

HOSPITAL
FOR
**SPECIAL
SURGERY**

Nursing

ANNUAL REPORT 2014



**MAGNET
RECOGNIZED**



AMERICAN NURSES
CREDENTIALING CENTER



Dear Colleague:

Every day patients from across the country and around the world seek the unsurpassed musculoskeletal care that only Hospital for Special Surgery can provide. For more than 150 years our focus has been on offering the most advanced medical treatments in orthopedics and rheumatology and the highest quality care to the thousands of patients who visit us each year.

Our success is due in large part to the dedication and expertise of our highly skilled nursing staff. HSS nurses are essential to the healthcare we provide and the extraordinary outcomes our patients experience.

Today's rapidly changing healthcare environment is posing challenges for the entire industry and while HSS is not immune, we are meeting these challenges by building on our strengths and staying true to our mission and values. A very important part of this is the commitment to excellence our nurses demonstrate on a daily basis with our patients.

Thank you for your hard work, passion and commitment. We look forward to continuing to work together to ensure that HSS remains the leader in our specialty. It is a privilege and honor to be your colleague.

With great appreciation,

Lou Shapiro
President and Chief Executive Officer

Todd J. Albert, MD
Surgeon-in-Chief

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Dear Nursing Colleague:

I am proud to present the 2014 Nursing Annual Report detailing the accomplishments of our exemplary team of more than 700 nurses at Hospital for Special Surgery. This report highlights the nursing staff's dedication to excellence in patient care at the international, community and hospital levels.

This year is especially significant, as we are working towards a fourth Magnet designation. The process for submitting an application is extensive, and a team was established to focus on the sources of evidence and required outcomes. Nurses at HSS continue to carry out many of the items outlined in our Nursing Strategic Plan 2015+ and will continue to raise the bar for patient care delivery through the upcoming year. Additionally, we are working with our colleagues throughout the hospital to implement an Electronic Medical Record (EMR). Technology is dramatically altering the way we manage patient care. The new EMR system will bring the components of patient care together into one single record where every documented aspect of a patient's visit will reside.

I want to congratulate the HSS nursing team for your dedication to the Hospital and commitment to the care of our patients. Thank you for your many contributions and continued hard work.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Stephanie J. Goldberg'.

Stephanie J. Goldberg, MSN, RN, NEA-BC
Senior Vice President, Patient Care Services and Chief Nursing Officer



International Nursing Influence

HSS Nurses bring their orthopedic knowledge and expertise to hospitals throughout the world. Additionally, HSS hosts visitors from other countries, so that they may learn more about HSS and the care we provide.

NURSING IN GHANA - FOCOS

The Foundation of Orthopedics and Complex Spine (FOCOS) is a non-profit organization that was established in 1998 by Dr. Oheneba Boachie-Adjei, Chief Emeritus of the Scoliosis Service at Hospital for Special Surgery. The FOCOS mission is to provide comprehensive, affordable orthopedic and spine care to people in medically underserved areas, primarily in Ghana, West Africa. FOCOS relies on an international network of world class volunteer nurses, surgeons and other medical providers to deliver such care.

Over the past several years, FOCOS has had many volunteers from HSS, including nurses from perioperative services and in-patient units, surgical techs, physical therapists, surgeons and orthopedic surgical residents. HSS supports such humanitarian work by offering 40 hours per year of paid time off for Humanitarian Service projects. This important support of the institution enabled the participation of many nurses who otherwise may not have been able to

volunteer their services. In 2012, FOCOS opened a 50-bed orthopedic hospital in Ghana, and an affiliation of HSS and the FOCOS Hospital was formalized.



Kaitlin Baker, RN, with two registered nurses from FOCOS.

HSS continues to support nurses and other members of the health care team in traveling to FOCOS Hospital and partnering with the FOCOS team. The roles have shifted from providing direct patient care to partnering with the nursing staff in Ghana as mentors and educators. The team is working with the IT departments at both orthopedic hospitals to provide education through

teleconferencing and webinars. In addition, several HSS nurses are on HSS-FOCOS committees, working with interdisciplinary teams to bring the standards of excellence to FOCOS Hospital. These activities align the mission of FOCOS with the mission of HSS, as this important humanitarian initiative reflects the community service work in which the nursing staff participates. Several nurses have participated in trips to Ghana, each serving for 10-14 days per trip.

BRAZIL AND SOUTH KOREA

In 2014, HSS Nursing continued to increase its influence across the globe through collaborative agreements with Brazilian hospitals in São Paulo and Rio de Janeiro, as well as South Korean hospitals in Seoul and Busan. HSS nursing staff participated in hospital assessments, quality and efficiency initiatives and knowledge sharing. Leaders from HSS, including Ron Perez, JD, MSN, RN, NEA-BC, CNOR, visited these hospital in order to identify opportunities to improve patient care and efficiency.

Recommendations for improvement were based on site visits and assessment findings. These recommendations included methods of increasing interdisciplinary collaboration, clinical pathway development, tools for measuring outcomes, and initiatives to



increase quality and efficiency in perioperative services.

Knowledge sharing continued throughout the year as nurses from various countries visited HSS. In 2014, the Chief Nursing Officer of Hospital Alvorada in Sao Paulo, Brazil, spent three weeks observing best practices at HSS. Patient Care Directors and other members of the HSS nursing team had the opportunity to share knowledge and demonstrate exemplary practice. The influence of HSS nursing across the globe will continue as agreements have been

reached that extend collaboration with our international partners for several years into the future.

VISITING NURSES TO HSS

The goal of the Academic Visitor Program is to provide domestic and international physicians, residents, fellows, medical students and allied health professionals the opportunity to observe HSS's faculty and

facilities to enhance their knowledge of musculoskeletal health. In 2014, five RNs and one nurse practitioner participated in the Academic Visitor Program.



Community

HSS nurses are involved in several outreach programs, demonstrating their involvement in the community, research and education.

OUTREACH PROGRAMS

HSS nurses improve the lives and health of New York City's older adults through educational outreach. Over the past two years, the Nursing Community Education Committee (NCEC), comprised of 13 nurses, two nutritionists, and a social worker, aligned their educational goals with the HSS Community Service Plan. They developed an education curriculum focused on preventative self-care and disease management strategies for older adults to address identified needs of the City's aging population.

The Medication Use Safety Training (MUST) for Seniors™ program was the first class to teach older adults how to avoid medication misuse and manage common side effects. NCEC members teach classes on 14 additional topics, including healthy nutrition, proper skin care, fall prevention and arthritis management. Eighty-nine percent of class participants reported they learned something new, and 96 percent said they

would recommend the program to others. Its success has inspired the Committee to expand the program to additional senior centers, advance the educational content to include skills training, and to study the impact of these enhancements on participant knowledge and behaviors. The

program is quite popular with HSS nurses who volunteer to teach in the community setting. The outreach program demonstrates that HSS nurses are involved in the community and research, and it highlights their dedication to education.



Kelsey Vukov, BSN, RN, providing self-care education at a senior living center in New York City.

Patient Care

As the Hospital moves toward a new electronic medical record, the nursing staff works on transformation initiatives to improve care processes. Additionally, the Post-Operative and Complex Care Programs were expanded.

TRANSFORMATION INITIATIVES

Electronic Medical Record

In 2014, Hospital for Special Surgery began the initial phase of Electronic Medical Record (EMR) implementation to improve the patient experience and advance the quality of patient care across all care settings. HSS chose Epic as its EMR vendor and will



“go live” with the new system in January 2016. Over the past year, interdisciplinary clinical teams focused on current and future state documentation workflows. The HSS Nursing Department played a significant role in this effort, notably, front-line nursing staff, managers, and senior leaders. Nursing input was key to identify waste within the current system and design future solutions to

minimize daily operational challenges and streamline work effort. The teams borrowed ideas from inside and outside the healthcare industry to design a future state that leverages emerging technology and innovative facility design to improve the lives of patients and staff.

KBMA

Knowledge-Based Medication Administration™ (KBMA) was implemented at HSS in 2014 to enhance patient safety. KBMA is a bedside medication administration solution that helps achieve a higher level of safety for improved patient care outcomes combining automated workflow, advanced clinical decision support, bar-code verification and safety technology,

KBMA works as an integral part of a closed-loop medication management system. It helps to reduce the overall number of steps in the medication administration process, and gives HSS the connectivity and interoperability that moves us towards completion of meaningful use measures.

Implementation of KBMA involved the collaboration of several disciplines which included IT, Pharmacy, Nursing and prescribers. The group planned for the implementation for two months prior to the start of training. Training took place for two weeks and was scheduled around the clock for all staff to attend. Training included policy updates and changes, return demonstrations with the bar coding system and review of scenarios the staff may encounter when dispensing medications.

NURSE PRACTITIONER PROGRAM / POST-OPERATIVE CARE

Nursing Program Extends Patient Care Beyond Discharge

The Postoperative Care Program (POCP), administered by nurse practitioners Patricia Donohue, MSN, ACNP-BC, ONP-c, and Christine McMorro, AGNP-BC, was introduced in 2013 and progressed through 2014. The primary goals of the program are to provide clinical services to meet the needs of patients seeking surgical care post-discharge and to fulfill transitional care recommendations by the Centers for Medicare and Medicaid Services (August 2014). The Program has several key objectives:

- To evaluate post-operative surgical problems outside of the surgeon's normal office hours.
- To provide HSS patients with post-operative complaints an alternative site to the Emergency Department.
- To enhance continuity of care, promote patient satisfaction and minimize delay of treatment.

The program is designed to diagnose and treat post-operative complaints, including wound drainage, extremity swelling, uncontrolled surgical pain and joint dislocation. All patients are triaged prior to

arrival and are otherwise referred to their primary care provider or the Emergency Department, as appropriate.

Nursing is currently working with the HSS Quality Department to measure program impact and value for patients. The two departments worked collaboratively on a special project with the New York State Partnership for Patients to evaluate how POCP affects hospital readmission rates.

Nursing Department Treats Patients Through Complex Care Program

The Complex Care Program introduced in September 2013, and refined throughout 2014, provides specialized care for patients who have pre-existing clinical conditions. There are two areas of clinical concentration: cardiovascular care and diabetes mellitus. Nurse practitioners run the program and collaborate with physicians and physician assistants to individualize attention to patient needs.

Yasmine Lee, MSN, ANP-BC, nurse practitioner in the Cardiovascular Service, provides perioperative care for patients with cardiovascular diseases, specifically patients with cardiac pacemakers and implantable defibrillators. Yasmine collaborates with cardiologists, internists, surgeons and members of the Anesthesia Department to optimize readiness for surgery for patients with these devices.



Top: Yasmine Lee, MSN, ANP-BC
Bottom: Ruben Diaz, MSN, AGNP-BC, CDE

Ruben Diaz, MSN, AGNP-BC, CDE, nurse practitioner, specializes in the management of patients with diabetes and also works in collaboration with HSS practitioners to clinically prepare the patient for surgery. Ruben individualizes insulin management preoperatively, throughout the recovery period and transition to home. Advanced diabetes treatments, such as insulin pumps, are managed to maintain continuity of patient care.

In addition to leading the Post-Operative Care Program, nurse practitioners Patricia Donohue, MSN, ACNP-BC, ONP-c, and Christine McMorrow, AGNP-BC, work with the Complex Care Program. A particular area of focus is an initiative to improve the care of patients at risk for postoperative confusion. Patricia and Christine are working closely with Jonathan Goldstein, M.D., Director of Perioperative Neurology, to develop protocols that guide HSS staff in the diagnosis and management of these patients to reduce the risk of associated complications.

INNOVATIONS AT THE SPECIAL PROCEDURES UNIT - 75TH STREET

Staff Promote Healthy Patients and a Healthy Earth

At HSS's Special Procedure Unit (SPU) location on East 75th Street, patients are provided non-operative management of musculoskeletal conditions to improve mobility and relieve pain. The SPU staff initiated two programs in 2014 – one aimed to enhance the patient experience and the other as part of the Hospital's overall "green" initiatives.



From left: Kimberly Toro, Priscila Freeman, Stacy Taylor and Vaughn Hansen, R.N., NE-BC.

Healthy Snacking

Led by Priscila Freeman, BSN, R.N., certified health coach, the SPU staff observed that the snacks offered to patients lacked healthy options. In collaboration with Food and Nutrition Services Director, Eden Kalman, they identified healthy choices that include fresh fruit, cheese sticks, peanut butter, hummus and Greek yogurt, as well as a process to obtain these snack choices and distribute them to patients.

Going Green (Bright Ideas)

Michael Murray, BSN, R.N., observed that the plastic bags provided to patients for their belongings were not ecofriendly and decided to explore different alternatives. Through his research, he discovered disturbing facts about plastic bags; nearly 90 percent of the debris in our oceans is plastic bags. They are among the 12 items of debris most often found in coastal cleanups. A single plastic bag can take between 400 to 1,000 years to break down in the environment.

Michael led the SPU team to choose a biodegradable bag made from renewable resources such as starch from corn or sugar cane. This environmentally sound choice will not only contribute less plastic to landfills, it will also provide savings by comparing the costs of the plastic bags offered by HSS to the cost of the biodegradable bags.

Because of his initiative and inventiveness, Michael was recognized as the first recipient of the Department of Nursing's Bright Ideas Award, which aims to inspire nursing staff to generate and share ideas that improve patient care and generate cost savings.



Appendix A: Outstanding Accomplishments

MAGNET JOURNEY AND CONFERENCE



The 2014 American Nurses Credentialing (ANCC) Magnet Conference was held in Dallas, Texas from October 8 through October 10. The theme that year was, “Think Big – Go Magnet!” This conference was a major opportunity for Magnet organizations across the country to network with their colleagues. Over 130 sessions focused on the Magnet educational tracks: transformational leadership; structural empowerment; exemplary professional practice;

and new knowledge, innovations, and improvements.

Attendees to the conference included the 2014 Nursing Excellence Award recipients, Maryann Carroll, BSN, RN; Elaine Huang, BSN, RN, ONC; Priscila Freeman, BSN, RN; Mary Wieboldt, RN; Pamela Riley, RN; MSN; MPH; CCM; Nefer Chakrabarty, BSN, RN, ONC; Rogener Reyes, MSN, RN, ONC. Additionally, Patricia Quinlan, PhD, MPA, RN, CPHQ; Tracy Willett, MSN, MBA, RN, NEA-BC, CNOR; Ann LoBasso, MBA, RN, NE-BC; Nadia Sohan, RN, BSN and Maura Keenan, MPA, RN, NE-BC, all attended.

NAON CONFERENCE

The 34th Annual National Association of Orthopedic Nurses (NAON) Congress took place May 17 – 20, 2014 in Las Vegas, Nevada. Nursing was well represented with eight RNs presenting seven posters at this event.

POSTER PRESENTATIONS

Clinical Practice Track:

1. Melanie Almonte, BSN, RN, ONC. Benefits and Implications of Nerve Blocks for Ambulatory Knee Arthroscopies.
2. Natasha Ingwersen, BSN, RN, Sina May, BSN, RN, ONC, Cheri Brown, BSN, RN. Nursing Care of Patients with Postoperative Ileus after Total Joint and Spine Surgery.
3. Nateesha Ingwersen, BSN, RN. We are a Team: Interdisciplinary Rounds on Orthopedic Patients in the Post Anesthesia Care Unit.

Education Track:

1. Jack Davis, MSN, RN, ONC, Regina Cannon-Drake, MS, RN, ONC, Lisa Briskie, BSN, RN, ONC, Kelsey Vukov, BSN, RN, Michele Prigo, EdD, CHES and Patricia Quinlan, PhD, MPA, RN, CPHQ. Pre-op Patient Education: The E-Learning Experience.

2. Dordie Moriel, BFA, MPA, RN, Lindsay Gahring, BSN, RN: The Nurse-Physician Relationship, an Interprofessional Educational Component (NPR-IPEC).

Leadership Track:

1. Lani Blanco, MA, RN, Kerry Garufi, BA, BSN, RN. Promoting Patient Centered Care and Patient Safety by Conducting Bedside Handoff in the Orthopedic PACU.
2. Jennifer Huang MSN, ANP-BC, ONC, Barbara Wukovits, BSNC, RN: RN-Physician Collaboration to Improve Nurse Satisfaction.

NURSES WEEK & EXCELLENCE AWARDS

HSS Celebrates National Nurses Week

National Nurses Week took place from May 6 to May 12. The theme this year was “Nurses: Leading the Way,” recognizing nurses as leaders in many different capacities – at the bedside, in the boardroom, throughout communities and in the halls of government.

Stephanie J. Goldberg, MSN, R.N., NEA-BC, Senior Vice President, Patient Care Services and Chief Nursing Officer, welcomed the nursing staff and shared highlights from 2013 and strategic priorities in the pipeline for 2014. Stephanie also announced the winners of the Nursing Excellence Awards.

Thomas P. Sculco, M.D., Surgeon-in-Chief Emeritus, presented recognition scholarships to the recipients. The scholarship award, which was established by Dr. Sculco, is granted annually and recognizes dedicated, professional, certified nurses and

supports continuing education and certification.

Stephanie presented the 2014 Friend of Nursing Award to Dr. Sculco, for his support and dedication to nursing and for helping nurses provide high-quality care to our patients.

Throughout the rest of the week, nurses attended caring for the caregiver events, poster and research presentations and educational sessions. Nurses Week concluded with a birthday celebration for Florence Nightingale, where Lou Shapiro, President and CEO, addressed the group and discussed the

future role of nurses. David B. Levine, M.D., Director, Alumni Association & Archives, presented on the history of Nursing at HSS and how Florence Nightingale transformed the profession.



Dr. Sculco and Stephanie Goldberg



Nursing Excellence Award Winners

Nursing Excellence Award Winners

Transformational Leadership:

Nefer Chakrabarty, BSN, R.N., ONC
Jenna Marie Castro, BSN, R.N.
Ann Bienstock, MSN, R.N., ANP-BC

Structural Empowerment:

Maryann Carroll, BSN, R.N.
Nicole Hoffman, MBA, R.N., ONC
Lucille Gil, BSN, R.N.
Rogener Reyes, MSN, R.N., ONC

Exemplary Practice:

Priscila Freeman, BSN, R.N.
Barbara Resua, M.S., BSN, R.N., CNOR
Mary Wieboldt, R.N.
Pamela Riley, MSN, R.N., MPH, CCM
Magdalena Pabilona, BSN, R.N.

New Knowledge, Innovations & Improvements:

Elaine Huang, BSN, RN, ONC
Natalie Trezza, MS, RN, CNOR

Surgeon-in-Chief Nursing Certification Recognition Scholarship Recipients:

Penelope Jacques BSN, R.N., ONC
Sandra Johnston, R.N., ONC
Christine McMorro, MSN, AGNP-BC, ONC

Appendix B: Professional Contributions & Nurse Indicators

HSS RECEIVES PRESS GANEY AWARDS



From left: Tina Bailey, Ann LoBasso, Geri Dileo and Chao Wu with the CEO of Press Ganey, Patrick Ryan.

HSS was recently recognized with Guardian of Excellence Awards by Press Ganey Associates, Inc. The Hospital received awards in two categories: Guardian of Excellence in Patient Experience and Guardian of Excellence in Clinical Quality.

Press Ganey Award winners were formally recognized earlier this year during the Awards Luncheon at the Press Ganey National Client Conference, which was held in Orlando, Florida. Chao Wu, Chief Patient Experience Officer; Ann LoBasso, MBA, R.N., NE-BC, Vice President, Nursing Operations; Tina Bailey, M.S., CPHQ, Nursing PI Specialist; and Geri Dileo, R.N., BSN, Patient Care Director, attended the conference to represent HSS.

The Guardian of Excellence Award is a symbol of achievement in the healthcare industry. This recognition is given to high-performing hospitals that have sustained the top five percent for performance for an annual period.

PUBLICATIONS

Stephanie J. Goldberg, MSN, RN, NEA-BC, Senior Vice President, Patient Care Services and Chief Nursing Officer, was the cover story and "Leader to Honor" for the October 2014 issue of *Nurse Leader* magazine.

Goldberg, S. & Quinlan, P. (2014). Chapter titled, "Professional Nursing Practice in the Orthopedic Care Setting" from the book: *"Perioperative Care of the Orthopedic Patient."* (2014). MacKenzie, C. Ronald, Charles N. Cornell, and Stavros G. Memtsoudis.

Monica Richey, MSN, ANP-BC, GNP, Rheumatology, published a journal article, "The Management of Lupus Nephritis," in *The Nurse Practitioner*. (13 March 2014; Vol. 39, Iss. 3, p. 1-6). Murray-Weir M, Magid S, Robbins L, Quinlan P, Sanchez-Villagomez P, Shaha SH. "A Computerized Order Entry System was Adopted with Higher User Satisfaction at an Orthopedic Teaching Hospital." (2014) *HSS Journal*; 10(1):52-8.

Patricia Quinlan, PhD, MPA, RN, CPHQ, was a co-author for a

published journal article, "Relationship-centered care: antidote, guidepost or blind alley? The epistemology of 21st century health care," in *Journal of Evaluation in Clinical Practice*. (Vol. 20, Iss. 6, pp. 881-889).

Patricia Quinlan, PhD, MPA, RN, CPHQ, was a co-author for a published journal article, "Practitioner Wellness, Person Centered Healthcare, Reflective Practice and the Mission..." in *European Journal for Person Centered Healthcare*. (Vol. 2, Iss. 2, pp. 251-257).

ADDITIONAL POSTER PRESENTATIONS

"The Effect of Community Education in Older Adults," by Patricia Quinlan, PhD, MPA, RN, CPHQ; Jack Davis, MSN, RN, ONC; Kelsey Vukov, BSN, RN, was accepted and was presented at the 5th Annual New York-Presbyterian Hospital Nursing Research and Evidence-Based Practice Conference.

"The Effect of Community Education in Older Adults," by Patricia Quinlan, PhD, MPA, RN, CPHQ; Jack Davis,

MSN, RN, ONC; Kelsey Vukov, BSN, RN (on behalf of the HSS Community Education Committee), was accepted by Northern Westchester Hospital's 2nd Annual Evidence-Based Practice and Research Conference.

"Developing an Education Program to Prepare Nurses as Educators in the Ambulatory Care Setting" by **Julita Reyes-Canu, RN-BC, BSN**, was presented at the 39th Annual American Academy of Ambulatory Care Nursing Conference in New Orleans. The other authors and contributors included: **C. Biviano, D. Johnson, S. Gamallo, M. Carroll, J. Fitzgerald, R. Nicholson, V. Forbes and A. Ailleo**.

"The Development and Implementation of a Patient-friendly Medication List for the Ambulatory Care Setting," by **June Belcourt, BSN, RN, ONC**; **Virginia Soria, BSN, RN, ONC**; and **Jane Fiero, RN, BSN**, of the 72nd Street Ambulatory Care Center, was presented as a poster at the 2014 American Academy of Ambulatory Care Nurses Annual Conference.

SPEAKING ENGAGEMENTS

Jason Feldman, RN, and **Ricky Guillot, MHA, RN, CNOR**, gave a presentation at the 2014 American Nurses Credentialing Center (ANCC) Pathway to Excellence Conference titled, "Cost Reduction & Operational Efficiency in Orthopedic Ambulatory Surgery."

Carolyn C. Tinio, DNP, MSN, RN, was invited to give a presentation to Doctor of Nursing Practice (DNP) students at St. Peter's University in Englewood, NJ. The topic was "Performance Improvement in Healthcare."

WEBINAR

Jack Davis MSN, RN, ONC, presented a live webinar session for expert series through Orthoserviceline.com titled, "Patient and Family Education: A Multi-modal Approach to Improve the Experience."

PROFESSIONAL ORGANIZATIONS

Virginia Forbes, RN-BC, MSN, NE-BC, has been reappointed to the Editorial Board of the AACN publication, (*Viewpoint*), and recently served on the American Nurses Credentialing Center

Conference Abstract Review Task Force.

Virginia Forbes, RN-BC, MSN, NE-BC, is the Vice President of the Alpha Upsilon Chapter of the Sigma Theta Tau International Honor Society of Nursing.

Dina Solages, RN (PACU), was invited to join the Honor Society of Nursing, Sigma Theta Tau International (STTI). She was invited to become a member due to her academic success and dedication to nursing.

Svetlana Lemza, RN (PACU), was invited to join the Honor Society of Nursing, Sigma Theta Tau International (STTI).

Doreen Johnson, MSN, RN, ONC, is a member of the Honor Society of Nursing, Sigma Theta Tau International (STTI).

Ronald Perez, JD, MSN, RN, NEA-BC, CNOR, was invited and joined the Honor Society of Nursing Sigma Theta Tau International (STTI). He also received his MSN Leadership in Health Systems Management from Drexel University.

Jack Davis MSN, RN, ONC, served as Director of the Orthopedic

Nursing Certification Board (ONCB).

Virginia Forbes, RN-BC, MSN, NE-BC, Senior Director, Ambulatory Care Services, is a consultant to the AACN Patient and Staff Education Special Interest Group.

Stephanie Goldberg, MSN, RN, NEA-BC, served as a Magnet Appraiser for the American Nurses Credentialing Center.

Ann LoBasso, MBA, RN, NE-BC, was accepted as a Magnet Appraiser for the American Nurses Credentialing Center.

Doreen Johnson, MSN, RN, ONC, served as Executive Board, Director Member of the Finance Council Partnership Council Chair OONY of NAON Chapter President.

Patricia Quinlan, PhD, MPA, RN, CPHQ, served as New York Academy Fellow and faculty for the annual TEACH Conference on knowledge translation and served as a Magnet Appraiser for the American Nurses Credentialing Center.

BOARD CERTIFIED NURSES 2014

Abrams, Amanda M BSN, RN, TNCC
 Ailleo, Amanda J MS, RN, CEN, TNCC
 Aliseo, Danelle A BSN, RN, RN-BC
 Almasi, Beata BSN, RN, ONC
 Almendral-Belen, Rowena BSN, RN, CNOR
 Amarille, Elizabeth C BSN, RN, CNOR
 Ampolini, Katherine G BSN, RN, CCRN
 Angoluan, Luzviminda M RN-BC
 Aponte, Vivian ADN, RN, CCRN
 Arulmohan, Jeremy J BSN, RN, ONC
 Baragiano, Marita MS, RN, NE-BC
 Bautista, Corazon BSN, RN, CNOR, ONC
 Benji, Aleksandr BSN, RN, FNP-BC
 Best, Mary B BSN, RN, ONC
 Bienstock, Ann MSN, RN, ANP-BC
 Bierman, Lori BSN, RN, ONC
 Binns, Liana L BSN, RN, CNOR
 Biviano, Catherine C RN, MA, ONC, NE-BC
 Boccio, Crystal BSN, RN, CNOR
 Brijmohan, Nordis A BSN, RN, ONC
 Briskie, Lisa M BSN, RN, ONC
 Britton-James, Ayesha M MSN, RN, FNP-BC
 Brown, Nicole D BSN, RN, CNOR
 Burgess, Carolyn E MSN, RN, CNOR, ONC
 Cannon, Regina M MA, RN, ONC
 Cardoza, Victoria BSN, RN, ONC
 Carey, Karen BSN, RN, CAPA, ONC
 Casco, Merlinda S BSN, RN, ONC
 Cassidy, Geraldine BSN, RN, ONC
 Chakrabarty, Nefer Ann T BSN, RN, ONC
 Chapman, Samiyah T BSN, RN, ONC
 Chin-ng, Wing-yee M BSN, RN, CNOR
 Cintron-Maldonado, Shirley RN, ONC
 Coleman, Jillian ADN, RN, ONC
 Colman, Elizabeth RN, ONC
 Crescenzo, Carol BSN, RN, ONC
 d'Esposito, Heidi W BSN, RN, CCRN
 Daa, Faye M MM, BSN, RN-BC
 Davis, Jack MSN, RN, ONC
 Daza, Grace B BSN, RN, ONC
 Dela Isla, Emelita MSN, RN, CNOR
 Dela Torre, Arnulfo T BSN, RN, ONC

DeLeon, Grace R BSN, RN-BC
 Dempsey, Bernadette M BSN, RN, ONC
 Deng, Xiu BSN, RN, ONC
 Diaz, Ruben BSN, RN, RN-BC, CDE
 Dominger, Anna BSN, RN, ONC
 Donohue, Patricia A MSN, ACNP-BC, ONP-C
 Dyer, Lola J BSN, BS, ONC
 Escobinas, Aileen P BSN, RN, ONC
 Fillis, Ailish BSN, RN, ONC
 Finerty, Eileen MSN, RN, FNP, CIC
 Fischer, Colin BS, ADN, RN, CNOR
 Fitzgerald, Josephine RN, ONC
 Forbes, Virginia RN-BC, MSN, NE-BC
 France, Stacey BSN, RN, ONC
 Frankelis, John T BSN, RN, ONC
 French, Ashley E BSN, RN, CCRN
 Fretton, Rosita BSN, RN, ONC
 Garma, Jocelyn BSN, RN, CNOR
 Gathers, Cassandra RN, ONC
 Gitlin, Susan RN, ONC
 Goetz, Elizabeth BSN, RN, CNOR
 Goldberg, Stephanie MSN, RN, NEA-BC
 Gonzalez, Jessica A BSN, RN, ONC
 Gray, Bridget P MPH, BSN, RN, CAPA
 Guillot, Ricky MHA, RN, CNOR
 Halpert, Joanna S BSN, RN, ONC
 Hartley, Ellen BSN, RN, CNOR
 Haynes, Nicole BSN, RN, ONC
 Hernandez, Marivic MSN, RN-BC, ONC
 Hira, Harpreet K BSN, RN, ONC
 Hoffman, Nicole MBA, RN, ONC
 Huang, Elaine BSN, RN, ONC
 Immediato, Daniella M MSN, RN, ONC
 Jacques, Penelope T MA, BSN, RN, ONC
 Johnson, Doreen L MSN, RN, ONC
 Johnston, Sandra RN, ONC
 Katarivas, Jennifer P MSN, RN-BC, ACNS-BC
 Kim, Heonjung BSN, RN, CNOR
 Keenan, Maura MPA, BSN, RN, NE-BC
 Kim, Sung-Ja BSN, RN, ONC
 King, Henry R BSN, RN, ONC
 Kline, Ruth BSN, RN, ONC

Kolomoitsev, Mikhail BSN, RN-BC
 Kroll, Melinda B RN, ONC
 Kwon, Myungsook BSN, RN, ONC
 Lazo, Daniel BSN, RN, CNOR
 Lee, Yasmine MSN, ANP-BC
 Leff, Linda BSN, RN, C
 Levas, Janice M MEd, BSN, RN, ONC
 Liaban, Kriezi L BSN, RN, ONC
 Lista, Leticia L BSN, RN, CEN
 Lizardo, Serafin BSN, RN, ONC
 Lo Basso, Ann MBA, BSN, RN, NE-BC
 Luk, Jessica BSN, RN, CNOR
 Madamba-Ramos, Pia Dolores F BSN, RN, ONC
 Mak, Diana BSN, RN, ONC
 Maravilla, Samuel C BS, ADN, RN, CNOR, ONC
 Martyn, Melissa BSN, RN-BC
 McMorrow, Christine M BSN, RN, AGNP-BC, ONP-C
 McNaughton, Colleen BSN, RN, CNOR
 Medalla, Marie-Lynn L BSN, RN, CNOR
 Meehan, Teresa MSN, RN-BC
 Mejilla, Jesse D BSN, RN, ONC
 Mendia, Marilou BSN, RN, CNOR
 Meyers, Scott BSN, RN, CNOR
 Miller, Piyaporn J MS, RN, CNOR
 Naus, Kara A BA, RN, ONC
 Nesbitt, Shawna BSN, RN, ONC
 Niklinski, Erin BSN, RN, ONC
 O'Brien, Rie BSN, RN, CNOR
 O'Neill, Patricia BSN, RN, ONC
 Orgera, Ellen BSN, RN, CCRN
 Ostrofsky, Donna M BSN, RN, CNOR
 Papananias, Reni M BSN, RN, ONC
 Park, Imsoo BSN, RN, CNOR
 Perez, Ronald JD, MSN, RN, NEA-BC, CNOR
 Pickel, Christine BSN, RN, ONC
 Piguerra, Amelia BSN, RN, ONC
 Pimentel, Gerald BSN, RN, ONC
 Pirozzi, Josephine BSN, RN, ONC
 Pitter, Tracy A BSN, RN, ONC
 Placek, Kristi BSN, RN, CNOR
 Poblador, Rosanna BSN, RN, ONC

Pollack, David BSN, RN, CNOR
 Pupino, Amanda L BSN, RN, ONC
 Quinlan, Patricia PhD, RN, CPHQ
 Quinn, Alice T RN, CPN
 Rakowicz, Ann M BSN, RN-BC
 Remata, Maria C BSN, RN, ONC
 Ressler, Evelyn BSN, RN, CNOR
 Resua, Barbara J MS, BSN, RN, CNOR
 Reyes, Rogener MSN, RN, ONC
 Reyes-canu, Julita BSN, RN-BC
 Robles, Josiebeth L BSN, RN, ONC
 Russo, Dorothy H BSN, RN, ONC
 Sass, Kerry Ann BSN, RN, CAPA, NE-BC
 Sayson, Maria BSN, RN, ONC
 Shin, Esther MSN, NP, ONP-C
 Silvera-Finney, Christine BSN, RN, CPAN
 Slote, Richard MS, RN-BC, ONC
 Smart, Selbourne P BSN, RN, ONC
 Smith, Maureen P BSN, RN, CNOR
 Soria, Virginia BSN, RN, ONC
 Sotiryadis, Colleen BSN, RN, ONC
 Spenard, Ophelia BSN, RN, CPAN
 Sprague, Barbara MSN, RN, APRN, BC
 Suanico, Jocelyn BSN, RN, CPAN
 Sutherland, Jennifer A MS, BSN, RN, CNOR
 Swanson, Socorro BSN, RN, CNOR
 Tangco, Ma. Theresa A ADN, RN, CNOR
 Tinca, Daniela BSN, RN, ONC
 Tolentino, Stella BSN, RN, CNOR
 Tondel, Sharyn MSN, APN-BC, ANP-BC, ONC
 Torchon, Astrid BSN, RN, CNOR, ONC
 Trezza, Natalie MSN, RN, CNOR
 Umana, Daysi J BSN, RN, ONC
 Unabia-martinez, Marilyn BSN, RN, CCRN
 Untalan, Patrick BSN, RN, ONC
 Vargas, Maryann S BSN, RN, ONC
 Villareal, Renee BSN, RN, ONC
 Walsh, Elaine MSN, RN, ONC, ANP-BC
 Weintraub, Freda S BSN, RN, CNOR
 Willett, Tracy MSN, MBA, RN, CNOR, NEA-BC
 Wray, Elizabeth A BSN, RN, ONC



NURSING QUALITY INDICATORS

HSS RNs participated in the 12th annual Nurse Satisfaction Survey in August 2014. 505 out of an eligible 531 RNs across twenty-two nursing units completed the survey for an average survey response rate of 93 percent, which is well above the average unit response rate of all Magnet facilities and exceeds the 90th percentile.

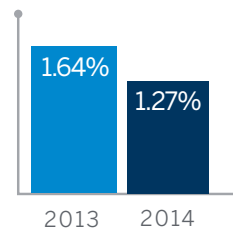
A new survey tool, the NDNQI® RN Survey with Job Satisfaction Scales-R (JSS-R) was utilized to

ensure compliance with the 2015 Magnet requirements. The 2014 HSS mean score for Job Enjoyment was 64.71, above the mean score of other Magnet hospitals. The mean score for Perceived Quality of Care was 3.72, above the mean score of other Magnet hospitals.

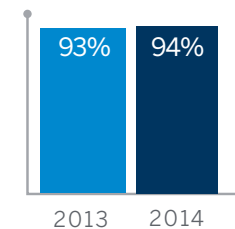
HSS saw improvements in many areas from 2013 to 2014.

2013 2014

PATIENT FALLS RATE

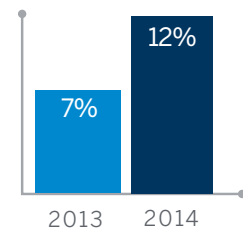


REGISTERED NURSE BSN RATE

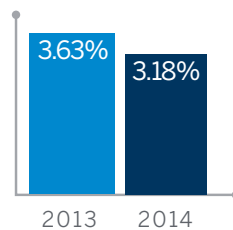


REGISTERED NURSE MASTER'S DEGREE RATE

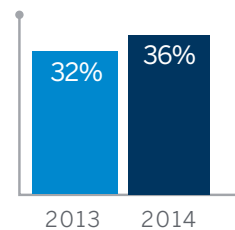
Includes MSN and Master's Other



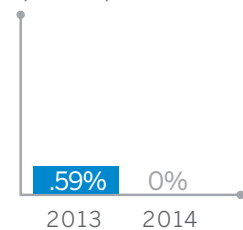
REGISTERED NURSE TURNOVER RATE

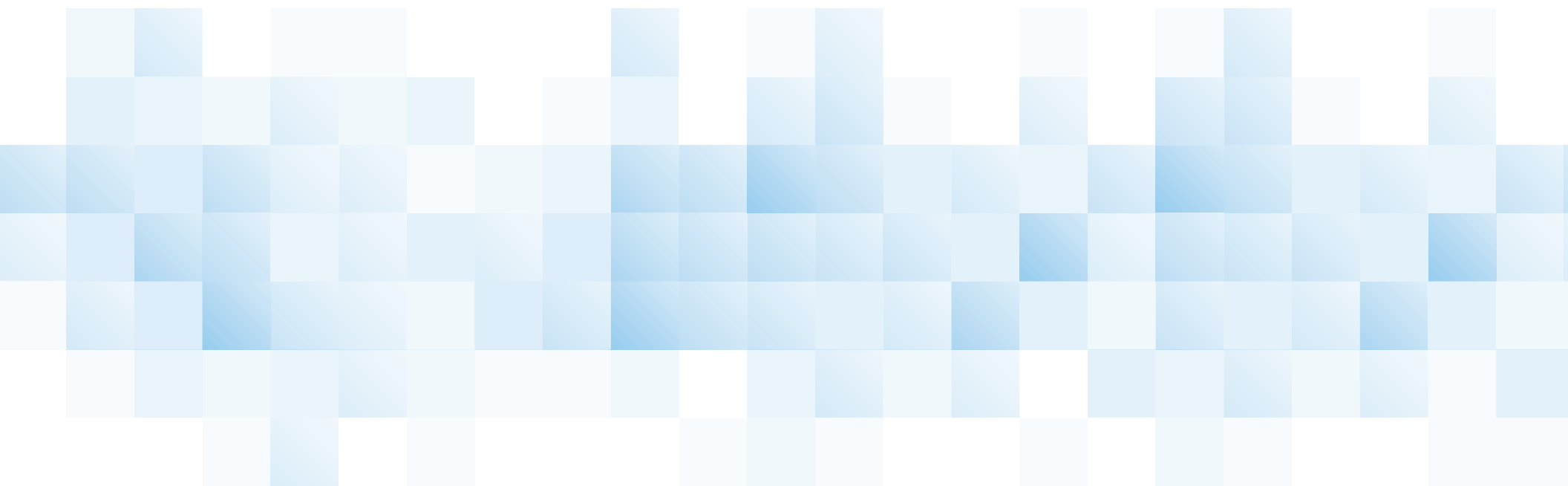


NATIONAL CERTIFICATION RATE



CENTRAL LINE ASSOCIATED BLOODSTREAM INFECTION (CLABSI) RATE





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