



Nursing Annual Report | 2021

SUSTAINING A CULTURE OF EXCELLENCE THROUGH IT ALL



Glens Falls Hospital



ALBANY MED Health System

Table of Contents

NURSING MISSION, VISION AND VALUES 3

NURSING PHILOSOPHY 3

PROFESSIONAL PRACTICE MODEL 4

MAGNET® CONFERENCE CELEBRATION 5

CARE DELIVERY 7-8

CREATING SAFEGUARDS TO REDUCE WORKPLACE VIOLENCE
NURSES IN OCCUPATIONAL HEALTH: CARING FOR OUR OWN

PATIENT AND FAMILY-CENTERED CARE— SHINE ON LANTERNS 8

PROFESSIONAL DEVELOPMENT 9-11

BSN AND MSN NURSES
CERTIFICATION
VALUE OF CERTIFICATION STUDY
PROFESSIONAL ADVANCEMENT PROGRAM NURSES

INTERPROFESSIONAL DECISION-MAKING 12

THE PANDEMIC CONTINUES TO NECESSITATE FLEXIBILITY
AND INNOVATION IN CARE DELIVERY

PROFESSIONAL PRACTICE 13-16

2021 DAISY AWARD® RECIPIENTS
2021 BEE AWARD RECIPIENTS
CONGRATULATIONS TO OUR
2021 NURSES AND TEAMS OF THE YEAR

SHARED LEADERSHIP 17

SHARED LEADERSHIP—COUNCIL ACHIEVEMENTS
SHARED LEADERSHIP—NIGHT SHIFT COUNCIL—
THE STARS COME OUT AT NIGHT

Photo Disclaimer: The 2021 Nursing Annual Report includes a collection of images from throughout the year, masked and unmasked. Please understand that the unmasked images were taken before the COVID-19 pandemic or with proper social distancing.

Welcome



**Magnet®
designation
provides
validation that
this hospital
meets the “gold
standard” for
nursing practice,
innovation and
patient care
that only 8% of
U.S. hospitals
achieve.**

I am delighted to welcome you to our 2021 Nursing Annual Report for Glens Falls Hospital. It gives me tremendous pride to share with you examples of the exceptional care and innovations led by our nursing team. This report highlights how our nurses engage in shared decision-making and evidence-based practice and research to improve care delivery and patient outcomes. It also demonstrates how we swiftly navigated multiple waves of the pandemic, adapting our care and environment to ensure the safety of our patients and each other.

Despite the unfortunate backdrop of COVID-19, we earned our first designation as a Magnet®-recognized organization. Crossing the stage with a group of our nursing colleagues at the Annual Magnet Conference to be recognized among such distinguished organizations was the ultimate reward for our seven-plus year journey. Magnet® designation provides validation that this hospital meets the “gold standard” for nursing practice, innovation and patient care that only 8% of U.S. hospitals achieve.

As you read through the pages of this report, you will see evidence not only of our commitment to delivering loving, heart-centered care to our patients and families, but also to each other. Our nurses’ dedication to caring is deeply embedded in our culture of nursing excellence and professionalism.

On behalf of the entire nursing team, we hope you enjoy learning about our accomplishments and contributions for the health and well-being of the people in our region.

Sincerely,

Donna Kirker, MS, RN, NEA-BC

Vice President of Patient Services and Chief Nursing Officer

NURSING VALUES

Integrity

Diversity

Respect

Empathy

Advocacy

Making a Difference

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.



We believe in creating a dynamic nursing environment that is safe, trusting and collaborative.



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 and 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.

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.



Nurses from the Surgical Admissions Team prepare to welcome ANCC Magnet appraisers.

MAGNET[®] CONFERENCE CELEBRATION



During a live video conference on April 27th, 2021, Glens Falls Hospital was notified that the Commission on Magnet[®] had unanimously voted to credential Glens Falls Hospital a Magnet organization, joining only 8% of all hospitals in the United States to currently hold this distinction, and less than 10% of hospitals worldwide.



Jamie Aliperti, MS, RN, CNML, and Laura Pfeifer, MS, RN, NEA-BC, prepare to walk across the Magnet Recognition stage; Jamie Aliperti, MS, RN, CNML, Sally Schlak, MBA, BSN, RN, and Sue Wells, BSN, RN, CMSRN, get ready to cheer for GFH.

Magnet Recognition is the gold standard for nursing excellence. To receive Magnet Recognition by the American Nurses Credentialing Center (ANCC), an organization must demonstrate excellent quality outcomes, satisfied patients and engaged nurses.

Creating and sustaining a culture of excellence is what it means to be on the journey to Magnet. The process of applying for Magnet designation is thorough and lengthy, demanding widespread participation within the organization. Healthcare organizations find the journey to be a revealing self-assessment, creating opportunities for organizational advancement, team building and enhancement of individual professional self-esteem.

Glens Falls Hospital began its Magnet journey in 2013 when a strategic organizational goal to achieve this status was set by the Board of Governors and Nursing Leadership. Over the next seven years, the nurses at Glens Falls Hospital formalized a structure of shared leadership, evidence-based practice, continuous quality improvement and nursing research. The journey itself transformed patient care and the nursing practice environment. In July 2020, GFH

nurse leaders submitted a 700+ page document that showcased evidence to prove our world-class outcomes and in December 2020, Glens Falls Hospital was notified it was moving directly to a site visit from the ANCC. Appraisers spent three days observing each nursing area and meeting with hundreds of staff members to verify, clarify and amplify what was written in our document and then submitted a report to the Commission on Magnet.

The final step occurred on Tuesday, April 27th during a live event announcing the completion of our successful Magnet journey to officially become Magnet Recognized. During the announcement, the Commission notified Glens Falls Hospital that seven of their document sources of evidence were industry exemplars.

The culmination of this recognition occurred in November 2021 when several of our nurses traveled to the ANCC National Magnet Conference in Atlanta, Georgia, to represent Glens Falls Hospital and receive our award. The highlight of the conference is when all the organizations who have received a Magnet designation in the last year walk across the stage with banners and celebratory flair like pom-poms, hats and balloons



to celebrate their organization's accomplishment. **Samantha David, BSN, RN, CCRN**, a nurse in the Cardiac Catheterization Lab was one of the nurses representing Glens Falls Hospital who wore tiaras, shook pom-poms and cheered as they walked across the stage. When asked about attending the conference Sam said, "It was meaningful for me to attend because I got to celebrate our success as a hospital, and we got to celebrate the success of other hospitals. All the educational opportunities were also an added bonus that really rejuvenated me to want to do better not only for myself, but for the hospital and for the community!"



The Crystal Magnet Award is proudly located in the Nursing Excellence display in the West Lobby.

"The Magnet Recognition Program[®] designates organizations worldwide where nursing leaders successfully align their nursing strategic goals to improve the organization's patient outcomes. The Magnet Recognition Program provides a roadmap to nursing excellence, which benefits the whole of an organization. To nurses, Magnet Recognition means education and development through every career stage, which leads to greater autonomy at the bedside. To patients, it means the very best care, delivered by nurses who are supported to be the best they can be."

– American Nurses Credentialing Center

Care Delivery



Creating Safeguards to Reduce Workplace Violence

Like healthcare organizations everywhere, Glens Falls Hospital has seen an increase of patients with mental illness and substance abuse issues that arrive at already strained emergency departments in crisis. These patients are at times violent and aggressive toward hospital staff, which should not be a regular part of anyone's job. The Task Force to Reduce Violence Against Healthcare Workers is an interprofessional group that has worked diligently over the last year. Under the leadership of the Chief Nursing Officer **Donna Kirker, MS, RN, NEA-BC**, the group has addressed the systemic problem of violence against healthcare workers to reduce the incidence at Glens Fall Hospital.

The task force's work to prevent violence includes bringing full nonabusive de-escalation training and improving security presence in vulnerable areas like the Behavioral Health Unit (BHU), Emergency Department (ED) and Crisis Stabilization Unit (CSU). The task force has also increased emotional support for employees after an incident, and a team of leaders meets weekly to dissect any events to correct any missed opportunities. Signage created by the task force to communicate to patients and visitors that the organization has a zero-tolerance policy for aggressive behavior is now hanging at entrances that are open to the public. The task force's results have been impressive. From the start of the work in January 2021 to the end of December 2021, there has been a 52.9% reduction in assault events requiring first aid.

MEMBERS OF THE TASK FORCE:

Donna Kirker, MS, RN, NEA-BC, Chief Nursing Officer and Task Force Leader

Nate Daellenbach, Security Specialist

Jill Freebern, Human Resources Generalist

Andi Graybill, BSN, RN, ED ANM, Emergency Department

John Green, MS, RN, Director, Emergency Department and Logistics Center

Michell Kilmer, MS, RN, Assistant Director, Emergency Department

Jim Marco, Vice President, Human Resources

Kevin McMurtry, Nurse Manager, Behavioral Health Unit

Taylor Mickle, Patient Safety Officer

Laura Pfeifer, MS, RN, NEA-BC, Assistant Vice President, Nursing Operations

Cathy Reichen, Director, Employee Health and Safety

Sally Schlak, MBA, BSN, RN, Director, Inpatient Nursing

Mary Shannon, MS, RN, NEA-BC, Vice President, Clinical Services

Kris Smith, Director of Security

.....
Mary K. Shannon, RN, MS, NEA-BC, Vice President, Clinical Services and **Donna Kirker, MS, RN, NEA-BC**, Chief Nursing Officer and Task Force Leader with their poster presentation on Violence Reduction.

Patient and Family-Centered Care



Shine On Lanterns

The emotional strain COVID-19 had on hospitalized patients, their families and healthcare workers caring for them was unprecedented. When the pandemic began, no one was prepared for patients who couldn't have visitors due to isolation precautions, even as they took their last breath. Nurses were faced with the challenge of caring for patients who were very ill and trying to find ways to allow connection between patients and their helpless families with phone and video calls. **Belinda Spinner, RN**, clinical nurse Tower 3, recognized that the emotional needs of COVID-19 patients' families who died in the hospital and the nurses who cared for them were different because families could not be at the patient's bedside during their final days.

In an effort to comfort families and support fellow nurses, Belinda created "Shine On" lanterns to be given to the families of all patients that passed from COVID-19. With the help of her daughter and donations of wine bottles from friends and co-workers,

Belinda and her daughter turned these empty bottles into works of art. They scrubbed the bottles bare of labels and etched a triple-layered heart into them. They filled each one with tiny white lights. They had the nurses and staff that cared for each COVID-19 patient write a personal note or memory of the patient on stationery they created for the project. They placed the lanterns into bags and tied them with a special note of concern. The lanterns were hand-delivered to patients' families, allowing time to share stories of interactions the nurses had had with their special loved ones who died at Glens Falls Hospital during the pandemic.

Writing notes to the families and delivering the lanterns helped nurses begin to process their grief and find closure. Upon receiving the lantern, families reflected a sense of relief, peace and comfort that their family member's death was honored, and their spirit would shine on like the lights in the lantern.



Ellen Hodson, BSN, RN, and **Taylor Scarincio, RN**, helping to deliver Shine On Lanterns to a patient's family.

Nurses in Occupational Health Caring for our own

Care Delivery at Glens Falls Hospital usually involves patients from the community, but care delivery has been affected in every area of the organization throughout the COVID-19 pandemic, including Employee Health. The Employee Health Department is responsible for tracking health requirements for new employees and annually for all staff. This team of primarily nurses also does blood draws, immunizations, fit testing and clears staff to return to work after illness. The pandemic added a slew of challenges to the team's work. Suddenly, they were testing staff for COVID-19, calling staff with test results and interpreting the ever-changing requirements that the pandemic generated for healthcare workers. COVID-19 became a significant focus, and the employee health nurses and staff were overwhelmed with sick employees who were now their patients. The team, much like other departments, struggled to keep up with the number of visits, phone calls and new protocols. Thankfully this department has excellent teamwork, and they support each other in their work to take care of the employees of Glens Falls Hospital. When asked what their most significant accomplishment of 2021 was, **Peggy Liberty-Olcott, NP**, said it best when she said, "We survived 2021!"

"We survived 2021!"



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 in healthcare’s ever-changing environment fully.

Congratulations to the nurses that earned their BSN or higher degree in 2021:

BACHELOR OF SCIENCE IN NURSING

Loren Martell, BSN, RN, Emergency Department

Grace Lyons, BSN, RN, Tower 3

Melonie Capen, BSN, RN, Tower 6

Kayla Nowicki, BSN, RN, 4 West

Mary Perry, BSN, RN, CCRN, Tower 5

Hannah Walden, BSN, RN, Tower 3

Clifford Dutcher, BSN, RN, Emergency Department

Lauren Peters, BSN, RN, Emergency Department

Hunter Vernon, BSN, RN, Behavioral Health Unit

Kimberly McKinney, BSN, RN, Joyce Stock Snuggery

Betty Girard, BSN, RN, Neurology

Lauren Daley, BSN, RN, Emergency Department

Heather Giorgianni, BSN, RN, CMSRN, Float Pool

Paula Hanchett, BSN, RN, IBCLC,
Joyce Stock Snuggery

Shannon Schraa, BSN, RN, Tower 6

Sarah Forlie, BSN, RN, Tower 5

Morgan Caruso, BSN, RN,
Surgical Pre-Admission Testing

Samual Foote, BSN, RN, Emergency Department

Stephanie De Faria, BSN, RN,
Joyce Stock Snuggery

MASTER OF SCIENCE IN NURSING

Heather Richards, MSN, RN, CWS,
Wound Healing Center

Stephanie DiGiuseppe, MSN, RN, 4 West

Kristina LaFreniere, MSN, RN, RNC-OB,
Joyce Stock Snuggery

Specialty Certification – Nurses’ Perceived Values and Barriers

A Glens Falls Hospital Research Study

As a Magnet® organization, Glens Falls Hospital aims to increase the percentage of certified nurses employed by the hospital by 2% annually. The Nursing Professional Development Council (NPDC), part of the shared governance structure, oversees the progress toward increasing the certification rate of registered nurses in the organization. In July 2020, Magen Molgano, chair of the NPDC, conducted a literature review and found a validated tool to analyze the nurses’ perceived value of certification and the barriers to becoming certified. The study showed that responses from certified nurses at Glens Falls Hospital aligned with other studies that showed that these nurses felt a sense of accomplishment, validation of their clinical knowledge and commitment to the nursing profession because of their certification. Barriers identified in the GFH study were also identified in other studies; they included cost, study time and lack of reward/support. The NPDC put together a plan to disseminate information to nurses including a traveling education board to illustrate organization resources to combat barriers and the benefits of certification.

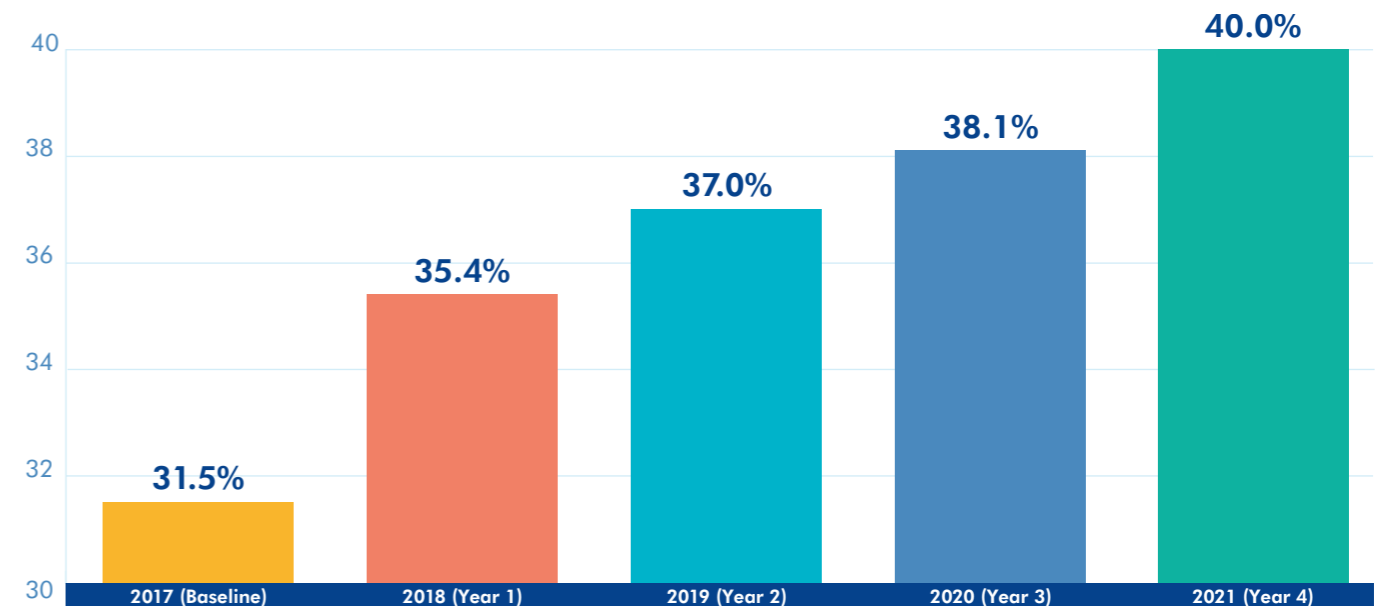


Certified nurses from Tower 3 including Justina Mango, BSN, RN, CMSRN; Sue Wells, BSN, RN, CMSRN; Anna Wernau, BSN, RN, CMSRN, and Kahla Demarco, BSN, RN-BC.

Certification

Earning board certification in their specialty allows nurses to advance their career and prove their ability to provide the best patient care and 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.

PERCENTAGE OF RNs THAT HOLD A SPECIALTY CERTIFICATION



Melonie Capen, RN, and Kiley Sullivan, RN

Michelle Richards, RN

Climbing the Ladder: Congratulations to our 2021 Professional Advancement Nurses

The Professional Advancement Program (PAP) 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 2021:

LEVEL III

- Rachel Aubin, Tower 3
- Nicole Barber, Float Pool
- Mary Bauder, Surgical Admissions
- Karla Bombard, Gastroenterology Center
- Nicole Boyle, Surgical Admissions
- Pamela Brumley, Interventional Radiology
- Janice Bush, Wound Healing Center
- Laura Carley, Post-Anesthesia Care Unit
- Lorrai Carpenter, Infusion Center
- Robert Carpenter, Tower 2
- Kris Daily, Tower 2
- Kara Gates, Cardiac Catheterization Lab
- Kerri Grey, Emergency Department
- Michelle Grover-Wilkins, Medical Imaging
- Peggy Hatch, Post-Anesthesia Care Unit
- Courtney Heald, C.R. Wood Cancer Center
- Beth Hughes, C.R. Wood Cancer Center
- Shera Hunt, Greenwich Medical Center
- Melissa LaTour, Emergency Department
- Grace Lyons, Tower 3
- Katherine McLemore, Emergency Department
- Ron McMurry, Cardiac Catheterization Lab
- Kayla Millett-Desimone, Joyce Stock Snuggery
- Barbara Moehringer, C.R. Wood Cancer Center
- Terra Phillips, 4 West
- Heather Richards, Wound Healing Center
- Molly Rowland, C.R. Wood Cancer Center
- Kim Shaw, C.R. Wood Cancer Center
- Kim Smith, Medical Imaging
- Jordan Strand, Cardiac Catheterization Lab
- Susan Tartaglione, Operating Room
- Audrey Turner, Post-Anesthesia Care Unit

- Nicole Vance, Joyce Stock Snuggery
- Hannah Walden, Tower 3
- Barbara Whitehead, Infusion Center
- Sue Whitney-Coyner, Infusion Center

LEVEL IV

- Laura Anzovino, Post-Anesthesia Care Unit
- Samantha Baldwin, Joyce Stock Snuggery
- Tabatha Baldwin, Interventional Radiology
- Svetlana Beresneva, Tower 3
- Janice Blair, Emergency Department
- Samantha David, Cardiac Catheterization Lab
- Kahla DeMarco, Tower 3
- Kristie Depew, Special Care Nursery
- Heidi D’Esposito, Post-Anesthesia Care Unit
- Karen Dimick, Interventional Radiology
- Kelle Engel, C.R. Wood Cancer Center
- Hunter Feldhaus, Special Care Nursery
- Rebecca Gijanto, Infusion Center
- Nadia Giumarra, Emergency Department
- Jaime Kilmer, Surgical Admissions
- Julia Leonard, C.R. Wood Cancer Center
- Carolyn Marcantonio, Post-Anesthesia Care Unit
- Carolyn Maxam, Surgical Admissions
- Magen Molgano, Operating Room
- Jenifer Nix, Joyce Stock Snuggery
- Deborah Osborne, Interventional Radiology
- Stephanie Rollo, Gastroenterology Center
- Georgia Rothermel, Intensive Care Unit
- Kristen Sardinia, Gastroenterology Center
- Mary Scott, Gastroenterology Center
- Beth Sponzo, C.R. Wood Cancer Center
- Rebecca Stevens, Vascular Access
- Anna Wernau, Tower 3



Nadia Giumarra, BSN, RN, SANE-A, Lead Sexual Assault Nurse Examiner (SANE), speaks at the Zonta Centennial Celebration. Zonta is an organization that empowers women through service and advocacy.

Interprofessional Decision-making



The Pandemic Continues to Necessitate Flexibility, Innovation and Interprofessional Decision-making

One of the most significant challenges of the COVID-19 pandemic has been altering the care environment. Isolation requirements for an unknown daily census of COVID-19 patients required flexibility and considerable collaboration between nursing and other departments in the organization. When the pandemic began, the negative pressure rooms on the currently available units were full so the rooms on 3 North and 3 West were opened to cohort patients that tested positive for COVID-19. These units were staffed with the Float Pool and then additional nurses and PCAs floated in as necessary. Nursing staff on the COVID-19 units experienced constant change, but they learned to adjust and move forward.

As the pandemic wore on, it became necessary to consider how we should care for COVID-19+ pregnant mothers ready to give birth in the Joyce Stock Snuggery. At first, 2 North was opened for COVID-19+ mothers, but this division of locations created workflow issues for the nurses. To allow all Snuggery staff to be centrally located on one unit, the engineering department made some rooms in the Snuggery negative pressure, which allowed for patients to be safely cared for on 2 West. Walls and anterooms were constructed, and appropriate air filtering was ensured. Workflows had to change because transmission from mother to infant was possible, so mothers and their family members needed to don Personal Protective Equipment (PPE) in addition to the staff. The nurses on the unit had to adjust to the changes while still providing patient-centered care.

The Snuggery innovations were not the only time the organization had to rise to a challenge during the pandemic (there have been many). In the fall of 2021, we experienced the most significant pandemic wave for our organization. Decisions about how to care for patients coming into the Emergency Department (ED) one after the other had to be made. One Friday afternoon, we did not have enough COVID-19 rooms for all the patients. It was determined that we would turn part of a currently open unit into a COVID-19 area due to staffing constraints. Because many of the patients needed the monitoring provided by telemetry, four rooms on Tower 6 were cordoned off with temporary walls to create what was affectionately known as the “COVID cave.” Within hours of the decision, nurses cared for patients in those rooms, yet again showing flexibility.

Finding an appropriate space to care for these patients took tremendous cooperation between nursing leadership and many departments including environmental services, pharmacy, Information Technology (IT), clinical informatics, supply chain, engineering, respiratory, security, providers, dietary and infection prevention. None of these operational challenges were easy, but everyone pivoted as necessary with the changes and stepped up to care for patients while also protecting themselves.



Deborah Dudas, BSN, RN, CCRN



Nancy Chapman, RN

“Within hours of the decision, nurses cared for patients in those rooms, yet again showing flexibility.”



Professional Practice



2021 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 at their organizations and internationally by appearing on the DAISY Award website. Congratulations to Glens Falls Hospital's extraordinary DAISY Award nurses of 2020:

- Casey Burns, BSN, RN, RNC-OB**, Joyce Stock Snuggery
- Nancy Chapman, RN**, Tower 6
- Heather Giorgianni, BSN, RN, CMSRN**, Float Pool
- Shelby Gordon, BSN, RN**, Tower 6
- Michelle Grover-Wilkins, RN, CRN**, Medical Imaging
- Jessica Hoag**, Emergency Department
- Nicole Molinero, RN, OCN**, C.R. Wood Cancer Center
- Grace Lyons, BSN, RN**, Tower 3
- Donna St. Hilaire, RN**, Care Management
- Michelle Scally, RN**, Surgical Admissions
- John Schwarzel, BSN, RN** Tower 6
- Belinda Spinner, RN**, Tower 3
- Devin Waite, RN**, Emergency Department
- Michelle Watkins**, Education Services



Casey Burns, BSN, RN, RNC-OB



Nancy Chapman, RN



Heather Giorgianni, BSN, RN, CMSRN

We recognize the extraordinary work of those who provide care to patients and families every day!

2021 DAISY Award® Recipients continued:



Shelby Gordon, BSN, RN



Michelle Grover-Wilkins, RN, CRN



Jessica Hoag, RN, ED



Nicole Molinero, RN, OCN



Grace Lyons, BSN, RN



Donna St. Hilaire, RN



Michelle Scally, RN



John Schwarzel, BSN, RN



Belinda Spinner, RN



Devin Waite, RN



Michelle Watkins, BSN, RN, MEDSURG-BC

2021 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 technicians who contribute so much to the patient-centered care that Glens Falls Hospital is known for. Congratulations to our extraordinary Bee Award Recipients of 2021:



Jeanette Alvarado-Kenerson



Terry Belden



Sarah Fox



Andrew Genovese

- Jeanette Alvarado-Kenerson**, Tower 2
- Terry Belden**, Hudson Falls Internal Medicine
- Sarah Fox**, 4 West
- Andrew Genovese**, Tower 6
- Austin Mosher**, Tower 6
- Sandra Moffitt**, Tower 5
- Stacy Mushtare**, 4 West
- Alex Quinn**, Patient Transport
- Norma Venner-Galusha**, Tower 3
- Walter Winchell**, Patient Transport



Austin Mosher



Sandra Moffitt



Stacy Mushtare



Alex Quinn



Norma Venner-Galusha



Walter Winchell

Congratulations

to our 2021 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

- Belinda Spinner, RN**, Tower 3
- Brandie Brassard, RN**, Float Pool
- Donna Osborne, BSN, RN, CEN**, Surgical Admissions
- Kim Trapasso, BSN, RN**, Emergency Department

NURSE RESIDENT OF THE YEAR

- Shannon Sutherland, RN**, Intensive Care Unit

MAGNET® CHAMPIONS OF THE YEAR

- Michelle Grover-Wilkins, RN, CRN**, Medical Imaging
- Shannon Schraa, BSN, RN**, Tower 6

NURSE AS TEACHERS OF THE YEAR

- Erika Spieldenner, BSN, RN, RN-BC**, Education Services
- Kelly Carpentier, LPN**, Education Services

NURSE LEADERS OF THE YEAR

- Ruth Jameson, MSN, RN, CRNI**, Infusion Center and Vascular Access
- Laura Pfeifer, MSN, RN, CGRN, NEA-BC**, Assistant Vice President, Nursing Operations and Assistant Chief Nursing Officer

NURSING TEAMS OF THE YEAR

- Infusion Center
- Emergency Department

THE GLENNIE (INTERPROFESSIONAL TEAM OF THE YEAR)

- The COVID-19 Vaccine Clinic Implementation Team



Belinda Spinner, RN



Brandie Brassard, RN



Donna Osborne, BSN, RN, CEN



Kim Trapasso, BSN, RN



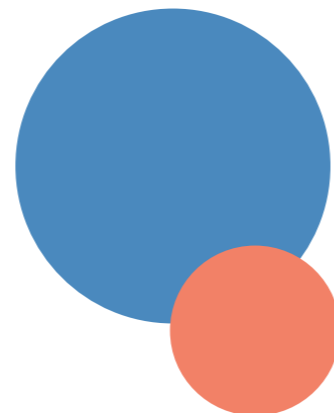
Shannon Sutherland, RN



Michelle Grover-Wilkins, RN, CRN



Shannon Schraa, BSN, RN



Erika Spieldenner, BSN, RN, RN-BC



Kelly Carpentier, LPN



Ruth Jameson, MSN, RN, CRNI



Laura Pfeifer, MSN, RN, CGRN, NEA-BC



Infusion Center



Emergency Department

Community Recognition of our Nurses

Times Union Salute to Nurses Recipients:
Laura Pfeifer, MSN, RN, CGRN, NEA-BC, Assistant Vice President, Nursing Operations and Assistant Chief Nursing Officer

Ruth Jameson, MSN, RN, CRNI, Nurse Manager, Infusion Center

Audrey Harris, BSN, RN, RNC-LRN, Joyce Stock Snuggery

The Post-Star Heart of Healthcare Award Recipients:

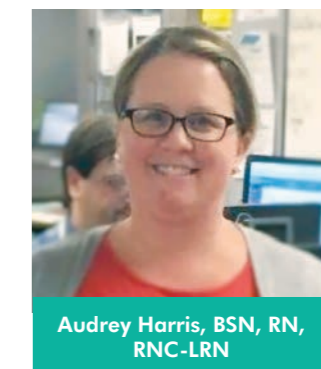
Nadir Babck, BSN, RN, Tower 2

Emily Goodrich, BSN, RN, Tower 6

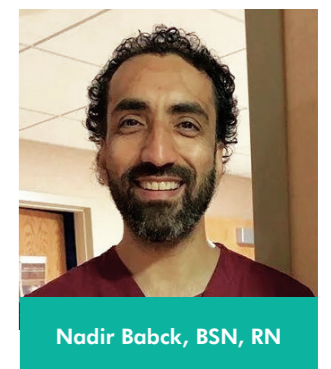
Krystle Kent, BSN, RN, OCN, C.R. Wood Cancer Center

Courtney LeBarron, BSN, RN, Glens Falls Medical Group

Alison Prunty, BSN, RN, CCRN-K, Tower 5



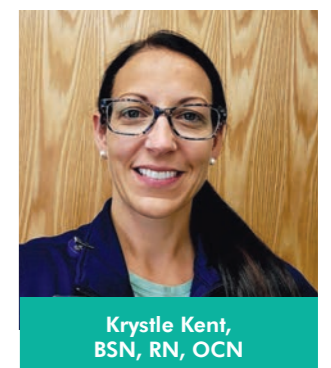
Audrey Harris, BSN, RN, RNC-LRN



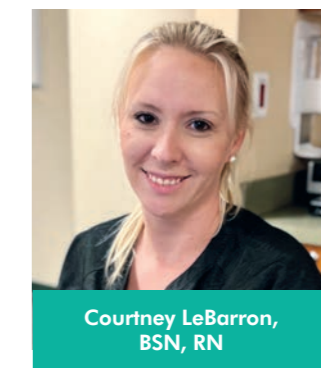
Nadir Babck, BSN, RN



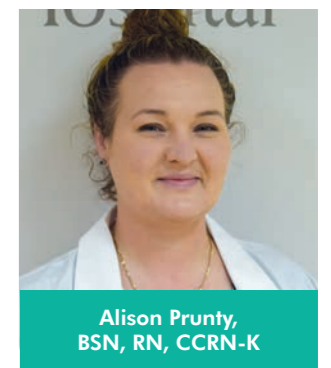
Emily Goodrich, BSN, RN



Krystle Kent, BSN, RN, OCN



Courtney LeBarron, BSN, RN



Alison Prunty, BSN, RN, CCRN-K



The COVID-19 Vaccine Clinic Implementation Team

Shared Leadership



Shared Leadership is a dynamic partnership between managers and staff. We recognize that our bedside clinicians are the experts in their fields and that their strong voice is needed at every table where decisions about patient care are being made. Throughout 2021, the core nursing councils met virtually to sustain a culture of excellence despite the strain of the pandemic.

Notable Achievements:

COORDINATING COUNCIL

- Monitored Nursing Key Performance Indicators to drive Unit Based Council (UBC) projects.
- Oversaw RN satisfaction survey roll out and are overseeing action plans for improvement.
- Raised funds in memory of Kristen Stevenson to fund an existing scholarship in her name.

PRACTICE & QUALITY COUNCIL

- Evaluated and approved several new products, including external female catheters.
- Reviewed and helped ready the organization for the DNV survey.

INFORMATICS COUNCIL

- Determined a need for and implemented a fall risk message that will alert the user for six months after a patient falls in the hospital.
- Increased the ability to document conversations with family members in the Electronic Medical Records (EMR).



RESEARCH & INNOVATION COUNCIL

- Appraised and advised nurses through several IRB-approved research projects, including:
 - Assessing Nurses’ Knowledge About Pressure Injuries & Their Prevention—Laura Pfeifer and Casia Tomlinson
 - Perceived Value of Certification—Laura Pfeifer and Magen Molgano

LEADERSHIP COUNCIL

- Readied the organization through council preparation for both the Magnet site visit and DNV survey.

- Communicated and collaborated on COVID-19 protocols, including patient visitation, patient testing, staffing and employee safety related to the pandemic.

PROFESSIONAL DEVELOPMENT COUNCIL

- Sponsored Nurse Recognition activities like the DAISY Award & Nurses of the Year Awards.
- Began work on the creation of a council chairperson orientation.

The Stars Come Out at Night

Night shift leaders are often not able to participate in council meetings that occur during the day. The Night Shift Council, formed in November 2020, helps the night shift feel more connected to the organization and organizational goals by creating a shared leadership structure for the night shift staff. The council’s slogan, “the stars come out at night,” encouraged staff RNs on the night shift that their input was valuable, and their voices needed to be heard as part of the organization! The Night Shift Council meets once monthly to identify issues and use shared decision-making, leadership and evidence-based practice to solve organizational problems. Different units and specialties across the organization with a night shift are represented on the council. **Justina Mango, BSN, RN, CMS-RN**, Tower 3 Assistant Nurse Manager, and **Heather Kilmer, BSN, RN**, Tower 5 Assistant Nurse Manager, serve as chair and chair-elect of the council. The council advisors are **Sally Schlak, BSN, RN, MBA**, Director of Inpatient Nursing and **Laura Pfeifer MS, RN, CGRN, NEA-BC**, Assistant Vice President of Nursing Operations and Assistant Chief Nursing Officer.

One major success of the council includes obtaining a vein-finder device to decrease the number of intravenous restarts and help with intravenous insertions. Council leaders tracked intravenous restart data throughout eight months to identify a systemic problem in the organization—patients were suffering from numerous intravenous restarts during the night shift, where there was a lack of resources overnight, including a vascular access team member. The AccuVein device was a proven technology to improve intravenous catheter successes. Council members used the data collected to present to nursing leadership, who assisted in securing funding to obtain the device. The Night Shift Council also teamed up with the Education Department to give overnight staff additional training and resources for intravenous insertion. With help from advisors, the vein finder was ordered and has been used to date over 200 times!

Typically, the night staff orders take-out or brings meals from home. Another goal of the Night Shift Council was to procure additional food options for the night shift staff; they need fuel to keep them going all shift! The Night Shift Council was able to do this in two ways. Firstly, the Night Shift Council partnered with a local farm-to-table style restaurant, 9 Miles East Farm, located in Saratoga Springs, New York. Through an app, staff members are offered a variety of healthy food options on Thursdays with different menu items each week. Next, the Night Shift Council surveyed multiple food vendors and found PICO Market, a “fresh” vending-machine style offering 24/7 entrees, beverages and snacks. These vending machines are now available for use outside the cafeteria thanks to the advocacy of the Night Shift Council.

The Night Shift Council is working hard to represent the night shift voice and continues to make strides to benefit both patients and staff members on all shifts.



Top photo: Tower 3 Night Shift; Bottom photo: Bob Carpenter, RN, OCN, and Ted Tobin, BSN

