

2023 NURSING ANNUAL REPORT



NURSING EXCELLENCE MAKES A DIFFERENCE



ALBANY MED Health System

GLENS FALLS HOSPITAL

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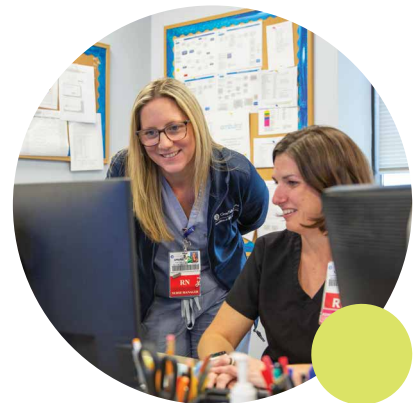
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Welcome



I am once again delighted to share the highlights of the exceptional work completed by our dedicated team of professional nurses over the past year! The articles featured offer you a window into the highly complex, challenging, and continually evolving care environment that our nurses navigate on a daily basis. Through a well-established shared governance council structure, nurses at Glens Falls Hospital are empowered to engage in collaborative decision-making, utilizing best practices to advance patient care and their work environment.

Nursing excellence requires a commitment to lifelong learning and professional development. It is my distinct pleasure to showcase some of our exceptional nurses here, including those who have demonstrated excellence through advanced degrees, board specialty certification, exemplary practice, and recognition from their peers. Year over year we continue to increase the percentage of nurses who have earned a bachelor's degree in nursing or higher. This, we know, has been shown to improve patient care outcomes and our results reflect it.

I am extremely proud of the many innovations that led to the exceptional results you will see in our nursing quality measures and projects. Collaboration with our

interdisciplinary care team partners (physicians, advanced practice providers, pharmacists, respiratory therapists, physical and occupational therapists, care managers, social workers, support staff and a myriad of others) helps us to apply the most current evidence to our care practices each and every day. In addition to delivering loving, heart-centered care to our patients and families, we strive to extend this to each other as well. Our nursing practice is based upon principles of caring science, which centers around the promotion of self-care and sharing kindness with others.

In a time where we face worldwide shortages of healthcare professionals, it is ever so important to recognize and value the impact nurses have on the health and well-being of those in their care. I am honored to present this report to you on the behalf of our entire nursing team.

Sincerely,

Donna Kirker, MS, RN, NEA-BC
Senior Vice President of Patient Services
and Chief Nursing Officer

2023 NURSING WORKFORCE STATISTICS

680+

GFH REGISTERED NURSES

55

NEW NURSE RESIDENTS

59%

RNS WITH GREATER THAN 10 YEARS OF PRACTICE

55%

BSN OR HIGHER DEGREE

CLINICAL LADDER PROMOTIONS

32

LEVEL 3

31

LEVEL 4

32%

BOARD CERTIFIED

MISSION

To provide exceptional patient and family-centered care in every encounter in every setting.

VISION

We will be a leader in advancing the profession of nursing evidenced by our compassionate, collaborative, evidence-based care for patients, family, and community.

NURSING VALUES

Integrity

Diversity

Respect

Empathy

Advocacy

Making a Difference



NURSING PROFESSIONAL PRACTICE MODEL

The Glens Falls Hospital (GFH) Nursing Professional Practice Model (PPM) provides a unifying conceptual framework showing how nurses practice, collaborate, communicate, lead, and develop professionally. The model illustrates the alignment and integration of nursing practice with the mission, vision, and values and directs and describes the key elements of professional nursing practice. Within a caring and inclusive environment that is centered on our patients and their families, the Professional Practice Model includes the following domains that describe our practice – Professional Practice, Shared Leadership, Interprofessional Decision-Making, Care Delivery, and Professional Development. It ensures consistency in the delivery of nursing care and defines for all RNs their authority, autonomy, and accountability as they care for patients and families.

NURSING PHILOSOPHY

Our Nursing Philosophy statement is derived from the values, principles, and beliefs which support the individual and collective contributions of professional nurses across all areas of Glens Falls Hospital. It is the belief of the professional nursing staff that every patient and family has the right to compassionate, competent, ethical, quality healthcare throughout all stages of illness and health. The quality of that nursing care is enhanced by community involvement, continuing education, fiscal responsibility, and evidence-based practice to improve outcomes across the continuum of care. Nursing is committed to patient/family-centered care and dedicated to getting patients to their highest level of self-care

while promoting health, healing, and wellness. We are strengthening our practice through continuous learning, innovation, and nursing research. We believe in creating a dynamic nursing environment that is safe, trusting, and collaborative and provides exemplary care at every level. It is a supportive environment where our patients feel comfortable and confident in the care they receive. It supports and nurtures clinical expertise, empowerment, lifelong learning, shared leadership, research, and use of current knowledge and technology while fostering recruitment and retention of nurses who demonstrate integrity, competency, and professionalism.

CARE DELIVERY



NURSE SENSITIVE QUALITY MEASURES

Nurse Sensitive Indicators are patient outcomes that depend on the quantity or quality of nursing care, such as pressure injuries and patient falls. Below are the five of the many indicators that are tracked and submitted for Magnet Designation.

Data is for 2022-2023, which includes eight quarters.



INDICATOR	NUMBER OF UNITS THAT OUTPERFORM THE MEAN IN THE MAJORITY OF EIGHT QUARTERS	MEETS OR EXCEEDS MAGNET STANDARDS
Inpatient Fall with Injury per 1,000 patient days	7/8	✓
% of Patients with Hospital Acquired Pressure Injuries (HAPI) Stage 2 and above	4/5	✓
Central Line Associated Blood Stream Infections (CLABSI) per 1,000 central line days	6/6	✓
Catheter Associated Urinary Tract Infections (CAUTI) per 1,000 catheter days	6/6	✓
Ambulatory Falls with Injury per 1,000 patient visit/cases	20/20	✓



NURSES THINK OUTSIDE THE BOX TO CARE FOR PATIENTS WITH DEMENTIA

The nursing team on Tower 3, led by **Susan Wells, BSN, RN**, faced a challenging situation when the COVID-19 pandemic and new NYS staffing requirements for long-term care facilities led to delays in discharging patients. However, they rose to the occasion and developed a new plan of care for patients ready to transition to long-term care, many of whom have dementia diagnoses.

Through collaboration and innovation, the team created a home-like environment on the unit, providing activities such as puzzles, coloring, planting seeds, and even a spa day for patients. They also worked with medical staff, pharmacists, and the Center for Excellence in Alzheimer's Disease to develop a new order care set to reduce delirium and dementia.

These changes have resulted in less patient agitation, less need for medications, and an overall improvement in the well-being of patients. The team's dedication and teamwork have also led to fewer behaviors resulting in harm to staff. They should be proud of their success.



PRISTINE AT 15: A DAILY RITUAL FOR SWIFT PATIENT MOVEMENT

Glens Falls Hospital has implemented a transformative approach to patient movement within the hospital.

Amanda Wing, MS, RN, Nurse Manager of the Logistics Center leads the Patient Throughput Committee.

Throughput is a measurement of the time it takes a hospital to move a patient between care settings—it is a measure of efficiency. The regular sharing of metrics with the committee facilitates the identification of areas requiring improvement and the implementation of targeted strategies.

In addition to the monthly Throughput Committee meeting, the Logistics Center's daily nurse leader huddles, led by **Sally Schlak, MBA, BSN, RN**, Director of Inpatient Nursing, provide a platform to scrutinize the time taken to complete tasks. The timely assignment of beds for Emergency Department (ED) patients is a critical task that requires attention. The initiative, affectionately known as "Pristine at 15", sets an ambitious goal of completing this process in under 15 minutes. These daily meetings ensure

that we remain agile and responsive to the varying needs of our patients. During these daily huddles, both significant and minor accomplishments are celebrated, fostering a sense of achievement and teamwork. Barriers to efficiency are also examined, creating a culture where challenges are addressed collectively.

The commitment to improving patient throughput is evident in daily processes, transcending beyond the meetings. Patient navigation is a crucial component facilitated by real-time data provided by the Logistics Center. This data is a powerful tool, ranging from staffing levels to patient demand, enabling informed decisions and the swift movement of patients throughout the healthcare journey. The success in improving patient throughput is a testament to a culture that values collaboration, celebrates achievements, and addresses challenges proactively. We strive to ensure that every patient experiences a seamless and efficient healthcare journey at Glens Falls Hospital.

NURSES ADDRESS A MAJOR PUBLIC HEALTH ISSUE BY PROVIDING CARE TO VICTIMS OF DOMESTIC VIOLENCE

Nurses play a unique and crucial role in the identification and care of people who find themselves in a domestic violence situation. Glens Falls Hospital has had a sexual assault nurse examiner (SANE) program for many years but recently added screening and care of victims of domestic violence. The hospital implemented a program, under the direction of **Nadia Giumarra BS, RN, SANE-A, SANE-P, NYSAFE**, SANE Coordinator, that trains its nurses to provide better care to victims of domestic violence. This Intimate Partner Violence Nurse Examiner Certificate Program offered by the International Association of Forensic Nurses trains nurses to assess and treat patients who have experienced domestic violence. By doing this, the hospital is not only providing compassionate care but also addressing a significant public health issue.

The GFH SANE program received funds from the STOP Violence Against Women grant program. This grant has helped the program acquire the necessary resources for the new initiative, including training for the SANE nurses, strangulation kits, and ongoing coordination with community stakeholders. The success of the SANE team requires SANE-trained nurses. Multiple SANE nurses have already been trained and certified, and more will be trained in the future. To raise awareness among all staff members, Nadia conducted a Forensic Nurse Education Day for the hospital staff. The training focused on providing care to sexual assault and domestic violence patients and trauma-informed care.

The domestic violence screening by SANE nurses began at the end of 2022 and the team conducted 28 exams for victims of domestic violence in 2023. Nurses throughout the organization consult with the SANE team if patients under their care share concerns about domestic violence. Since the program went live, SANE nurse documentation, collection of evidence, and follow-up have led to the successful conviction of perpetrators.



BEYOND THE STRETCHER: THE ART OF COMPASSION AT GLENS FALLS HOSPITAL'S EMERGENCY DEPARTMENT

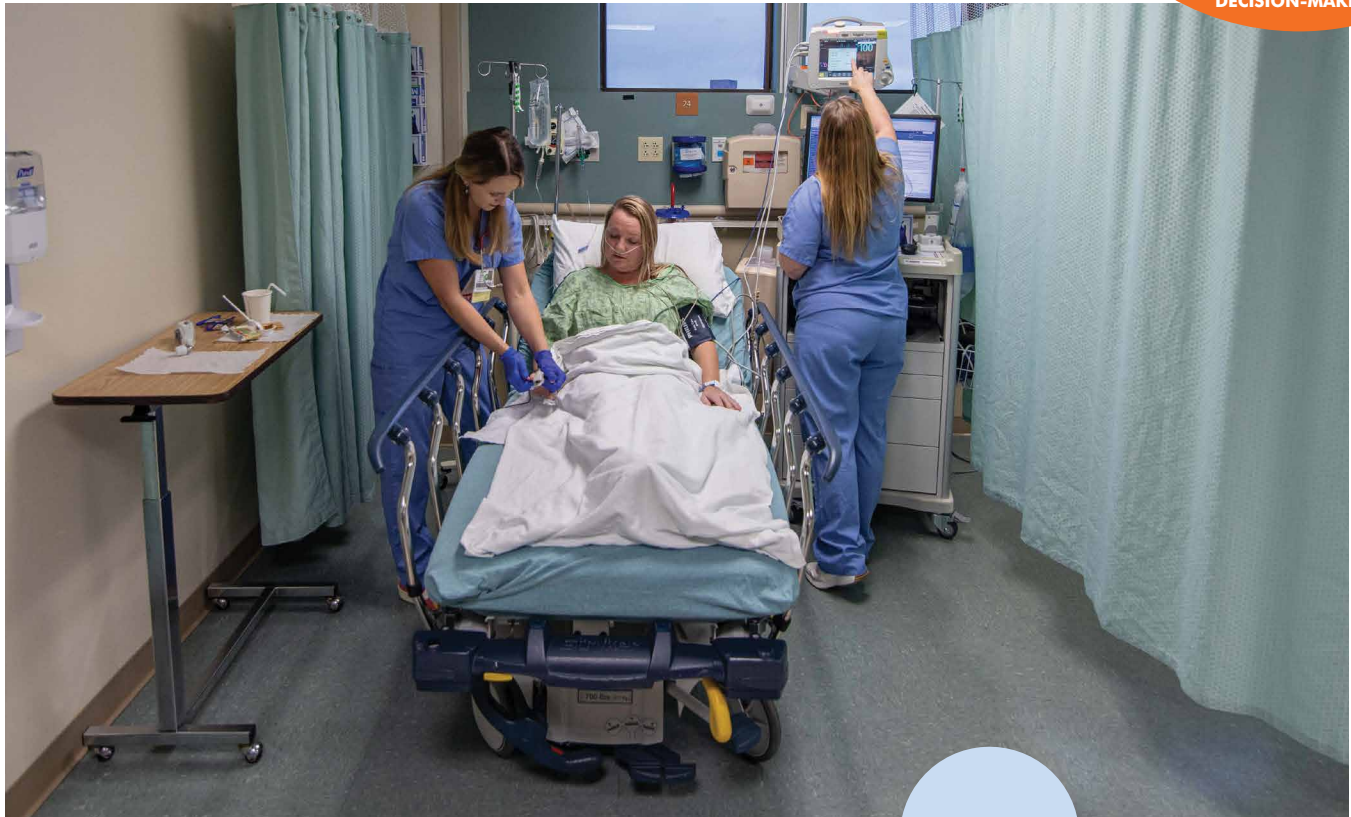
Glens Falls Hospital Emergency Department nursing and medical leaders have undertaken transformative measures to enhance patient satisfaction while reducing the time they spend at the hospital. This commitment to patient-centered care is evident through thoughtful initiatives to prioritize the overall well-being and comfort of individuals needing emergency medical attention.

By installing cell phone chargers and providing snacks and water, the hospital recognizes the importance of addressing the holistic needs of patients. A dedicated patient representative was hired to alleviate anxiety and ensure patient comfort, enhancing the overall experience.

The hospital has made major improvements in processes and established a disposition unit, focusing on the care of non-admitted patients. This change has resulted in reducing the time patients are in the emergency department. When patients do need to wait the staff actively monitors vital signs in the waiting room to ensure patient safety.

In 2023, Glens Falls Hospital's patient-centric approach to emergency care set a standard for compassionate and efficient emergency care. The future for the Emergency Department looks bright as they look forward to major renovations to their space in 2024 and 2025.

INTERPROFESSIONAL DECISION-MAKING

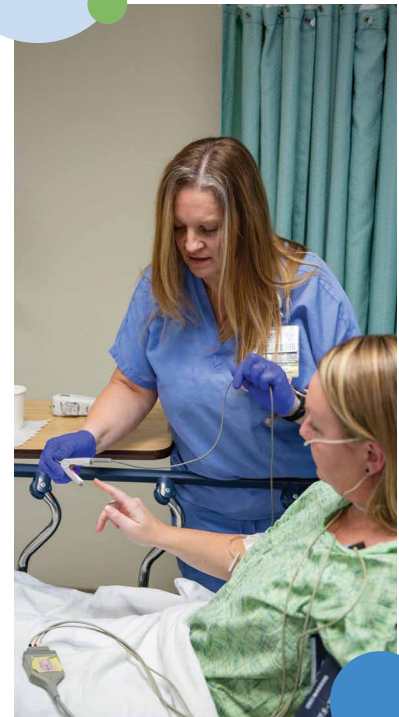


INTERPROFESSIONAL TEAM IMPROVES PATIENT EDUCATION FOR SURGERY

The discharge process is a crucial aspect of a nurse's role in postoperative care. The perioperative team received patient feedback indicating that there was a need to improve the education given to patients to prepare them for their surgeries. As a result, a team was formed that included nurses from the outpatient surgery offices, recovery room nurses, nursing leadership, and support staff from the outpatient surgery offices. The team conducted a literature search, which showed the significance of preparing a patient for surgery, including the information that should be provided.

The team then created an educational pamphlet for patients to help them be better prepared for surgery at Glens Falls Hospital. The pamphlet contained information on preventing infections, meals, after-care, day of surgery preparation, and bathing. The Patient and Family Advisory Committee provided feedback, and the team made necessary edits before the approval of the pamphlet. The education pamphlet was rolled out to the surgical offices in January 2023.

As a result of this initiative, patient experience scores for preparation for surgery and discharge education have improved. It was a successful initiative that improved patient outcomes and strengthened collaboration among all ambulatory departments that care for surgical patients.





CARITAS COMMITTEE— HOLISTIC RESOURCES FOR WELL-BEING AT GLENS FALLS HOSPITAL



In late 2022, **Donna Kirker**, Senior Vice President of Patient Services and Chief Nursing Officer, formed an interprofessional committee at Glens Falls Hospital to focus on employee well-being. The committee was named the Caritas Committee, based on Jean Watson’s Caring Science Theory, the hospital’s nursing theory. Caritas is derived from the Latin word meaning to cherish, appreciate, and give special attention to, if not lovingly. The group was created on the fundamental assumption that, “We must treat ourselves with loving kindness, gentleness, and dignity before we can professionally care for others.”

Once the interprofessional group was established, they started working on various initiatives for employee well-being. The first major initiative was to develop a Code Lavender program. The idea for this program came from other organizations that had implemented it successfully. The program involves responding to frontline staff who are displaying signs of distress or have experienced a stressful patient event or personal crisis. Any coworker can call a Code Lavender. When a code is called, a leader responds to meet the needs of the staff. The leader may encourage the staff member to take a break and provide them with comfort items. The leader can refer the staff member to the Employee Assistance Program and ensure there is follow-up.

Another initiative the committee was involved in was providing employees with access to Restworks. This organization provides a group retreat program that aims to support, connect, and restore healthcare workers who are experiencing stress and burnout. Glens Falls Hospital sent two groups of employees from across the organization to these retreats in 2023, and two additional retreats are planned for 2024.

The Caritas Committee also provides mental health resources on a dedicated intranet page. They have also worked on maintaining the Watson Room in the hospital, a relaxation room away from the stress of work. Additionally, the group has worked on social connections through evening programs such as painting that bring staff together in a relaxing environment. The group is committed to continuing to support wellness in the organization and is always exploring new ways to meet that goal.

ORGANIZATIONAL COMMITMENT TO REDUCE WORKPLACE VIOLENCE

Glens Falls Hospital is committed to providing a safe work and patient care environment that is free from violence, threats of violence, and threatening or intimidating conduct. Unfortunately, healthcare organizations, including Glens Falls Hospital, have seen a rise in aggressive and violent behavior from patients toward staff members. These events are precipitated by a rise in substance abuse disorder, mental health issues, and dementia. A marked rise in these events were noted during the COVID-19 pandemic and continue today.

The Task Force to Reduce Physical Assaults is an interprofessional committee that has been working to ensure safety is maintained for our nurses and staff. Through the work of this group, several initiatives have been implemented. These include enhanced and widespread training in de-escalation techniques and crisis intervention, the creation of a Code Gray ALPHA for very violent events, additional protective gear for security staff, and personal pendant and bracelet alarms for staff working in areas prone to violent threats such as the ED, BHU, Crisis Unit, and Tower 3.

The task force has acknowledged the physical and emotional trauma to staff caused by these aggressive events. As a result, they have created an emotional support bundle that includes manager and senior leader support, assistance from Employee Health, referrals to the Employee Assistance Program (EAP), and support to file a complaint with law enforcement when necessary. Each event is reviewed by an interprofessional team on a weekly basis to ensure employees are supported and cared for.



PROFESSIONAL DEVELOPMENT



NURSING STRATEGIC GOAL: INCREASE THE NUMBER OF BSN-PREPARED NURSES BY 2% ANNUALLY

Nursing in the 21st century is more complex than ever before. In response to the Institute of Medicine's recommendation that 80% of the nation's RN workforce hold a Bachelor of Science in Nursing (BSN) by 2020, the nurses of Glens Falls Hospital established a goal in their strategic plan to increase the number of BSN-prepared nurses by 2% annually. The complexity of this care requires transitioning from skill-based competencies to those that assess knowledge and competence on health policy, system improvement, research, evidence-based practice, teamwork and collaboration, complex decision making, and leadership. These competencies are part of the curriculum of a BSN program and will allow RNs to function fully in healthcare's ever-changing environment.



Congratulations to the nurses that earned their BSN or higher degree in 2023:

BACHELOR OF SCIENCE IN NURSING

Jennifer Audette, BSN, RN, Tower 5
Kathleen Bullis, BSN, RN, Tower 6
Nancy Chapman, BSN, RN, Tower 6
Abigayle Claeson, BSN, RN, 2 West
Alexander Freeman, BSN, RN, Emergency Department
Paris Howard, BSN, RN, 2 West
Molly Johnston, BSN, RN, Tower 2
Mackenzie Kinney, BSN, RN, Emergency Department
Rachael Mann, BSN, RN, Tower 3
Calan LaPrairie, BSN, RN, Tower 3
Gail Leszczynski, BSN, RN, Emergency Department
Lacie Morgan, BSN, RN, Tower 2
Lauren Nelson, BSN, RN, Float Pool

Christy Olden, BSN, RN, Cancer Center
Lindsay Rodriguez, BSN, RN, Emergency Department
Olivia Rogers, BSN, RN, Tower 3
Misty Yole, BSN, RN, Greenwich Medical Center

MASTER OF SCIENCE IN NURSING

Amanda Wing, MSN, RN, Nursing Resources
Anita Baitinger, MSN, RN, Behavioral Health Unit
Jennifer Hoover, MSN, RN, Behavioral Health Unit

DOCTORATE DEGREES

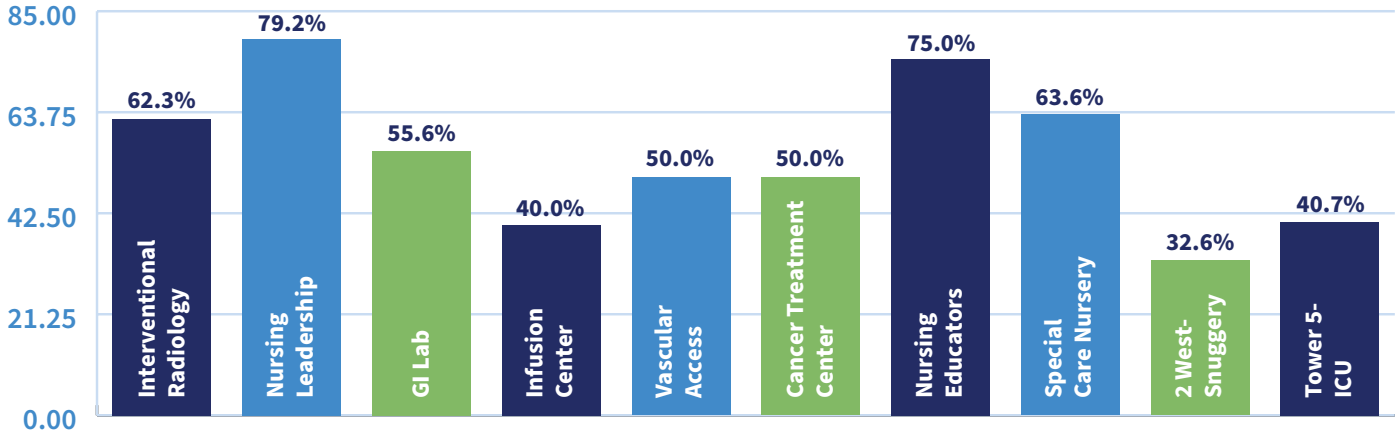
John Green, DHA, RN, Nursing Administration
Nicole Krause, DNP, RN, NPJ-BC, NE-BC, Nursing Administration

BOARD CERTIFICATION OF GLENS FALLS HOSPITAL NURSES

Earning board certification in their specialty allows nurses to advance their career, prove their ability to provide the best patient care, and solidify their commitment to advancing the nursing profession. Certification is achieved after a nurse spends a defined amount of time working in that specialty, studies a curriculum, and passes an exam. Certification is maintained by earning contact hours in their specialty every year.



Top 10 Units with Highest Percent of Eligible Nurses Certified in 2023



GROWING OUR OWN THROUGH EARLIER CONNECTION WITH NURSING STUDENTS

The Student Nurse Extern Program was developed in 2021 by a team of nurse leaders to attract highly engaged RN nursing students to Glens Falls Hospital. Student Nurse Externs entering their final year of nursing school receive an elevated experience beyond the traditional patient care associate role. Under the leadership of **Katie Fowler, MS, RN, NPD-BC, CCRN-K**, Nurse Residency Program & Specialty Track Coordinator, Student Nurse Externs are provided shadowing opportunities, skills labs/educational classes, and the ability to observe and learn hands-on nursing care from an experienced Registered Nurse preceptor, while maintaining the scope of practice of an unlicensed patient care associate.

High-performing student nurse externs are offered positions in our nurse residency program through a seamless hiring process, which supports Glens Falls Hospital's goal of strategic recruitment. In 2023, enrollment in the Student Nurse Extern Program grew by 60%, and 67% of the 2023 Student Nurse Externs were hired into the Nurse Residency Program as graduate or licensed registered nurses!

NURSE DRAFT INNOVATION

In July 2023, Glens Falls Hospital's Nursing Education Department introduced a new program called "The Nurse Draft" to address the issue of RN turnover and provide nurses with opportunities for professional growth within the organization. The program aims to make the internal transfer process more transparent, guided, and exciting, fostering supportive relationships through a mentorship program, career development conversations, and targeted internal movement to predict turnover and fill RN vacancies quickly.

Katie Fowler, MS, RN, NPD-BC, CCRN-K, Nurse Residency Coordinator, and **Julie Mosher, MS, RN, NPD-BC, NEA-BC**, Director of Nursing Practice & Professional Development designed the program to help nurses find the specialty that best suits them while keeping them within the organization. Encouraging nurses to discover their professional passion while staying within the organization is a priority at GFH; this program exemplifies that belief.



CLIMBING THE LADDER: CONGRATULATIONS TO OUR 2023 PROFESSIONAL ADVANCEMENT NURSES

The Professional Advancement Program serves as a pathway for the advancement of Glens Falls Hospital's clinical registered nurses. The purpose is to recognize and reward the contributions and expertise of clinical nurses who are leaders in demonstrating and promoting excellence in nursing practice at the bedside. The program strives to promote an understanding of excellence in nursing practice, including clinical expertise and professional role

responsibilities. The participants must have a combination of accomplishments that include advanced degrees, board certification, participation in research and evidence-based practice, mentorship, and preceptorship, and being leaders on their unit and in the community. Here are the nurses who achieved promotion through the Professional Advancement Program in 2023:

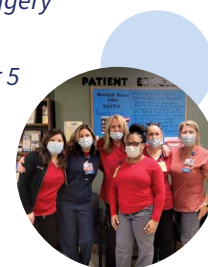


LEVEL III

Rachel Aubin, BSN, RN, *Tower 3*
 Shannon Bartholomew, BSN, RN, *GI Center*
 Mary Bauder, RN, CNOR, *Surgical Admissions*
 Rory Beaudet, BSN, RN, *Tower 6*
 Janice Blair, BSN, RN-BC, *Medication Reconciliation Team*
 Marie Bonnefoi, BSN, RN, *Tower 3*
 Nicole Boyle, RN, CAPA, *Cancer Center*
 Pamela Brumley, BSN, RN, VA-BC, *Interventional Radiology*
 Janice Bush, RN, CWS, *Wound Healing Center*
 Robert Carpenter, RN, OCN, *Tower 2*
 Kaitlyn Coriale, BSN, RN, *Post Anesthesia Care Unit*
 Tracey Gamache, BSN, RN, *Post Anesthesia Care Unit*
 Kara Gates, BSN, RN, *Cardiovascular Lab*
 Adriana Gebo, BSN, RN, *Cancer Center*
 Beth Hughes, RN, OCN, *Cancer Center*
 Shera Hunt, RN, AMB-BC, *Greenwich Health Center*
 Mercedes Keeley, RN, MEDSURG-BC, *4 West*
 Trisha LaForge, BSN, RN, MEDSURG-BC, *Infusion Center*
 Abigail Landon, BSN, RN, *Tower 6*
 Ron McMurry, RN-BC, *Cardiovascular Lab*
 Matthew Messinger, BSN, RN, PED-BC, *Vascular Access*
 Barbara Moehringer, RN, OCN, *Cancer Center*
 Jenifer Nix, BSN, RN, *2 West-Snuggery*
 Caitlin Petersen, BSN, RN, CMSRN, *Post Anesthesia Care Unit*
 Georgia Rothermel, BSN, RN-BC, *Tower 5*
 Taylor Scarincio, BSN, RN, *Cardiovascular Lab*
 Kimberly Shaw, RN, OCN, *Cancer Center*
 Kimberley Smith, BSN, CRN, VA-BC, *Medical Imaging*
 Kiley Sullivan, BSN, MEDSURG-BC, *Tower 6*
 Sue Tartaglione, RN, CNOR, *Operating Room*
 Danielle Thomas, BSN, OCN, *Tower 2*
 Edwin Tobin, BSN, RN, *Cancer Center*
 Audrey Turner, RN, CPAN, *Post Anesthesia Care Unit*

LEVEL IV

Tabatha Baldwin, BSN, RN, VA-BC, *Interventional Radiology*
 Magen Burch, BSN, RN, CNOR, *Operating Room*
 Laura Carley, BSN, RN, CAPA, *Post Anesthesia Care Unit*
 Lorrai Carpenter, BSN, RN, CRNI, *Infusion Center*
 Kahla DeMarco, BSN, RN-BC, *Tower 3*
 Kristie Depew, BSN, RNC-LRN, CBC, *Special Care Nursery*
 Karen Dimick, BSN, RN, CRN, VA-BC, *Interventional Radiology*
 Kelle Engel, BSN, RN, OCN, *Cancer Center*
 Karla Gensch, BSN, RN, CGRN, *GI Center*
 Rebecca Gijanto, BSN, RN, CRNI, *Infusion Center*
 Nadia Giumarra, BSN, RN, SANE, *Emergency Department*
 Samantha Griffin, BSN, RN, RNC-LRN, *Special Care Nursery*
 James Gustafson, BSN, RN, CCM, *Care Management*
 Paula Hanchett, BSN, RN, IBCLC, *2 West-Snuggery*
 Courtney Heald, BSN, RN, *Cancer Center*
 Ellen Hodson, BSN, RN, MEDSURG-BC, *Tower 5*
 Julia Leonard, BSN, RN, OCN, *Cancer Center*
 Carolyn Marcantonio, BSN, RN, CPAN, *Post Anesthesia Care Unit*
 Christie McAvey, BSN, CGRN, *GI Center*
 Elizabeth Muoio, BSN, RN, CCRN, *Tower 5*
 Nicole Orleman, BSN, RN, C-EFM, *2 West-Snuggery*
 Deborah Osborne, BSN, RN, CEN, *Interventional Radiology*
 Grace Patrick, BSN, RN, CMSRN, *Pre-Admission Testing*
 Terra Phillips, BSN, RN-BC, *Tower 5*
 Stephanie Rollo, BSN, RN, CGRN, *GI Center*
 Molly Rowland, BSN, RN, OCN, *Cancer Center*
 Mary Scott, BSN, RN, CGRN, *GI Center*
 Beth Sponzo, BSN, RN, OCN, *Cancer Center*
 Nicole Vance, BSN, RN, *2 West-Snuggery*
 Hannah Walden, BSN, RN, CMSRN, *Tower 5*



PROFESSIONAL PRACTICE



2023 DAISY AWARD® RECIPIENTS

The DAISY Foundation was created in 1999 by the family of Patrick Barnes, a 33-year-old man that died from an autoimmune disease. DAISY stands for Diseases Attacking the Immune System. The Foundation wanted to recognize extraordinary nurses who provide care to patients and families every day, and the DAISY Award® was born. This prestigious award to recognize nursing excellence is a cornerstone of recognition programs in over 2,500 hospitals around the globe. Recipients are honored here at GFH with a surprise ceremony on their unit while they are working. It is attended by members of hospital leadership and their co-workers where their nomination is read, and their award is bestowed. The winners are also recognized internationally by appearing on the DAISY Award® website.

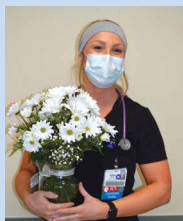
Congratulations to Glens Falls Hospital's extraordinary DAISY Award® nurses of 2023:

Mary Bauder, *Surgical Admissions*
Abigail Buck, *Emergency Department*
Jennah Powers, *Intensive Care Unit*
Douglas Livingston, *Tower 6*
Jordan Speshock, *Tower 3*
Jennifer Tripi, *Tower 2*
Molly Johnston, *4 West*

Michelle Richards, *Tower 3*
Donna Kirker, *Senior VP of Patient Services/
 Chief Nursing Officer, DAISY Nurse Leader Award*
Dale Winyall, *Nursing Supervisor,
 DAISY Nurse Leader Award*
Katie Fowler, *Nurse Residency Program
 Coordinator, DAISY Nurse Leader Award*



Mary Bauder
RN, CNOR



Abigail Buck BSN,
RN, CEN



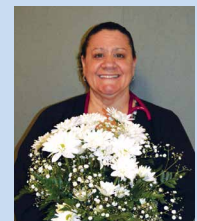
Jennah Powers
BSN, RN



Douglas Livingston
BSN, RN



Jordan Speshock
RN



Jennifer Tripi
RN



Molly Johnston
BSN, RN



Michelle Richards
RN



Donna Kirker
MS, RN, NEA-BC



Dale Winyall
MS, RN



Katie Fowler
MS, RN, CCRN-K,
NPD-BC

2023 BEE AWARD RECIPIENTS

Created by the Nursing Professional Development Council in 2019, the Bee Award complements the DAISY Award®. It recognizes the hard work of our nursing assistants and other patient care partners, who contribute so much to the patient-centered care that Glens Falls Hospital is known for.

Congratulations to our extraordinary Bee Award Recipients of 2023:

- Rodica Irimia, *Tower 3*
- Tamara Winchell, *Post Anesthesia Care Unit*
- Brittany Gillis, *Emergency Department*
- Sarah Fox, *4 West*



Rodica Irimia



Tamara Winchell



Brittany Gillis



Sarah Fox

2023 OWL AWARD RECIPIENTS

In 2022, the Outstanding Wisdom and Leadership (OWL) award was created by the Nursing Professional Development Council. One of the Council’s goals was to highlight and recognize preceptors for their efforts in on-boarding new clinical staff and the OWL Award does just that! This award recognizes extraordinary preceptors for their clinical wisdom and leadership in the organization. Like real owls, preceptors must have keen vision to observe and assess competency and take the learners under their wing.

Congratulations to Glens Falls Hospital’s exceptional OWL Award winners of 2023:

- Jennifer Hoover, *Behavioral Health Unit*
- Melissa Scotto-Lavino, *2 West-Snuggery*
- Abigail Ramsey, *Tower 6*
- Xenia Weiland, *Tower 6*
- Molly Schoder, *Tower 6*
- Amy Forcier, *Tower 3*
- Nancy Chapman, *Tower 6*
- Nicole Hoffman, *Tower 3*
- Aaron Lizor, *Tower 3*
- Eugene Mulligan, *Vascular Access*



Jennifer Hoover
MSN, RN



Melissa Scotto-Lavino
BSN, RN



Abigail Ramsey
BSN, RN



Xenia Weiland
RN



Molly Schoder
BSN, RN



Amy Forcier
RN



Nancy Chapman
BSN, RN



Nicole Hoffman
RN



Aaron Lizor
RN

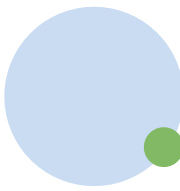


Eugene Mulligan
RN, VA-BC

CONGRATULATIONS

CONGRATULATIONS TO OUR 2023 NURSES AND TEAMS OF THE YEAR

Each year during Nurses Week, we honor the nurses and teams that have been recognized for their exemplary care and professional practice.



CLINICAL NURSES OF THE YEAR

Joshua Beck, *Operating Room*
 Andrea Franco-Ives, *Tower 3*
 Heather Giorgianni, *Float Pool*

NURSE AS TEACHERS OF THE YEAR

Chelsea Morgan, *ED Education*
 Cathy Brambley, *Perioperative Services Education*

NURSE LEADERS OF THE YEAR

Susan Wells, *Nurse Manager, Tower 3*
 Julie Mosher, *Director of Nursing Practice and Professional Development*

NURSE RESIDENT OF THE YEAR

Jordan Speshock, *Tower 3*

TENURED NURSE OF THE YEAR

Karen Dimick, *Interventional Radiology*
 Kelly Carpentier, *Education Services*

NURSING TEAMS OF THE YEAR

Cath Lab/Interventional Radiology Unit-Based Council
 Darn Tough Hiking Group Founders

MAGNET CHAMPION OF THE YEAR

Michelle Richards, *Tower 3*

PATIENT CARE PARTNER OF THE YEAR

Penny Grant, *Environmental Services*
 Katie Mechanick, *Unit Secretary, Tower 3*

THE GLENNIE

Tower 3 Team for Dementia Care

NURSING COUNCIL

MEMBER OF THE YEAR

James Gustafson, *Care Management*



Joshua Beck
RN



Andrea Franco-Ives
RN



Heather Giorgianni
BSN, RN, CMSRN



Jordan Speshock
RN



Michelle Richards
RN



James Gustafson
BSN, RN, CCM



Chelsea Morgan
BSN, RN



Cathy Brambley
BSN, RN, CNOR



Karen Dimick
BSN, RN, CRN, VA-BC



Kelly Carpentier
LPN



Penny Grant



Katie Mechanick



Susan Wells
BSN, RN, CMSRN



Julie Mosher
MS, RN, NPD-BC,
NEA-BC



Cath Lab/Interventional
Radiology Unit-Based Council



Darn Tough Hiking Group Founders



Tower 3 Team for Dementia Care

COMMUNITY RECOGNITION OF OUR NURSES

TIMES UNION SALUTE TO NURSES RECIPIENTS:

- Kara Gates, *Cardiac Cath Lab*
- Trisha LaForge, *Infusion Center*
- Susan Wells, *Nurse Manager, Tower 3*

THE POST-STAR HEART OF HEALTHCARE AWARD RECIPIENTS:

- Josh Beck, *Operating Room*
- Brenda Brown-Hayes, *Evergreen Medical Center*
- Carol Byron, *Cambridge Medical Center*
- Krista Millington, *Emergency Department*
- Eugene Mulligan, *Vascular Access*
- Elizabeth Muoio, *Tower 5*
- Valerie Parker, *Tower 3*
- Dawn Poff, *Tower 2*



Kara Gates
BSN, RN



Trisha LaForge
BSN, RN,
MEDSURG-BC



Susan Wells
BSN, RN, CMSRN



Joshua Beck
RN



Brenda Brown-Hayes
BSN, RN



Carol Byron
BSN, RN



Krista Millington
BSN, RN



Eugene Mulligan
RN, VA-BC



Elizabeth Muoio
BSN, RN, CCRN



Valerie Parker
BSN, RN

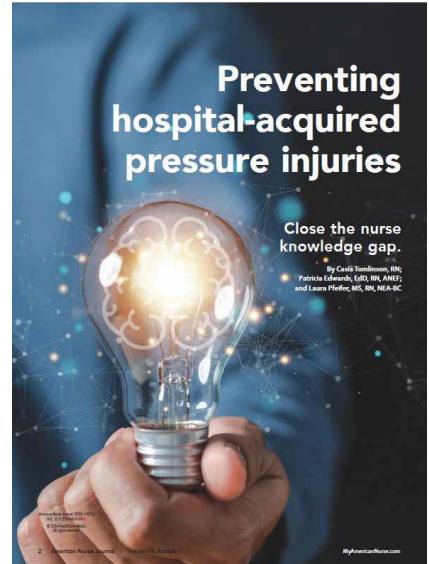


Dawn Poff
RN

GLENS FALLS HOSPITAL NURSES SHARING THEIR EVIDENCE-BASED PRACTICE PROJECTS AND NURSING RESEARCH

It is crucial for nurses to share evidence-based practice projects and research findings with colleagues to improve patient outcomes and enhance the quality of care. This process promotes continuous learning and development within the nursing profession, ensuring that nurses are up to date with the latest advancements in healthcare and equipped with the skills necessary to provide the best possible care to their patients. Congratulations to the nurses that disseminated their work to external audiences in 2023:

- **Casia Tomlinson, RN, Wound Care Coordinator; Patricia Edwards, EdD, RN, ANEF, Nurse Scientist; and Laura Pfeifer, MS, RN, NEA-BC, Assistant VP Nursing Operations/Associate Chief Nursing Officer** were published in the January 2024 edition of the American Nurse Journal, the official journal of the American Nurses Association. Their article titled, “Preventing Hospital-Acquired Pressure Injuries,” shared their nursing research on the knowledge of nurses regarding pressure injuries and their prevention.
- **Jade Durkee, BSN, RN, PMH-BC, Quality Assurance Nurse Specialist-Inpatient BHU/CSU** had a poster presentation titled, “Utilizing a Psychiatric-Based Fall Scale on an Inpatient Behavioral Health Unit to Reduce Falls,” at the Nursing Research & Evidence-Based Practice Symposium.
- **Nicole Krause, DNP, RN, NP-BC, NE-BC, Director, Perioperative Services** had a poster presentation titled, “Implementation of Clinical Guidelines to Reduce Postoperative Nausea and Vomiting in Adult Patients,” at the Nursing Research & Evidence-Based Practice Symposium.
- **Julie Mosher, MS, RN, NP-BC, NEA-BC, Katie Fowler, MS, RN, CCRN-K, NP-BC, Jade Durkee, BSN, RN, PMH-BC, and Kiera Walker, RN, BSN** had a podium and poster presentation titled, “The Impact of a Psychiatric RN Residency,” at the NY Organization of Nursing Leaders Conference. Their abstract won a Best Practice award.





NURSES IN THE COMMUNITY

The nurses at Glens Falls Hospital strive to serve their community inside and outside the hospital walls. Below are some examples of the volunteer work GFH nurses provided in 2023:

- Glens Falls Hospital Honor Guard was developed by a group of Registered Nurses who thought it would be wonderful to pay tribute to the nursing careers of those nurses who pass away in our community. These volunteer nurses attend funeral services at the request of the family of the nurse and perform a ceremony to pay respect to the deceased nurse's time and commitment to the nursing profession.
- Glens Falls Hospital Cancer Center collaborated with the NYS Dental Association to provide screening for head and neck cancer at the Stick it to Cancer event hosted by the Adirondack Thunder. Many nurses volunteered their time to assist anyone who had an issue, including helping with referrals to dentists or insurance as needed. There were also Glens Falls Hospital nurses registering folks for Paint the Ice, the proceeds of the event go to CR Wood Cancer Center.
- The Darn Tough GFH hiking team has opened opportunities for volunteering within the community. In April of 2023, the group participated in trail maintenance and tree planting for Earth Day at Dynamite Hill in

Chestertown. In July of 2023, they helped to guide hikers up Anthony's Nose for the Lake George Hike-a-Thon. The proceeds benefit the Lake George Land Conservancy's efforts of preserving the quality of the water and preservation of its natural beauty for future generations.

- During EMS week, the ER staff cooked for the EMS crews that they work with every day.
- GFH nurses in the Special Care Nursery collected books for Project: Cameron's Story. This organization collects books to give to parents of premature babies to support bonding.
- The Glens Falls Hospital Emergency Department have a table at the farmer's market. The nurses take blood pressures and talk to community members about things they can do to improve their health.
- The Wound Care Team decorated and donated a tree for auction to the North Country Festival of Trees. The Wound Center does this annually. Proceeds from this event benefit Prospect Center, a division of the Center for Disability Services. This center serves children and adults with developmental disabilities in Warren, Washington, Saratoga, Essex, and Hamilton Counties. Hundreds of people attend each year and enjoy the sights, sounds and tastes of the season.



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