



# NURSING ANNUAL REPORT 2022

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THE POWER  
OF NURSING  
EXCELLENCE



ALBANY MED  
Health System

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GLENS FALLS  
HOSPITAL

# Table of Contents

## NURSING MISSION, VISION AND VALUES 4

## NURSING PHILOSOPHY 4

## PROFESSIONAL PRACTICE MODEL 5

## CARING FOR OURSELVES SO WE CAN CARE FOR OTHERS— NURSES INITIATE HIKING CLUB TO COMBAT BURNOUT 6

## CARE DELIVERY 7-8

REDUCING POSTOPERATIVE NAUSEA AND VOMITING  
ONE SIZE DOESN'T FIT ALL WHEN ASSESSING FALL RISK

## INTERPROFESSIONAL DECISION MAKING 9-10

EMERGENCY DEPARTMENT: IMPROVING  
PATIENT CARE THROUGH A DISPOSITION UNIT  
PRIMARY CARE PHYSICIAN PRACTICES MEET PATIENTS' NEEDS

## PROFESSIONAL DEVELOPMENT 11-13

NURSING STRATEGIC GOAL: INCREASE THE NUMBER  
OF BSN-PREPARED NURSES BY 2% ANNUALLY  
NURSES' BOARD CERTIFICATIONS  
CLIMBING THE LADDER: CONGRATULATIONS TO  
OUR 2022 PROFESSIONAL ADVANCEMENT NURSES  
RECRUITING AND RETENTION SUCCESS THROUGH  
THE NURSE RESIDENCY PROGRAM

## PROFESSIONAL PRACTICE 14-17

2022 DAISY AWARD® RECIPIENTS  
2022 BEE AWARD RECIPIENTS  
CONGRATULATIONS TO OUR 2022  
NURSES AND TEAMS OF THE YEAR  
COMMUNITY RECOGNITION OF OUR NURSES

## SHARED LEADERSHIP 18-19

SHARED LEADERSHIP—COUNCIL ACHIEVEMENTS  
STAFFING WAS A TOP PRIORITY EVERY DAY IN 2022 AND BEYOND!  
ADVOCATING WITH CONGRESS: USING OUR NURSING EXPERTISE  
TO GAIN SUPPORT FOR KEY HEALTHCARE INITIATIVES

**Photo Disclaimer:** The 2022 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

**Welcome to the 2022 Nursing Annual Report** for Glens Falls Hospital. It is my absolute pleasure to showcase the exceptional work led by our nursing team over the past year. I am extremely proud of the outcomes and innovations undertaken despite the ever-increasing workforce challenges we face both locally and nationally. Our nurses pushed through these challenges with practice innovations, reconfigurations of the care environment, and the introduction of new technology to enhance overall clinical care and our patient experience.

This report highlights just a sampling of the many initiatives we implemented, each of them directed at improving care delivery through shared leadership, interprofessional collaboration, exemplary practice, and ongoing professional development. We are committed to the professional growth and advancement of our nursing team, from the newest nurse residents to our most experienced clinical nurses and nurse leaders. I am most proud of our continued commitment to growth in the percentages of board-certified nurses and those who have earned a baccalaureate degree in nursing or higher. The evidence shows that higher percentages of nurses with these credentials translates to better patient outcomes, and our goal is to continually elevate our nursing practice for the patients and communities we serve.

Recognizing and honoring our nurses for the contributions they make is vital to keeping them engaged and thriving. Now, more than ever, we must amplify the voice of nurses—within the organization, within our region, and through advocacy efforts with our public officials. I am certain you will share my immense appreciation for these extraordinary professionals as you read through this report.

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.



## 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.

## 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.



# CARING FOR OURSELVES SO WE CAN CARE FOR OTHERS

## NURSES INITIATE HIKING CLUB TO COMBAT BURNOUT

It is well-documented that healthcare workers often suffer from stress and burnout, and sometimes need to take care of themselves before they can take care of patients. The COVID-19 pandemic only exacerbated this issue. To that end, three Glens Falls Hospital Registered Nurses, **Belinda Spinner, RN, Heather Giorgianni, BSN, RN, CMSRN,** and **Michelle Richards, RN,** sought to combat stress and burnout by sharing their love for hiking and the Adirondacks. The nurses began a hiking club that they named Darn Tough GFH, and they invited their colleagues to reset and recharge through organized hiking trips.

In 2022, the founding nurses spread awareness to nurses and other professionals throughout the hospital, fostering a supportive community and inviting coworkers to be more self-aware and heal while appreciating nature. The Darn Tough hiking club meets once a month to hike trails of manageable degrees of difficulty—the hikes are all local, one to three miles distance, and never take more than two hours to complete. Nurses from different units, physicians and hospital leadership, hike together and find common bonds; all hospital staff members are welcome with employees often bringing their children, significant others, and dogs for the hike. The group posts photos from their hikes on the Darn Tough Facebook page and uses other hospital communication to share their adventures with those unable to join the hike.

The founding nurses succeeded in developing connections and camaraderie. During hikes, staff walk alongside each other, sharing stories, and establishing friendships that may not have developed in the workplace. Difficult situations in healthcare are routine, but more profound relationships with coworkers are cultivated with each hike, creating a greater support system at work.



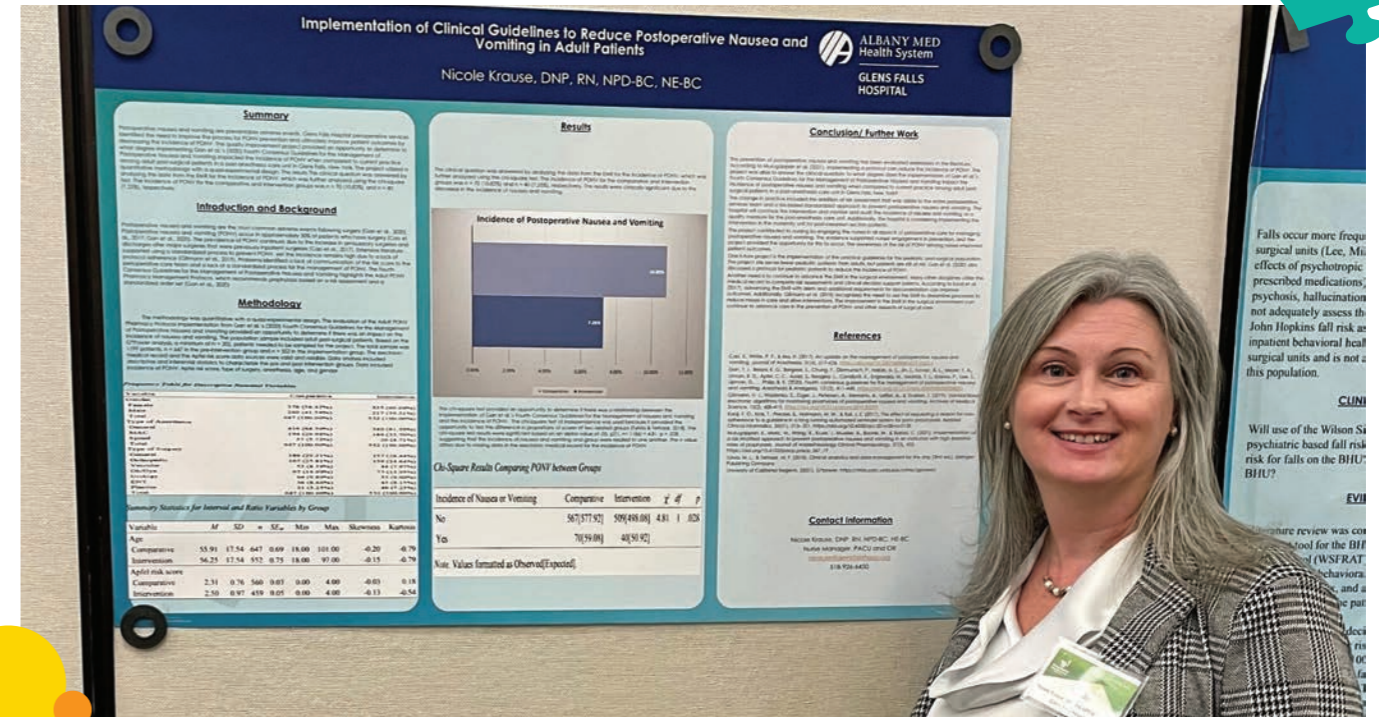
Left: Belinda Spinner, RN | Center: Michelle Richards, RN  
Right: Heather Giorgianni, BSN, RN, CMSRN



### MISSION STATEMENT:

To promote self-care, collaboration, and resilience to our GFH colleagues by allowing Mother Nature and our beloved North Country trails to serve as our refuge, to inspire, reflect, and heal.

# CARE DELIVERY



Nicole Krause, DNP, RN, NP-BC, NE-BC

## NURSING INNOVATION IN ACTION: REDUCING POSTOPERATIVE NAUSEA AND VOMITING

As a proud Magnet® Hospital, GFH nurses are always seeking ways to improve patient care. **Nicole Krause, DNP, RN, NP-BC, NE-BC,** Assistant Director, Perioperative Services, knows that postoperative nausea and vomiting (PONV) is a preventable negative outcome after surgery. During her Doctoral of Nursing Practice studies, Nicole identified the need to improve the process for PONV prevention after surgery at Glens Falls Hospital. Along with her team of PACU nurses, Nicole partnered with her interprofessional colleagues in Anesthesia and Pharmacy to implement a quality improvement project that utilized an evidence-based protocol. The new protocol recommended prevention of PONV based on a risk-assessment and a standardized medication order set. The entire Perioperative Services nursing team in Pre-Admission Testing, Surgical Admissions, the OR, and PACU took part in this patient outcome improvement project.

Through hard work, science, and appreciative inquiry, Nicole's team was able to successfully implement the new protocols and decrease the incidence of PONV for our patients by 33%! Our Magnet® Nurses continue to find ways to enhance the world-class care given when our community members receive surgical care at Glens Falls Hospital.



Through hard work, science, and appreciative inquiry, Nicole's team was able to successfully implement the new protocols and decrease the incidence of PONV for our patients by 33%!

## ONE SIZE DOESN'T FIT ALL WHEN ASSESSING FALL RISK

**Jade Durkee, BSN, RN, PMH-BC,** Nurse Specialist—Clinical Outcomes, Inpatient Behavioral Health Unit (BHU), wanted to examine strategies to keep the patient population on her unit as safe as possible. She noted that due to side effects of psychotropic medications and changes in mental status due to psychiatric diagnoses, her patients were at an increased risk for falls. The nurses in the BHU were using the Johns Hopkins Fall Risk Assessment, which is the same evidence-based assessment tool used throughout our adult inpatient units. Jade brought this issue to her

unit-based practice council and the team realized that this scale may not adequately assess the risk of falls in this unique population. Her team got to work to find the best solution to assess fall risk in the inpatient behavioral health population.

A literature review was conducted to evaluate fall risk assessment tools for the BHU. The Wilson-Sims Fall risk assessment tool (WSFRAT) was determined to be the best fit, as it originated on a behavioral health unit. The tool considers the effects of medication and detox and

allows for RN clinical judgment regarding the patient's fall risk. Jade and her team assessed fall risk on their patients using both tools during a trial period and found the WSFRAT to predict the risk of falls more accurately for their patients. The BHU team then worked with nursing leadership, the Nursing Practice & Quality Council, and Clinical Informatics to get the new tool approved and built into our electronic medical record. The project was a success, and the result has been a safer environment for our psychiatric patients.



Jade Durkee, BSN, RN, PMH-BC

## INTERPROFESSIONAL DECISION-MAKING



Left: Michell Kilmer, MS, RN | Center: Andi Graybill, BSN, RN | Right: John Green, DHA, MSN, RN

## EMERGENCY DEPARTMENT: IMPROVING CARE THROUGH A DISPOSITION UNIT

The Emergency Department (ED) is the first point of contact for patients requiring immediate medical attention at Glens Falls Hospital. **Michell Kilmer, MS, RN,** Assistant Director of the Emergency Department, knows that EDs can be busy with critical patients, which leads to long wait times, crowded waiting rooms, and patients with less acute problems leaving without being seen. Michell and her nursing leadership team partnered with **Dr. Douglas Girling, DO,** Medical Director of the ED, to implement a new process to see patients quickly in the front-end of the department. The project aimed to care for less acutely ill patients outside the main ED, allowing all patients to see a provider more quickly.

The Glens Falls Hospital ED sees an increase in patient volume every summer. During the first quarter of 2022, discussions began on caring for more ED patients during the summer volume surge. The planning team included Michell, **Dr. Girling** and nurse leaders, **John Green, DHA, MSN, RN,** and **Andi Graybill, BSN, RN.** The team developed the innovative solution of repurposing the ED leadership office space into patient care areas. To start planning the space, the team met with members of the Glens Falls Hospital Executive Team to present the process and required resources. Construction of the area quickly began and by end of June, in time for our summer tourist rush, the Disposition Unit opened, allowing more space to see less acute patients quickly and get them back to touring and relaxing.

This new workflow reduced waiting times and improved patient satisfaction. Despite increased patient visits, the percentage of patients who left the ED without being seen decreased by 80% from 2021 to 2022.



*The percentage of patients who left the ED without being seen decreased by 80% from 2021 to 2022.*



## PANDEMIC BRINGS INNOVATIVE APPROACHES TO PATIENT CARE AT GLENS FALLS MEDICAL GROUP

The COVID-19 pandemic necessitated many changes in healthcare to meet the needs of patients, including the need for expediting COVID-19 testing. A quick diagnosis meant patients could quarantine, reducing the spread of the virus. The staff at Glens Falls Medical Group (GFMG) were sending test swabs to an outside testing facility and the results took two to three days. Led by **Ann Marie Hatch**, Senior Director of GFMG and **Tracy Arredondo, BSN, RN, NE-BC**, Assistant Director of Patient Services, GFMG, a team of clinicians collaborated to make testing more efficient. The interprofessional team included nurses, administrative staff,

physicians, and representatives from the laboratory who worked to identify a standardized workflow.

In January 2022, the Cambridge Urgent Care location started using Cepheid Point of Care testing, which provides molecular testing for COVID, Strep, and Influenza A and B. When patients presented with symptoms, they were triaged by an RN, and a telehealth or in-person exam was arranged. The provider would then order the diagnostic testing with patients driving to a designated location in the parking lot where nursing staff collect the testing swab. Due to the newly implemented

testing technology, patients could go home and wait for results, which were available within 45 minutes.

This process was so effective that all primary care practices quickly adopted the approach. Staff was trained, and competency was assessed collaboratively by the laboratory staff and nurse educator. The ability to test patients in the primary care setting has improved the timely diagnosis and treatment for COVID, RSV, Influenza, and Strep A infections as well as standardizing the process across the organization. Another Magnet® Moment!

## PROFESSIONAL DEVELOPMENT



### RECRUITING AND RETENTION SUCCESS THROUGH THE NURSE RESIDENCY PROGRAM

2022 was a big year for the Glens Falls Hospital Nurse Residency Program! Glens Falls Hospital applied to the ANCC Practice Transition Accreditation Program (PTAP) for its second accreditation for the Nurse Residency Program in March of 2022. The application included two additional specialty tracks, Emergency Department (ED) and Critical Care, and the medical-surgical track, which was initially accredited four years ago. The Nurse Residency Program Coordinator, **Katie Fowler MS, RN, CCRN-K, NPD-BC**, wrote the 311-page self-study document, submitted in August. The final step in the accreditation process was a virtual visit with the ANCC PTAP appraiser team in October. During this visit, the appraisers sought to verify, clarify, and amplify the information provided in the self-study document. Many members of the GFH team, including some of our new nurse residents, participated in the call to give the appraiser team a real-life view of our program. In December, the call from ANCC PTAP came that we were re-accredited as a practice transition program for new graduate nurses. A huge thank you to all who participated and supported the reaccreditation process!

In addition to pursuing reaccreditation in 2022, the organization hired more newly licensed nurses than in past years. This increase is due primarily to the program's expansion into additional workplace settings. The accredited workplace settings are medical-surgical, critical care, and the Emergency Department but there are also ongoing residency programs in the operating room and Snuggery. In 2022, the Post-Anesthesia Care Unit (PACU) and Behavioral Health Unit (BHU) tracks were added to the program. All specialty tracks are facilitated by Clinical Nurse Educators for the practice area who provide the necessary knowledge and clinical expertise to make these tracks supported and successful.

To support the recruitment of newly licensed nurses, the first Nurse Residency Program Open House was held in September 2022. The Nursing Education Services Department and some of our interprofessional partners worked together to make this an exciting and interactive recruitment event. The prospective nurse residents could go to stations that included basic nursing skills or showcased specialty-specific equipment. The nursing students engaged in conversations about the nurse residency program and the positive impact it would have on their foundation in nursing. One of the nursing students that attended the event said, "I told all my friends they have to go when it happens again! We got to do and learn so much more in one night than we see in nursing school!"

The Nurse Residency Program at Glens Falls Hospital has had a year of growth and success. This program is a cornerstone of newly licensed nurses' enculturation into the nursing team. The Nurse Residents can get the support and knowledge they need, which eases their transition to practice, evidenced by the organization's 1<sup>st</sup> year RN Retention rate, which is 18% higher than the industry average. The program's success benefits the newly licensed nurses, the organization, and the patients because of the competency of the nurses in the program. Congratulations on another great year to all those involved in the Nurse Residency program!



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

Nursing in the 21<sup>st</sup> 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 2022:

##### BACHELOR OF SCIENCE IN NURSING

- Casey Bills, BSN, RN, Tower 2
- Rachael Brayton, BSN, RN, Float Pool
- Bethany Burgess, BSN, RN, Cardiac Catheterization Lab
- Tawnie Butkowski, BSN, RN, Float Pool
- Laura Carley, BSN, RN, CAPA, Post Anesthesia Care Unit
- Jessica Fletcher, BSN, RN, Float Pool
- Christine Hamblin, BSN, RN, Urology Practice
- Samantha Harrington, BSN, RN, Greenwich Medical Center
- Katherine Joseph, BSN, RN, Obstetrics/Snuggery
- Ashley Landgren, BSN, RN, Emergency Department
- Casey LaPann, BSN, RN, Obstetrics/Snuggery
- Krista Millington, BSN, RN, Emergency Department
- Amy Ogburn, BSN, RN, Behavioral Health
- Valerie Parker, BSN, RN, Tower 3
- Terra Phillips, BSN, RN, RN-BC, Tower 5

- Christine Phippen, BSN, RN, Obstetrics/Snuggery
- Katie Rudolph, BSN, RN, Post Anesthesia Care Unit
- Taylor Scarincio, BSN, RN, Cardiac Catheterization Lab
- Melissa Scotto-Lavino, BSN, RN, Obstetrics/Snuggery
- Gavin Seabury, BSN, RN, Emergency Department
- Garrett Seabury, BSN, RN, Post Anesthesia Care Unit
- Christina Stanton, BSN, RN, Orthopedics
- Kiley Sullivan, BSN, RN, Telemetry
- Danielle Thomas, BSN, RN, Tower 2
- Nicole Vance, BSN, RN, CCE, CBC, Obstetrics/Snuggery
- Kaitlyn Woods, BSN, RN, Infusion Center

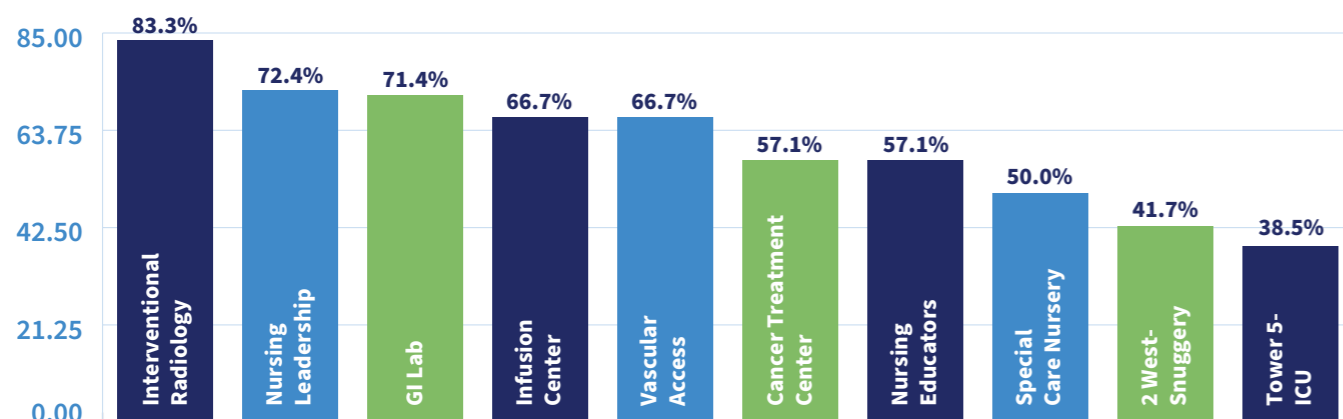
##### MASTER OF SCIENCE IN NURSING

- Maggie Carden, MSN, RN, CNML, CMSRN, Tower 2
- Kerri Grey, MSN, RN, FNP-BC, Emergency Department
- Susan Whitney-Coyner, MSN, RN, CPAN, Infusion Center

### CERTIFICATION

Earning board certification in their specialty allows nurses to not only advance their career and prove their ability to provide the best patient care, but also solidifies 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 2022:



### CLIMBING THE LADDER: CONGRATULATIONS TO OUR 2022 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 2022:

##### LEVEL III

- Rachel Aubin, BSN, RN, Tower 3
- Mary Bauder, RN, CNOR, Surgical Admits
- Rory Beaudet, BSN, RN, Tower 6
- Janice Blair, BSN, RN-BC, Medication Reconciliation
- Nicole Boyle, RN, CAPA, Cancer Treatment Center
- Pam Brumley, BSN, RN, VA-BC, Interventional Radiology
- Janice Bush, RN, CWS, Wound Healing Center
- Laura Carley, RN, CAPA, Post Anesthesia Care Unit
- Lorrai Carpenter, BSN, RN, CRNI, Infusion Center
- Robert Carpenter, RN, OCN, Tower 2
- Tracey Gamache, BSN, RN, Post Anesthesia Care Unit
- Kara Gates, BSN, RN, Cardiac Catheterization Lab
- Peggy Hatch, RN, Post Anesthesia Care Unit
- Beth Hughes, RN, OCN, Cancer Treatment Center
- Christie McAvey, BSN, RN, GI Center
- Ronald McMurry, RN-BC, Cardiac Catheterization Lab
- Barbara Moehringer, RN, OCN, Cancer Treatment Center
- Jenifer Nix, BSN, RN, CCE, CBC, 2 West-Snuggery
- Molly Rowland, BSN, RN, OCN, Cancer Treatment Center
- Kim Shaw, RN, OCN, Cancer Treatment Center
- Kim Smith, BSN, RN, CRN, VA-BC, Medical Imaging
- Susan Tartaglione, RN, CNOR, Operating Room
- Audrey Turner, RN, CPAN, Post Anesthesia Care Unit
- Carolyn Wickes, MS, RN, CCRN-K, Post Anesthesia Care Unit

##### LEVEL IV

- Laura Anzovino, BSN, RN, CCRN, Post Anesthesia Care Unit
- Samantha Baldwin, BSN, RN, CBC, Special Care Nursery
- Tabatha Baldwin, BSN, RN, VA-BC, Interventional Radiology
- Kahla DeMarco, BSN, RN-BC, Tower 3
- Kristie Depew, BSN, RN, RNC-LRN, CBC, Special Care Nursery
- Karen Dimick, BSN, RN, CRN, VA-BC, Interventional Radiology
- Kelle Engel, BSN, RN, OCN, Cancer Treatment Center
- Hunter Feldhaus, BSN, RN, RNC-LRN, CBC, Special Care Nursery
- Karla Gensch, BSN, RN, CGRN, GI Center
- Rebecca Gijanto, BSN, RN, CRNI, Infusion Center
- Nadia Giumarra, BSN, RN, SANE-A, Emergency Department
- Paula Hanchett, BSN, RN, IBCLC, 2 West-Snuggery
- Courtney Heald, BSN, RN, OCN, Cancer Treatment Center
- Ellen Hodson, BSN, RN, MEDSURG-BC, Tower 6
- Jaime Kilmer, BSN, RN, CMSRN, Surgical Admits
- Julia Leonard, BSN, RN, OCN, Cancer Treatment Center
- Grace Lyons, BSN, RN, CMSRN, Pre-Admission Testing
- Carolyn Marcantonio, BSN, RN, CPAN, Post Anesthesia Care Unit
- Deborah Osborne, BSN, RN, CEN, Interventional Radiology
- Terra Phillips, BSN, RN-BC, Tower 5
- Stephanie Rollo, BSN, RN, CGRN, GI Center
- Mary Scott, BSN, RN, CGRN, GI Center
- Beth Sponzo, BSN, RN, OCN, Cancer Treatment Center
- Phyllis St. John, MS, RN, CCRN, Tower 5
- Nicole Vance, BSN, RN, CCE, CBC, 2 West-Snuggery
- Hannah Walden, BSN, RN, CMSRN, Tower 5
- Anna Wernau, BSN, RN, CMSRN, Tower 3



# PROFESSIONAL PRACTICE



## 2022 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 2022:

Phyllis Fisher, RN, *Tower 6*  
 Nicole Hoffman, RN, *Tower 3*  
 Nicole Krause, DNP, RN, NPD-BC, NE-BC,  
 Nurse Manager, *Post Anesthesia Care Unit*  
 Tracey Gamache, BSN, RN, *Post Anesthesia Care Unit*  
 Virginia Juckett, LPN, *Urology*

Angel Serino, RN, OCN, *Cancer Treatment Center*  
 Amy Millington, RN, *4 West*  
 Adrienne Willis-Woodard, RN, *Tower 3*  
 Sophia Barber, BSN, RN, *Emergency Department*  
 Jessica Pierson, BSN, RN, *Emergency Department*  
 Susan Wells, BSN, RN, CMSRN, Nurse Manager, *Tower 3*



Phyllis Fisher, RN



Nicole Hoffman, RN



Nicole Krause, DNP, RN, NPD-BC, NE-BC



Tracey Gamache, BSN, RN



Virginia Juckett, LPN



Angel Serino, RN, OCN



Amy Millington, RN



Adrienne Willis-Woodard, RN



Sophia Barber, BSN, RN



Jessica Pierson, BSN, RN



Susan Wells, BSN, RN, CMSRN

## 2022 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 2022:

Chrystal Colvin, *4 West*  
 Kathleen Jones, *4 West*  
 Jenny Alden, *Tower 6*  
 Christine DeMarco, *Operating Room*  
 Taylor Smith, *Occupational Therapy*  
 Renee Bain, *GI Center*



Chrystal Colvin



Kathleen Jones



Jenny Alden



Christine DeMarco



Taylor Smith



Renee Bain

## 2022 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 our extraordinary Owl Award Recipients of 2022:

Suzanne Gebo, BSN, RN, *4 West*  
 Evie Lucia, RN, *Emergency Department*  
 Brittany Mason, RN, *Tower 3*  
 Danielle Thomas, BSN, RN, *Tower 2*



Suzanne Gebo, BSN, RN



Evie Lucia, RN



Brittany Mason, RN



Danielle Thomas, BSN, RN



# CONGRATULATIONS

## CONGRATULATIONS TO OUR 2022 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

- Audrey Turner, RN, CPAN, PACU
- Gavin Seabury, BSN, RN, Emergency Department
- Katie Winters, LPN, Adirondack ENT
- Ron McMurry, RN-BC, Cardiac Catheterization Lab

### NURSE RESIDENTS OF THE YEAR

- Adam Gray, RN, Tower 6
- Michelle Richards, RN, Tower 3

### MAGNET CHAMPION OF THE YEAR

- James Gustafson, BSN, RN, CCM, Care Management

### NURSE AS TEACHERS OF THE YEAR

- Casia Tomlinson, RN, Education
- Michelle Watkins, BSN, RN, MEDSURG-BC, Education

### TENURED NURSE OF THE YEAR

- Carolyn Marcantonio, BSN, RN, CSPAN, PACU

### PATIENT CARE PARTNER OF THE YEAR

- Norma Venner-Galusha, Patient Care Assistant, Tower 3

### NURSE LEADERS OF THE YEAR

- Amanda Wing, BSN, RN, Nurse Manager, Logistics and Float Pool
- Nicole Krause, DNP, RN, NP-BC, NE-BC, Nurse Manager, PACU

### NURSING TEAMS OF THE YEAR

- Behavioral Health Nursing Team
- Float Pool Nursing Team

### THE GLENNIE

- Task Force to Reduce Violence



Audrey Turner, RN, CPAN



Gavin Seabury, BSN, RN



Katie Winters, LPN



Ron McMurry, RN-BC



Adam Gray, RN



Michelle Richards, RN



James Gustafson, BSN, RN, CCM



Casia Tomlinson, RN



Michelle Watkins, BSN, RN, MEDSURG-BC



Carolyn Marcantonio, BSN, RN, CSPAN



Norma Venner-Galusha



Amanda Wing, BSN, RN



Nicole Krause, DNP, RN, NP-BC, NE-BC



Behavioral Health Nursing Team



Float Pool Nursing Team



Task Force to Reduce Violence

## COMMUNITY RECOGNITION OF OUR NURSES

### TIMES UNION SALUTE TO NURSES RECIPIENTS:

- Belinda Spinner, RN, Tower 3

### THE POST-STAR HEART OF HEALTHCARE AWARD RECIPIENTS:

- April Lomenzo, BSN, RN, ICU
- Barb Whitehead, RN, Infusion Center
- Dorian Cunniffe, RN, PAT
- Judy Henry, RN, Emergency Department



Belinda Spinner, RN



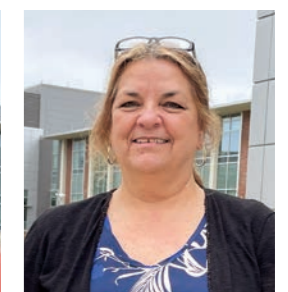
April Lomenzo, BSN, RN



Barb Whitehead, RN



Dorian Cunniffe, RN



Judy Henry, RN

# 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. By meeting virtually during the pandemic, they were able to sustain our culture of excellence and our councils are now stronger than ever.

## NOTABLE ACHIEVEMENTS:

### Coordinating Council

- Monitored Nursing Key Performance Indicators to drive Unit Based Council (UBC) projects.
- Performed an analysis of our Shared Leadership structure to identify strengths, weaknesses, opportunities, and threats.
- Reviewed and Approved Nursing Strategic Plan.

### Practice & Quality Council

- Introduced Fall TIPS Boards (for communication of a patient's falls risk) and rolled them out to all inpatient units.
- Worked on Oral Care Protocol to prevent Non-Ventilator Hospital Associated Pneumonia.
- Discussed issues with supply chain and looked at the use of new products including male external catheters and bath wipes.

### Informatics Council

- Discussed and disseminated information on best practices for documentation in our electronic medical record (EMR).
- Received updates and discussed upcoming changes related to the Albany Med Health System EMR Integration Project.
- Worked to establish better practices for computer downtime.

### Research & Innovation Council

Appraised and advised nurses through several IRB approved research projects, including:

- Assessing New Mother Post-Partum Stress: **Kristina LaFreniere, MS, RN, C-EFM, Betty Gilley-Nassivera, MS, RN, RNC-MNN, CLC, & Jodie Smith, BSN, RN, IBCLC.**
- Implementation of Clinical Guidelines to Reduce Postoperative Nausea and Vomiting in Adult Patients: **Nicole Krause, DNP, RN, NPJ-BC, NE-BC.**

### Leadership Council

- Developed actions plans to improve patient experience.
- Oversaw and developed audits to ensure quality in high-risk activities such as patient restraints and blood transfusions.
- Worked as a group to make recommendations for ongoing changes to visitation policy.

### Professional Development Council

- Sponsored Nurse Recognition activities like the DAISY Award® & Nurses of the Year Awards.
- Completed recommendations for chairperson orientation.
- Planned education day with several presentations.



## STAFFING WAS A TOP PRIORITY EVERY DAY IN 2022 AND BEYOND!

Staffing a hospital with nurses 24 hours a day, 365 days a year has always been challenging. In 2022, the issue was magnified by many factors, including an aging population of nurses, burnout, and a lack of nursing faculty to educate nurses. The problem has been highlighted in the news and on social media, and there isn't an easy solution. The nursing team at Glens Falls Hospital worked to ensure nursing coverage and increase the efficiency of hiring and retention.

Challenges have been addressed by implementing centralized staffing to ensure coverage across all areas, creating incentives for staff to work extra shifts, and assigning agency nurses to fill gaps when necessary. Nurse recruiting has been enhanced through increased interaction with nursing students through outreach to nursing programs and providing information to nursing students about the Nurse Residency Program during their clinical rotations. The nursing team also created a Student

Nurse Extern program in 2022. Retention of nursing staff has also been a focus of the nursing team through work being done at the unit level and through action items from the 2021 RN Satisfaction Survey results. Recognition, an essential aspect of retention, is given to nursing staff through programs like the DAISY Award®, Annual Nursing Awards, and the CARES Badge Program.



Staffing also became a focus of government regulations in 2022, with the implementation of New York State (NYS) legislation requiring hospitals to establish a Nurse Staffing Committee comprised of frontline workers and management representatives. At Glens Falls Hospital, we have a history of having a staffing committee, so complying with the law was less of a lift. The Staffing Advisory committee

includes registered nurses, patient care assistants, unit secretaries, unit operations coordinators, nurse leaders, finance, and human resources. In March 2022, the staffing committee came together to discuss staffing plans. Data provided to the committee about national staffing benchmarks gave them a basis for making decisions. The committee unanimously approved the staffing plans and matrixes for all inpatient units. This well-attended committee will continue to work through staffing plans and improvements.

The nursing mission at Glens Falls Hospital is "To provide exceptional patient and family-centered care in every encounter in every setting." That requires having nurses and support staff at the right time and in the right place to be able to provide care. The nursing team accomplished our mission in 2022 through constant attention to staffing and will continue to fulfill that mission in the future by working innovatively and intently on staffing solutions.

## ADVOCATING WITH CONGRESS: USING OUR NURSING EXPERTISE TO GAIN SUPPORT FOR KEY HEALTHCARE INITIATIVES

On September 13<sup>th</sup> & 14<sup>th</sup> 2022, several Glens Falls Hospital Nurse Leaders attended the American Organization for Nursing Leadership's (AONL) Virtual Advocacy Day. The leaders participating included **Laura Pfeifer, MS, RN, NEA-BC**, Assistant VP Nursing Operations/Associate CNO, **Julie Mosher, MS, RN, NEA-BC**, Director of Nursing Practice & Professional Development, **Barbara McDermott, MS, RN, CCRN-K, RCIS, NEA-BC**, Director of Cardiac & Critical Care, **Cine Crisp, MHA, BSN, RN**, Director of Care Continuum, and **Jamie Aliperti, MS, RN, CNML**, Magnet Program Director. They joined nurse leaders

from across the country to learn how to advocate effectively and share our stories about the impact of national issues on patients, community, and nursing teams.

On day two, the nurse leaders met with congressional representatives to connect with them on specific legislation and budget appropriations and to make their ask for support. The leaders from Glens Falls Hospital were honored to meet with the legislative aides for Senator **Kirsten Gillibrand**, Senator **Charles Schumer**, and Congresswoman **Elise Stefanik**.

The experience has sparked a sense of advocacy and purpose in the nurse leaders. Nurses have a great opportunity to demand change and advocate for Congress to support our needs and the needs of our patients. The nurse leaders are closely following the budget appropriations and bills and will continue to contact our legislators for their support in issues that affect nursing and healthcare.





ALBANY MED Health System

GLENS FALLS HOSPITAL

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