Sharon Beebe, BSN, RN
Angel Allen, BSN, RN
Nicole Luther, MSN, RN
Jennifer Browning, BSN, RN, PCCN
Jennifer Browning, BSN, RN, PCCN
Kristin Malone, BSN, RN
Aquinetta Faulk, MHA, BSN, RN
Debra Johnson, BSN, RN
Beth Kight, BSN, RN
Anna Welch, ADN, RN, SANE-A
Jill Reuille, ADN, RN, CEN
Laurie Smith, BSN, RN
Nicole Frahm, ADN, RN, CCRN
Ellen Sneed, BSN, RN, CRNI
Amy Stehle, ADN, RN
Beth Shull, BSN, RN
Candace Brim, MHA, BSN, RN, CCRN
Julia Osborne, BSN, RN
Diane Nutty, BSN, RN
Elsa Bledsoe, ADN, RN
Gail Graham, ADN, RN
Heather Alcivar, BSN, RN
Kim Broome, BSN, RN
Marian Short, ADN, RNC-LRN
Sonya Stafford, BSN, RN
Valerie Dorsett, ADN, RNC-LRN
Anne Smith, BSN, RN
Stephanie Peterson, ADN, RN, OCN

**Level IV**
Laurie Smith, BSN, RN

**Level V**
Kristi Burnette, BSN, RN-BC
Beth Smith, BSN, RN, CCRN

**Level IV**
Teresa Hembree, BSN, RN, CCRN

**Level V**
Meg Cashion, MHA, BSN, RN, CEN
Beth Smith, BSN, RN, CCRN
**PROJECT SEARCH**

Guilford County School students are gaining work experience at High Point Regional during their senior year of high school as part of the National Project SEARCH program. This is a collaborative community partnership that includes High Point Regional, Guilford County Schools, UNC TEACCH-Greensboro and The Guilford Center which is providing start-up funds for the first year. Lincoln Financial also awarded a $20,000 grant to assist with program costs during the first year.

Project SEARCH is an unpaid internship program for students with intellectual and developmental disabilities that focuses on building employability skills provided through internships in local businesses to obtain competitive community based employment. The High Point Regional Project SEARCH Program is the first Autism specific program in North Carolina. Four students were selected for the first year program. They experienced three 10-week internship rotations within various departments at High Point Regional through June 2013.

“Success begins with determination to do the right thing every time for our patients. These students have demonstrated that determination since the first moments of their interviews. We were thrilled to have them as a part of our team”

— Bobbie Comer  
Career Services Liaison  
High Point Regional

**NURSES OF DISTINCTION**

In partnership with the Greensboro News and Record and the North Carolina Nurses Association, an awards committee annually selects 10 outstanding nurses in the Triad. This program coincides with National Nurses Week, which is celebrated May 6-12.

**2012 Award Recipients**

Nellie Ammons, BSN, RN  
Sonya Stafford, BSN, RN  
Nicole Luther, MSN, RN

**2013 Award Recipient**

Kim Ballard, ADN, RN

**PROFESSIONAL MEMBERSHIP OF STAFF NURSES & COORDINATORS**

Academy of Medical Surgical Nurses  
American Association of Critical Care Nurses  
American Association of Rehabilitation Nurses  
American Nurses Association  
American Organization of Nurse Executives  
American Psychiatric Nurses Association  
Association of Women’s Health, Obstetric and Neonatal Nurses  
Association of Nurses in Professional Development  
Association of Occupational Health Professionals  
Association of Operating Room Nurses  
Association of Professionals in Infection Control and Epidemiology  
Emergency Nurses Association  
Infusion Nurses Society  
International Association of Forensic Nurses  
North Carolina Infusion Nurses Society  
North Carolina Nurses Association  
North Carolina Organization for Nurse Leaders  
Oncology Nursing Society  
Sigma Theta Tau  
Student Nurses’ Association  
Triad Healthcare Executives
PEER REVIEW DECISIONS & RECOMMENDATIONS

Improving patient outcomes and enhancing nursing performance are the goals of the Peer Review Council. The 12 voting members are nurses who provide direct patient care. Each nurse represents a different departmental cluster that encompasses each area of clinical nursing within our organization. The Nursing Peer Review Council promotes accountability by allowing nurses to take control and make decisions about their practice and the standards to which they hold themselves. It also gives nurses the opportunity to learn from process failures and decrease the possibility of future errors using a consistent approach to review and evaluate nursing care.

Highlights from 2012-2013 include:

• Reviewed Chain of Command policy
• Initiated process to review indicators that are essential to patient safety including vital signs for blood administration, patient falls, selection of appropriate ordering clinicians in CPOE and critical glucometer documentation.
• Initiated a new process to monitor medication administration occurrences.

NURSING VOLUNTEERS/COMMUNITY SERVICE

American Heart Association
American Red Cross
Boy Scouts
Boys and Girls Club
Community Clinic
Crisis Ministries of High Point
Food Bank
Greensboro Urban Ministry
Habitat for Humanity
High Point Police Department
High Point University
Horneytown Fire Department
Horse Friends
Hospice
LoveLine
Meals on Wheels
MS Society
Piedmont Triad Ambulance
and Rescue
Pink Heals
Pregnancy Care Center
Relay for Life
Rives Race
Spin for Life
Tour of Tanglewood
UNC Greensboro
Various Churches and Schools

THE GREAT 100

The Great 100 is a grassroots organization whose mission is to positively impact the image of nursing by recognizing nursing excellence and providing scholarships for nursing education in North Carolina.

2013 Award Recipient

Ruthie Burroughs, BSN, RN-BC
High Point Regional is dedicated to assisting nurses on their continuing journey to nursing excellence by providing support and offering numerous opportunities for professional development. The goal is to ensure the patient and family are always the focus of our care.

**PROFESSIONAL PRACTICE MODEL AND CARE DELIVERY MODEL**

The Professional Practice Model continuously goes through a cycle of refinement. It defines the responsibilities and authority of registered nurses as the coordinators of patient care, while supporting and empowering the nurse in the delivery of total care of the patient.

The acronym CARE is used to remember the components; C – Coordinate, A – Accountability, R – Recognition, Reward and Development and E – Effective Professional Relationships.

The cabinet design illustrates these components by the use of drawers.

- The **C drawer** includes the Nursing Care Delivery Model which explains how the RN coordinates care delivery of patients with other care providers.

- The **A drawer** contains the elements that support accountability through a shared governance approach.

- The **R drawer** contains the programs that the organization uses to recognize, reward and develop the professional nurse.

- The **E drawer** depicts how the RN maintains effective professional relationships through effective communication.
C  Coordinates Care
Nursing Care Delivery Model
Nursing Process
Policies and Procedures
Nurse Practice Act
Code of Ethics
Nursing Bylaws
Nursing Strategic Plan
Plan of Care (Scope of Nursing)
Nursing Scope & Standards of Practice
Job Description/Job Standards
Bedside Shift Report
Clinical Integration

A  Accountability
Licensure
Shared Governance
Just Culture
Councils
- Patient Experience Advisory Council
- Professional Practice
- Clinical Information Advisory Council
- Evidence Based Practice & Research Council
- Magnet Council
- Nursing Peer Review Council
Staff Meetings
Bedside Shift Report
Scorecards/Benchmarks

R  Recognition, Reward & Development
Total Care University
Net Learning
Ethelyn Juska Award
Kanter Scholarship
- Preceptor Excellence
- Clinical Excellence
- Tuition Reimbursement
- Certification/Recertification Reimbursement
Competitive Salaries/Benefits
Hourly Rounding Recognition Tool
Big Cup Award

E  Effective Professional Relationships
SBAR
Interdisciplinary Team Meetings
Discharge Rounds/Discharge Huddles
Group Practices
Peer Review
Medical Staff Meetings
Board of Trustee meetings
24-Hour MD Coverage
THE PURPLE COW AWARD

A Purple Cow recipient is someone who goes above and beyond their job description, accepts an inconvenience and demonstrates a selfless act. That is exactly what Crystal Hill did while putting the professional practice model in action.

One morning as soon as the Regional Wound Center opened, a former patient’s wife arrived asking to see Crystal. Crystal directed the wife to a private location to see what she could do for her. The patient’s wife told Crystal that she did not know where to go or what to do, but that she knew Crystal could help.

Crystal soon found out that the wife’s husband was seeking help for alcohol abuse, but needed convincing that this was the right thing for him. Crystal discretely went to her supervisor to coordinate a plan of action with the assessment team.

At this point, the wife was slightly hesitant about whether or not she wanted to proceed with the process, as she knew this would be hard for her husband. Crystal calmly and compassionately encouraged the wife to seek this treatment for her husband. She assured her what bravery it took to seek this type of care. Many tears were shed, many words of encouragement were shared and many embraces of love and understanding were given.

During this entire time, the wife kept saying, “I know we are not your patients anymore, but I believed you when you said to call any time we needed help and that is why we came here... I didn’t know what else to do or where else to go.” Crystal went with the wife to speak to the husband, a former patient. As many words of encouragement were shared, the patient made the decision to go to the ED to start the care he desperately needed.

When we treat patients, whether we realize it at the time, we are actually treating the entire family. The impact that Crystal had on her patient and her patient’s family will last a lifetime. Crystal went above and beyond and proved she is an example of providing Living Proof of Total Care.
Nursing Leadership Council

Provides leadership, guidance and support for the Total Care Professional Practice Model to ensure that nursing care is patient-centered.

Accomplishments:
- Supported and assisted with CPOE implementation
- Updated Unit Secretary job descriptions to include role enhancements post CPOE implementation
- Supported and promoted Fall Huddles, Bedside Shift Reporting for Safe Patient Hand-off, and Discharge Teaching with Teach Back component
- Promoted noise awareness and endorsed the use of Yacker Trackers
- Served as hosts for nurses from Moldova

Members:
Tammi Mengel
Anna Warren
Betty Donley
Carin Hiott
Cindy Stewart
Donna Timpf
Elizabeth Newton
Karen Gammons
Kathy Ritch
Kitty Stafford
Linda Newton
Maxine Perdue
Sharon Mitchell

Nursing Manager Council

Provides leadership in the development of environments through shared decision making that promotes and facilitates the practice of professional nursing.

Accomplishments:
- Supported and assisted with CPOE initiation
- Redesigned unit secretary and unit coordinator roles and job descriptions
- Supported and promoted the initiation of Bedside Rounding, Discharge Teaching with Teach Back component and Fall Huddles
- Promoted noise awareness and endorsed the use of Yacker Trackers
- Served as hosts for nurses from Moldova

Members:
Tammi Mengel
Lynn Fellos
Juanita York
Abby Bowman
Andrea McQuaigue
Angie Boyer
Ann-Marie Taylor
Annette Stutts
Carmen MacArthur
Diane Rodgers
Jessica Wilburn
Jodi Dixon
Julie Fogleman
Kristi Chitwood
Lisa Bovender
Lori Crouse
Lucrecia Quick
Pam Byers
Sheila Kidder
Sherry Watson
Tony Stewart

Exemplary Professional Practice | 18
Patient Experience Advisory Council

Develops, implements and improves processes which enhance patient care and patient outcomes through interdisciplinary collaboration and coordination across the organization.

Accomplishments:
- Reviewed procedures for patient transfers, pharmacy/nurse workflow processes and nurse-to-nurse bedside shift reporting
- Focused intensely on preparing for the implementation of CPOE throughout the organization
- Focused on Noise Control throughout the organization
- Reviewed Blood Administration policy and revised in accordance with Best Practice Guidelines

Members:
- Kitty Stafford
- Angie Conner
- Elizabeth Smith
- Laurie Smith
- Beth Shull
- Candace McFail
- Candy Hazelwood
- Christina Church
- Christy Fox
- Debbie Loggins
- Debra Cummings
- Della Nance
- Diane Nulty
- Janna Stowe
- Jerri Morehead
- Judy Robyns
- Karen Gibbs
- Karen Harris
- Tosha McNeill
- Kim Carr
- Kim Hedrick
- Kim Scotton
- Latoya Hairston
- Linda Jacober
- Mark Graves
- Marlena DeHart
- Michelle Harrison
- Nicole Ammons
- Patricia Hilliard
- Sheila Nash
- Suzannah Pegram
- Tricia Johnston
- Vickie Prevatte
- Melissa Woller

GOVERNANCE COUNCILS (continued)

Professional Practice Council

Provides leadership in development and promotion of a nursing care delivery system that is patient-centered and creates a professional practice that is nurse centered.

Accomplishments:
- Completed nursing website
- Researched BSN requirement; recommended that all new ADN hires sign an employment contract to obtain a BSN within four years of their hire date
- Set the goal for 80 percent of RNs to have their BSN by 2020

Members:
- Tammi Mengel
- Takoshia Gilliam
- Jennifer Browning
- Meggan McCall Nobles
- Angie Conner
- Annette Stutts
- Aquinetta Faulk
- Beth Kight
- Beth Smith
- Carolyn York
- Donnava Smith
- Elenita Sneed
- Elizabeth Newton
- Geoff Grayson
- Jamie Norstad
- Jamie Allen
- Julie Bean
- Patricia Kline
- Stephanie Shafer
Karin Thames  
Evidence Based Practice and Research Council  

Assures a quality standard of patient care through research and performance measurement.

**Accomplishments:**
- Approved recommendations for the utilization of a Nurse Driven Protocol for Urinary Retention and criteria for insertion/continuation of indwelling urinary catheters
- Participated in a point of prevalence study to summarize overall Foley catheter utilization as well as Foley catheter maintenance
- Trialed and selected bladder scanners for the organization
- Conducted quarterly Foley catheter audits
- Conducted quarterly skin care assessments
- Served as Wound Care Champions

**Members:**
- Elizabeth Newton
- Sherry Watson
- Jamie Norstad
- Linda Cecil
- Cathy Coggins
- Sara Cottingham
- Betty Donley
- Cheryl Williams
- Dianna Swift
- Janet Payne
- Joseph Kakhu
- Laura Hinson
- Marsha Roddenberry
- Nanci Briggs
- Pam Graham
- Ruth Marcum
- Sandra Wells
- Shane Ward
- Susan Dunzweiler
- Tamara Owens
- Thuy Tran
- Mikki Patseavouras
- Sharon Mitchell

Magnet Council

Champions a professional practice environment through the deployment of the Forces of Magnetism.

**Accomplishments:**
- Hosted annual Nurses Day Celebration
- Attended the annual Magnet Conference
- Recognized Kanter Preceptors and Kanter Clinical Excellence awardees
- Recognized professional ladder recipients
- Celebrated Certified Nurses Day
- Hosted educational fairs to encourage advanced nursing education

**Members:**
- Elizabeth Newton
- Julie Fogleman
- Beth Kight
- Sharon Welch
- Livina Thomas
- Alexis Wilson
- Angel Allen
- Cathy Jarboe
- Deborah Hedge
- Denise Branch
- Elena Grecu
- Kimberly Lowrance
- Linda Johal
- Lisa Bost
- Marian Short
- Mary Anne Robertson
- Meg Cashion
- Megan Gladson
- Melissa Whittington
- Sharon Beebe
- Tamika Jones
Clinical Information Advisory Council

Promotes integrated patient-centered clinical information systems that reduce redundancy, promote cost effective care, improve continuity of care and streamline the transfer of critical information.

Accomplishments:
- Assisted with CPOE planning and implementation support
- Provided clinical systems upgrade and downtime planning and support
- Developed and published Clinical Information Advisories
- Assumed accountability for multiple Meaningful Use requirements

Members:
Lucrecia Quick
Karen Meyers
Maggie Cannon
Adele Luckey
Ashley Smith
Beci Collier
Betty Donley
Candace Brim
Cindy Drenan
Darlene Brown
Donna Coble
Donna Cochran
Donnava Smith
Jan Harrill
Joan Saunders
Jill Reuille
Julie Conklin
Karen Harris
Karin Thames
Kay Skillman
Kena Damore
Kimberly Lookabill
Lindsay Gentz
Lisa Bovender
Melanie Dorris
Michelle Harrison
Myra Flowers
Sandra Wells
Sarabeth Whisnant
Sarah Lambeth
Shamonica Washington
Sonya Magee
Kena Damore

Peer Review Council

Improves patient outcomes and enhances nursing performance by supporting a Just Culture.

Accomplishments:
- Reviewed Chain of Command policy
- Initiated process to review indicators that are essential to patient safety including vital signs for blood administration, patient falls, selection of appropriate ordering clinicians in CPOE and critical glucometer documentation
- Initiated new process to monitor medication administration occurrences

Members:
Maxine Perdue
Lucrecia Quick
Betty Donley
Julie Bean
Philip Bradford
Janice Parham
Amy Stehle
Debra Hardin
Kimberly Scott
Laura Hayes
Macristina Evangelista
Marilyn Freeman
Mary Lynne Radford
Paula Linthicum

Clinical Information Advisory Council

Peer Review Council
WORK PLACE SAFETY ACCOMPLISHMENTS

Nursing staff are key to driving changes to protect our patients’ safety. In 2012-2013 several nurse initiated workplace safety accomplishments occurred including:

• Addition of health care provider certification to phlebotomy job descriptions and certifying all current phlebotomists
• Chlorhexadine wipes were implemented to decrease the numbers of contaminated blood culture specimens during the collection process
• A Safety Stop reminder checklist was implemented to remind staff of tasks to perform to assist in the prevention of patient falls

STANDARDS OF BEHAVIOR

At High Point Regional, a customer is anyone whom you interact with—patients, guests, vendors and colleagues. In 2012, a Standards of Behavior Workgroup researched, studied best practices and reviewed our patient satisfaction scores and used the information to develop High Point Regional’s Standards of Behavior.

Based on customers’ expectations of the workforce, we have begun implementing standards focusing on the following core concepts:

• Respect
• Safe and Healing Environment
• Professionalism
• Customer Focused
• Communication
PATIENT SATISFACTION

Starting in January 2013, each month the High Point Regional service team awards the **Big Cup** award to a department in the hospital who has shown diligent improvement in their patient satisfaction scores on HCAHPS and Press Ganey.

The metrics that are used to measure the patient’s satisfaction and their perception of care include:

- The overall mean score is based on all patient responses to all questions calculated by Press Ganey.
- The overall percentile rank which tells you how you perform relative to all of your peers in the Press Ganey database.

Recipients of the Big Cup Award include:

- **The Esther R. Culp Women’s Center:**
  For ranking in the 97th percentile for patients indicating it is always quiet around their room, for patients saying their pain is always well controlled and for nurse communication and in the 95th percentile for staff responsiveness.

- **The Outpatient Rehab Department:**
  For the patient experience indicators for 2013 which climbed to the 81st percentile or above, a dramatic increase in rank from the end of March and clearly exceeding their 75th percentile target goal.

- **Regional Physicians Diabetes Health and Wellness Center:**
  For ranking at the 95th percentile in nearly every indicator. Additionally, in the months of October, November and May, 100 percent of patients rated them at the highest level for all indicators.

- **The Piedmont Joint Replacement Center:**
  For ranking at the 94th percentile for overall patient satisfaction and ranking in the 99th percentile in three domains—responsiveness of hospital staff, communication about medications, and discharge information.

- **The Coronary Care Unit:**
  For patient satisfaction scores consistently improving over six quarters with a mean score of 82.5 percent and a ranking at the tenth percentile to an overall mean score of 92.1 for the fourth quarter of 2012, resulting in a ranking at the 99th percentile.

- **Radiation Oncology:**
  In recognition of being rated as “Very Good” in friendliness of staff and skill of therapists/nurses by 100 percent of their patients over five consecutive months.

- **The Cath Lab:**
  For achieving remarkable improvement in their Press Ganey rankings for overall patient satisfaction and in their rankings compared with peer organizations.

- **Systems Excellence:**
  In acknowledgement of their efforts to improve many of the processes that affect our patients’ experience and to the new bedside shift reporting initiative.

- **PACU/Day Hospital:**
  In recognition of considerable improvement with keeping patients’ families and friends informed.
New Knowledge, Innovations and Improvements

Nurses at High Point Regional seek new knowledge, implement innovative change and work continually for improvement in the practice environment and to achieve the best possible outcomes for patients.

CHEST PAIN PROTOCOL

Chest pain is the leading cause of hospital admissions and contributes greatly to health care expenditures. A standardized inpatient chest pain management protocol was developed to safely reduce costs associated with inpatient cardiovascular diagnostic testing.

BEDSIDE SHIFT REPORTING

In June 2013, High Point Regional implemented bedside shift report. The purpose of bedside shift report is to engage the patient and family in their care. Additionally, it is to share accurate and useful information between nurses, patients, and families. Research indicates that when patients are engaged in their health care, it can lead to measurable improvements in safety and quality.

Benefits of bedside shift report for patients:
- Acknowledges patients as partners
- Builds trust in the care process
- Encourages patient and family engagement

Benefits of bedside shift report for nurses:
- Better information about the patient’s condition
- Accountability
- Time management
- Patient Safety

GET VERTICAL

Get Vertical is a nurse driven mobility protocol developed to positively impact the functional mobility of our hospitalized patients and decrease the potential risks associated with immobility. Staff received specialized training and now follow a new process to assess patient mobility. The overall goal is to help patients progress toward their highest level of activity.

CODE NEURO

Nursing staff wanted to improve the care of neuro patients experiencing acute neurological events. Focusing on ischemic and hemorrhagic stroke patients and traumatic head bleed patients, nursing staff collaborated to develop new processes for monitoring and medicine administration that streamline care and provided more efficient interventions for these patients.

GLYCEMIC PROTOCOL

As an expansion of our CPOE (Computerized Provider Order Entry) system, in 2013 a glycemic management iform was designed to assist staff in inpatient glycemic management through CPOE. This will provide glycemic management that is:
- Safer: with reduced hypoglycemic and hyperglycemic occurrences
- Better: built off evidence based practice, this will increase the quality of care at High Point Regional
- Standardized: developed and endorsed by staff endocrinologists, this will provide a standardized level of care for all patients.
Quality improvement is essential. At High Point Regional, the goal is to achieve the best possible outcomes for patients by adhering to evidence-based practices. By collecting data and tracking progress over time, professional nurses make a difference in the quality of care delivered.

### Key Indicator
![Departmental Measurement](image)

<table>
<thead>
<tr>
<th>Key Indicator</th>
<th>Annual Stretch Goal</th>
<th>Annual Target Goal</th>
<th>Desired Trend</th>
<th>Q1 2013</th>
<th>Q2 2013</th>
<th>Q3 2013</th>
<th>Q4 2013</th>
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</thead>
<tbody>
<tr>
<td><strong>SERVICE</strong></td>
<td></td>
<td></td>
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<tr>
<td>Communication with Nurses % of Always</td>
<td>86.3%</td>
<td>83.5%</td>
<td>↑</td>
<td>80.6%</td>
<td>77.5%</td>
<td>81%</td>
<td>80%</td>
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<tr>
<td>Pain Well Controlled % of Always</td>
<td>80.3%</td>
<td>76.1%</td>
<td>↑</td>
<td>74.9%</td>
<td>73.5%</td>
<td>56.3%</td>
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<td>Communication about medicine % of Always</td>
<td>72%</td>
<td>67.8%</td>
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<td>66.8%</td>
<td>58.1%</td>
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<tr>
<td>Cleanliness of Hospital Environment % of Always</td>
<td>78.3%</td>
<td>74.7%</td>
<td>↑</td>
<td>73.8%</td>
<td>68.3%</td>
<td>65.4%</td>
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<td>Quiteness of Hospital Environment % of Always</td>
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<td>62.5%</td>
<td>↑</td>
<td>54.1%</td>
<td>56.6%</td>
<td>56.3%</td>
<td>56.6%</td>
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<tr>
<td>Discharge instructions % of Always</td>
<td>88.2%</td>
<td>85.7%</td>
<td>↑</td>
<td>81.9%</td>
<td>82.7%</td>
<td>83.4%</td>
<td>83.3%</td>
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<tr>
<td>Responsiveness of Staff % of Always</td>
<td>75.1%</td>
<td>71.1%</td>
<td>↑</td>
<td>64.5%</td>
<td>62.8%</td>
<td>63.4%</td>
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<tr>
<td><strong>PEOPLE</strong></td>
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<tr>
<td>Voluntary Employee Turnover rate</td>
<td>7%</td>
<td>7.6%</td>
<td>↓</td>
<td>7%</td>
<td>5.7%</td>
<td>3.6%</td>
<td>1.3%</td>
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<td>Voluntary RN Turnover rate</td>
<td>5.3%</td>
<td>5.9%</td>
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<td>5.2%</td>
<td>4.9%</td>
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<td>BSN Rate</td>
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<td><strong>ACCESS</strong></td>
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<td>ED Door to Monitored Beds in minutes</td>
<td>180</td>
<td>240</td>
<td>↓</td>
<td>337</td>
<td>337</td>
<td>310</td>
<td>309</td>
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<tr>
<td>ED Door to All Beds in minutes</td>
<td>180</td>
<td>240</td>
<td>↓</td>
<td>188</td>
<td>191</td>
<td>182</td>
<td>330</td>
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<td>OR Room Turnover Rate in minutes</td>
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<td>↓</td>
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<td>26</td>
<td>25</td>
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<tr>
<td>Key Indicator (Departmental Measurement)</td>
<td>Annual Stretch Goal</td>
<td>Annual Target Goal</td>
<td>Desired Trend</td>
<td>Q1 2013</td>
<td>Q2 2013</td>
<td>Q3 2013</td>
<td>Q4 2013</td>
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<td>----------------------------------------</td>
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<tr>
<td><strong>QUALITY</strong></td>
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<tr>
<td>Total Patient Falls</td>
<td>Zero</td>
<td>.2</td>
<td>↓</td>
<td>2.15</td>
<td>2.61</td>
<td>2.76</td>
<td>2.29</td>
</tr>
<tr>
<td>Patient Falls with Injury</td>
<td>Zero</td>
<td>.2</td>
<td>↓</td>
<td>.24</td>
<td>.29</td>
<td>.67</td>
<td>.36</td>
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<td>Hospital Acquired Pressure Ulcers</td>
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<td>3.04</td>
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<td>.04</td>
<td>.033</td>
<td>.083</td>
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<tr>
<td>Pain Assessment/Reassessment</td>
<td>100%</td>
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<td>↑</td>
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<td>93.78%</td>
<td>93.15%</td>
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</tr>
<tr>
<td>CHF Composite</td>
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<td>↑</td>
<td>98.9%</td>
<td>100%</td>
<td>99.7%</td>
<td>100%</td>
</tr>
<tr>
<td>Pneumonia Composite</td>
<td>100%</td>
<td>98%</td>
<td>↑</td>
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<td>97.8%</td>
<td>95.5%</td>
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</tr>
<tr>
<td>SCIP Composite</td>
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<td>Restraint Hours</td>
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<td>LPMS</td>
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<tr>
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<td>10%</td>
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<td>16.1%</td>
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<td>Readmits within 30 days - Heart Failure</td>
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<td>15%</td>
<td>↓</td>
<td>27.10%</td>
<td>21.7%</td>
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<tr>
<td>Readmits within 30 days - Pneumonia</td>
<td>8%</td>
<td>10%</td>
<td>↓</td>
<td>14.3%</td>
<td>11.3%</td>
<td>19.1%</td>
<td>10.5%</td>
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<tr>
<td>Readmits within 30 days - Hip/Knee Replacements</td>
<td>0%</td>
<td>3%</td>
<td>↓</td>
<td>2.6%</td>
<td>2.7%</td>
<td>2.2%</td>
<td>0%</td>
</tr>
</tbody>
</table>

*Color Codes: Stretch [ ], Target [ ], Within 5% of Target or Improving [ ], Less than 95% of Target and Decreasing [ ]*
We are honored to present the third edition of High Point Regional’s Nursing Annual Report. As we continue on the non-ending nursing excellence journey, we are proud to salute our colleagues for the exceptional care they provide every day.

—Elizabeth Newton, Meg Cashion, Lisa Bovender and Janet Payne