Nursing Annual Report

2024

HENRY FORD HEALTH®

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Henry Ford Health thanks every member of the Nursing team for their compassion and dedication to patient care.

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A Message from our Senior Vice President & System Chief Nursing Executive

Dear Colleagues,

This has been a year of new beginnings, most notably the beginning of an expanded Henry Ford Health following the celebrated joint venture with Ascension Michigan. The exciting October day was filled with festivities at all of our sites, which brought many of our Nursing team members together for a well-deserved party. For me, the joint venture brings with it the opportunity to work with even more talented nurses and leaders from across the state. The 2024 Nursing Report is the first of many to include our new sites.

The year also marked the beginning of construction on Destination: Grand and the Henry Ford Health + Michigan State University Health Sciences Research Center. As nursing professionals, these state-of-the-art facilities will enable us to offer our patients still greater options for advanced care into the future.

Our Nursing teams harnessed many technological advancements in 2024, streamlining and improving patient care. With a nod toward the future, we are keeping pace and at the same time, never forgetting the hands-on skills that remain the heart of what we do.

Ultimately, what I may be most proud of this year are our Press Ganey Exceptional Patient Experience awards. For me, this is a direct reflection of Nursing excellence and the extraordinary care you provide for our patients and their loved ones. Every day, I continue to be humbled, amazed and impressed by your talent and compassion. I am honored to call Henry Ford Health nurses my colleagues.

With great respect and admiration,

Eric Wallis, DNP, MSA, RN, NE-BC, FACHE
Senior Vice President & System Chief Nursing Executive

- If all **18,000 Henry Ford Health nurses** stood hand in hand, they'd stretch about the length of 260 football fields.
- Henry Ford Health employs more than **800 Canadian nurses.**
- Our International Education Nurse Residency program has supported **25 registered nurses from the Philippines** since May 2024.
- Henry Ford Hospital, Henry Ford Jackson Hospital, and Henry Ford West Bloomfield Hospital have achieved **Magnet® designation** for providing a **high standard of excellence** in nursing practice and patient care.
- Henry Ford Health welcomes more than **5,000 nursing students** every year.

Celebrating the Joint Venture with Legacy Ascension Michigan

In October, Henry Ford Health and Legacy Ascension Michigan officially launched our newly combined organization. The joint venture has expanded the Henry Ford Health team to more than 50,000 team members, 18,000 nurses, 13 acute care hospitals and 550+ sites across the state. Nursing team members systemwide celebrated with photos, lanyards, caramel apples, and a chance to gather and recognize the new partnership.

Exceptional Patient and Family Experiences

Henry Ford Health earned two distinguished recognitions, the HX Pinnacle of Excellence Award® and HX Guardian of Excellence Award® from Press Ganey, both in the category of Consumer Experience. These awards reflect the Henry Ford Health Nursing team's exceptional patient and family care:

HFH + MSU Research Center Construction Begins

In June, nurses, team members, partners, friends and neighbors gathered to recognize the start of construction on Henry Ford Health + Michigan State University Health Sciences Research Center in Detroit's New Center neighborhood. Work officially began in late May 2024 with completion planned in 2027.

Destination: Grand Construction Launched

In September, we celebrated the official construction launch of its major Detroit campus expansion, known as Destination: Grand. The $2.2 billion expansion plan is anchored by a new, state-of-the-art hospital facility that will span 1.2 million square feet on the south side of West Grand Boulevard. It is expected to open in 2029.:

Nursing Education in the Philippines

Henry Ford Health Nursing Education provided 15 education sessions for nurses in the Philippines. The sessions were offered for St. Paul's Hospital of Iloilo nursing team members to support training and professional development. The topics included medication administration, fall prevention, and wound management. The education sessions were interactive, promoting audience participation by including critical thinking questions and polls. The sessions were also recorded to enable nurses who could not attend the opportunity to watch them later. This education program is part of a nursing training and recruitment agreement with St. Paul's Hospital of Iloilo. The agreement is an effort to stabilize the Henry Ford Health workforce and further alleviate staffing shortages, and is part of a controlled pathway for nurses interested in coming to the United States to work for Henry Ford Health.

Detroit Thanksgiving Day Parade

November marked Henry Ford Health's 10th year participating in America's Thanksgiving Parade in Detroit, with team members, including many nurses, walking alongside the float. This year's float represented Destination: Grand.

BestChoice and MI Staffing Solutions Combine and Grow

BestChoice and MI Staffing Solutions will combine in 2025, creating a float pool for Henry Ford Health of more than 900 team members. Efforts are underway to implement new scheduling software that fully integrates with UKG® scheduling software, generating unit needs in real time for more efficient, cost-effective scheduling.

BestChoice

More than 600 full-time and contingent BestChoice team members include nurses, medical assistants, surgical technicians, dialysis techs and Emergency Department techs. BestChoice continues to evolve to meet the ever-changing needs of Henry Ford Health. 2024 was a year of continued growth, with team members contributing:

- 513,000 hours systemwide, an increase of 47,000 hours compared with 2023.
- 319,500 hours in the ambulatory, emergency, and inpatient areas, a 22% increase compared to 2023.

Six full-time BestChoice registered nurses completed the Professional Nurse Advancement Program (PNAP) in 2024. An entry point into employment with Henry Ford Health, 46 full-time team members joined the health system by transferring into full- or part-time benefitted positions. The dedication and compassionate care BestChoice registered nurses provide led to 78 DAISY nominations in 2024.

MI Staffing Solutions

In 2023, MI Staffing Solutions offered a patient care technician pool to assist with unlicensed needs. By the end of 2024, the team grew to 300 associates delivering more than 111,200 hours of care in emergency and inpatient areas.

Embracing Technology

Highlights from the Technology and Clinical Informatics team at Henry Ford Hospital, Henry Ford Jackson, Henry Ford Macomb, Henry Ford West Bloomfield and Henry Ford Wyandotte hospitals.

IV Pump Integration: Safety and Efficiency

In 2024, IV pumps were integrated into the Epic electronic medical record. This integration helps reduce medication errors with two-way communication between the drug library of the 360 Plum pumps and order/documentation in Epic. In addition to added safety, nurses across all our care settings save a total of 9.2 hours per day by reducing 13,855 IV pump programming steps. Also in 2024, the hospitals implemented IV Pump Integration. The Nursing, vendor and IT teams dedicated more than 10 months of work to the process, which included numerous workflow sessions, testing, and training to ensure project implementation was successful..

Nurse Documentation Efficiency

Nurses gained the ability to create and use personalized macros to help autofill commonly documented elements into flowsheets. More than 2,500 public and private macros are now available in Epic, and save nurses an average of 611,485 clicks every month as they complete documentation.

Unified Mobile Communication Platform

After a two-year journey, smartphones are in the hands of the acute care Nursing teams at Henry Ford Hospital and Henry Ford Jackson, Macomb, West Bloomfield and Wyandotte hospitals. The mobile technology enables Nursing teams to optimize clinical communication and collaboration and support documentation in the Epic Rover application. Outcomes include:

- Nursing documentation that occurs 75% closer to the time care was provided when using the Epic Rover application
- Post-pain reassessments increased by 23%
- Barcode medication safety rates met Leap Frog compliance
- 600,000 secure messages were sent monthly

Managing Alarms with Smartphone Technology

With the mobile smartphone roll out, a team of nursing informaticists and nurses investigated how the integration of smartphones could reduce call light and telemetry alarms to phones at Henry Ford Hospital, Henry Ford Wyandotte Hospital and Henry Ford West Bloomfield Hospital. After their recommendations were implemented, the changes reduced telemetry alarms by 96% and call light alarms by 94%.

Epic Experience Survey Results

Almost 600 nurses participated in the 2024 Epic Experience survey. Results included a 7.1-point improvement in the net experience score, placing Henry Ford Health in the 78th percentile of KLAS Arch Collaborative organizations. Survey results guide priorities for new Epic functionality and identify training needs.

For example, a team of informatics specialists, nursing educators and IT trainers came together to redesign onboarding training for nurses based on the 2023 survey results. This group added workflow specific scenarios and early password access, and allotted time to personalize individual work views/tools. Survey results indicated an increase of 5% in workflow-specific training and a 75th percentile benchmark for all organizations.

Pediatric Practitioner of the Year Award

Nutrena Tate, PhD, MBA, RN, CPNP-PC, Nursing Education, Research, & Innovation, was awarded the 2024 Pediatric Nurse Practitioner of the Year from the National Association of Pediatric Nurse Practitioners – Michigan Chapter.

Nutrena Tate, PhD, MBA, RN, CPNP-PC, Nursing Education, Research, & Innovation, received the 2024 Pediatric Nurse Practitioner of the Year award.

Henry Ford Jackson Nurses Pioneer Acute Virtual Care

A team of acute care nurses at Henry Ford Jackson Hospital performed a pilot to complete admissions, discharges, quality and safety rounds virtually. The goal was to support bedside nurses by reducing the time they dedicate to these tasks and enhance patient care. A successful pilot was completed in 2024, leading to a new acute virtual care program that supports two medical-surgical units. Initial data for the units with virtual care includes:

- 80% of admissions and discharges were completed virtually
- Bedside nurses gained more than 100 hours per month to dedicate to patient care
- 97% of admissions had complete documentation
- Mortality trended down
- Patient surveys showed increased percentages of likelihood to recommend

Embracing Technology

Highlights from the Technology and Clinical Informatics team at Henry Ford Genesys, Henry Ford Warren Hospital, Madison Heights Hospital, Henry Ford Providence Novi and Southfield, Henry Ford Rochester, Henry Ford River District, and Henry Ford St. John.

Guardianship Status in Cerner Systems

The guardianship status of patients was made more visible to team members at Detroit and Rochester sites by incorporating the information into the banner bar and smart templates in Cerner. Alerts were added for nurses and providers when a patient has a guardian, increasing guardian notification before discharge. At Henry Ford St. John Hospital, a report was created of all "yes" and "unable to assess" guardian responses in documentation and sent to nursing supervisors for real-time auditing. Additionally, quick links were added to probate court websites allowing for easier access in retrieving guardian status when Case Management is not available. These enhancements allow team members, especially nurses, to easily identify patients who have guardians, improving care coordination and guardian notification and communication. Since the enhancements were implemented, an average of 91% of patients have the indications noted in the banner bar when they have a guardian.

Automating the Falls Risk System

Teams at Henry Ford Warren Hospital, Henry Ford Madison Heights Hospital, Henry Ford St. John Hospital, and Henry Ford River District Hospital have integrated an automated falls risk system through Hill-Rom Nurse Call. Nursing documentation triggers a dome light to signal high fall-risk patients. The system reduced the documentation burden for Nursing teams and increased patient safety by providing real-time alerts for fall risks..

Kinder Fall Assessment Implementations

The Kinder Fall Assessment was introduced in the emergency departments (EDs) across all hospitals starting in October 2024. Pre-implementation data was gathered for comparison with post-implementation data. The team evaluated whether the initiative leads to a reduction in fall rates in the emergency departments. Observations included:

- The age >70 = high risk category was a significant portion of ED visits, which could make targeted interventions challenging on a broader scale.
- There may be a need to refine fall prevention strategies to address this broad category more effectively.
- Implementing fall prevention interventions in ED waiting rooms is a challenge, requiring further strategy development to overcome this barrier.

Our Mission

We improve people's lives through excellence in the science and art of health care and healing.

Our Vision

We will be the trusted partner in health, leading the nation in superior care and value – one person at a time.

Two-person Skin Assessment

At Henry Ford Genesys Hospital, a new two-person skin check assessment was added to Nursing documentation. The assessment is now required within 24 hours of a patient's arrival to the Emergency Department, Observation, PACU, or Inpatient unit; documentation indicates that the assessments are being completed.

Behavioral Health Updates

Two changes were made to documentation at Henry Ford Rochester Hospital. First, mental health technicians are now able to complete restraint documentation, shifting this documentation duty from the Nursing team. Second, a new Behavioral Health intake form was created to combine information from the Adult Admission Assessment, the Behavioral Health Adult Admission Assessment and Patient History forms. This reduced the number of clicks for nursing and redundancy of questions, improving workflow and nursing satisfaction.

Henry Ford Health Publications

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McGlothen-Bell K, Cartagena D, Malin KJ, Vittner D, McGrath JM, Koerner RL, Vance AJ, and Crawford AD. Reimagining Supportive Approaches at the Intersection of Mandatory Reporting Policies for the Mother-Infant Dyad Affected by Substance Use. Adv Neonatal Care 2024; 24(5):424-434. PMID: 39133542.

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Plemmons J, Saleh M, Johnson P, and Kirk N. QAPI 124 - Effect of Education and Performance Feedback to Eliminate Central Line Associated Blood Stream Infections on an Internal Medicine Unit... Association for Professionals in Infection Control and Epidemiology (APIC) 51st Annual Conference and Exposition, June 3-5, 2024, San Antonio, Texas. Am J Infect Control 2024; 52(6):S61-S61.

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2024 Clara Ford Nursing Excellence Award

The Clara Ford Awards for Nursing Excellence honor Henry Ford Health nurses who go above and beyond for their patients, our communities and our organization.

Affordable, Efficient Care that Provides Value

Rose Middleton, BSN, RN, Henry Ford at Home, Community Care Services

Responsible for ensuring smooth, safe transitions of patients from hospital to home, Rose skillfully works independently, collaboratively, and compassionately with physicians, case managers, patients, and their caregivers to exceed all customer expectations while ensuring a smooth transition to the next level of care.

Rose provides cost savings ideas to leadership by identifying opportunities to reduce unnecessary hospital readmissions and inpatient stays by optimizing the use of home health care services. She worked diligently with the Cardiothoracic Team to incorporate the use of Advanced Home Health (AHH) services for their patients as an avenue to decrease length of stay. She began rounding with this group to provide better education and collaboration on patients that would benefit from AHH.

Since engaging with the cardiothoracic team, she has reduced length of stay by an average of two days per patient. This reduction of 80 inpatient hospital days has resulted in an annualized cost savings of nearly a quarter million dollars. Allowing these beds to be backfilled with new patients provides an additional $200,000 in profit to the health system.

Rose Middleton, BSN, RN

Exceptional Experience

Emily Langford, ADN, RN, Henry Ford Hospice, Community Care Services

Emily delivers the Henry Ford experience daily by embodying care and compassion in all she does by creating an environment for staff, teammates, patients and families to feel like they are the most important person in the world when she is with them.

One example was with a patient in the Sand Castles youth bereavement program after losing her mother. The teen was at Henry Ford Hospital being treated for a cancer diagnosis on the eve

Emily Langford, ADN, RN

of her senior year homecoming – one of the most memorable times in a young lady's life.

Seeing that the patient was devastated about missing her homecoming, Emily was not going to let a hospital stay get in the way of the milestone experience. She planned all things "homecoming," including decorations, music, photos, dresses, shoes, jewelry, hair, makeup, and coordinated with the Henry Ford Hospital culinary team to provide a favorite meal for the patient and her family and friends. Emily fully coordinated a memorable homecoming, creating an unforgettable celebration, while delivering a care experience to always remember.

Exceptional Experience

Ashley Dorr, ADN, RN, 6T Medical Universal, Henry Ford Jackson Hospital

A fierce advocate for positivity, Ashley uplifts her team with her smile and reminders that every individual makes a difference. She finds ways to keep morale high, such as giving her team bracelets embossed with positive messages. This is other visual demonstrations of positivity are evident to patients and visitors, uplifting them as well. She even gives patients stuffed animals when they need something to hold onto.

Generous with her time and energy, Ashley advocated for a long-term patient who had no family in the area, limited English-language proficiency, and was in insolation. She brought him meals, did his laundry, helped him have a daily shower and brought a Christmas tree to brighten his holiday. Whether it was a work day or a day off, she made sure he was comfortable. She spearheaded an effort to safely take him for walks, coordinating with leadership, Infectious Disease, Infection Prevention, and his primary care team. Her empathy, care and connection were instrumental in the patient's recovery.

Ashley Dorr, ADN, RN

Safest Care and Best Outcomes

Jennifer Rice, MSN, RN, AGCNS-BC, SCRN, Comprehensive Clinical Care, Henry Ford Jackson Hospital

An outstanding clinical nurse specialist, Jennifer is focused on monitoring, evaluating, and improving patient care. According to a colleague, "Jennifer not only dedicates her time to our organization but to outside organizations to improve the workforce of CNSs across the nation. We are so lucky to have a dedicated, compassionate, strong leader promoting safe care and positive patient outcomes on our team."

Jennifer Rice, MSN, RN, AGCNS-BC, SCRN

Working at the top of her license, Jennifer conducts research promoting evidence-based care, positive patient outcomes and practice change. A primary investigator for a prospective ICU research project, she is investigating a strategy to decrease sedative and analgesia use by first decreasing patient anxiety.

Jennifer shares her outstanding work with others by publishing in a monthly nursing journal club at Henry Ford Health and taking part in local, state and national research conferences. She also rounds daily with the MICU/ICU team and arranges educational talks for her team. Available whenever team members have questions, she is always willing to assist.

Nursing Leadership

Carey Johnson, MSN, RN, Director, Post-Acute Continuum Care, Henry Ford Jackson Hospital

A tenacious advocate for her patients, Carey worked tirelessly to secure the identity of an ICU patient from Honduras and connect

Carey Johnson, MSN, RN

him with his loved ones. She began by contacting local officials, and after many calls, reached a key representative at the US Embassy. Her persistence culminated in identifying the patient and with her personal cell phone, placing a face-time call with his loved ones. The patient recovered and was safely discharged.

Also tenacious at achieving organizational goals and objectives, she has implemented cost-saving measures, effectively managed contracts and resources, and achieved operational efficiency and budget utilization. She led an initiative that reduced length of stay and exceeded year-to-date targets by 10.4%. Another project she spearheaded resulted in reducing monthly accounts receivable outcomes from the previous year and saving $867,610 month over month. She and her team opened scheduling to create same-day appointments in multiple clinics, diverting readmissions. As a champion for change, Carey views every opportunity through a lens of curiosity.

Compassionate & Committed People

Denise Chartrand, BSN, RN, CRNI, Home Infusion, Community Care Services

With a heart as vast as her knowledge, Denise's dedication extends far beyond the clinical protocols; it's woven into every interaction, every touch. She knows that healing isn't just about medicine – it's about connection.

Denise Chartrand, BSN, RN, CRNI

One patient said, "She demonstrated a high level of expertise and professionalism in administering the treatment, explaining the process, and answering all my questions. She also showed a genuine interest in me as a person, listening to my concerns, providing reassurance and encouragement, and making me feel comfortable and cared for. She was calm, patient, attentive and compassionate throughout the procedure. She made me feel like I was not just a patient, but a partner in my own health care. She went above and beyond to ensure that everything went smoothly and that I had a positive experience."

Denise brings patients cards and flowers for special events, and even treats for their dogs. She goes above and beyond with acts of kindness that ease the burden of illness for her patients.

Compassionate & Committed People

Sherree Carpenter, BSN, RN, 4T SICU, Henry Ford Jackson Hospital

Sherree is a mentor to her team, compassionate with patients and their loved ones, and juggles labor intensive and emotionally demanding situations daily. In caring for a young patient with catastrophic injuries from a domestic assault, Sherree offered exemplary care not only for the patient, but her loved ones. With assistance from Nursing leadership, she helped the patient's father coordinate more than 200 family, friends, and community members

Sherree Carpenter, BSN, RN

in an honor walk for his daughter, whose organs were donated to Gift of Life. A huge part of the honor walk's success, she collaborated with nursing leadership, Gift of Life personnel, and the patients' medical team and family members.

She has created strong rapport with the cardiac surgery and surgical intensive care unit teams, and is the go-to person when team members have questions. "We are so thankful to have a nurse with incredible bedside experience, sharing her knowledge, assisting her co-workers, and improving the lives of the patients that she cares for," said a colleague.

Henry Ford Health Ambulatory Care

Henry Ford Health Ambulatory Care is deeply rooted in the communities we serve, providing widespread access to healthcare services from southeast Michigan to the greater Jackson area. With more than 100 sites and 450 clinics, our extensive ambulatory network provides comprehensive healthcare services to a large population, ensuring convenient access to medical care for our patients. Services include Primary Care, Internal Medicine, Pediatrics and Family Practice, Medical and Surgical specialties, Women's Health Services, Transplant, Oncology and more. Ambulatory care includes preventive and acute care, chronic disease management and end-of-life care. Nearly 1,500 nurses, 2,000 physicians, and 1,000 medical assistants work together to provide care for 200,000 patient visits per month, performing 100,000 procedures and 800 surgeries monthly.

A Message from our Chief Nursing Officer

Dear Ambulatory Care Team,

As we reflect on the past year, I am filled with immense pride and gratitude for the remarkable strides we have made! We have collectively designed and implemented a nursing governance structure, amplifying the voices of our Ambulatory nurses and medical assistants, streamlining processes, and enhancing communication and collaboration. This has led to improved quality and performance metrics, ensuring superior, safe, and reliable care for our patients.

As we move forward, our commitment to quality remains unwavering with a focus on five key pillars: improving quality, fostering innovation, ensuring accountability, enhancing integration, and promoting retention, engagement, and professional development. Exciting initiatives include Ambulatory nursing research, implementing evidence-based practices, leveraging cutting-edge technologies, and prioritizing patient-centered care. By continuously refining our processes and embracing a culture of continuous improvement, we will align our services with the highest standards.

Fostering collaboration, breaking down silos, and promoting interdisciplinary teamwork will create a more seamless approach to care, improving outcomes for patients and enhancing overall experience for team members and partners. Thank you for your dedication and commitment to our mission. As your Ambulatory CNO, I look forward to continuing to serve our organization. Let us embrace quality, innovation, accountability, and integration as we move forward.

Here's to another extraordinary year ahead!

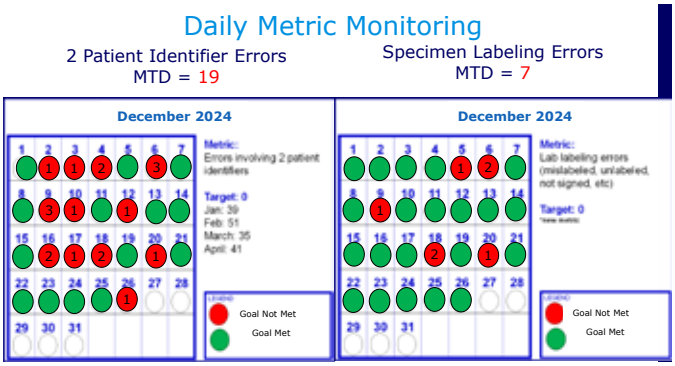
With gratitude,

Jeff Bechard, MSN, RN
Chief Nursing Officer
Henry Ford Health Ambulatory Care

Empirical Outcomes

Ambulatory Metric Improvements

In 2024, Ambulatory Care made wide-ranging process improvements that produced the following results:



- Reduced Inbasket messages forwarded to the provider by 37%
- Reduced medical assistant turnover by 7%, significantly surpassing the goal
- Reduced registered nurse turnover by 1.8%, achieving the goal
- Reduced medical assistant vacant positions by 4%, significantly surpassing the goal
- Reduced registered nurse vacant positions by 6.2%, significantly surpassing the goal
- Improved "friendliness and courtesy" ratings for registered nurses and medical assistants by .17%
- Since July 2024, the team has documented a 38% decrease in specimen errors. Specific improvements include:
  – 32% decrease in two-patient identifier errors
  – 44% decrease in specimen labeling errors

Structural Empowerment

Supporting Ambulatory Nurses and Ensuring Quality Care

Medical Assistant Council

Initiated in 2024, the Medical Assistant Council gives a voice to frontline medical assistants. The council was created to provide medical assistants with a structured avenue to create solutions for challenges that impact them and their roles. Support for the Medical Assistant Council is provided by the Ambulatory CNO Executive Council.

Ambulatory CNO Executive Council

Comprised of Nursing and medical assistant leaders from across Ambulatory Care, this council was created in 2024. It serves as the central governing body responsible for overseeing the strategic direction, quality and performance of Ambulatory Care services within the organization.

Ambulatory Quality and Sentinel Event Review Committees

These two committees were reinstated in 2024. They create a system for ensuring high-quality Ambulatory Care services with a focus on important improvements. These committees also enable team to share best practices with multiple Ambulatory sites for ongoing improvements in patient care services.

Celebrating Medical Assistants during National Recognition Week

For the first time, Ambulatory Care team members celebrated medical assistants during National Medical Assistants Recognition Week, Oct. 21-25, 2024. Ambulatory Care traditionally recognized medical assistants alongside their Nursing colleagues during Nurses Week, but in 2024, also recognized them during their own national week.

Even with many Ambulatory sites across lower Michigan, all

recognition activities and events were open and accessible to medical assistants at all locations. In one activity, medical assistants submitted why they wanted to be a medical assistant. Those words were put into a word cloud that was shared with all team members.

Following the week, medical assistants indicated they felt "heard and appreciated" and enjoyed being "celebrated on their own." Organizers reported involvement and engagement was "amazing."

Exemplary Professional Practice

Daily Safety Huddles Successfully Relaunched

Ambulatory teams relaunched the Ambulatory Daily Safety Huddle in 2024, with leaders engaging with the new format. Lean Daily Management was added to Huddles, resulting in improved specimen-labeling and two-patient identifier error metrics. In addition, clinic sites aligned with Henry Ford Jackson Hospital were integrated into the Ambulatory Huddles. A December 2024 survey of 95 Ambulatory leaders revealed the following positive ratings:

- 4.81/5 for Huddles being organized and efficient
- 4.41/5 for leaders having what they need to share with frontline team members
- 4.65/5 for leaders using the last 15 minutes of Huddles for micro-learnings
- 4.62/5 for Huddles taking the "right" amount of time

Ambulatory Infection Prevention Earns APIC Award

Ambulatory Infection Prevention was recognized by the Association for Professionals in Infection Control and Epidemiology for their innovative approach to Ambulatory infection prevention practices.

APIC
Association for Professionals in Infection Control and Epidemiology

Ambulatory Education Enhances Practice

In 2024, Ambulatory Education team members worked to enhance staff competency, patient safety, and overall healthcare quality by:

- Collaborating with Quality and Safety teams to conduct rounds in Primary Care and Women's Health.
- Assessing the impact of earlier education on lab specimen labeling and patient identification.
- Interviewing more than 245 medical assistants and registered nurses and achieving a 92% compliance rate.
- Continuing education efforts to further improve compliance.

New Knowledge, Innovation, and Improvements

Comprehensive Communication Workshop Pilot

Working in partnership with the Care Experience team, the Ambulatory team developed and piloted a Comprehensive Communications Training Workshop for frontline team members. The workshop was designed to improve team communication between healthcare teams, patients and their support persons. The measure will be improvement in "friendliness and courtesy" survey scores for nurses and medical assistants in the coming months.

Team members from five Ambulatory clinics took part in the workshop and received training in:

- The impact of effective communication
- Henry Ford Health's culture of caring and HEART Service Recovery
- Key touchpoints in the patient journey and how to have a positive interaction during each touchpoint
- Positive team culture
- The use of SBAR

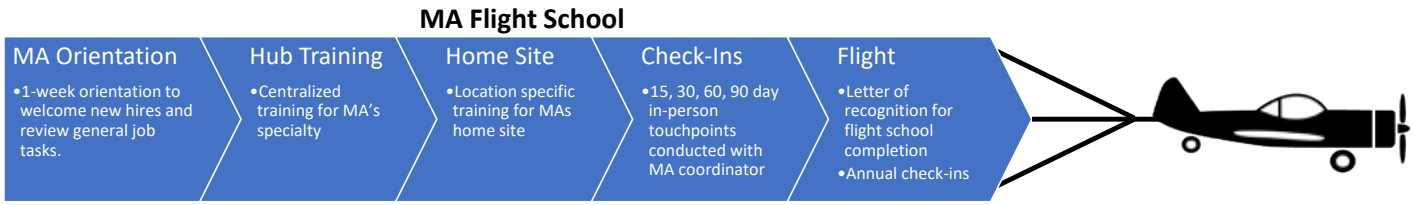
Attendees also participated in case scenarios, enabling them to practice their communication skills. Continuing education credits were awarded.

Medical Assistants Aim High with Flight School

In 2023, a multidisciplinary Ambulatory team created "Flight School" to transform medical assistant (MA) recruitment, orientation, and retention. An extended orientation program, Flight School enhances MA onboarding and integration. The program continued in 2024 for all MAs joining the Ambulatory team. Flight School ensures that when new MAs begin working at their "home" site, they are already on the road to success. The program's a standardized approach to training includes:

- Standard health system and Ambulatory orientation
- Hub-site training by highly qualified medical assistant preceptors who meet competency requirements in each specialty.
- Home-site training on clinic specific flow in the site where the newly hired medical assistant will work.
  - Regular check-ins with the new medical assistant and the medical assistant coordinator at the 15, 30, 60 and 90 days on the job. The clinic leader is also included in some check-ins. Progress reviews include the opportunity to answer questions and discuss concerns. Annual check-ins continue after training is completed.

After a medical assistant completes Flight School and all evaluations and competencies are submitted and reviewed, they receive a letter of recognition for Flight School completion. The newly hired MA is now considered to have "taken flight."



Starting Strong with Comprehensive Orientation

Medical assistants and nurses play key roles in Ambulatory settings systemwide. In 2024, Henry Ford Health welcomed more than 500 medical assistants and nurses to the health system with a comprehensive orientation. Many other roles, such as dental assistants, medical office assistants, integrated patient care coordinators, and research assistants, take part in orientation.

In 2024, Ambulatory Care achieved a 95% satisfaction rate from new team members after orientation. The orientation team also transitioned clinical competencies from orientation to an electronic system, making them easily accessible on each new team member's transcript.

Ambulatory Care Prioritizes Continuing Education

Ambulatory team members earned more than 1,750 continuing education credits in 2024.

Microlearning Approach Enhances Training

Ambulatory teams collaborated with departments including Infection Control and Regulatory to create microlearning modules on critical topics. A total of 1,822 microlearning sessions on vaccines, specimen labeling, infection control, and more were completed by team members. Offered virtually, these short education and training sessions are ideal for offering consistent training for team members in located in Ambulatory settings throughout the health system's service area. Ambulatory team members indicated the microlearning approach was a positive experience, and noted the virtual format with short sessions was convenient and effective.

Awards and Recognition

DAISY Award Program Grows in Ambulatory Care

The Ambulatory DAISY Award program was enhanced by increasing the frequency of the awards from quarterly to bimonthly in 2024.

2024 Ambulatory Care DAISY Awardees

Martesha Adams, RN, Internal Medicine, Detroit campus

- Faduma Ali, RN, Internal Medicine, Detroit campus
- Christie Brull, RN, Obstetrics/Gynecology, Henry Ford Medical Center – Royal Oak
- Regina Ebiware, RN, Emergency Medicine, Henry Ford Medical Center – Plymouth
- Hannah Hammond, RN, Oncology, Henry Ford Medical Center – Columbus
- Amy Hankinson, RN, Leader – Pediatrics, Henry Ford Medical Center – Plymouth
- Jayne Stortz, RN, Ambulatory Surgery, Henry Ford Medical Center – Fairlane

DAISY Award recipient Jane Stortz, RN, Ambulatory Surgery, Henry Ford Medical Center – Fairlane.

Ambulatory Care DAISY Nurse Leader Award

During National Nurses Week in October, the first Ambulatory Nurse Leader DAISY Award was presented to Wanda Greene, RN, Nurse Manager, Pulmonary – Bronchoscopy.

Wanda Greene, RN, received the inaugural Ambulatory Nurse Leader DAISY Award.

Ambulatory Sites Launch Honey Bee Awards

In 2024, Henry Ford Health's Ambulatory Care sites adopted the Honey Bee Award to recognize medical assistants who have shown excellence in their practice quarterly. So many nominations were received that the award will be expanded and given bimonthly in 2025. Ambulatory Care Honey Bee Award winners are:

- Stephanie Montague, MA, Oncology Hematology, Henry Ford Medical Center – Fairlane
- Carmin Watson, CMA, Academic Internal Medicine
- Angela Palmitter, MA, Pediatrics, Henry Ford Medical Center – Lakeside
- Sandra Kelly, MA, Internal Medicine, Henry Ford Medical Center – Taylor

Honey Bee award winners from Ambulatory Sites with Chief Nursing Officer Jeff Bechard, MSN, RN.

Honey Bee Award winner Stephanie Montague.

Honey Bee of the Year Award

Honey Bee of the Year, selected by a vote of the Ambulatory CNO Executive Council, was Carmin Watson, CMA.

Carmin Watson, CMA, 2024 Ambulatory Honey Bee of the Year.

Click here *or scan the QR code to learn more about Henry Ford Brighton Center for Recovery.*

Henry Ford Brighton Center for Recovery

A Message from our Hospital Administrator and Chief Nursing Officer

Dear Nursing Colleagues,

Brighton Center for Recovery is the second oldest substance use disorder treatment center in the nation. In fact, when Brighton Center for Recovery became a part of Henry Ford Health on October 1, 2024, it had been exactly 71 years since our initial opening in 1953.

Our unique specialty is increasingly meaningful as the nation continues to struggle with alcohol and substance use disorders. In treating this vulnerable population, we have really focused on removing the barriers to accessing care by offering transportation to help individuals get into treatment. In conjunction with the medical and nursing departments, we worked collaboratively on the reduction of delirium tremens and the reduction of withdrawal seizures. I am very proud of our nursing team and the work they have accomplished in these clinical priorities.

Having started as a graduate nurse at Brighton Center for Recovery in 1995, I am very honored to now lead and be a part of this amazing team and can't wait to see what we are able to accomplish in the upcoming year.

Sincerely,

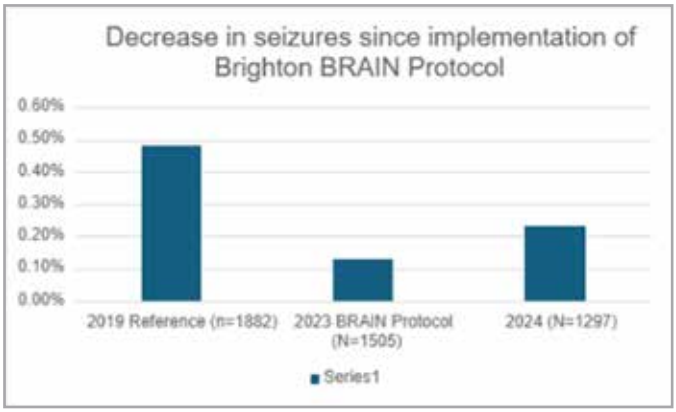
Barb (Shoup) Weston, RN-BC, BAS-N, MBA, CARN
Hospital Administrator, Chief Clinical Officer and Chief Nursing Officer
Brighton Center for Recovery

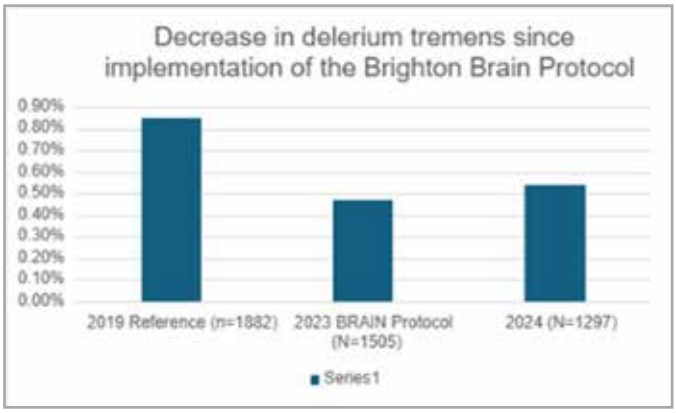
Empirical Outcomes

Protocol Reduces Seizures and Delirium Tremens

In conjunction with the Brighton Center for Recovery Medical Department and the extensive work done to develop nutritional repletion protocols, Brighton Center for Recovery has significantly reduced the incidence of seizures and delirium tremens experienced by our patients. Between 2019 and 2024:

- Withdrawal seizures were reduced by 63%.
- Delirium tremens were reduced by 41%.





Transformational Leadership

Exemplary Patient Care Encourages Former Patient to Pursue Career in Therapys

Jaque Fuller, RN, has been part of the Brighton Center for Recovery team for more than 30 years, serving as a mentor for many nurses and demonstrating compassion and patient care excellence. In 1986, she cared for Virginia June, LMSW, a patient at the center. June shared that she attempted to leave against medical advice, and Fuller encouraged her to stay. June completed, then went on to earn a master's in social work. She celebrates 37 years in recovery and works as a therapist at Brighton Center for Recovery, giving back to patients suffering from the disease of addiction.

Jacque Fuller, RN, left, and Virginia June, LMSW, former patient and therapist, are now Brighton Center for Recovery colleagues.

Structural Empowerment

Narcan® Distribution Saves Lives in our Communities

In partnership with the Alliance of Coalitions, a Narcan® dispensing machine was added to the front entrance of Brighton Center for Recovery for anyone to take and use. Stories have already come back to Brighton Center for Recovery team member about the impact of the life-saving initiative. A returning returning patient said he took one of the Narcan® boxes when he left against medical advice during his previous stay. He quickly relapsed and was in a situation where he needed to use Narcan® for a friend. He revived his friend and the episode was so impactful that he returned to Brighton Center for Recovery for treatment and completed it. Narcan®, in this case, saved two lives.

Nurses Week Celebrations

During Nurses Week, Brighton Center for Recovery nurses, LPNs and unit techs celebrated with an event for each shift.

Team Member Growth and Dedication

At the Brighten Center for Recovery, 26 team members are nurses in various positions, including four leadership roles who joined the team in 2024. Combined, the 22 non-leadership team member have a combined 174 years of service at Brighton Center for Recovery.

Brighton Center Olympics

Two entries from the Nursing team were top contenders in the Eiffel Tower contest, held during the Brighton Center for Recovery Olympics team-building celebration.

Exemplary Professional Practice

Kelly Rogers, executive administrative partner, and Barb (Shoup) Weston, RN, CNO, accept the certificate of contribution for Brighton Center for Recovery's support and participation in the world record Narcan® training event.

World-record Narcan® Training Event

Brighton Center for Recovery supported Words of Hope 4 Life's Viewfest 2024. At the event, associate Gabrielle Chesnutt participated in a Narcan® training that broke a world record for the largest in-person opioid overdose reversal training event. Low-threshold access to Narcan® is a key driver of lowering unintentional overdose deaths.

New Knowledge, Innovation, and Improvement

Preventing Falls with Multidisciplinary Intervention

A major initiative for Brighton Center for Recovery in 2024 was tailoring fall risk prevention interventions to an ambulatory inpatient unit. There is minimal data on fall prevention in a substance use treatment center where patients are cognitively impaired and ambulatory. Our strategy is to create a culture of multidisciplinary interventions to prevent fall risk, offering a campus-wide collaborative approach to this aspect of patient safety.

Awards and Recognitions

Mary McConnel, RN, and Michele Trumley, unit tech, were recognized with LOVED awards.

LOVED Award Recognizes Nursing Team Members

LOVED awards, or "Living Our Values Every Day," celebrate

Brighton Center for Recovery team members who demonstrate our values through their actions. In 2024, Michele Trumley, unit tech, and Mary McConnell, RN, were recognized for proposing a reorganization of the admissions area to reduce wait and disruption for staff and patients. The move resulted in a safer environment and overall better experience for everyone.

Nursing Certifications

Certified Addiction Registered Nurse (CARN)

Rebecca Albright, RN, CARN
Mary McConnell, RN, BAS-N, CARN, PMH-BC
Kelly Murphy, RN, CARN
Barb (Shoup) Weston, RN-BC, BAS-N, MBA, CARN, PMH-BC

Psychiatric-Mental Health Nursing Certification (PMH-BC)

Mary McConnell, RN, BAS-N, CARN, PMH-BC
Barb (Shoup) Weston, RN-BC, BAS-N, MBA, CARN, PMH-BC

Community Care Services

Henry Ford Health Community Care Services ensures patients receive appropriate services after returning home from a hospital stay or for their next stage of life. Working in collaboration with the system's medical experts and specialists, the Henry Ford Medical Group (HFMG), Community Care Services team members offer a wide range of services, including eye care, end-of-life care, dialysis, home care, pharmacy services, and home medical equipment and supplies. Our team continues to remain strong in its mission of providing these services seamlessly under one umbrella.

Greenfield Health Systems

Greenfield Health Systems (GHS), Henry Ford Health's provider of dialysis services, helped establish Community Care Services in 1983. GHS supports patients needing high acute dialysis through state-of-the-art treatment at 11 in-center dialysis clinics, 14 home dialysis programs and six acute dialysis treatment locations across southeast Michigan. More than 500 team members serve nearly 1,700 patients a week. GHS also offers education and training for health care professionals. for health care professionals.

Retail Pharmacies

Pharmacy Advantage

Pharmacy Advantage is a specialty pharmacy serving patients across the country who require complex medication therapies for acute and chronic conditions.

Inpatient Pharmacy

Pharmacy services is essential part of care for many hospitalized patients. Henry Ford Health has developed and implemented innovations in pharmacy practices to improve the quality and economy of patient care.

Pharmacy Care Management

The Pharmacy Care Management division ensures pharmaceuticals are used appropriately, maximizing affordability and quality care. With 450 team members, including more than 100 pharmacists and nurses, Pharmacy Care Management has 30 pharmacies throughout Henry Ford Health, including a 25,000-square-foot central facility in Rochester Hills, Mich.

Henry Ford Health – OptimEyes

Henry Ford @ Work

Henry Ford at Home

Henry Ford at Home is Michigan's largest home health group and offers a comprehensive network of services, including including Henry Ford e-Home Care, Extended Care/Private Duty, Home Health Care, Hospice, and Home Infusion.

Henry Ford e-Home Care

Henry Ford Extended Care/ Private Duty

Henry Ford Home Health Care

Henry Ford Hospice

Henry Ford Home Infusion

Empirical Outcomes

2024 HH-CAHPS Scores

Results of Home Health Care's 2024 Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey (HH-CAHPS) for patient satisfaction demonstrated:

- 85% of respondents gave Henry Ford Home Health Care a top box overall patient satisfaction score (9 or 10).
- 74% of respondents provided a top box score, indicating they would "definitely recommend" Henry Ford Home Health Care to family and friends if they needed home health services.

Greenfield Health Systems In-Center Hemodialysis Scores High

The results of Greenfield Health System's 2024 Spring In-Center Hemodialysis – Consumer Assessment of Healthcare Providers and Systems (ICH-CAHPS) patient satisfaction survey were more than 10% higher than the national average. Almost 75% of respondents gave Greenfield Health Systems a top box overall care and operations satisfaction score compared to the national average of 64%.

Transformational Leadership

SandCastles Grief Support Camp

Together with year-round programming, the Henry Ford SandCastles Grief Support Program includes an annual summer camp for grieving children who have experienced the loss of a loved one. The weekend camp is a unique interactive experience with activities that create a team building environment, normalizing the grieving process. Henry Ford Hospice nurses volunteer their time and expertise to make this opportunity possible. The nurses ensure all campers receive their medications, provide assessment and treatment to injuries and promote a safe experience. In 2024, over 70 children attended camp. Activities allowed campers to experience a normal camp experience with other children who have lost a parent or close person. Children learn mechanisms to normalize their grief and work through the process in positive and productive ways. The camp is 100% free for all children.

Amanda Gerou, RN, left, and SandCastles Program Manager Peggy Nielsen.

New Leaders join Greenfield Health Systems Team

- Lisa Dawson, RN, MBA, regional administrator for Home Dialysis Therapies
- Bien "Patrick" Pagarigan, RN, regional administrator for Acute Dialysis programs

Post-Acute LINC Conference Hosted by Henry Ford at Home

Henry Ford at Home hosted Post-Acute LINC (Leading, Innovating, Networking Consortium) for a three-day conference in Detroit. Members of LINC include 10 of the largest not-for-profit health system-based post-acute organizations: Advocate, Allina, Banner, BayCare, Henry Ford Heath, Intermountain, Mass General Brigham, Northwell, Sutter, and University of Pittsburgh Medical Center. The agenda included system sharing, quality and financial benchmarking, value alignment and innovation, value-based purchasing opportunities, and hospice operational and financial benchmarking. Member satisfaction overwhelmingly positive.

HFH Top Draft Picks

In celebration of the 2024 NFL Draft kicking off in Detroit, Henry Ford Health honored 32 top draft picks who exhibited outstanding teamwork and relentless dedication on and off the field. These team members significantly contribute to bettering our patients, the community, and our organization each and every day. Henry Ford at Home had two winners: Albert Williams, delivery services coordinator, Home Infusion, and Joby Gee, administrative coordinator, e-Home Care. They are always ready to take on any challenge, do it passionately and are willing to step up whenever and wherever needed.

Henry Ford Health "top draft picks" (from left) Albert Williams, delivery services coordinator, Home Infusion, and Joby Gee, administrative coordinator, e-Home Care, with Michael Ellis, vice president, Henry Ford at Home.

Guest Speaker Addresses Social Determinants of Care

Henry Ford Home Health Care had the opportunity to host guest speaker Ikenna Okereke, M.D., who presented, "Social Determinants of Health and Their Negative Effects in Patients with Cancer." Dr. Okereke is vice chair for the Department of Surgery and the director of Thoracic Surgery with Henry Ford Health. His care philosophy is, "I have extensive experience, and a passion for work to reduce health disparities and working with high school students - dedicating my career to helping those in need. As a former Detroiter, my passion is to help our community and go beyond our walls at Henry Ford Health to increase the health of all." Dr. Okereke participates in research on inequities in healthcare across the country.

Structural Empowerment

Family Medicine Residents Observe Home Health Care

Henry Ford Home Health Care hosted six Henry Ford Medical Group Family Medicine residents for a one-day home health care nurse and patient observation. The collaboration helped the physicians learn the role of home health care and the communication and collaboration needed for safe, high-quality home health care services.

Rose Middleton, RN, collaborates with a Henry Ford Medical Group Family Medicine resident during nurse and patient observation day.

Building our Nursing Teams

Henry Ford at Home, Greenfield Health Systems and Henry Ford Health Human Resources held virtual and in-person job fairs throughout the year in a continued effort to recruit high-quality nurses. Flyers were posted on the Henry Ford at Home Facebook page, and Indeed and LinkedIn job sites. Applicants who attended the event virtually were greeted by a recruiter then interviewed

by a manager or supervisor. On-the-spot job offers were made to more than 90 nurses. The teams also visited local training schools to market a career in dialysis to new talent, and Greenfield Health system nurse managers and team members made on-site job offers and scheduled site visits. Henry Ford at Home also participated in a Henry Ford Health sponsored Canadian registered nurse job.

Ron Debusschere, OT, and Laura Chapa, RN, welcomed prospective team members at a job fair.

Greenfield Health Systems leads Peer Mentor Initiative

Terrie Colvard, RN, Ethel Hudson, LMSW, and the Greenfield Health Systems Lahser Dialysis Patient Peer Mentor Team continued to mentor the Lahser Dialysis peer mentor community. The team offers writing and creative support for newsletters that enhance their peer mentor program. The newsletter is aimed at enriching a sense of community and belonging among patients in the dialysis setting.

Enhancing Nursing Student Education

The Home Health Care East team hosted 26 Oakland University nursing students for community health placements. The experiences are part of earning their bachelor's degree in nursing. In addition, 20 students from the Madonna University and University of Detroit Mercy University bachelor of science degree in nursing programs rotated for seven weeks. Henry Ford at Home also welcomed eight bachelor of science degree in nursing students from Michigan State University at the Allen Park location. Students spent a day with a wound, ostomy and continence nurse, hospice nurse, remote patient monitoring experience and multiple days with Home Health Care nurses.

Emily Langford, RN, (left) hosted local college students for practical learning opportunities.

Retaining our Valuable Team Members

Henry Ford at Home leaders kicked off a series of Organizational Update Town Hall meetings to share divisional and Henry Ford at Home progress on goals and answer questions from the team to strengthen our culture. At every session, team members expressed why they work at Henry Ford at Home and the positive work-life balance the organization provides. Many process improvement ideas were generated, and the leadership team evaluated these opportunities to improve processes and engagement. More than 400 team members participated in five different sessions. Henry Ford at Home Leadership provided a fresh cooked breakfast to all team members at five locations during the month of November as a thank you and in recognition of National Home Health Care and Hospice Month.

Michael Ellis, RN, vice president, Henry Ford at Home, serves breakfast to a team member as a thank you and in recognition of National Home Health Care and Hospice Month.

Exemplary Professional Practice

Caring for Men's Health

Greenfield Health Systems team members, in partnership with the Henry Ford Health Community Health, Equity and Wellness (CHEW) department, volunteered at a Men's Health and Wellness event in July. Team members provided information and screenings related to kidney health to the Detroit-based community.

Systemwide Readmission Task Force

Henry Ford at Home participated in a Henry Ford Health systemwide readmission task force. Initial plans are for the Home Health Care and Remote Patient Monitoring teams to work with system partners to decrease readmission for patients at high risk for another hospital admission. Team members attend the patients' primary care provider follow-up appointments with them within seven days of discharge. Home Health Care and Remote Patient Monitoring team members received education on the initiative.

Preventing Workplace Violence with Gap Analysis

Henry Ford Home Health Care and Hospice participated in a Workplace Violence Prevention Gap Analysis sponsored by the Michigan Hospital Association and conducted by Healthcare Safety Services. The analysis was conducted after an eight-hour evaluation that included multiple meetings with leaders, office and communitybased team members. Overall, the surveyors noted they were very impressed with Henry Ford Home Health Care and Hospice's culture of safety, and that they are examples high-performing organizations.

Rover Streamlines Clinician Work

Henry Ford Home Health Care implemented Rover to all clinicians in order to assist with accountability with patient visits and tracking mileage in preparation to be compliant with Centers for Medicare and Medicaid Services (CMS) required Electronic Visit Verification (EVV). Rover is a handheld (smartphone) interface to the Epic clinical information system designed to support and streamline the work of nurses, phlebotomists and respiratory therapists.

Henry Ford @ Work performed First Responder Health Screenings

In August, Henry Ford @ Work performed more than 200 biometric screens for Detroit Fire Department employees with plans to hold additional screenings. As part of wellness screening, Henry Ford @ Work partnered with radiology to coordinate cardiovascular calcium screenings at Henry Ford Medical Center – Cottage, making the services available to all Detroit Fire Department employees. More than 150 members participated in the screening event, resulting in follow-up with Henry Ford Health's cardiovascular team when abnormalities were found. Due to the success of the program, the Henry Ford @ Work team is working collaboratively with the Detroit Fire Department to hold additional wellness events in 2025.

Partnering with the Detroit Fire Department

The Detroit Fire Department honored Henry Ford @ Work with the 52nd Anniversary of Detroit EMS Partnership Award for their comprehensive partnership in supporting the city's wellness initiatives. Henry Ford @ Work plays an integral role in providing wellness services to their members. In addition, Henry Ford @ Work was honored during the City of Detroit's designation press conference celebrating their "Healthy Heart" city designation. The City of Detroit is now the largest municipality to earn this designation in the country.

New Knowledge, Innovation, and Improvements

Reading of the Regs

Greenfield Health Systems nurse managers and nurse supervisors participated in the day-long "Reading of the Regs" educational program. This event included using interactive technology to enable participants to engage with our interpretive guidelines and discuss safety and survey preparedness. Conversations led to clarification of processes and sharing of best practices between units. Feedback was positive, with many attendees inquiring about another session. Reading of the Regs has been expanded by its hosts, nurses in Education and Compliance, to be formatted for role-specific guidelines affecting social workers, biomedical equipment and the home programs to allow for continued education and preparation across the dialysis spectrum.

Cannulation Camp

In December 2024, Greenfield Health Systems hosted a series of Cannulation Camps to offer team member education, enabling them to teach patients to perform self-care, such as pulling needles and for some patients, learning to cannulate themselves. For many patients, self-care will allow them to transition to home dialysis. Team members also enhanced their abilities to empathize with patients, seeing self-care from the patient's perspective and factoring their views into teaching and communication..

Greenfield Health Systems team members learn to teach self-care to their patients.

Second Avenue Dialysis Team Attends CliC™ Training

Greenfield Health Systems nurses and team members from Second Avenue Dialysis attended a training session to learn more about the CLiC™ device. This device is used with the 2008T machine in treatment of dialysis patients to non-invasively measure hematocrit, percent change in blood volume and oxygen saturation in real time.

Henry Ford at Home Remote Patient Monitoring (RPM)

Henry Ford at Home Remote Patient Monitoring (RPM) met with Henry Ford Jackson's Remote Patient Monitoring leaders and team. The teams decided to merge the Henry Ford Jackson RPM team of three nurses and the 50 patients who were currently monitored and the Henry Ford at Home RPM team with over 150 patients into one enterprise-wide RPM team. The expanded team is part of the Henry Ford at Home group. This merger allows improved use of resources and consistency in Henry Ford Health RPM workflows.

Henry Ford Home Health Care Collaborates with Bariatric Surgery

Henry Ford Home Health Care, in collaboration with the Bariatric Surgery Program at Henry Ford Hospital, are developing a Home Health Care pathway to support recovery of same-day surgical patients. Nursing and remote patient monitoring will be provided to optimize early recovery.

Anticipatory Planning for High-Risk COPD Patients

Henry Ford Home Health Care Transition Coordinator Jill Miller, RN, and High-risk Clinical Specialty Coordinator Kay Renny, RN, teamed up Pulmonary Medical Director Owais Nadeem, M.D., Henry Ford Health Pulmonary unit educators, and pulmonary and ambulatory pharmacists to develop an anticipatory care plan for high-risk COPD patients. Eligible patients will be referred to Henry Ford Home Health Care and enrolled remote patient monitoring. Patientspecific emergency medications will be profiled in Epic and released when a patient exhibits patient-specific symptoms of an impending exacerbation. Patient participation in this program is expected to decrease emergency room visits and hospitalizations.

Angela Frazier, Advanced Technology Academy, with Henry Ford Health nurse Rebecca Pinks, BSN.

Wellness Exams improve Access to Care

In March 2024, Henry Ford @ Work operationalized a new, on-going wellness medical event at Advanced Technical Academy (ATA) in Dearborn. The ATA medical center team identified an opportunity to provide basic wellness exams for their students and staff to reduce due barriers of access to care. In collaboration with Henry Ford @ Work and the ATA leadership team, the academy was awarded a $388,000 grant to fund a wellness exam program through the end of the school year. As part of the program, Henry Ford @ Work partnered with Henry Ford Health's Financial Care Assistance team and Henry Ford OptimEyes to provide resources for the stunts and staff, streamline referrals and remove financial barriers to access. Since the program started, the Henry Ford @ Work team has provided care for over 200 individuals and referred over 60 participants for additional services.

Showcase of Champions

Home Health Care's Bernie Kosir, branch manager, and Amanda Hurt, occupational therapist, developed a Quality Champion project to improve patient's perceptions measured by the survey question, "When you started care, did someone talk to you about all the medicines you were taking?" In 2023, patients answered "yes" to this question 88% of the time. After the quality improvement strategies were implemented, "yes" responses to the survey question rose to 91%.

Annual Renal Care Symposium

The annual Renal Care Symposium was hosted by Greenfield Health Systems in October to create a memorable day of learning and networking for nurses and further their efforts to achieve professional and personal goals. Nearly 175 registered nurses from Henry Ford Health and other local organizations attended the event.

The Eastpointe Dialysis Team at the 2024 Renal Care Symposium.

Structural Empowerment

American Heart Association Heart Walk

Henry Ford at Home team members participated in the American Heart Association Heart Walk in June. The "Hearts at Home" team raised $11,225.67.

Henry Ford at Home team members, from left, Kris Lula, Kathy Bronikowski, RN, and Krystal Brown, RN, at the Heart Walk.

Selfridge Air Base Annual Air Show

Tean team members from the Henry Ford at Home Employee Recognition Team volunteered at Selfridge Air Base for their Annual Air Show.

World Medical Relief receives Donations

More than $400 was raised by Henry Ford at Home for World Medical Relief to purchase items for hygiene kits and baby blankets for people who are unhoused. With the donations, World Medical Relief bought and distributed bath towels, washcloths, toothpaste, toothbrushes, soap, shampoo, deodorant and combs, and baby blankets.

Collecting Hygiene Items for Health Emergency Lifeline Programs (HELP)

Henry Ford at Home collected and delivered hygiene items to the Health Emergency Lifeline Programs (HELP) and their Corktown Health Center. Their HIV programs serve more than 1,600 people annually, 1,500 for primary care, cancer screening, aging services, and a range of preventive programs.

Adopt-a-Family Programs Reach Community Members in Need

Henry Ford Home Health Care adopted six families with a total of 27 family members. The team provided 105 gifts and gift cards and paid for the delivery and installation of a washer and dryer. Each family received several hundred dollars in gift cards to purchase food. The team donated $6,100 to support the adopted families.

For the seventh consecutive year, Greenfield Health Systems partnered with the National Kidney Foundation of Michigan, McCann Worldgroup and departments throughout Henry Ford Health to provide support for dialysis families during the holidays. Through generous donations, 45 families received clothes, household essentials, toys, gift cards and cleaning supplies. More than 1,200 gifts were purchased from family wish lists, wrapped, and delivered to the corporate office where the team presented them to the families. Nearly 155 people of all ages had a brighter holiday season as a result of the program.

Greenfield Health Systems and National Kidney Foundation team members gathered in front of donated gifts for their annual Adopt-a-Family program.

Henry Ford at Home Employee Recognition Committee

The Henry Ford at Home Employee Recognition Committee dedicated 2024 to raising funds through various fundraisers, and using proceeds to recognize and appreciate team members. The committee is made up of 26 dedicated members, who coordinate efforts and activities to consistently promote employee acknowledgment and recognition, fostering a culture of appreciation and teamwork. Throughout the year, fundraisers included selling mums, Hungry Howie's pizza kits, Bundt cakes, and more. These efforts funded numerous activities such as kindness cards, a Tiger's pre-opening day luncheon, ice cream socials, spirit weeks, appreciation breakfasts, Henry Ford Health calendars, an award luncheon, and various gift cards. In total, $5,697.20 was raised.

Supporting National Kidney Foundation of Michigan Events

Greenfield Health Systems proudly supports the National Kidney Foundation of Michigan and sponsors annual events including the Kidney Walk at the Zoo and the Kidney Ball. Proceeds from the events help fund innovation in kidney disease research, advocacy, patient support programs and transplants. In 2024, Greenfield Health Systems raised and donated a total of $52,280. David Shepherd, president and CEO of Community Care Services, received the 2024 Kidney Crusader Award.

David Shepherd, president and CEO of Community Care Services, (center) received the 2024 Kidney Crusader Award from the National Kidney Foundation of Michigan.

Henry Ford at Home 2024 Employee Recognition Award winners

Awards and Recognitions

Employee Recognition Awards

Henry Ford at Home held its third annual Employee Recognition Award program. More than 50 team members were nominated for recognition with the following team members receiving awards:

- Customer Service Award – Carolle Battiste, Hospice; Tracy Pearson, RN, Home Health Care
- Above and Beyond Award – Krystal Brown, RN, Home Health Care
- Teamwork Award – Stacy Allen, Allina Robison and Delorielle Walton, Home Infusion; Charlotte Thomas, Home Health Care
- Rising Star Award – Elizabeth Theil, RN, Home Health Care
- Caught in the Act of Caring – Ashley Metzger, RN, Home Health Care

Sandeep Soman, M.D., nephologist and chief medical officer of Greenfield Health Systems, together with the Fairlane Dialysis team at the 2024 Michigan Kidney Walk, held at the Detroit Zoo.

DAISY Award, Community Care Services
Jacqueline Griffin, RN, Fairlane Dialysis, Community Care Services

Henry Ford Macomb Hospital Great Catch Award
Roel DeCayo, RN, Macomb Acute

Click here *or scan the QR code to learn more about Henry Ford Genesys Hospital.*

Henry Ford Genesys Hospital

A Message from our Chief Nursing Officer

Dear Nursing Team,

Reflecting on the past year, I want to express my heartfelt gratitude for your unwavering commitment to excellence, your dedication to our mission, and your continuous support of one another as a professional family. Your resilience, compassion, and expertise are the foundation upon which we thrive, and I am incredibly proud of all that you have accomplished.

This has been a year of challenges and triumphs, and in each moment, your adaptability and efforts have not gone unnoticed. Whether it was navigating complex organizational changes, ensuring the highest standards of care in the face of increased demand and downtime, or offering support to patients and families during some of their most difficult times, you have continually exemplified the core values of Henry Ford Genesys Hospital.

The road ahead holds even greater opportunities for us to make a meaningful difference in the lives of the people we serve. I am confident we will continue to push the boundaries of excellence.

On behalf of the entire nursing leadership team, thank you for your ongoing dedication. You are truly the backbone of our hospital, and we are privileged to work alongside you. Your care, expertise, and compassion inspire us every day.

With deepest gratitude,

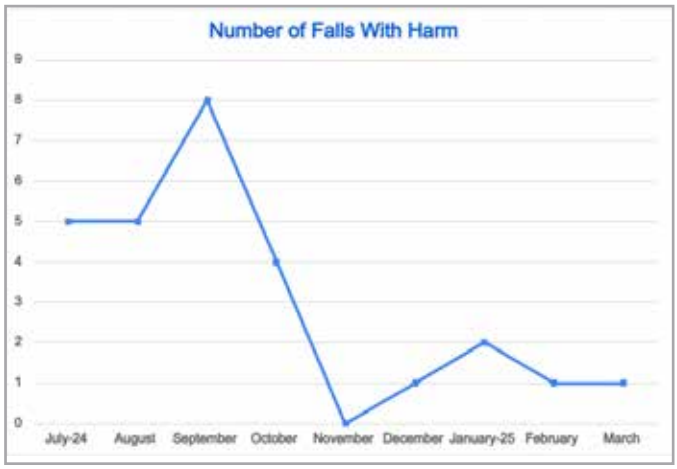
Renee Emmerling, MSN, MBA, RN
Chief Nursing Officer
Henry Ford Genesys Hospital

Empirical Outcomes

Multifaceted Approach Reduces Falls

Fall prevention was a priority focus for Nursing in 2024 at Henry Ford Genesys. A weekly multidisciplinary fall huddle was implemented where teams review any falls from the prior week and identify opportunities for improvement.

The fall-prevention toolkit Tailoring Interventions for Fall Safety (TIPS) was implemented to include patients and their loved ones in fall prevention plans. Managers audit daily to ensure fall prevention tactics are implemented. As a result, all falls have decreased and falls with serious injury decreased 10% in FY 2024. Between July 2024 and January 2025, falls were reduced to one.



Preventing Central Line Infections

All Nursing units have been working diligently to decrease Central Line Blood Stream Infections (CLABSI). As a result, compared to 2023, the incidence of CLABSI decreased 62% in 2024. Team members employed a variety of tactics, including chlorhexidine gluconate (CHG) bathing in the ICU and all patients with central lines. Team members complete audits on adherence to policy for dressing change frequency and process. In addition, with support from the multidisciplinary team, nurses monitor expedited removal of central lines that no longer meet criteria daily.

Transformational Leadership

Commission On Cancer Accreditation

In 2024, Henry Ford Genesys Hospital was successfully re-accredited by the Commission on Cancer (CoC). Through a rigorous evaluation process, our hospital demonstrated adherence to the CoC's standards for clinical care, patient outcomes and continuous improvement.

Re-credentialing affirms our dedication to excellence in cancer treatment and underscores our role as a trusted healthcare provider in the community.

Commission on Cancer

Robotic Surgery Center of Excellence

Henry Ford Genesys Hospital was recognized by the Surgical Review Corporation (SRC) as a Center of Excellence for Robotic Surgery for meeting high standards of patient care. To earn this recognition, Henry Ford Genesys Hospital demonstrated high-volume experience, skilled surgical teams, and advanced technology. Certification is an important factor for patients in the community seeking the highest level of care for robotic-assisted surgeries, expertise in minimally invasive robotic surgery, and top-tier outcomes.

SRC CENTER OF EXCELLENCE ROBOTIC SURGERY

Stroke GOLD PLUS Status

Henry Ford Genesys Hospital has continued its long history of excellence in stroke care by achieving the American Heart Association Get With The Guidelines® - Stroke GOLD PLUS recognition with Target: Stroke Honor Roll and Target: Type 2 Diabetes Honor Roll for 2024. To achieve GOLD PLUS status, a site must maintain excellence in multiple stroke measures for greater than 24 consecutive months..

The Joint Commission

American Heart Association

American Stroke Association

CERTIFICATION

Meets standards for

Primary Stroke Center

Total Hip and Knee Replacement Certification

In October of 2024, the Orthopedic program at Henry Ford Genesys Hospital was recertified by The Joint Commission for its Total Joint Replacement and Hip Fracture programs. This survey demonstrates commitment to utilizing the latest evidence-based practice when caring for patients undergoing total hip arthroplasty, total knee arthroplasty and hip fracture repair..

The Joint Commission

AAOS American Academy of Orthopaedic Surgeons

Advanced Total Hip and Knee Replacement Certification

Structural Empowerment

Continuing Education for Nurses

Many opportunities for Continuing Education are available for nurses at Henry Ford Genesys:

- The Virtual Congdon Lecture Series is offered monthly and is focused on journal reviews by specialty.
- Nursing Resource Center Plus is available 24/7 for continuing education credits at no cost to the RN.
- The Human Trafficking Conference is offered annually.

Collaborative Simulation Involves Multidisciplinary Team

Each year, Henry Ford Genesys conducts a full-scale simulation using "Simantha," our advanced simulation mannequin, to address critical obstetric emergencies including hypertension, hemorrhage, and shoulder dystocia. This training involves the entire multidisciplinary team of nurses, physicians and residents, who work collaboratively. The annual simulation is augmented with frequent pop-up drills in the dedicated simulation lab.

: The Labor and Delivery team prepares for emergencies by training with the advanced simulation mannequin, Simantha.

Recruitment and Retention Initiatives

The Nurse Intern and Nurse Residency Programs are integral components of our ongoing recruitment and retention efforts, aligning with our commitment to fostering a skilled and confident nursing workforce. These initiatives reflect our ongoing dedication to developing a talented nursing workforce and improving both recruitment and retention outcomes.

- **Nurse Intern Program**
  Originally launched during the COVID-19 pandemic, this program continues to play a critical role in workforce development. Over the years, retention rates have ranged from 44 to 71%. The program expanded to include two to three cohorts annually, each accommodating 15 to 20 nurse interns. By partnering with local colleges and universities, we've enhanced recruitment efforts through clinical programs, drawing nursing students to our facility. This has significantly contributed to the reduction of our Nursing vacancy rate, which has dropped from 35.05 to 24.54%.
- **Nurse Residency Program**
  Our Nurse Residency Program is designed to bolster the confidence, clinical skills, and decision-making abilities of new nurses while simultaneously reducing stress and errors. In 2024, 24 nurses successfully participated in the program, reinforcing our commitment to providing essential support during the early stages of their careers.

Stroke Screening and Education

The Henry Ford Genesys Stroke Team participates in stroke screening events in partnership with the Flint Stroke Coalition. Screenings take place monthly at the Genesee County Free Medical Clinic. All community members are invited to participate at no cost. Services offered during the stroke screenings include blood pressure, heart rate, cholesterol, and Hemoglobin A1c monitoring as well as assessment of other lifestyle risk factors. Participants are educated on stroke recognition and steps to take if stroke is suspected, and provided with resources tailored to their individual risk factors.

Giving 'Shoes That Fit' for Children

Since 2000, Henry Ford Genesys Hospital, Hurley Medical Center and McLaren Flint have joined forces to partner with Flint Community Schools to participate in the annual Shoes That Fit (STF)

Together with area health systems, Henry Ford Genesys partners with Flint Community Schools to outfit local children in need with athletic shoes.

program. Shoes That Fit tackles one of the most visible signs of poverty in America by giving children in need new athletic shoes to attend school with dignity and joy, prepared to learn, play, and thrive. In 2024, Henry Ford Genesys and our partners donated over 1,00 pair of shoes.

Heart Screening and Health Support

In April, nurses provided valuable health screenings and support to community members at the Healthy Heart Event. With 136 people screened and various services offered, it made a significant impact. Nearly 60 team members volunteered at the event. Attendees connected with representatives from within the health system, including the Call Center, Physician Health Organization (PHO), Ascension Medical Group (AMG), and Cardiology, and make appointments for follow-up care. Referring 14 attendees without primary care providers was also an important step toward helping them establish primary care.

Supporting Unhoused Veterans

Partnering with Genesee County, the Henry Ford Genesys Mission Team works to secure transitional housing for veterans through our program, Operation HOPE. In concert with the Davison-based veterans assistance program Strength in Numbers, the Mission Team assists in transitioning unhoused veterans to permanent housing. Their work includes gathering a wide range of essential supplies such as toiletries, food, home furnishings, clothing and more, which help meet the basic needs of veterans as they rebuild their lives. Through these projects, the Mission Team brings hope and support to veterans and their children in the community.

Through Operation HOPE, the Mission Team equips local veterans with essential supplies as they transition to permanent housing.

Celebrating our Nurses and Team Members

Henry Ford Genesys Hospital leadership truly values its team members and offers appreciation events throughout the year. One of the biggest celebrations is Nurses Week, when nurses receive sweet treats, lunch, gifts, and activities. Throughout the year, food trucks come to the hospital to offer unique and tasty meals. In the summer, the Associate Picnic brings team members together for outdoor fun. Another event are theme spirit days. Team members embrace the event and dress up to show their spirit, uplifting one another, patients and loved ones. A new celebration in 2024 was the annual Thanksgiving Day Parade, an exciting addition to a roster of yearlong events that build a positive, supportive environment.

Nursing team members and colleagues take a break to enjoy cuisine from local food trucks.

Throughout Nurses Week, events, activites and treats celebrate the vital role nurses play in so many lives.

Team members "get in the spirit" on spirit days with creative costumes.

New Knowledge, Innovation, and Improvements

Technology Challenge Leads to Adaptation and Improvement

A ransomware attack in May created significant challenges for Nursing team members, but it also showcased Nursing's exceptional dedication and expertise. Nursing team members adapted swiftly, maintained high standards of care and supported one another through the disruption.

Registered nurses in the Non-Invasive Testing (NIV) department implemented a proactive and patient-centered approach, ensuring patients were prepared for their stress tests and had a more personalized experience. By going to the patient's bedside immediately after the test order was printed and reviewing their health records, the nurses provided tailored care and communication. This shift in practice resulted in a better experience than before the ransomware attack. The healthcare team adapted and improved patient care, even in the face of a challenge.

Creating a Dedicated Education Unit Model

A collaborative initiative between the University of Michigan-Flint School of Nursing and Genesys Hospital was designed to create a conducive environment for patient care and Nursing education. The goal of this collaboration was to plan, design, and implement processes that will create the Dedicated Education Unit (DEU) model, fostering a partnership where registered nurse participation is essential for problem-solving and meeting the DEU's goals.

As part of the DEU, nurses play key roles in direct patient care and mentoring nursing students. This dual responsibility allows the RNs to engage students in real-world learning experiences while ensuring high-quality patient care. Additionally, the DEU model will lead to a stronger pipeline of well-prepared nurses, improving workforce development and patient outcomes.

Team members on the Dedicated Education Unit, where nurses play key roles in direct patient care and mentoring nursing students.

Task Forces Gives Nurses Greater Voice

Task forces are used as a model for shared decision-making and greater collaboration in patient care. They give nurses greater voice in decisions that directly impact their practice, environment, and patient outcomes. Nurses are often in the best position to identify opportunities for improvement.

Henry Ford Genesys task forces include ED/Observation, Critical Care, Med/Surg, Perioperative and Diagnostic. An example of a best practice developed in a task force this year includes the creation of the policy for Sedation and Anesthesia Care for Procedural Units.

Awards and Recognitions

DAISY Award Returns at Henry Ford Genesys

Henry Ford Genesys Nursing brought back the DAISY Award in February 2024 with incredible success. In the first year, almost 150 nominations were submitted, recognizing the outstanding dedication and compassion of the Nursing team. Each month, Nursing celebrates the remarkable winners who exemplify excellence in their work.

2024 DAISY Award winners:

Wendy Aichner, RN, Observation
Sandy Babcock, RN, 4 North
Cristy Bosley, RN, Medical ICU
Bailey Bryan, RN, TCU
Jaclyn Corridore, RN, TCU
Izabelle Greene, RN, Medical ICU
Halley Lindquist, BSN, RN, Emergency Department
Lucas McAlister, RN, Medical ICU
Amy Proulx, RN, Special Care Nursery
Mattew Strobl, BSN, RN, Medical ICU
Elyse Vinson, BSN, RN, Medical ICU
Jill Walton, RN, 2S Telemetry
Chad Whiren, BSN, RN, Observation

Living our Values Award

The Living our Values (LOV) Award, is an opportunity for Ascension legacy hospitals to recognize team members who exemplify the Ascension values: service of the poor, reverence, integrity, wisdom, creativity, and dedication. Two registered nurses received the award in 2024:

- Mike Thill, ADN, RN, Acute Rehab, helped a patient prepare for a meaningful moment, attending a Daddy-Daughter Dance. His actions speak volumes about his character and compassion. He is a great example of the impact one person can have on a community, both inside and outside the hospital.
- Annelies Kinzie, BSN, RN, Medical ICU, was extremely pregnant and facing the physical challenges that come with pregnancy, and went above and beyond to provide exceptional care for a patient and the family during an incredibly difficult time. She worked tirelessly, never giving up on the patient and showing deep empathy toward the grieving husband.

Nursing Certifications

Certification Programs enable nurses to demonstrate their specialty expertise and validate their knowledge to employers and patients. Through targeted exams that incorporate the latest clinical practices, certification empowers nurses with pride and professional satisfaction.

Nursing certification registration fees are reimbursable following successful passing of the exam when the certification is related to your area of clinical practice and is offered by a nationally recognized professional nursing organization such as ANCC, AACN, AORN, and ONC.

Henry Ford Genesys Nursing team members received the following professional certifications in 2024:

Certified Cardiac Device Specialist
Vanessa Derwin, RN, BSN, CCDS

Accredited Case Manager
Jeanine Jones, BSN, RN, ACM

Critical Care Registered Nurse
Sara Cavazos, BSN, RN, CCRN
Hannah Gobrogge, BSN, RN, CCRN
Jacob July, RN, CCRN
Justin Nguyen, BSN, RN, CCRN
Leticia Silva, BSN, RN, CCRN
Amanda Woodstock BSN, RN, CCRN
Brent Lawson MSN, RN, CCRN

Certified Electronic Fetal Monitoring
Abbie Bronkema, RN, C-EFM
Lily Farrehi, BNS, RN, RNC-OB, C-EFM
Kati Bryson, BSN, C-EFM
Brenda Reints, RN, RNC-OB, C-EFM
Jackie Surant, BSN, RN, C-EFM

RN Certified Obstetric Nurse
Lily Farrehi, BSN, RN, RNC-OB, C-EFM
Brenda Reints, RN, RNC-OB, C-EFM

Certified Nurse Operating Room
Deb Gura, BSN, RN, CNOR
Kim Pierson, RN, RNFA, CNOR
Chris Taylor, BSN, RN, RNFA, CNOR

Nursing Professional Development Certification
Sherry Harness, MSN/ED, RN, NPD-BC

Nurse Executive Board Certification
Angela Woodfield, MSN, MHA, RN, NE-BC

Stroke Certified Registered Nurse
Lisa Cole, RN, BSN, SCRN

Click here *or scan the QR code to learn more about Henry Ford Hospital.*

Henry Ford Hospital

A Message from our Chief Nursing Officer and Vice President, Patient Care Services

Nursing Colleagues,

It is my privilege to share with you the 2024 Nursing report for Henry Ford Hospital. We are proud to present exceptional stories that highlight the compassionate nursing practice and clinical excellence of our Magnet® organization.

Our work in 2024 enabled us to prepare for our successful Magnet® redesignation site visit in early 2025. The Nursing team worked diligently to ensure the appraisers were blown away when they entered Henry Ford Hospital.

I am very proud of each of my colleagues who achieved outstanding results in 2024 patient and team member satisfaction. Nursing communication consistently performed at or above the 60th percentile ranking in 2024 and since 2019, has surpassed the prior years' scores every year.

Additionally, due to the diligence of the caregiver teams, Henry Ford Hospital has reduced hospital-acquired harm conditions to our team members and patients. Our team has earned a 4-star CMS rating, Leapfrog A and eliminated the penalty for hospital acquired conditions in 2024.

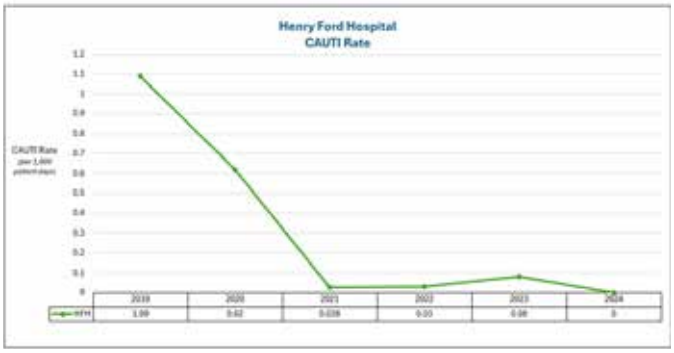
I hope you enjoy learning more about Henry Ford Hospital and our continuous pursuit of excellence in nursing. Please join me in celebrating the exemplary nurses and team members of our organization.

Gwen Gnam, MSN, RN
Chief Nursing Officer and Vice President, Patient Care Services
Henry Ford Hospital

Empirical Outcomes

Nursing Team Achieves Zero CAUTIs in 2024

- In 2024, zero catheter associated urinary tract infections (CAUTIs) occurred for the first time at Henry Ford Hospital. This reduction resulted after years of work by the Nursing team to develop and improve processes to keep patients safe from infections.
- Over the year, the team developed new education for Nursing regarding the care of the patient for straight catheterization and Foley placement post-procedure. The team also developed a charter for the CAUTI Committee members, who review and work to continue the reduction of CAUTIs in the hospital.
- The major initiative in 2024 focused on the consolidation of catheter orders to increase order compliance. The team combined different catheter orders into one with the same parameters, which resulted in a 12.4% compliance increase compared to the previous three years.



Transformational Leadership

TRUST Program Tackles Nursing Team Emotional Stress

During the COVID-19 pandemic, nurses experienced unprecedented emotional stress. Reactions included overwhelming anxiety, apprehension, grief, and moral distress. Leaders throughout health care realized the importance supporting the emotional health and safety of nurses. Nursing Administrator Nancy Price, MSN, RN, NE-BC, was assigned to lead a group addressing these post-pandemic issues. As a result, the Nursing TRUST program was created as a peer-to-peer support program designed to support nurses after specific events and for general or cumulative feelings of being overwhelmed. There are 11 clinical nurses trained in psychological first aid who serve as TRUST partners from units and departments across the hospital. Since the program has been implemented, nurse job satisfaction has increased year over year. There have been over 100 referrals for nurses to get needed support.

Discharge Suite Improves Patient Flow

To improve patient throughput and the flow of patients in and out of the hospital, Henry Ford Hospital opened a Discharge Suite, a project led by Nursing Administrator Jocelyn Maceri, MSN, RN, NE-BC. The suite is designed for patients who are ready for discharge to continue their recovery in the suite until final instructions and transportation are ready. While in the discharge suite, nurses review after-visit summaries with each patient to ensure they understand their care instructions and how to operate any new medical equipment. The suite provides a comfortable environment while patients wait to leave the hospital. Nurses are available to answer any remaining questions and ensure patients feel safe going home. Since its opening in June 2024, over 4,000 patients have been seen in the discharge suite.

The Discharge Suite team at Henry Ford Hospital supported more than 4,000 patients through discharge in 2024.

Structural Empowerment

NICU team members donated gifts for more than 30 families with children in the NICU over the holiday season.

NICU Team Brightens Family Holidays

The holiday season is difficult for parents when a baby is in the NICU. The Henry Ford Hospital NICU team, led by Niomi Hatmaker, RN, started Miracles on Main, an annual event to help families through the holiday season with a gift-shopping experience. The third annual Miracles on Main event was held in December 2024. Thanks to donations from NICU team members, parents of NICU patients were able to "shop" for their child free of charge for the holidays. Once parents picked out their items, NICU staff wrapped each gift.

The NICU provided gifts for over 30 families and almost 100 children. Through this event and the amazing donations, team members offered hope and relief to NICU families during the holiday season. In recognition of their efforts, the NICU Nursing team was awarded the 2024 DAISY Team Award.

Families selected gifts for their children, which were then gift-wrapped by NICU team members.

Fresh New Kicks for Patients

Being shoeless can be emotionally distressing for patients. Shoes provide a sense of normalcy, contributing to overall well-being and better mental health during and after a patient's hospital stay. That's why Henry Ford Hospital launched its first hospital-wide shoe drive, called Fresh Kicks for Detroit, to support our patients in need. The drive was led by Nursing to fill the shoe closet in the Emergency Department. All team members were invited to donate new adult athletic shoes and also participate in a friendly competition to see which unit or department could donate the most pairs of shoes. Overall, over 60 pairs of shoes were donated. Due to the success of the first shoe drive, the department of Nursing now hosts this drive each time the shoe closet is empty, ensuring new shoes are available for a patient anywhere in the hospital who needs them.

New shoes are stocked in the Emergency Department shoes closet for patients who need them.

Nursing Administration collects the new athletic shoes, generously donated by Henry Ford Hospital team members, and prepares them for patients in need.

Exemplary Professional Practice

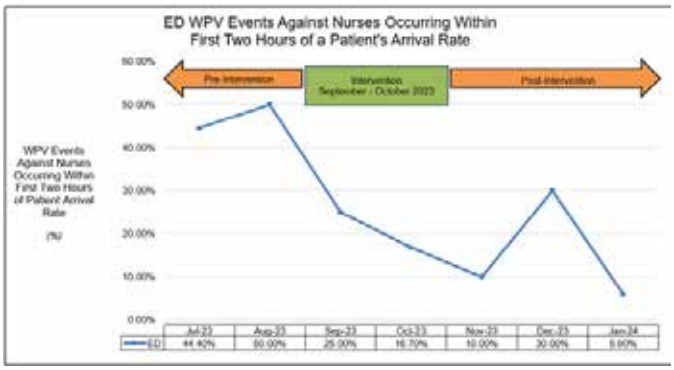
Mobility Matters Keeps Patients Moving

The Mobility Matters project was created at Henry Ford Hospital to ensure patients are promptly mobilized during their stays. The Nursing team, in collaboration with Physical Therapy, broke down barriers among the interprofessional teams. As a result, a new tool was implemented to assess patient mobility. The Activity Measure for Post-Acute Care (AM-PAC) – "6 Clicks" tool assesses mobility

and creates a model of mobility progression. When the tool was piloted on a unit, positive results included decreased patient length of stay and increased nurse engagement and collaboration. The 6 Clicks tool was integrated into the hospital's Mobility Matters program that is now used by Nursing and Physical Therapy. The tool positively impacts length of stay, quality indicators, and interprofessional mobility communication.

The Mobility Matters project ensures patients are mobilized promptly by using the Activity Measure for Post-Acute Care (AM-PAC) – "6 Clicks" tool.

Keeping Our Nurses Safe



Workplace violence for healthcare workers continues to increase each year. Particularly, violence in emergency departments (ED) has reached an all-time high with emergency nurses being especially vulnerable to violent events from patients.

In 2023, the Henry Ford Hospital ED saw an increase in workplace violence events against nurses occurring within the first two hours of a patient's arrival rise to an average rate of 47.2%. To reduce this, the team, led by Nurse Manager Leslie Lantin, BSN, RN, CEN, developed an Agitation Response Team (ART) and incorporated prenotification of patients from the Detroit Police Department.

The interprofessional response team standardizes a team-based approach to treating agitated patients in the triage area of the ED. By implementing ART, Henry Ford Hospital reduced the rate of workplace violence events in the ED occurring within the first two hours of a patient's arrival by 67.6%.

New Knowledge, Innovation, and Improvements

Improving Nursing Perceptions and Decreasing HAPIs

Henry Ford Hospital nurses observed that the clinical nurse specialist (CNS) role was undefined on the Cardiovascular Intensive Care Unit (CVICU) with no formal process for consults or documentation. Clinical nurse specialists are essential for improving patient outcomes, enhancing Nursing practice, promoting evidence-based care and facilitating interdisciplinary teamwork. The team wanted to implement a formalized CNS consult process to improve Nursing perceptions and decrease hospital-acquired pressure injuries (HAPIs).

After creating and implementing a new CNS consult process in the CVICU, Nursing team member perceptions of the CNS role improved in all areas compared to 2023. In addition, hospital-acquired pressure injuries decreased due to CNS collaboration with Nursing and Wound Care team members. Now, when a CNS is consulted on the unit, the CNS performs a comprehensive patient assessment for pressure injury risk and helps support Nursing team members through the process.

Responding Quickly to Agitation

Nurses have been experiencing an increase in agitated patients, especially in the Emergency Department, which puts the nurses' safety and the patients' safety at risk. To address this, a nurse-driven project began to create "Agitation Kits" to allow nurses to be prepared for this patient population.

The agitation kits save valuable time on locating and organizing key components needed for medical and physical sedation to calm agitated patients. The kits were presented to the Nursing Research Council in June 2024 and have proceeded to the Henry Ford Innovation Institute for development. Henry Ford Health has since offered a partnership in trademark on the kit and support for research pertaining to agitation and safety for nurses in the Emergency Department.

Agitation stations and portable kits have been strategically

positioned in seven different areas to ensure rapid access in emergencies, covering all emergency room categories in a large geographical department. This "saving time" method mimics fire hydrant placements. Since the kits were created and put in place, nurses in the Emergency Department have verbalized that they feel safer with the kits and appreciate the additional resource for their safety

Erin Cavanaugh, BSN, RN, Clinical Coordinator, Emergency Department, with an agitation kit at the Henry Ford Innovation Institute, where they are being developed.

Henry Ford Hospital Nursing Team Certifications

Henry Ford Hospital Nursing team members received these certifications in 2024:

Certified Critical Care RN (CCRN)

Hana Altaii, MICU Pod 3
Jacqueline Budnick, MICU Pod 1
Jessica Bullion, P5 CVICU
Eleanor Dunkel, P4 SICU
Claire Fisher, P4 SICU
Graysen Fulbright, P5 CVICU
Veronica Gonzalez, MICU Pod 6
Shereen Jonathan, P4 SICU
Ashley Lei, Best Choice
Mirana Matanos, P5 CVICU
Maureen Rayos, P5 CVICU
Stephanie Recknagel, MICU Pod 1
Destiny Roberts, MICU Pod 5
Sundus Shajrah, P4 Surgical ICU
Max Skolnik, P4 SICU
Amy Stergar, P5 CVICU
Jordan Turner, P5 CVICU
Natty Whitefield, P5 CVICU

Stroke Certified Registered Nurse (SCRN)

Josue Calito, I6, Acute Stroke
Sihame "Sue" Fardani, I6, Acute Stroke
Lea Morris, 6 West

Orthopaedic Nursing Certification (ONC)

Michelle Hunter, B3/F3S

Certified Neuroscience Registered Nurse (CNRN)

Michael Jankowski, 6 West

Certified Perioperative Nurse (CNOR)

Grant Campbell, Operating Room
Julie Liberty, Operating Room

Certified Medical-Surgical RN (CMSRN)

Mara Tack, H6 Transplant
Julia Quinto, P6

Certified Electronic Fetal Monitoring (C-EFM)

Sheri Gardner, Labor & Delivery
Kyla Mitchell, Labor & Delivery

Awards and Recognitions

DAISY Award Honorees

Cameron Breshamer, BScN, RN, H3 - Family Center Maternity Care
Daniel Edsall, ADN, RN, P4 Surgical ICU
Sue Fardani, BScN, RN, SCRN, 6W - Neurosurgical ICU
Carol Foresi, ADN, RN, H3 - Family Center Maternity Care
Lathun Grady, ADN, RN, Internal Medicine
Reem Hazime, BSN, RN, Labor & Delivery
Priscilla Keziah, BSN, RN, P5 - Cardiovascular ICU
Sarah Lippold, BScN, RN, P6 - Surgical Specialty
Erica Marvaso, BSN, RN, P5 - Cardiovascular ICU
Devin Morgan, BSN, RN, P5 - Cardiovascular ICU
Monica Parga, BSN, RN, Emergency Department
Heather Vredenburg, BSN, RN, F2 - Pulmonary Medicine

DAISY awardee Cameron Breshamer, BScN, RN, H3 - Family Center Maternity Care.

Lathun Grady, ADN, RN, Internal Medicine, was honored with a DAISY award.

Gwen Gnam, CNO, presented Sue Fardani, BScN, RN, SCRN, 6W - Neurosurgical ICU, with a DAISY award.

Honey Bee Award Honorees

Amber Ali-Reed, Patient Advocate, Emergency Department
Jasmine Amazeen, Nurse Assistant, H2/I2 – Nephrology
Carrie Devoe, Unit Secretary, B6 - Family Medicine
Tiffany King, Nurse Assistant, H4/I4-Acute Care Surgical Services
Anthony Moore, Patient Safety Assistant, Clinical Resource Office
Tyron Taylor, Nurse Assistant, I5-Telemetry/Cardiology

Amber Ali-Reed, Patient Advocate, Emergency Department, was honored with the Honey Bee award.

DAISY Nurse Leader Award

Nicole Kirk, BSN, RN, Nurse Manager, B4-General Medicine
Julia Quinto, MSN, APRN, AGCNS-BC, CMSRN, Clinical Nurse Specialist – P6 Surgical Specialties

Julia Quinto, MSN, APRN, AGCNS-BC, CMSRN, Clinical Nurse Specialist – P6 Surgical Specialties, received a DAISY Nurse Leader award.

DAISY Nurse Educator Award

Lee-Anna Hawkins, MN, BScN, RN, Unit Educator, Interventional Radiology

DAISY Team Award

Neonatal Intensive Care Unit

Publications

- Musgrove, H., Morales, P., Ruby, A., Thompson, Y., Chami, E., Gupta, A. (2024). Improving Early Detection of Clostridium Difficile Infections Through Electronic Reports. *Journal of Nursing Quality Care*, 39(4), 301-303.
- Musgrove, H., Ruby, A., Chami, E., Pollak, E., Suleyman, G., Gupta, A. (2024). Using Interprofessional Collaboration to Reduce Reported Rates of Central-Line–Associated Bloodstream Infection in an Intensive Care Setting. *Infection Control & Hospital Epidemiology*, 45(5), 674-676.
- Bellamy, C. (2024). AWHONN Standards for Professional Nursing Practice in the Care of Women, Newborns, and People Across the Life Span, Ninth Edition. *Journal of Obstetric, Gynecologic, & Neonatal Nursing*, Volume 53, Issue 1, e4 - e40

Podium Presentations

National Association of Clinical Nurse Specialists Annual Conference, March 11, 2024, New Orleans, LA

- Sarah Beldin MSN, APRN, ACCNS-AG, CCRN, Kristina Boudreau, MSN, APRN, AGCNS-BC, CCRN. From Insight to Impact: CNS Consults in the CVICU.

Annual Henry Ford Hospital Nursing Research Conference, Sept. 24, 2024

- Sarah Beldin MSN, APRN, ACCNS-AG, CCRN, Kristina Boudreau, MSN, APRN, AGCNS-BC, CCRN. From Insight to Impact: CNS Consults in the CVICU.

University Detroit Mercy Research Symposium, Sept. 28, 2024

- Sarah Beldin MSN, APRN, ACCNS-AG, CCRN, Kristina Boudreau, MSN, APRN, AGCNS-BC, CCRN. From Insight to Impact: CNS Consults in the CVICU.

Advanced Practice Provider Symposium, Nov. 2, 2024

- Sarah Beldin MSN, APRN, ACCNS-AG, CCRN, Kristina Boudreau, MSN, APRN, AGCNS-BC, CCRN. From Insight to Impact: CNS Consults in the CVICU.
- Julia Quinto, MSN, APRN, AGCNS-BC, Taylor Long DNP, APRN, AGCNS-BC. Understanding the Role and Utilization of a Clinical Nurse Specialist (CNS).

Institute for Healthcare Improvement Forum, Dec. 10-11, 2024, Orlando, FL

- Ariel Hodari Gupta, MD, Hannah Musgrove, MSN, APRN, AGCNS-BC, Abigail Ruby, MPH, CIC, Yolanda Thompson, MBA, BSN, RN, NE-BC. Stride Toward Excellence: How Walking Quality Rounds Transformed Patient Care in a Surgical Intensive Care Unit.
- Julia Quinto, MSN, APRN, AGCNS-BC, CMSRN, Briar Shannon, RN, Sharan Sekhon, MN, RN, CMSRN, Hannah Musgrove, MSN, APRN, AGCNS-BC, Nabeel Shakir, MD. Advancing Health Equity by Building a Comprehensive Gender Affirming Surgery Services Program.
- Nancy Price, MSN, RN, NE-BC, Gwen Gnam, MSN, RN, Sue Marier, BSN, RN, Madelyn Torakis, MSN, BA, RN, NE-BC. Prioritizing Wellness: Strategies for Integration and Implementation.

Association of Women's Health, Obstetric and Neonatal Nurses, June 8, 2024, Phoenix, AZ

- Cheryl Bellamy, DNP, APRN, CNM, CNS-C, C-EFM. Joy is a Birthright.

Association of Women's Health, Obstetric and Neonatal Nurses, Oct. 6-7, 2024, Walla Walla, WA

- Cheryl Bellamy, DNP, APRN, CNM, CNS-C, C-EFM. Harvesting Ethical Obstetrics in Maternal/Infant Care.
- Cheryl Bellamy, DNP, APRN, CNM, CNS-C, C-EFM. Harvesting Care in the Normal Newborn.

Nursing Organizations Alliance, Nov 21, 2024, Rochester, MN

- Cheryl Bellamy, DNP, APRN, CNM, CNS-C, C-EFM. AWHONN Strategic Visibility: What new strategies is your organization using and what are the results?.

Poster Presentations

Henry Ford Health Quality Expo, March 12, 2024

- Kristina Boudreau, MSN, APRN, AGCNS-BC, CCRN, Sarah Beldin, MSN, APRN, ACCNS, CCRN, Nancy Price, MSN, RN, NE-BC, Santy Calderon, BSN, RN. Unit-based Training Program for Ultrasound-Guided Peripheral Intravenous Catheter Insertion.
- Jocelyn Maceri, MSN, RN, NE-BC, ONC, Catherine Draus, DNP, MSN, APRN, ACNS-BC, CCRN, MSNBC. Implementation of a Multi-Faceted Approach to Reduce Catheter Associated Urinary Tract Infection (CAUTI). (Poster and podium presentations.)
- Hannah Musgrove, MSN, APRN, AGCNS-BC, Abigail Ruby, MPH, CIC, Princetta Morales, MSN, APRN, ACNS-BC, Yolanda Thompson MBA, BSN, RN, NE-BC, Eman Chami, MPH, CIC, Gwen Gnam, MSN,

RN, Edward Pollak, MD, Geehan Suleyman, MD, Arielle Hodari Gupta, MD. Using Interprofessional Collaboration to Reduce CLABSI Rates in an Intensive Care Setting. (Podium and poster presentations.)

- Hannah Musgrove, MSN, APRN, AGCNS-BC, Abigail Ruby, MPH, CIC, Princetta Morales, MSN, APRN, ACNS-BC, Yolanda Thompson MBA, BSN, RN, NE-BC, Eman Chami, MPH, CIC, Arielle Hodari Gupta, MD, Geehan Suleyman, MD, Gwen Gnam, MSN, RN, Edward Pollak, MD. Improving Early Detection of Clostridium Difficile Infections Through Electronic Reports. (Podium and poster presentations.)

American College of Surgeons Quality and Safety Conference, July 20, 2024, Denver, CO

- Rebecca Ferguson, MD, Hannah Musgrove, MSN, APRN, AGCNS-BC, Abigail Ruby, MPH, CIC, Princetta Morales, MSN, APRN, ACNS-BC, Yolanda Thompson, MBA, BSN, RN, NE-BC, Eman Chami, MPH, CIC, Arielle Hodari Gupta, MD. Improving Early Detection of Clostridium Difficile Infections Through Electronic Reports.

Annual Henry Ford Hospital Nursing Research Conference, Sept. 24, 2024

- Jocelyn Maceri, MSN, RN, NE-BC, ONC, Catherine Draus, DNP, MSN, APRN, ACNS-BC, CCRN, MSNBC. Implementation of a Multi-Faceted Approach to Reduce Catheter Associated Urinary Tract Infection (CAUTI).
- Hannah Musgrove, MSN, APRN, AGCNS-BC, Yolanda Thompson, MBA, BSN, RN, NE-BC. Comparing Critical Care Orientation Programs for Graduate Registered Nurses.
- Joshua Winowiecki, DNP, RN, CCRN, TCRN. Program Review and Evaluation for Professional Advancement in Nurse Residency Education.
- Joshua Winowiecki, DNP, RN, CCRN, TCRN. Impact of Mentorship on Nursing Practice: A Literature Synthesis.

National ANCC Magnet Conference, Oct. 30, 2024, New Orleans, LA

- Madelyn Torakis, MSN, BA, RN, NE-BC, Gwen Gnam, MSN, RN. Recharge Rooms: An Innovative Concept to Support Well-Being.

Institute for Healthcare Improvement Forum, Dec. 10-11, 2024, Orlando, FL

- Edward Pollak, MD, Eman Chami, MPH, CIC, Abigail Ruby, MPH, CIC, Swati Verma, MS, Hannah Musgrove, MSN, APRN, AGCNS-BC. Utilizing a People, Process, and Technology Framework to Address Hospital Acquired Infections at Henry Ford Hospital.
- Nicole Kirk, BSN, RN, Jennifer Michalski, MSN, RN, CNS-C, ONC, Krystyn Fryckland, MSN, RN, Hannah Musgrove, MSN, APRN, AGCNS-BC, Peters, Michael, Denise Robinson, MSN, MBA, RN, NEA-BC, Katie Witherspoon, MSN, RN, CPHQ, Eman Chami, MPH, CIC, Gwen Gnam, MSN, RN, Edward Pollak, MD. Injecting Change: Preventing Insulin Errors Through Standardized Storage.

Leapfrog Annual Meeting, Dec. 17, 2024, National Harbor, MD

- Clare Shanahan, MPH, Abigail Ruby, MPH, CIC, Hannah Musgrove, MSN, APRN, AGCNS-BC, Eman Chami, MPH, CIC, Swati Verma, MS, Anita Shallal, MD, Geehan Suleyman, MD, Gwen Gnam, MSN, RN, Edward Pollak, MD. Enhancing Patient Safety: A Multidisciplinary Approach to Community-Onset Clostridium Difficile Detection.

Click here *or scan the QR code to learn more about Henry Ford Jackson Hospital.*

Henry Ford Jackson Hospital

A Message from our Vice President and Chief Nursing Officer

Dear Colleagues,

It is an absolute pleasure to present the 2024 Henry Ford Jackson Hospital Nursing Annual Report. The report captures the amazing commitment and dedication of our teams throughout Henry Ford Jackson Hospital, including the collaboration across disciplines to achieve remarkable results. We have shaped our nursing practice through a variety of approaches, redefining nursing practice and care delivery models. Advocacy, evidence-based practice, research, and innovation, including multiple technology advancements, has led to excellent patient outcomes and expanded our care-delivery capabilities. I am honored to collaborate with such amazing professional nurses, who truly demonstrate daily their dedication to serving our community and building a culture where we can all excel.

In September 2020, Henry Ford Jackson Hospital achieved Magnet® designation by the American Nurses Credentialing Center. In 2024, we were in the final stretch in demonstrating our continued commitment to nursing excellence to achieve redesignation. This achievement is the highest and most prestigious distinction a healthcare organization can receive, with only 9.7% of all hospitals designated as Magnet®.

The Nursing Leadership Team is extremely proud of the work featured in this report. Our accomplishments are inspiring and describe our deepest commitment to creating a culture of clinical excellence in nursing practice.

With deepest appreciation,

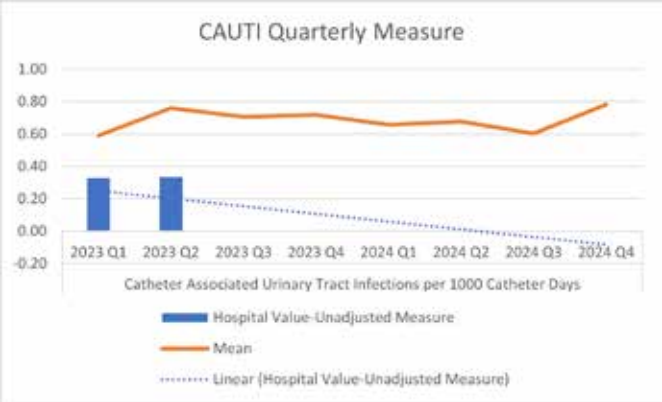
Wendy Kim, DNP, RN, NEA-BC
Vice President and Chief Nursing Officer
Henry Ford Jackson Hospital

Empirical Outcomes

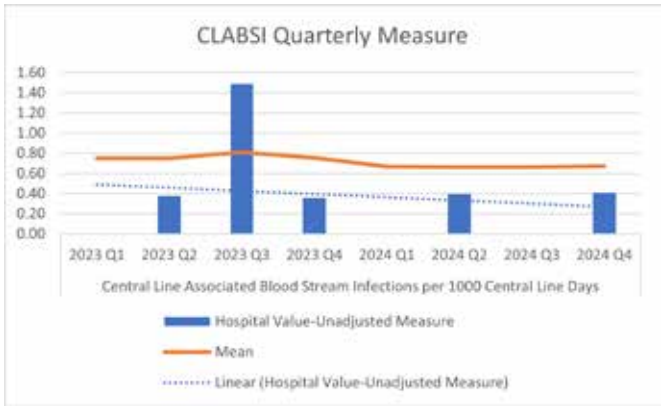
Hospital Acquired Infection Reduction

The Hospital Acquired Infection Reduction (HAIR) Committee is an interprofessional working group consisting of physicians, nurses, pharmacists, and infection prevention staff members. Led by Vice President and Chief Nursing Officer Wendy Kim, the committee identifies strategies to prevent hospital-acquired infections, with a focus on central line-associated bloodstream infections (CLABSI) rates and catheter-associated urinary tract infections (CAUTI). Because of the committee's dedication to patient safety, Henry Ford Jackson Hospital has not experienced a CAUTI since 2023. The CLABSI and CAUTI rates remain lower than the national benchmarks because of the committee's ongoing dedication to ensure patient safety.

Henry Ford Jackson Hospital CAUTI Rates: 0 CAUTIs since Q2 2023



Henry Ford Jackson Hospital CLABSI Rates

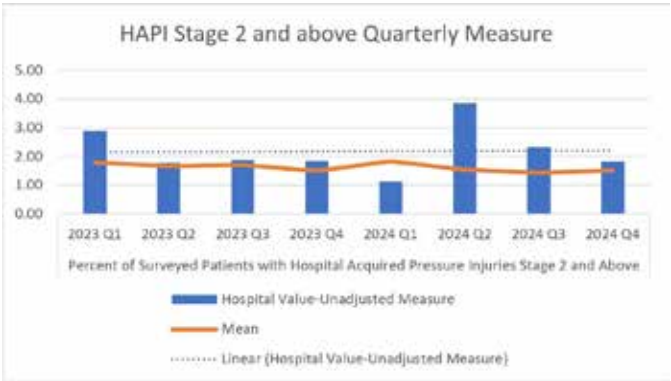


Preventing Fall and Hospital-Acquired Pressure Injuries

The Fall and Hospital-Acquired Pressure Injury (HAPI) Prevention Committee is an interprofessional decision-making group that includes membership from Pharmacy, Physical Therapy, Respiratory Therapy, Transport Services, Nurse Leadership, and clinical nurses from various settings. The committee members meet monthly to review fall and pressure injury rates to identify opportunities for improvement. The committee is a nurse-led team that helps ensure excellent nursing care and evidence-based practice to promote patient safety.

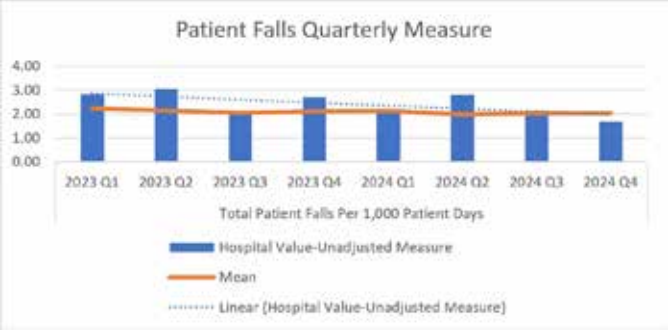
Pressure injury prevention is essential during hospitalization and requires a multidisciplinary approach to ensure patient safety. Nursing interventions are key to early identification and prevention of pressure injuries. Henry Ford Jackson Hospital is fortunate to have two wound-ostomy nurses who help manage the specific patient population presenting with wound, ostomy or continence conditions, through their clinical expertise, consultation, education and research.

With a focus on evidence-based practice, fall rates have significantly improved and HAPI Stage 2 and above continue to be comparable to the national average.



Reducing Behavioral Health Assault Rates

In 2023, the inpatient Behavioral Health (BH) unit documented increases in assault rates to registered nurses on the unit, resulting in injuries to nurses and team members. To foster an environment free from violence, Behavioral Health leadership and team members worked collaboratively to increase the presence of security personnel, decrease response time, and expand the front desk space to improve response time for safety events. These measures significantly reduced the assault rates on the unit.



Transformational Leadership

Crain's recognizes CNO and Milk Bank

Vice President and Chief Nursing Officer Wendy Kim and the Jackson Milk Bank team were recognized by Crain's Business News as 2024 Health Care Heroes. Crain's honors professionals who work behind the scenes to strengthen or enhance healthcare services or systems that improve care delivery and outcomes for patients and communities. Recognized heroes come from all aspects of the healthcare field including nurses, administrators and providers. The Milk Bank team opened the second donor breast milk bank in Michigan in 2023and collected over 50,000 ounces of milk in 2024. The team was recognized along with other members of the health system for "going above and beyond to improve care, make a difference, and save lives."

Celebration of Nursing Breakfast

During Nurses Week 2024, Vice President and CNO Wendy Kim and the nursing leadership team hosted an appreciation breakfast for the patient care team. All members of the team came together to celebrate the nursing profession and enjoy tasty food.

The Leaders Breakfast was a welcome morning treat for nurses and patient care team members.

Welcoming Nurses from the Philippines

Nursing leadership, the Shared Governance team, and Nursing team members welcomed future teammates from the Philippines in 2024. Nursing leadership, including Jennifer Morse, MSN, RN, CMSRN, Nurse Manager, Joint Replacement, Orthopedics and General Surgery, and Diana Showerman, BSN, RN, CNML, Nurse Manager, Medical Surgical & Secure Unit, made nurse recruitment visits to the Philippines. The Transformational Leadership and Advisory Council members are part of the health system's Philippine

Henry Ford Jackson Hospital team members extend welcome wishes to future Henry Ford Health nurses living in the Philippines.

RN Recruitment Steering Committee. Nurses have the opportunity to participate in the planning and onboarding of nurses from the Philippines. Vice President and CNO Wendy Kim supports communication through periodic correspondence with future nurses. One of the nurses, Kareen Beltran, RN, USRN, said,

Welcome signs included greetings and welcome messages in Tagalog, the national language of the Philippines.

"I am grateful for the warm welcome and thrilled to be a part of the Jackson team. Thank you for providing me with this opportunity, as it is a rare chance that I cherish."

Joint Commission Re-Certifies Stroke Care

In October 2024, Henry Ford Jackson Hospital hosted surveyors from the Joint Commission to review practices, policies and units, and to re-certify the hospital for Comprehensive Stroke Care. The surveyors interviewed nurses, providers, leaders and support staff to ensure the team is bringing exceptional, safe care to stroke patients. Stroke coordinator Chris Mullen, MSN, RN, CEN, CFRN, CEN, said, "I was very proud of the hospital and the team. It really highlighted how strong of a stroke program we have."

Structural Empowerment

Recognizing Certified Nurses Day

Every year on March 19, Certified Nurses Day™ honors nurses worldwide who contribute to better patient outcomes through national board certification in their specialty. Pursuit and successful completion of a certification program shows dedication to excellence in nursing practice and a commitment to the communities we serve. Henry Ford Jackson Hospital nurses gathered to recognize the day with a group photo.

Henry Ford Jackson nurses celebrated their national board certifications in March.

'Healthcare Angels' recognized in *Jackson Magazine*

Jackson Magazine recognizes healthcare professionals each year who go above and beyond the call of duty. The magazine received 139 nominations in 2024 for the honor of "Healthcare Angel." Three Henry Ford Jackson Hospital nurses and an athletic trainer were recognized as 2024 Health Care Angels, exemplifying the team's commitment to improving the health and well-being of the Jackson community.

Healthcare Angels, from left, Philicia Richmond, MSN, RN, FNP-C, PMHNP, Nurse Practitioner, Behavioral Health; Melissa Doser, MSN, AGNP-C, Nurse Practitioner, Hospice Residence; David Brock, Athletic Trainer; and Ra'Chae DeGroat, BSN, RN, Clinical Nurse, 4T.

Focus on Healing after Infant Loss

Infant loss is an unexpected and tragic occurrence. In June, the vision and multi-year "labor of love" of Joy Sterrett, RN, C-FMC, Perinatal Bereavement Coordinator, came to fruition with the dedication of the Henry Ford Jackson Hospital Cherished Infants Mausoleum in Jackson's Roseland Memorial Gardens. She said, "The inspiration arose from a mother's poignant story. For seven years, she grappled with guilt over her inability to provide a dignified gravestone for her departed child. Balancing the needs of her living children with honoring her infant's memory presented an agonizing dilemma. No mother should face such a choice. My goal is to prevent any family from enduring a similar hardship."

Henry Ford Jackson Hospital Chaplin Kimberlee Anderson-Diaz anointed the Cherished Infant Mausoleum during the dedication ceremony in June.

The mausoleum was established through donations, volunteers, and contributions to the Henry Ford Jackson Perinatal Bereavement Fund. The mausoleum offers families who have lost a baby up to one year old a peaceful, permanent place of remembrance within their community. Recognizing the emotional and financial strain of infant loss, it allows parents to focus on healing by providing this resting place at no cost.

Nurses Support Jackson One Walk for Diabetes

In June, the Breakthrough T1D (type 1 diabetes) Jackson One Walk raised more than $100,000 to fund research for T1D. The walk promotes advocacy, education, and a sense of belonging for the T1D community. Event volunteers included a large team of Henry Ford Jackson Hospital nurses: Kayla Harris, BSN, RN, Clinical Nurse, ED; Tracey Hunter, BSN, RN, ONC, Disease Management Nurse Educator, Comprehensive Clinical Care; Eileen Maiville, MSN, RN, CMSRN, Disease Management Nurse Educator, Comprehensive Clinical Care; Courtney Rumler, MSN, RN, Clinical Educator, Comprehensive Clinical Care; Jessie Schmidt, MSN, RN, AGCNS-BC, PCCN, Clinical Nurse Specialist, Comprehensive Clinical Care; Katie Ryan, MSN,RN, PMH-BC, Clinical Educator, Comprehensive Clinical Care; Steven Sanders, BSN, RN, CEN, Clinical Educator, Comprehensive Clinical Care; Christine Schmucker, RN, ONC, Clinical Nurse, Hematology/Oncology; Karen Zastrow, MSN, RN, AGCNS-BC, Director of Clinical Education, Comprehensive Clinical Care; and Victoria Khon, BSN, RN, Clinical Nurse, Ambulatory Surgery Center. Their time and talents ensured the walk's success and their assistance was much appreciated by the walk committee

Henry Ford Jackson Hospital nurses and team members supported the Jackson One Walk for type 1 diabetes.

Supporting the Race to Health

Vice President and CNO Wendy Kim, together with Char Comperchio, BSN, RN, Clinical Nurse, Pre-Admission Testing; Jamie Veith, BSN, RN, CNOR, Clinical Nurse, Surgical Services; and Jamie Steele, RN, ONS, Clinical Nurse, Medical Surgical & Secure Unit, were among the many volunteers from Henry Ford Jackson Hospital at the Henry Ford Jackson 40th Annual Race to Health, held in September. The Henry Ford Jackson Hospital event brings runners and walkers out for healthy competition through 5K cross country run and classic 5K run/walk events.

Henry Ford Jackson Hospital team members volunteered at the 40th Annual Henry Ford Jackson Race to Health.

Gus Macker Tournament

As the teams took to the blacktop in the summer heat, our Henry Ford Jackson Hospital volunteers were registering players and supporting activities during the Gus Macker 3-on-3 tournament in downtown Jackson, held in June. Volunteers included Mary Pat Rauch, BSN, RN, Perioperative Services, and Jamie Steele, RN, Medical Surgical & Secure Unit.

Promoting Health at the Hispanic Heritage Festival

The Nursing team was well represented at the Hispanic Heritage festival in September in downtown Jackson. Nurses Char Comperchio, BSN, RN, Clinical Nurse, Pre-Admission Testing; Laura van Dusen, BSN, RN, HN-BC, HTCP, Clinical Nurse, Perioperative Services; and Kebenay Dibaba, BSN, RN, Clinical Nurse, Perioperative Services, joined Community Engagement Director Teshna Thomas to perform a record 97 blood pressure checks and educate community members about available health services.

Nursing team members performed 97 blood pressure checks at the Hispanic Heritage Festival.

A team of Henry Ford Jackson Hospital nurses met with high school students at the Western School District career fair.

Recruitment and Retention

Career Fair for Future Nurses

A team of Henry Ford Jackson Hospital nurses discussed career path opportunities with high school students at the Western School District career fair in April. Nurses Bill Zegarlowicz, BSN, RN, Clinical Policy and Practice Coordinator; and clinical nurses Amy Winget, BSN, RN, CCRN, 6T; Shelby Bahnsen, BSN, RN, 4T; and Sarah Glover, BSN, RN, Behavioral Health, accompanied Lisa Feighner, AB, Nurse Recruiter, Talent Acquisition, to the event. More than 400 students came to the event. The Henry Ford Jackson team also provided interactive "on the job" training using CPR mannequins and stethoscopes to auscultate heart, lung, and gastrointestinal sounds. According to Sarah Glover, "Participating in the Western High School Career Fair was a great experience. I was proud to share my experience as a Behavioral Health nurse at Henry Ford Jackson Hospital. It was wonderful to see how excited they all were about their futures and their interest in various health care fields."

Sarah Glover, BSN, RN, (right) Behavioral Health, talks with high school students about careers in nursing.

Hosting MSU Global Health Program Students

Between two visits held in January and February, Henry Ford Jackson Hospital hosted 14 nursing students and their professor from

Henry Ford Jackson Hospital hosted 14 nursing students from South Korea and their professor through the Michigan State University Global Health program.

South Korea. Michigan State University hosted the group of nursing students as part of their Institute for Global Health program. Henry Ford Jackson Hospital was provided tours of the Acuity Adaptable Tower Nursing Units and the Emergency Department.

The students were grateful for the nurses, physicians and team members who spoke with them during their visits. They were amazed with the technology and infrastructure at the hospital as well as the family culture they felt during their visits. They were appreciative of the nurses who took time to interact with them during their busy days.

Special recognition to the Henry Ford Jackson team members who assisted with tours and welcomed the students:

Wendy Kim, DNP, RN, NEA-BC, Vice President and Chief Nursing Officer; Sue Cross, MSN, RN, CNML, Director, Patient Care Services, Clinical Operations; Joielinn Nelson, DNP, RN, Nursing Administrator, Patient Care Services; Jessica Schmidt, MSN, RN, AGCNS-BC, PCCN, Clinical Nurse Specialist, Comprehensive Clinical Care; Steven Sanders, BSN, RN, CEN, Clinical Educator, Comprehensive Clinical Care; Karen Zastrow, MSN, RN, AGCNS-BC, Director of Clinical Education, Comprehensive Clinical Care; Rachel Witgen, BSN, RN, CEN, Nurse Manager, Emergency Department (ED); Dawn Fehrenbach, Administrative Secretary, ED; and Brian Kim, M.D., Medical Director of Emergency Services, ED.

Nursing Offer Party

In February, Vice President and Chief Nursing Officer Wendy Kim, Nursing Leadership and team members warmly welcomed onboarding candidates who accepted positions as nurse externs or graduate nurse roles. The event marked the inaugural Nursing Offer Party to introduce new nurses to the culture of excellence at Henry Ford Jackson Hospital.

New nurses were welcomed to the Henry Ford Jackson Hospital team at the Nursing Offer Party.

Exemplary Professional Practice

Henry Ford Jackson Hospital Nursing Professional Practice Model

The Henry Ford Jackson Hospital Nursing Professional Practice Model (PPM) supports nurses in providing safe, highly reliable care for every patient, every time, while offering an exceptional experience for patients and their loved ones. It allows nurses to use evidence-based practice to initiate a change in standard nursing care that would improve patient outcomes, which embodies the hospital's mission, vision, values and philosophy.

Henry Ford Jackson Hospital Nursing Professional Practice Model

Nursing Shared Governance members reflected on the PPM:

- "Nurses at Henry Ford Jackson Hospital use the PPM throughout our daily interactions with our patients, co-workers, and community to deliver patient centered care driven by compassion and respect, to ensure best outcomes and patient experience."
- "The PPM guides us in our practice to achieve best patient outcomes with compassion, caring and empathy!"
- "By using evidence-based practices, our daily nursing practice ensures patient-centered and compassionate care while engaging nurses to provide an excellent patient and family experience."

Nursing Shared Governance Leadership

Jamie Veith, BSN, RN, CNOR, Chair, Shared Governance Coordinating Council.

As Chair of the Shared Governance Coordinating Council (SGCC), Jamie Veith, BSN, RN, CNOR, is a voting member on the Nursing Executive Council, Nursing Leadership Team and the Henry Ford Jackson Hospital Board Quality Committee. The quality committee oversees quality affairs and leads the organization to excellence through continuous improvement of care processes, patient safety, and patient/customer perceptions within the system.

According to Veith, "My involvement allows me to contribute to the enhancement of nursing practices and patient care. It is fulfilling to be part of a team dedicated to raising care standards, which is essential to our hospital's commitment to excellence."

Cheyenne Booker, MSN, RN, Co-Chair, Shared Governance Coordinating Council.

Cheyenne Booker, MSN, RN, CAPA, is Co-chair of the Shared Governance Coordinating Council for 2024-2025, and Chair of the Ambulatory Surgery Center Unit Based Council. She has been part of the Henry Ford Jackson Hospital team for five years. She obtained her Bachelor of Science in Nursing from Siena Heights University and recently completed a Master of Science in Nursing Education at Western Governors University. A pre-/post-operative nurse at the Ambulatory Surgery Center, she also enjoys construction, gardening, reading and traveling.

According to Booker, "My involvement with the Shared Governance Coordinating Council has opened my eyes to the autonomy and opportunities the nurses have at Henry Ford Jackson Hospital. It has encouraged the development of my continued education, using real-life scenarios and encounters to assist in completing my Master of Science in Nursing Education."

Celebrating Shared Governance

Shared Governance Coordinating Council members celebrated during annual Shared Governance Day in October. The day started with

members of each sub-council rounding and offering treats to hospital units. This gave council members the opportunity to answer questions about shared governance and membership.

New Knowledge, Innovation, and Improvements

Nurse Manager Advances Continuing Education

Katherine Koch, MSN, CCRN, Nurse Manager, 6T Medical Universal Bed/7T Neuroscience Universal Bed, was one of five system nurse managers selected to complete a program offered by Health Management Academy. The nine-month program aimed to spark innovation and utilize networking and mentoring with the purpose of transforming a mindset from management to executive leadership. This was accomplished by developing a "test of change" project. Koch's project involved developing and organizing a structured eight-week course to aid nurses in receiving two specialty certifications, Progressive Care Certified Nurse (PCCN) and Certified Critical Care Registered Nurse (CCRN), for continued education. By implementing this initiative, Koch hopes to provide guidance and peer support for nurses who invest in professional growth and development.

IV Pump Integration Testing

A team of Henry Ford Jackson nurses took part in IV pump integration testing in May at One Ford Place. The team tested the medication settings to ensure successful access to the medication library. IV pump integration is a systemwide initiative to increase patient safety while infusing medications.

The Nursing team included:

- Matt Bowman, BSN, RN, Cardiac Cath Lab
- Amy Winget, BSN, RN, CCRN, 6T Medical Universal Bed
- Courtney Rumler, MSN, RN, Clinical Educator, Comprehensive Clinical Care
- Jacqui Robertson, BSN, RN, OCN, Manager, Hematology Oncology Services
- Darci Kesterson, BSN, RN, Clinical Educator, Perioperative Services
- Stacy Dewitt, RN, OCN, Hematology Oncology
- Colleen Boyer, BSN, OCN, Hematology Oncology
- Danielle Elswick, MSN, RN, AGCNS-BC, CMSRN, Clinical Nurse Specialist, Comprehensive Clinical Care
- Taylor Soltis, BSN, RN, Clinical Educator, Comprehensive Clinical Care
- Jamie Steele, RN, ONS, Medical Surgical & Secure Unit
- Jennifer Rice, MSN, RN, AGCNS-BC, SCRN, Clinical Nurse Specialist, Comprehensive Clinical Care

Virtual Nursing Pilot

Henry Ford Jackson Hospital was the first in the system to pilot the Virtual Nursing Program on the Neuroscience Universal Bed (7T) unit. This virtual nursing model redesigns the existing care model using technology to support bedside nurses. The virtual RN role conducts patient safety rounds and, in collaboration with the bedside nurse, completes admissions, discharges, documentation and patient education. Early pilot data led to the expansion of the pilot to Cardiology Universal Bed (5T). Our team is encouraged by the qualitative and quantitative data that suggests this care delivery model improves the patient experience and creates more time for bedside RNs to provide direct, hands-on care.

Virtual Nursing Program pilot data demonstrated improved patient experience and more time for bedside RNs to provide hands-on care.

Piloting Fall Prevention Packets

To enhance fall prevention and a culture of safety, the Falls and Pressure Injury Prevention committee piloted a fall packet to be used for patients at risk for falls. The packet includes: a fall risk checklist, yellow grip socks, yellow fall risk armband, green anti-slip mat, and a patient and family education sheet. The packets are available on the 7th floor and 7T. The goal is to reinforce use of fall prevention items and include patients and family in safety awareness.

Differentiating PICC and Midline Placement

The Vascular Access Team (VAT) Unit-based Council (UBC) led by VAT clinical nurses Cloe Matthews, BSN, R.N., and Tiffiny Kruse, BSN, RN, developed a plan to utilize royal blue wristbands to differentiate PICC and midline placement from the limb alert pink wristband for vein preservation. This change in practice enables patient

care and laboratory teams to quickly identify line placement and increase patient safety and comfort for blood pressure readings and lab draws. The plan was reviewed by the Shared Governance Professional Practice and Quality Committee and presented by Cloe Matthews and Tammy Buelow, BSN, RN, CEN, Manager, Infusion Therapy Services, to the Nurse Executive Council. With an approved plan, the team worked with local- and system-level policy management to update needed policies to support the project. After education for involved staff, the project went live in August.

Nursing Research

Nurses Shine at Research Symposium

In April, nursing teams claimed the top three places in podium presentations and the top two spots in poster presentations at the 2024 Henry Ford Jackson Hospital Research Symposium. More than 65 attended the 10th annual symposium held in the Charles Anderson Building Auditorium. Many took advantage of the four continuing education credits available.

Podium Presentations

- First place: Audrey Rutkowski, DNP, RN, AGCNS-BC, Principal Quality Consultant, Performance Excellence. Improving Sleep Quality and Patient Satisfaction by Reducing Nighttime Disturbances in Hospitalized Patients: A DNP Project.
- Second place: Jessica Schmidt, MSN, RN, AGCNS-BC, PCCN, Clinical Nurse Specialist, Comprehensive Clinical Care. Combating Workplace Violence: The Implementation of a Behavioral Emergency Response Team.
- Third place: Kathleen K. Walsh, MSN, RN, NEA-BC, Principal Quality Consultant, Performance Excellence. Predictive Performance of the Hester Davis Scale for Fall Risk at Henry Ford Jackson Hospital.

Nursing research teams claimed top places in podium and poster presentations at the Henry Ford Jackson Hospital Research Symposium.

Poster Presentations

- First place: Brooke Blair, BSN, RN, CCRN, Clinical Educator, Comprehensive Clinical Care. ICU Made 4 U: Critical Care Education for Novice Nurses.
- Second place: Taylor Soltis, BSN, RN, Clinical Educator, Comprehensive Clinical Care. Tele Turnaround: Improving Nursing Telemetry Assessment.

Nursing Research Goes Global

An August 2024 report from the Henry Ford Jackson Hospital Research department revealed hospital research projects have been downloaded 515 times across 46 countries. Downloads are from the 2024 symposium and include Nursing research projects. It is exciting that our research efforts are reaching people across the world.

2024 Nursing Certifications

Certified Emergency Nurse (CEN)
Amanda Tuttle, BSN, RN, CEN
Cassie Youell, MSN, RN, CEN

Psychiatric Mental Health – Board Certified (PMH-BC™)
Jenny Parish, BSN, RN, PMH-BC
Katie Ryan, MSN, RN, PMH-BC

Registered Nurse Certified in Maternal Newborn Nursing (RNC-MNN)
Osha Humphrey, MSN, RN, RNC-MNN

Critical Care Registered Nurse (CCRN)
Alyson Brown, BSN, CCRN
Brienne Lepior, MSN, RN, CCRN
Ann Maloy, BSN, RN, CCRN
Kendrick Tran, BSN, RN, CCRN
Amy Winget, BSN, RN, CCRN
Emma Wright, BSN, RN, CCRN

Oncology Certified Nurse (OCN)
Amanda Morrow, BSN, RN, OCN
Aimee Morse, BSN, RN, OCN
Sarah Raymond, BSN, RN, OCN
Courtney Webber, BSN, RN, OCN

Perinatal Mental Health - Certified (PMH-C)
Jessica Hull, MSN, RN, PMHC

Progressive Care Registered Nurse (PCCN)
Andrea Hubbard, BSN, RN, PCCN

Certified Nurse Operating Room (CNOR)
Kimberly Dunham, RN, CNOR
Robin Ebersole, BSN, RN, CNOR

Registered Nurse – Board Certified (RN-BC)
Chelsea Evans, RN, RN-BC

Registered Nurse Certified - Obstetric Nursing (RNC-OB)
Stefanie McClintic, MSN, RN, RNC-OB

Certified Electronic Fetal Monitoring (C-EFM)
Stacy McClintic, BSN, RN, C-EFM

Sarah Reichert, BSN, RN, C-EFM
Audrey Rutkowski, DNP, RN, C-EFM

Family Nurse Practitioner – Certified (FNP-C)
Jordan Miller, MSN, RN, FNP-C

Adult-Gerontology Nurse Practitioner (AGNP)
Sati Nichols, MSN, RN, AGNP

Vascular Access Board Certified (VA-BC)
Amanda Elliott, BSN, RN, VA-BC

Awards and Recognitions

Nurse Leader Award

Erin Huff, RN, Emergency Department, was honored by the Michigan Emergency Nurses Association in October with the Nurse Leader Award. The award recognizes a nurse who has consistently demonstrated excellence in the profession of emergency nursing and has made significant contributions to emergency nursing as a clinical leader. The award was a wonderful way to recognize a leader of emergency care in Michigan who does not have a leadership title.

Erin Huff, RN, center holding her award, received the Nurse Leader Award from the Michigan Emergency Nurses Association.

2024 Nursing Excellence Awards
Courtney Rumler, MSN, RN – Clinical Practice, Safe Care, and Best Outcomes Award
Sherree Carpenter, BSN, RN – Comprehensive Clinical Care, Compassion, Commitment and Patient Advocacy Award
Vickey Rowley, RN, 4T Surgical Universal Bed – Dedication to Nursing Practice Award
Jessica Schmidt, MSN, RN, AGCNS-BC, PCCN, 6T Medical Universal Bed – Innovative, Efficient, and Affordable Care Award
Ashley Dorr, RN, 6T Medical Universal Bed, Comprehensive Clinical Care – Humanitarian Award
Jennifer Rice, MSN, RN, AGCNS-BC, SCRN, Comprehensive Clinical Care – Advanced Practice Nursing Award
Jennifer Morse, MSN, RN, CMSRN, 5th Floor – Georgia R. Fojtasek Leadership Award

DAISY Leadership Award
Alison Levy, MSN, RN, CAPA, Ambulatory Surgery Center

DAISY Team Award
4T/5T Unit Based Council

2024 DAISY Award Honorees
Tina Smith, BSN, RN, Digestive Health
Ashley Dorr, RN, 6T Medical Universal Bed
Laura Van Dusen, BSN, RN, HN-BC, HTCP, Perioperative Services
Courtney Caesar, RN, 5 South
Tammy Hadden, RN, CAPA, Ambulatory Surgery Center
Jennifer Sutfin, BSN, RN, 7 North West
Aimee Morse, BSN, RN, OCN, Hematology/Oncology
Whitney Dufek, RN, 6 South East
Thomas Lawhorn, RN, Emergency Care
Ashley Courington, BSN, RN, 4T Surgical Universal Bed
Jessica Hull, MSN, RN, PMH-NP, PMH-C, Outpatient Behavioral Health
Cassandra Boehmer, BSN, RN, Case Management
Sharon Downs, RN, Hospice Home
Amber Coe, BSN, RN, 5 South
Bethany Bishop, BSN, RN, Emergency Care
Jessica Dailey, BSN, RN, CMSRN, Comprehensive Clinical Care
Amanda Hegedus, BSN, RN, Surgical Services – OR
Hailey Aguillon, BSN, RN, 4T Surgical Universal Bed
Emily Bieber, RN, Clinical Decision Unit
Valerie Sheffer, RN, Special Care Nursery
Ashley Gorton, RN, Clinical Decision Unit
Kayla Austin, BSN, RN, Labor and Delivery
Shelby Schweikert, BSN, RN, Cardiovascular Recovery Unit
Julie Robinson, RN, 6T Medical Universal Bed

2024 Honey Bee Award Honorees
Amanda Shirkey, CAN, Organizational Throughput
Alyssa Ringer, Unit Secretary, 6T Medical Universal Bed
Kevin Wright, Clinical Tech, Digestive Health
Julia Margraves, CAN, 5 South
Mari Lamb, Clinical Tech, Emergency Care
Sandra Woods, Unit Secretary, 7 North West
Gail Farrand, Unit Secretary, Perioperative Services
Anna Iocca, BH Technician, Behavioral Health
Gayle Sauceda, Tech-EMI
Tiffany Fennimore, Surgical Assistant, Surgical Services – OR
Hannah Parker, Clinical Tech, 7T Neuroscience Universal Bed
Jodi Sprunger, Patient Safety Assistant, Organizational Throughput
Claire Oliver, CAN, 6 South East
Brianna Huffman, CAN, Perioperative Services
Victoria Wilson, CAN, 6 South East
Lori Turner, Surgical Tech, Digestive Health
Chastity Guild, Unit Secretary, 7 East
Samantha Parkinson, CAN, Perioperative Services
Michael Stephenson, Clinical Tech, 4T Surgical Universal Bed
Nikki Perry, Nurse Extern, Clinical Decision Unit
Diamond Shannon, CAN, 7 North West
Terrica Hazelett, CAN, Organizational Throughput
Ashley Williams, Clinical Tech, 5T Cardiology Universal Bed
Sara Kennedy, Clinical Tech, Emergency Care
Lauryll Samon, CAN, Joint Replacement Center

Click here *or scan the QR code to learn more about Henry Ford Behavioral Health.*

Henry Ford Kingswood Hospital and Henry Ford Behavioral Health Hospital

A Message from our Chief Nursing Officer

This past year was momentous in the history of Kingswood Hospital. We spent the year reflecting and honoring the past that brought us to our present and the future. Being part of a team that spends each day supporting care for some of our community's most vulnerable people is an honor to watch and support as a leader.

In the beginning of 2024, we conceptualized all the details of creating a move plan for our patients and team that focused not only on safety, but on how we could make the move fun, calming and easy for everyone involved. I have marveled at how our team thinks so deeply and compassionately about care for their patients. You have navigated the unknowns and knowns with great flexibility and curiosity.

As we enter 2025, I look to our future, one where we continue to honor the rich history of Kingswood Hospital and of being an anchor in caring for those who entrust us to care for them. I look forward to continued growth for our team at the new Henry Ford Behavioral Health Hospital and providing excellence in care for our community.

With gratitude,

Nicole Figueroa, DNP, RN, AHN-BC, HWNC-BC
Chief Nursing Officer
Henry Ford Health Behavioral Health Hospital

A Look at our History

Kingswood Hospital, located in Ferndale, first opened its doors as a neuropsychiatric hospital in 1966, and added adolescent services nine years later. Kingswood Hospital's first affiliation with Henry Ford was in 1986, followed by a merger with the health system in 1995. In 2024, team members honored the hospital's 59-year legacy by celebrating its many years of service to the community. January 2025 marked the official opening of the new Behavioral Health Hospital in West Bloomfield.

Preparing for the Transition

Throughout 2024, the Henry Ford Behavioral Health Hospital team prepared for moving to a new facility in West Bloomfield and admitting the first patients in January, marking a significant milestone. The new hospital is located on the Henry Ford West Bloomfield Hospital campus and provides a warm, welcoming and healing environment. It offers the community:

- 192 inpatient beds and behavioral health services for adults, seniors and adolescents
- Specialized treatment for mood disorders, thought disorders, and dual diagnosis/substance use disorders
- Flexible treatment spaces
- Education and training for behavioral healthcare providers, including nurses, medical students and psychiatry residents
- Enhanced family visitation accommodations
- Gymnasium and space for art, music, and pet-assisted activities
- Social skill-building programs to support long-term recovery
- Compassionate, healing-focused environment for patients and team members
- Quiet and natural setting

Celebrating with Loved Ones

December marked a pivotal milestone with the formal ribbon cutting for the new Behavioral Health Hospital. Team members were invited to attend the celebration and bring their loved ones to tour the new facility. Behavioral health hospitals can be perceived as mysterious, with interiors that remain unfamiliar to most members of the community. The ribbon cutting was an opportunity to share the light and beauty of the new facility with team member family and friends. Team members embraced the opportunity to show off their hard work, planning, and the new facility before service began.

Nurses in Leadership

In February, Emily Sexton, MSN, RN, NE-BC, was appointed Chief Executive Officer, Henry Ford Behavioral Health Hospital.

In August, Nicole Figueroa, DNP, RN, AHN-BC, HWNC-BC, was appointed Chief Nursing Officer, Henry Ford Behavioral Health Hospital.

Art Inspires Hope and Unity

As the team imagined the new Behavioral Health Hospital space, they wanted to bring a personal touch to the building. They created 11 new art pieces to line the new hospital walls and bring light and inspiration to people in our care. These included 10 word clouds created with statements provided by team members and patients. The word clouds inspire and support healing in the new hospital. In the main corridor, a mural of paintings by team members and patients outlines a heart labyrinth, bringing peace and highlighting the beauty of coming together.

Click here *or scan the QR code to learn more about Henry Ford Macomb Hospital.*

Henry Ford Macomb Hospital

A Message from our Vice President of Operations and Chief Nursing Officer

Dear Colleagues,

This was a year of innovation at Henry Ford Macomb Hospital, and as always, our Nursing team played a key role. We achieved thrombectomy-capable certification and launched exciting advancements like our virtual ICU in the Emergency Department. Important milestones, including our 300th TAVR and 600th robotic bronchoscopy, were all made possible with the initiative, skill and dedication of our dynamic Nursing team.

On top of all that, we've made great strides in our quality and patient experience scores, as well as the number of lives saved by our sepsis prevention protocols. Well done, team!

I am inspired daily by the incredible nurses at Henry Ford Macomb and am grateful for the opportunity to continue to lead this team in 2025. Together, we will continue to achieve great things!

Sincerely,

Michael J. Markel Jr., RN, MSN, MSBA, FACHE
Vice President of Operations and Chief Nursing Officer
Henry Ford Macomb Hospital

Empirical Outcomes

Patient Experience Improvements

Henry Ford Macomb Hospital's likelihood to recommend 2024 performance improved by 3.5% for top box and by 4% overall when compared with 2023. In 2024, the hospital had the best performance in the past five years, achieving the goal eight of 12 months.

In addition, the hospital achieved an annual improvement in Nursing communication of 1.9% top box score. A 3.1% improvement for, "Nurses explain in a way I understand," and 2.5% improvement was achieved in "Nurses listen carefully to me," two key drivers in Nurse communication.

Quality Performance Progress

Great strides were made in key quality measures in 2024. Compared with 2023:

- Patient falls with major harm decreased by 25%.
- Total falls decreased by 5%.
- Hospital acquired pressure injuries (HAPI) decreased by 41%.
- Total infections were 16% lower.
- Labor and Delivery Care reduced their NTSV C-section rate to below 30%.

Henry Ford Macomb Nurse Assistant Lelian Dela Pena.

Sepsis Prevention and Identification Successes

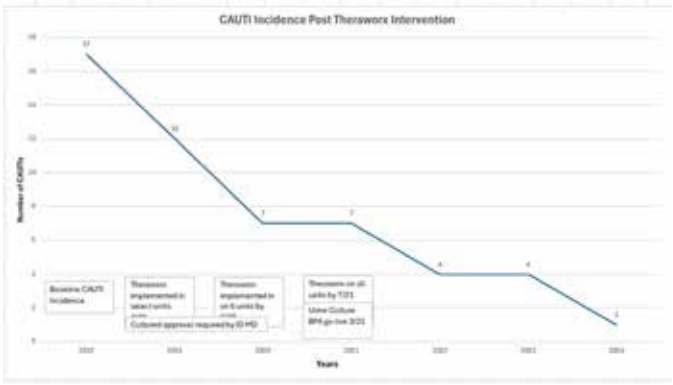
- An Emergency Department Nurse Sepsis Champion program was implemented in June 2024, which contributed to a 75% increase in sepsis narrator usage, equating to an increase of the proxy measure three-hour sepsis-one bundle compliance rate by 4.54% for 2024.
- A Code Sepsis program was pioneered and implemented on the maternal units, which led to earlier recognition, updated maternal sepsis guidelines and a sepsis narrator, which supports consistent sepsis care throughout Henry Ford Macomb. It was extended throughout the health system. In 2024, 14 more cases were identified than in 2023, with a 0%mortality rate.
- Henry Ford Macomb's sepsis program has saved 51 lives since 2021, with 23 lives saved in 2024 alone.

Using Theraworx® to Decrease CAUTIs

2018	2019	2020	2021	2022	2023	2024
17	12	7	7	4	4	1

Henry Ford Macomb baseline data for CAUTIS in 2018 was 17. Theraworx® was introduced as a trial in April 2019 with two nursing units. Designed as an infection-reducing intervention, Theraworx® wipes are utilized for hygiene and as a skin barrier for insertion, maintenance and post-incontinence care.

- In April 2019, two units that started Theraworx® had six CAUTIs before implementation and six after.
- In June 2020, the next four units that started Theraworx® had 15 CAUTIs before implementation (January 2018 to June 2020) and four after, a 79% decrease in CAUTIs.
- The final six units that started Theraworx® had 16 CAUTIs before implementation (January 2018 to July 2021) and five after, a 76% decrease in CAUTIs.



Prior to Theraworx® implementation on the nursing units, over a three-year period, Henry Ford Macomb identified 38 CAUTIs. After implementation, 15 were identified. In 2024, there was one nonreportable infection. Team members have reduced CAUTIs with the utilization of Theraworx® and other initiatives to decrease infection incidence.

Transformational Leadership

Henry Ford Macomb Hospital Nursing leaders took "Twins Tuesday" to a new level during Henry Ford Health Spirit Week, held in November.

Nursing Leadership Changes

- Kristin Baffo, RN, was named nursing director for Emergency Services and Adam Sinistaj, RN, accepted the role of nurse manager for the Emergency Department. Together, they have helped to increase throughput and boost staff engagement.
- Nursing leadership modified inpatient nursing structure to support patient care service as the hospital continues to expand programs and increase the complexity of care.
- Stephanie Gibson, RN, assumed responsibility as nursing administrator for Critical Care Units 2600, 3600 and unit 5600, in addition to her role as nursing administrator for Heart and Vascular Services.
- Angela Job, RN, nursing administrator for patient care, led the hospital reorganization to permanently relocate all observation care to Unit 3300.
- Dominique Burks, RN, assumed the role of nurse manager for Unit 4300.

Welcoming our First International Registered Nurse

Henry Ford Macomb Hospital welcomed Edlene Fernando, RN, the first member of the Nursing team from the Philippines. She joined Henry Ford Health through the health system's international registered nurse recruitment effort in June 2024.

Henry Ford Macomb's first international registered nurse Edlene Fernando, RN, center, with (from left) Angela Job, RN, Mike Markel, RN, Pam Isca, RN, and Stephanie Gibson, RN.

Caring Science Philosophy Grows

Caring Science is a nursing philosophy developed by theorist Jean Watson and adopted at Henry Ford Macomb. By continuing to implement the philosophy, team culture is changing with greater focus on improving care for ourselves. Ultimately, this positively impacts patient care and the hospital environment. Work in this realm includes:

- Self-care initiatives were implemented by managers on their units
- In a partnership with the University of Detroit Mercy, Caring Science theory was incorporated into the traditional path nursing curriculum
- Monthly wellness lectures for nurse residents
- Caring Science introduction lecture for new team members
- Code Lavender for all team members
- Monthly journal clubs
- Introduction to Caring Science for Health Professions for Dakota High School students

Structural Empowerment

Mothers-to-be Showered with Care at Mommy Shower

The Labor and Delivery team, in partnership with health system Women's Health Services, hosted a Mommy Shower at Henry Ford Macomb Hospital in September. Expectant mothers learned about infant safe sleep, laboring position, heart health, mental health and more, and took home gift baskets, prizes and support resources.

Welcoming mothers-to-be at the Mommy Shower are Marie Cartier-Czarnowski, patient registration, Valeta Boehnlein, RN, Arriane Dimuro, RN, Michelle Jones, nurse navigator, and Melissa Bluhm, RN.

Emergency Department nurse leaders welcomed team members to their Addams Family theme trunk at the Trunk or Treat in October.

The Unit 4600 team went "over the rainbow" with their Wizard of Oz-themed trunk at the hospital's annual Trunk or Treat event.

Exemplary Professional Practice

Decision Day Fair Promotes Advance Care Planning

A National Healthcare Decision Day fair, co-sponsored by Henry Ford Macomb Spiritual Care and Nursing, was held in April for all team members. A Geriatrics clinical nurse specialist and a hospice/palliative nurse practitioner answered questions and assisted team members with completion of advance directives. Educational in-services on advance care planning and completing advance directives were also presented by nurse educators and Father Tom Nguyen to employees from January through March. These in-services helped educate, create awareness and evaluate knowledge and intention regarding advance care planning among Henry Ford Macomb team members so they can better assist patients and their loved ones.

Easing Symptoms with Aromatherapy

Nonpharmacological interventions enhance and ease the patient care experience. In 2024, preparations were made to add aromatherapy to address select patient symptoms, including pain. Five certified nurse aromatherapists will be available to offer patient education and annual staff education in aromatherapy and its uses.

The Henry Ford Macomb Cancer team enjoyed a visit from Detroit Red Wings legacy player Danny DeKeyser.

Thrombectomy-Capable Stroke Center Certification

Henry Ford Macomb Hospital earned Joint Commission Thrombectomy-Capable Stroke Center Certification. Part of certification was involvement of specially trained nurses to care for patients in dedicated neuro ICU beds and an acute stroke unit.

The Joint Commission

American Heart Association

American Stroke Association

CERTIFICATION

Meets standards for

Thrombectomy-Capable Stroke Centers

Bronchoscopy Team Celebrates 600 Robotic Procedures

In October, the Nursing team and colleagues celebrated the 600th robotic bronchoscopy completed at Henry Ford Macomb Hospital. This platform enables earlier diagnoses and treatment for lung cancer patients using minimally invasive, robotic assisted technology.

500th Urology Case with da Vinci SP

Ryan Nelson, D.O., and the Urology Nursing team reached a milestone of 500 urology cases using the da Vinci single port (SP) robotic surgery system at Henry Ford Macomb Hospital. The SP system is minimally invasive and allows the robotic instruments and camera to work through one small incision. The robot has been used for procedures including prostate, kidney, adrenal, bladder, ureter and penile surgeries.

New Knowledge, Innovation, and Improvements

Virtual ICU in the Emergency Department

The hospital's virtual ICU went live in the Emergency Department in November 2024. The vICU provides a welcome extra layer of support for patients when the hospital's ICU is at capacity.

Quality Daily Management Program

The Lean Daily Management program was redesigned and relaunched in 2024 as the Quality Daily Management program. The redesign created a greater focus on key quality indicators like infections, falls, and pressure injuries. Emphasis is on using more effective process improvement methodologies that are effective in extremely dynamic and fast-paced environments.

The program includes improved rounding tactics and partnerships with quality teams, tailored standard work tools to achieve improved focus quality outcomes and department-driven Kaizen and Plan-Do-Check-Act (PDCA) tools. These strategies improve employee engagement and positively impact patient and team member environments. In addition, using technology, the team identifies trends in Kaizen-generated ideas and scales the projects across multiple departments or the entire hospital.

The Quality Daily Management program has contributed to a 16% reduction in hospital acquired infections, 25% reduction in falls with major harm, 41% decrease in Hospital Acquired Pressure Injuries (HAPI), and more than 100 Kaizen ideas completed or currently in progress.

Henry Ford Macomb Emergency Department nurses.

First Class Graduates from Caring Science Curriculum

The inaugural class of the University of Detroit Mercy/Henry Ford Macomb students completed their bachelor of science in nursing degrees in 2024. Leaders from Henry Ford Macomb and U of D Mercy developed their four-year clinical rotations around a "Caring Science" curriculum. All members of this class began their Nurse Residency and careers at Henry Ford Macomb Hospital and Henry Ford Health.

School Partnership Leads to Careers in Patient Care

Through our partnership with Chippewa Valley Schools, we hosted 58 Dakota High School seniors in the Medical Careers program from October 2023 through May of 2024. The students rotate through six different areas of the hospital, gaining valuable workplace learning opportunities to help inform their future career goals. After graduation, 23 students were hired through a job fair to continue working at the hospital. Students also take tests at the end of the year to become certified patient care technicians through the National Healthcare Association.

Team Members 'Grow their Careers'

The Henry Ford Macomb Human Resources team partnered with Macomb Community College to host a "Grow Your Career with Henry Ford Health" event in June. This was an opportunity for current team members to learn more about obtaining degrees or certificates to advance their careers. Information on the Henry Ford Health tuition reimbursement program and other state and federal grant and financial assistance programs was provided.

Product Trial Generates Positive Feedback

Nursing team members in the Emergency Department conducted a product trial to reduce the number of contaminated blood culture specimens. Our team trialed the Kurin™ product. These devices initially divert a small amount of potentially contaminated blood and then collect blood for the blood culture. Nursing survey results showed nurses had positive opinions about the device.

Supporting Nurses in Holistic Nursing Certification

Holistic nursing is a practice that encompasses healing the whole person. A study group was formed to create a learning space for nurses interested in becoming certified holistic nurses. The study group meets for one year and includes theory, practice and modalities. The second cohort of nurses at Henry Ford Macomb completed their certifications in November 2024. In addition to the study group, a Holistic Nursing Council was created to assist all nurses in their practice in providing care through prevention and optimization of health. Members of the council have completed the study group and are available to share their knowledge with colleagues.

Health System's First Robotic Mitral Valve Repair

Raed Alnajjar, M.D., Thoracic Surgery, and a team of nurses and advance practice providers at Henry Ford Macomb Hospital performed the health system's first robotic mitral valve repair surgery in November 2024. The robotic procedure, available at only a small number of hospitals in the country, is performed through five small incisions. Patients benefit by a shorter hospital stay, quicker recovery, less pain, lower chance of complications and improved cosmetics.

First Pulse Field Ablation

In October, Ali Shakir, M.D., and the Cardiac Electrophysiology team performed the first pulse field ablation in Macomb County to treat atrial fibrillation. Pulse field ablation is significantly safer than traditional methods like burning or freezing tissue. It uses electrical pulsations to isolate the areas of the atrium that trigger atrial fibrillation, all while minimizing structural damage.

Advanced Radiation Oncology Technology Improves Patient Outcomes

Henry Ford Macomb Hospital's Radiation Oncology team began using the new Varian Ethos system equipped with Hypersight, a new technology that uses AI to capture and analyze rapid images in real time. This new system allows for more patient tailored treatment plans, resulting in significantly better patient outcomes.

Nurse Residency Certification

Cohort 22

Brandi Adams
Adrianne Brown
Cameron Coltrin
Natalie Ferguson
Heather Hass
Kaitlyn Kowalski
Kim Kue
Damon Mcdade
Michelle Myers
Zeraldin Poturak
Monica Price
Jessica Rhein
Jinying Ruan
Assil Shawkat
Meagan Tan
Sali Yousif

Cohort 23

Ashley Andersen
Celestina Barash
Kristen Bauerle
Chloe DeMars
Nicole Gumm
Jamie Hallett
Alana Jennings
Jeanette Julian
Katlyn Klatt
Shelby Kolakovich
Sylvia Koveck
Kailee Kreger
Marina Maniaci
Marija Milenkova
Turia Moore
Alexandra Nuculovic
Ann Osinski
Hiralben Shah
Sarah Shibley
Sydney Smith
Nicole Szorik
Isaac Wartgow

Cohort 24

Ashley Brown
Shelby Czartoryski
Jacob Flanigan
Michael Hanson
Isaac Hooper
Jenna Lesch
Breanne Lyons
Andrea Mourey
Amy Radmer
Mary Rembisz
Haley Rushing
Angeline Spirovski
Janay Terrell
Elisabeth Wollenzin
Sarah Wronski
Katelyn Veldheer

Cohort 25

Anthony Campo
Jennifer Chandler
Jazanee Clark
Clarence Colvin
Analeeza Hodas
Olivia Hojnoski
Julie Manto
Elizabeth Martinez
Emy Mathew
Christina Nguyen
Paige Owen
Charles Ventimiglia

Henry Ford Macomb Nursing team members enjoyed an appreciation lunch from California Pizza Kitchen during Nurses' Week.

Nursing team members enjoyed a smoothie break during National Hospital Week in May.

Awards and Recognitions

2024 DAISY Honorees

Cameron Coltrin, RN, Emergency Department
Sheri Creon, RN, Unit 3600
Vilma Devija, RN, Unit 2600
Shannon Dinsdale, RN, Unit 3600
Dana Ford, RN, Unit 3600
Nicole Gumm, RN, Unit 4300
Cabre Ikeda, RN, Unit 5600
Joanne Milana, RN, Unit 4600
Andrea Morden, RN, Contingent Pool (posthumously)
Shannon Pierzynowski, RN, Unit 2600
Ania Scheuer, RN, Unit 4600
Nicole Smith, RN, Unit 2900
Joan Van Heck, RN, Wound Care

Vilma Devija, RN, Unit 2600, with CNO Michael Markel.

Sheri Creon, RN, Unit 3600, with her patient nominator.

Great Catch Awardees

The Great Catch award recognizes staff members who have successfully applied Henry Ford Health's safety behaviors to catch and prevent potential incidents that could have harmed patients. Ten Great Catch awards were given to Nursing team members in 2024:

Hazel Faye Biondo, RN, Unit 5600
Jeannine Baughman, RN, PACU 1
Chris Hemmi, NP
Kaleena Migliorati, RN, Pre-Op 1
Eryka Crisan-Oltean, RN, Unit 2800
Sumeet Randhawa, RN, Unit 2600
Jennifer Rynerson, RN, Emergency Department
Kathy Smith, RN, Unit 3500
Amanda Yore, RN, Emergency Department

2024 Honey Bee Honorees

Dianca Betts, Nurse Assistant, Unit 4400
Noah Conley, Patient Safety Assistant
Dontate Hickman, Nurse Assistant
Asmir Humerick, Telemetry Monitor Technician, Unit 5600 (posthumously)
Winifred Levi, Unit Secretary, Unit 4600 (posthumously)
Mikala Loggins, Nurse Assistant
Joe Nguyen, Nurse Assistant, Unit 4500
Jocelyn (Joy) Peecher, Nurse Assistant, Unit 5600
Lisa Stewart, Patient Safety Assistant

Honey Bee award winner Dontate Hickman, nurse assistant.

Honey Bee award winner Mikala Loggins, nurse assistant.

Nurse Assistant and Honey Bee winner Joe Nguyen, Unit 4500.

Jocelyn (Joy) Peecher, Nurse Assistant, Unit 5600, and Honey Bee honoree.

Medallion Awardees

Henry Ford Macomb's Medallion Award recognizes a leader, nurse, physician and team member whose professionalism, courtesy, compassion and commitment to the health system's mission have contributed significantly to enhance the hospital during the past year. In 2024, Nursing honorees were:

Leader: Shelley Biland, RN, nurse manager, Unit 46
Nurse: Joe Tandoc, CRNA, Anesthesia

Medallion awardees (from left) Shelley Biland, RN, Leann Wickens, PA, and Joe Tandoc, CRNA.

Trauma Nurse Excellence Award

Louise Supetran, RN, Unit 44, received the 2024 Trauma Nurse Excellence Award from Henry Ford Macomb Hospital.

Louise Supetran, RN, center, with her sisters Alyandra Stuart, RN, Unit 43, and Sophia Stuart, RN, Unit 46.

Congratulating Louise Supetran, RN, on her award are (from left) Joshua Clark, RN, nurse manager; Christine McEachin, trauma program manager; and Stephanie Booza Gierman, RN, injury prevention coordinator.

Click here *or scan the QR code to learn more about Henry Ford Warren Hospital.*

Henry Ford Warren and Madison Heights Hospitals

A Message from our Vice President of Nursing

Dear Nursing colleagues and friends,

It is a true blessing to share with you the 2024 Nursing Annual Report for Henry Ford Warren and Madison Heights hospitals. This year, like many before it, has been filled with challenges, triumphs and countless moments where your dedication and compassion to those we serve has illuminated brightly.

Together, our team has paved a path in history that demonstrates resiliency, collaboration and initiative. One of our many accomplishments includes the team's ability to pivot and adapt to change during the ransomware attack. Your commitment to the health and well-being of our patients, their families and the community continues to inspire me daily.

Let us carry the momentum of our success forward by supporting one another, investing in self-care and fostering a culture of high-quality, safe patient care. As always, it is a privilege and honor to work alongside you. I hope you find as much joy and pride as I did in reading the highlights of 2024.

With heartfelt gratitude,

Laurie O'Dell, MSN, RN
Vice President of Nursing
Henry Ford Warren and Madison Heights hospitals

Click here *or scan the QR code to learn more about Henry Ford Madison Heights Hospital.*

Empirical Outcomes

Pediatric-ready Emergency Care

Henry Ford Warren Hospital has achieved Pediatric-ready Emergency Department Status through the National Pediatric Readiness Project (NPRP). The NPRP is dedicated to preparing emergency departments to deliver high-quality care for children. The NDRP is funded by federal services including the Health Resources and Services Administration, Toyota, and is sponsored by the American Academy of Pediatrics, Emergency Nurses Association, Medical Services for Children, and American College of Emergency Physicians.

Pediatric-ready Emergency Department Status indicates Henry Ford Warren has met high standards for access to emergent pediatric-specific equipment, medications and dosing, staff training, and child-centered protocols. The entire team is proud of this achievement and our assurance to the community that young patients will receive safe and effective emergency care.

Effective Initiatives Prevent Falls

Legacy Ascension established a clinical priority goal for fiscal year 2024 to reduce falls with harm by 5%. The Michigan Market exceeded the target of 2.84 falls with a harm rate ending the fiscal year at 2.68.

The Warren campus decreased the total amount of patient falls by 32 falls and eight fewer falls with injury compared to the previous fiscal year. The Madison Heights campus had a total of 36 less falls and six fewer falls with injury compared to the previous fiscal year. The number of assisted falls increased at both campuses.

The Fall Prevention Team implemented many new initiatives and identified the top fall risk opportunities to share with Nursing team members. Initiatives included implementing Morse risk scoring, introducing Fall TIPS, personalized toileting and mobility plans, using bed and chair alarms, thoughtful bedside handoff discussion, and immediate post-fall debriefings to change the patient's plan of care and prevent further falls.

The Nursing team received education on top fall risk reduction opportunities, such as remaining in arms reach of the patient, placing patients in a chair instead of sitting on the side of the bed, and making sure patients wear non-skid socks or shoes while ambulating.

The Fall Prevention Team continues this very important work by maintaining weekly huddle meetings and auditing compliance with the ultimate goal of preventing all falls.

Transformational Leadership

Inpatient Rehabilitation Center Recognition

For the second year in a row, *Newsweek* named the Henry Ford Warren Acute Rehab Unit among the best inpatient physical rehabilitation centers in the nation. For the past five years,

The Henry Ford Warren campus Rehabilitation team.

Newsweek has acknowledged the top 300 inpatient physical rehabilitation facilities in the United States. Each facility is assigned a score based on specific quality metrics, accreditation data, and a national survey of industry experts as well as reviews from patients. Acute Rehab Unit patients receive intense therapy from a multidisciplinary team. Led by the physician, the team includes nurses, physical, occupational, speech and recreational therapists, case management and social work. The multidisciplinary teams provide coordinated patient care aimed at meeting patient needs and goals while helping them adjust to their complex illnesses and injuries, improving their quality of life.

Silver Plus Recognition for Stroke Care

Utilizing the most current evidence-based practice guidelines for stroke care, Henry Ford Warren and Madison Heights hospitals were awarded the American Heart Association 2024 Get With The Guidelines® Silver Plus Target Stroke achievement. Stroke coordinator Dan Morganroth, ACNP-BC, stated, "We are very proud to be recognized by the AHA for our success toward providing high-quality stroke care for our patients."

Bariatric Program Receives Three-Year Accreditation

In September, Henry Ford Madison Heights Hospital once again earned triennial bariatric accreditation from the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program. The team demonstrated commitment to providing comprehensive, high-quality, patient-centered bariatric surgery and post-operative care. The bariatric program has been awarded full accreditation status for the next three years.

Meeting with Michigan Senators

Cody Ball, RN, Emergency Department educator, organized a legislative day in October. Nursing team members travelled to Lansing to meet with senators and express their concerns with healthcare issues.

Led by Cody Ball, RN, second from right, a group of team members traveled to Lansing to meet with senators about healthcare issues.

Structural Empowerment

Celebrating MLK Day

On Jan. 18, Nursing team members at Henry Ford Warren and Madison Heights hospitals held a watch party event to celebrate the life of Dr. Martin Luther King Jr. The Michigan Ministry Council created a touching video encouraging people to reflect on the statement, "If you could have a proverbial conversation with Dr. King, what would you talk about and who else would you invite to the conversation?"

Treats were part of the Martin Luther King Jr. Day celebration.

Go Red for Women Dress Design Contest

February marked Henry Ford Warren and Madison Heights hospital's second year hosting a dress design contest in recognition of the American Heart Association's Go Red for Women campaign. Organized by the Mission Team, the fun and creative event brought awareness to women's heart health. Team members dressed 14 mannequins in stunning red designs. Winners were the Warren campus Emergency Department and Madison Heights campus 6 Tower.

Winning the Go Red for Women dress design contests were the Warren campus Emergency Department and the Madison Heights campus 6 Tower.

Opening Day T-shirt Contests

For the second year in a row, the Mission Team sponsored Detroit Tigers and Detroit Lions opening day t-shirt contests. Gezim Kullolli, RT, Madison Height campus, won the Detroit Tigers opening day t-shirt design contest. Ann Marie Banfic, OT, Warren campus, won the Detroit Lions opening day t-shirt design contest.

Bring Your Child to Work Day

On April 25, the Mission Team hosted the first Bring Your Child to Work Day since 2019. A fun day of learning brought team member children to the Warren and Madison Heights campuses. Visiting children learned about team member roles in caring for patients. Participating departments included Respiratory, Infection Prevention, Non-Invasive Cardiology, Emergency Department, Warren and Madison Heights Fire/EMS, Pharmacy, Laboratory, and Rehabilitation.

Bring your Child to Work Day included hands-on and interactive learning experiences.

Hands-on Career Experiences for High School Students

For the last 11 years, Henry Ford Warren Hospital has partnered with Warren Consolidated Career Prep Center (CPC) high school students to offer hands-on career experiences in the healthcare environment via the Patient Care Technician (PCT) program. The Career and Technical Education program provides an important pathway to success for high school students and offers each student opportunities to personalize their education based on their career interests and unique learning needs.

The class of 42 students explored 14 different hospital departments to learn from various healthcare providers. The program includes job-shadowing experiences, interaction with patients and learning about careers in health care and nursing. The students receive HIPAA education, training in basic life support, and meet all health system vaccination requirements. Patient Care Technician students take vital signs as part of their learning, earning experience toward PCT certification during their senior year in high school. Twelve of the 13 PCT program students passed their PCT certification exam.

In addition, Center Line High School's Career Academy Program and Romeo High School's Health Science Program have also participated in multiple hospital tours and job shadowing experiences at Henry Ford Warren Hospital. Feedback from the students and Nursing team has been positive. Students said they felt the experiences were informative and they gained an understanding about careers in health care.

High school students from the Warren Consolidated Career Prep Center (CPC) learned about careers in healthcare while gaining valuable hands-on experience.

Bring Earthworks Urban Farm Volunteering Event

For the second consecutive year, team members volunteered to work at the Earthworks Urban Farm, part of the Capuchin Soup Kitchen on the east side of Detroit. They spent the morning weeding, cultivating the field, planting seeds and staking tomato plants. Most of the food grown is used in meals provided by the soup kitchen.

Volunteering at the Capuchin Soup Kitchen Earthworks Urban Farm are (from left) Kevin Hood, Volunteer Services; Joseph Pas, Patient Liaison; Allison Estes, Risk Management; Lauren Vitale, Cardiology Research; Erica Brenckle, Integrative Practice Nurse; a fellow volunteer at the farm; and Patty Breen, Formation of Service Team.

Mission Team Honored with Good Samaritan Award

The Mission Team has a longtime tradition of sponsoring the Macomb County Rotating Emergency Shelter Team (MCREST) annual holiday party. This year, team members again generously provided gifts to the families and children. The Mission Team was honored with a Corporate Partner Award at the MCREST Good Samaritan Award dinner.

The Mission Team received the Corporate Partner Award from the Macomb County Rotating Emergency Shelter Team (MCREST).

Exemplary Professional Practice

Nursing Peer Review

The Nurse Practice Council for Henry Ford Warren and Madison Heights hospitals conducted Nursing Peer Review on 13 cases in 2024. Cases were scored using the same system as Physician Peer Review. Learnings from the reviews were shared with Nursing team members at unit daily huddles, in the quarterly newsletter, and in Google classroom for major cases. In addition, the council developed and pursued recommendations to improve Nursing processes to prevent the recurrence of safety issues.

New Knowledge, Innovation, and Improvement

Collaborating to Streamline the MAR Process

During system downtime during the cybersecurity event, Nursing and Pharmacy team members collaborated on the Medication Administration Record (MAR) process. Initially, during downtime, RNs on the floor hand wrote their MARs for daily administration when new orders were received and Pharmacy team members hand wrote MARs in the central pharmacy for order documentation, assessment and dispensing. Daily at midnight, RNs would hand write a new MAR for their patients for the following day.

Nursing and Pharmacy leadership collaborated nearly daily to develop and optimize a revised process and streamline the MAR process. An electronic Google Sheets tool was developed to minimize manual work. This tool allowed Pharmacy team members to type MARs in Google Sheets and these were printed on the Nursing units shortly after midnight daily. At midnight, RNs checked the MARs against their documentation to identify discrepancies that could be reviewed and resolved by Pharmacy. This tool resulted in more legible and complete MARs and enhanced collaboration and communication between RNs and the Pharmacy team to improve the MARs. Through coordination, the teams improved medication safety and consistency. Nursing leadership at the Warren campus thanked the Pharmacy team for going above and beyond during a time when their department was also undergoing reconstruction.

Structural Empowerment

Discharge Lounge Improves Patient Comfort and Hospital Efficiency

The introduction of the discharge lounge at the Henry Ford Warren campus significantly improved patient comfort and hospital efficiency. The lounge is a designated space where patients can wait in a comfortable, calm environment after being cleared for discharge and before leaving the hospital. Patients who are ready to go home may need to wait for discharge paperwork, transportation, or final checks. When patients no longer require direct care, it can

Jinor Naz, RN, Shelia Cubrado, RN, and Linda Brown-Twum, RN, are ready to assist patients in the discharge lounge.

Anthony Galietti, RN, and Katherine Vought, RN, in the discharge lounge.

be uncomfortable or frustrating to remain in the hospital room, especially if it's a shared space. The discharge process is conducted in the quiet, private space of the lounge. The comfortable, less clinical setting reduces stress and anxiety for patients and their loved ones.

The lounge has also increased discharge process efficiency. Hospital beds become available sooner, enabling quicker turnover and greater capacity, especially valuable during times when beds are in high demand. Inpatient units remain quieter with less activity, promoting healing and recovery for patients.

Awards and Recognitions

DAISY Award Winners, Henry Ford Warren Hospital

Ewa Cook, RN, 7 West
Merliza Kemp, RN, 6 West
Desiree Little, RN, ICU
Rhona MacKinnon, RN, 7 West
Eileen Mangabat, RN, 5 Center
Rebecca Parrott, RN, 6 East
Shannon Tomassi, RN, ER
Christa Turturice, RN, CDU
Linda Brown-Twum, RN, NSS

DAISY Award Winners, Henry Ford Madison Heights Hospital

Stephanie Frierson, RN, 5 Tower
Wilma Manuel, RN, 4 Tower
Sabitha Nethala, RN, 6 Tower
Sheryl Quinn, RN, 6 Tower
David Tomlian, RN, ER
Lisa Turner, RN, 6 Tower
Serena Young, RN, 6 Tower

DAISY Nurse Leader Award

Carla Campbell, RN, 7 West, Henry Ford Warren
Katerina Karnas, RN, Nursing Support Services, Henry Ford Warren

DAISY Team Awards

7 West, Henry Ford Warren
ICU, Henry Ford Madison Heights

2024 Nightingale Nominees, Henry Ford Warren Hospital

Katerina Karnas, RN, Nursing Support Services
Lori Day, RN, Clinical Professional Development

TULIP Award Winners

TULIP (Techs Understanding Leadership in Patient care) is a recognition award for patient care technicians and nursing assistants who go above and beyond their daily duties. Award recipients display exceptional professionalism and dedication to patient care and are an instrumental part of their department teams.

Henry Ford Warren Hospital

Adrienne Whitney, PCT, 7 East
Emily Cassell, PCT, 3 West
Crystal Teague, PCT, 6 West
Wynter Coleman, PCT, 5 West
Beverly Devine, PCT, ER
Hana Ali-Khan, PCT, 7 East
Linda Karwoski, PCT, 7 East
Alexis Oakley, PCT, NSS
Ashley Meyer, PCT, 5 West

Henry Ford Madison Heights Hospital

Timothy Callan, PCT, 6 Tower
Priscila Pereira, PCT, 4 Tower

Inspire Award

Emergency Department Educator Cody Ball, RN, received the Inspire award from the Michigan Emergency Nurses Association (ENA). He was nominated for his dedication to his peers and patients and his passion for improving workplace violence. Ball is also working toward his nurse practitioner degree at University of Detroit Mercy and is the Michigan ENA Chair for Government Affairs.

From left: Michigan Emergency Nurses Association (ENA) Member Chair Gail VanStanton, RN; Inspire Award winner Cody Ball, RN; Anita Glaser, RN; and ENA President Chelsea Meixner, RN.

Click here *or scan the QR code to learn more about Henry Ford Providence Novi Hospital.*

Henry Ford Providence Novi and Southfield Hospitals

A Message from our Chief Nursing Officer

Dear Henry Ford Providence Nurses,

It is truly a privilege to lead the exceptional team of nurses at Henry Ford Providence Novi and Southfield hospitals. As we reflect on the past year, we celebrate the remarkable accomplishments and unprecedented challenges we faced together. The incredible commitment and resiliency each of you has demonstrated is nothing short of inspiring.

Your collective efforts have made a tremendous impact in the prevention of falls and central line infections, demonstrating your unwavering dedication to advancing best practices. Through your commitment and constant vigilance, you have played a pivotal role in significantly enhancing patient safety.

It is so inspiring to watch this team enthusiastically embrace integration with our Henry Ford Health Nursing colleagues. Your determination and dedication to excellence in nursing care and interprofessional collaboration will be the cornerstone of our success.

I am so proud of this remarkable team. Your strength and compassion are the heart of what makes this team extraordinary. I am very excited about the year ahead as we work toward our shared goal of caring for each other and providing exceptional care of our patients.

With gratitude,

Lynn Chiesa, MSN, RN
Regional Chief Nursing Officer
Henry Ford Providence Hospitals, Novi and Southfield

Click here *or scan the QR code to learn more about Henry Ford Providence Southfield Hospital.*

Empirical Outcomes

Diligence in Prevention Reduces CLABSIs

Due to the diligence of Nursing team members, central line-associated bloodstream infections (CLABSIs) have been reduced significantly, resulting in these impressive milestones in 2024:

- The Novi Hospital Intensive Care unit celebrated 2.5 years with no CLABSIs.
- The Southfield Hospital Cardiovascular Intensive Care unit celebrated 332 days with no CLABSIs.
- The Southfield Hospital Intensive Care unit celebrated 488 days with no CLABSIs.

The Novi Hospital Intensive Care Unit team.

The ICU Nursing team at Henry Ford Providence Southfield Hospital.

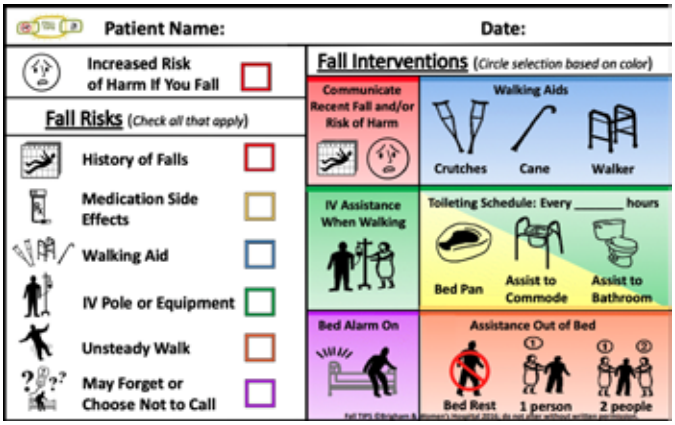
The Cardiovascular ICU Nursing team at Henry Ford Providence Southfield Hospital.

Multiple Strategies Reduce Patient Falls

Reducing patient falls with harm was a clinical priority goal for the previous year. Several market-wide initiatives were launched and focused on fall-prevention strategies for inpatient and outpatient departments at Henry Ford Providence Novi and Southfield hospitals, including:

- Institution of multidisciplinary campus falls and market falls huddles.
- Implementation of Fall TIPS (Tailored Interventions for Patient Safety), an evidenced-based intervention tool.
- Introduction of standardized unit huddle cards to share best practices and build situational awareness.
- Implementation of apparent causes analysis post-fall to investigate root cause and establish action plans.
- Comprehensive fall rounding audits by leadership and engagement with bedside nurses.
- A refreshed post-fall debrief form integrating Fall TIPS.
- Implementation of the Kinder Fall Risk Assessment Tool in the Emergency Department.

As a result, the Novi and Southfield hospitals achieved a 29% decrease in the total number of patient falls from the 2023 calendar year compared to the 2024 calendar year, as well as a 22% decrease in the total number of patient falls with injury year over the year.



Line Champions Prevent Infection

Almost 70 registered nurses at Henry Ford Providence Novi and Southfield hospitals are Line Champions, dedicated to ensuring best practices related to central line management. They educate their teams on dressing changes, central line access, sterile techniques, chlorhexidine gluconate (CHG) bathing, and advocating for removal of central lines when they are no longer needed. Together, this team has completed over 11,000-line audits and have maintained greater than 96% compliance with the central line-associated bloodstream infection (CLABSI) bundle. For each measure, the teams achieved:

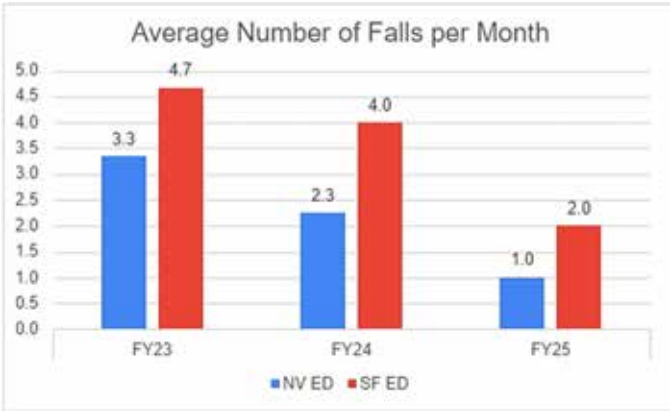
- Dressing clean: 96% compliance
- Chlorhexadine delivery system: 98.9% compliance
- Dressing labelled: 99.2% compliance
- Daily bathing: 97% compliance

As a result of their work, line days have decreased by 32% at Henry Ford Providence Southfield and 24% at Henry Ford Providence Novi. In addition, CLABSI rates have decreased by 67% Henry Ford Providence Southfield since 2022 and 80% at Henry Ford Providence Novi.

Emergency Departments Reduce Falls with KINDER Tool

The Novi and Southfield Hospital Emergency Departments developed a comprehensive toolkit to reduce falls and improve patient safety. Key features include bathroom signage emphasizing "Safety over Privacy" to remind staff and patients of fall risks, especially in restrooms. Standardized bed alarms were implemented for high-risk patients and patients who have consumed alcohol. The alarms alert team members when a patient attempts to get out of bed. Visual indicators on tracking boards highlight high-risk patients, fostering proactive care. A Fall Rounder Checklist helps team members consistently follow fall prevention protocols; fall incidents are tracked to assess progress.

In the event of a fall, team hold debriefings to review circumstances; incidents causing injury are escalated to the director for further review. The transition to the KINDER assessment tool in October 2024, which evaluates factors like age, mobility, and mental status, has improved fall-risk assessment and reduced falls. Education for patients and families is a priority, helping to create a collaborative approach to prevention. Since implementing KINDER, the Novi Hospital Emergency Department has reduced falls by 56.5%, and the Southfield Hospital Emergency Department has reduced falls by 50%, with zero serious injuries reported.



Amanda Connelly, RN, educated team members on the use of bed alarms in the Henry Ford Providence Novi and Southfield Emergency Departments.

Transformational Leadership

Nurse Quality Council Accomplishments

The Nurse Quality Council of Henry Ford Providence Novi and Southfield hospitals is composed of 15 registered nurses dedicated to improving nursing performance on an individual and aggregate level. The goals are to elevate the practice of nursing related to nursing behavior, health information management, Infection control, and overall nursing practice. Representation from all specialties including critical care, medical-surgical, acuity adaptable, step-down, mother/baby, Emergency Department, and the SWAT rapid response team. In the 2024 fiscal year, the committee accomplished:

- Peer review of 65 events related to nursing practice, follow up and recommendations.
- Education for all of nurses on chain of command, pain assessment and documentation, Five Rights of Medication Administration, skin assessments, and bar code medication administration (BCMA) compliance.
- Implementation of standardization across the Novi and Southfield hospital campuses related to skin bundles.
- Restraint documentation audits and education.

Nursing Summer Internship Program

In summer 2024, 38 students completed summer internships at Henry Ford Providence Novi and Southfield hospitals. Interns were led by registered nurse preceptors, managers, educators and Nursing leaders who shared their knowledge, expertise, experiences, energy, care and compassion to nurture the growth of future nurses.

The 2024 Nursing Summer Internship students and leaders at Henry Ford Providence Novi Hospital.

Nurse Managers in the Thanksgiving Parade

A Henry Ford Health float was part of America's Thanksgiving Parade in Detroit, and two nurses from Henry Ford Providence Novi and Southfield hospitals participated in the parade as walkers alongside the float. Shallen Moyer, RN, Nurse Manager, NICU, 5A, Henry Ford Providence Southfield, and Tim Deuby, RN, Nurse Manager ICU/CSCU, Henry Ford Providence Novi, were part of the event.

Shallen Moyer, RN, Nurse Manager, NICU, 5A, Henry Ford Providence Southfield Hospital, is on the upper level, directly above the "H" in Henry Ford Health. Tim Deuby, RN, Nurse Manager ICU/CSCU, Henry Ford Providence Novi Hospital, is standing to the left of Henry Ford Health CEO Bob Riney, directly below Shallen Moyer.

Structural Empowerment

Focus on Wellness and Recognition

At Henry Ford Providence Novi and Southfield hospitals, events were held for nurses and colleagues on holistic nursing with a focus on wellness.

From left, Sharice Glass, RN, Monique Ulman, RN, Becki Davis, RN, Vanessa Sesie, RN, Patricia Gagnon, RN, and Ashton Austin, MSN, RN, hosted the informational table at Henry Ford Providence Southfield Hospital.

Marissa Chen, MSN, RN (left), and Britney Wagner, BSN, RN, hosted the informational table at Henry Ford Providence Novi Hospital.

Wellness events offered giveaways like tea, candy and protein bars and information about holistic nursing and aromatherapy.

Team members from Henry Ford Providence Southfield Hospital gathered to package gifts for more than 1,200 children in December.

Denise Sinkovich, MSN, RN, left, and Ellen Theisen, MSN, RN, distributed gifts to more than 1,200 children through the annual Christmas Store.

50th Annual Christmas Store Brightens Holiday Season

The holiday season was made a little brighter for many community families as the result of the Christmas Store, hosted by Henry Ford Providence Novi and Southfield hospitals. Over 1,200 children received a new outfit, toy or gift, a book and a craft or plush animal. Families received Kroger gift cards to enhance their holiday meals. Team members and volunteers banded together to collect funds, shop, package and distribute all the gifts at the beginning of December. For more than 50 years, this annual event reflects the dedication the team's compassion and dedication to service.

Honor Guard Pays Tribute to Deceased Nurses

The Nursing Honor Guard at Henry Ford Providence Novi and Southfield hospitals was developed by the Professional Nurse Council in 2013. This team of nurses attends funeral services when nurses pass away and offer an honor guard ceremony. Wearing the traditional white uniform with cape and cap, they carry the Florence Nightingale lamp, which is extinguished and presented to the deceased nurse's loved ones. The Nursing Honor Guard served at four funeral services in 2024. Since the inception of the program, the honor guard has served at 57 funerals.

The Nursing Honor Guard, from left, Kim Davidson, RN, Denise Sinkovich, MSN, RN, Ann Riley, RN, Cathy Murphy, RN.

Supporting our Favorite College Team

Team members dressed to support their favorite team when the Michigan State University and University of Michigan football teams met in Ann Arbor.

Celebrating our Detroit Red Wings Connection

In October, Henry Ford Health became the official team physicians for the Detroit Red Wings. Team members at Henry Ford Providence Novi and Southfield hospitals dressed in Red Wings gear to show their support and enthusiasm.

Henry Ford Providence Novi team members in their Red Wings gear.

Henry Ford Providence Southfield team members in their Red Wings gear.

Bike Helmets and Road Safety

Trauma Department Injury Prevention Program team members from Henry Ford Providence Novi Hospital fit and distributed over 880 bike helmets during 2024. The department donated 50 bike helmets to the children at Thornton Creek Elementary's 2024 Bike Rodeo. Team members led "Spot the Difference," a road safety challenge game, that enabled children to play and learn about bike, pedestrian, and car safety.

Local Artists Enhance Angel Wings

Since the onset of the COVID-19 pandemic, Nurses Week has been a time to reflect on the unwavering dedication of our Nursing team members. Each year, local artists contribute their talents to enhance our "angel wings," a powerful symbol of our nurses' role in the healthcare journey. These angel wings represent protection, guidance, courage, hope, and transformation. They serve as a visual reminder of the resilience and compassion that our nurses embody every day, especially during unprecedented challenges. The annual collaboration with local artists highlights the strength and beauty of

our nursing community, honoring the invaluable contributions they make to the well-being of patients and their loved ones.

Belen Yan, RN, 3 Annex, Henry Ford Providence Southfield Hospital.

Holly Moser, RN, Emergency Department, Henry Ford Providence Novi Hospital.

Medication Safety and Poison Prevention

The Injury Prevention Program team hosted a parent and child safety table at the 2024 Babies and Bumps Detroit Convention. Attendees played a "Candy vs. Medicine" game to learn about medication safety and poison prevention.

Encouraging Railroad Safety for Children

Vanessa Mier, BSN, RN, HNB-BC, injury prevention specialist, read *Clifford and the Railroad Crossing* to children and staff at the Geniuses On Board Child Development & Learning Center in Southfield. After discussing railroad safety tips, children received a copy of the book to take home.

Bikur Cholim Room Supports Jewish Community

The first and only known hospital Bikur Cholim room in Michigan opened at Henry Ford Providence Southfield Hospital. Providing vital support to our Jewish community member, the room was established through a partnership with Orthodox Jewish partners in Southfield and Oakland Park. It is a dedicated space for family members to observe kosher dietary laws and religious practices while caring for their loved ones. Bikur Cholim, a non-profit organization that supports Jewish communities during times of illness, furnished and stocked the room with religious items, reading materials, food and supplies, ensuring a comfortable and meaningful environment. The room is a sanctuary where guests often share meals, perform prayers or rest in a comforting space that honors spiritual and physical well-being during difficult times.

Teaching Water Safety with WHALE Tales

Vanessa Mier, BSN, RN, HNB-BC, injury prevention specialist, presented the American Red Cross water safety program, Longfellow's WHALE Tales. Mier presented the interactive program,

with video, posters and activities, at the Bloomfield Township Public Library. The children drew pictures illustrating what they learned, which were displayed around the library.

State Traffic Safety Summit

In March 2024, Vanessa Mier, BSN, RN, HNB-BC, injury prevention specialist, presented at the 2024 Michigan Traffic Safety Summit, held in East Lansing, Michigan. The Summit brings traffic safety professionals and national experts together each year to share information, resources and knowledge with the goal of saving lives and reducing injuries on Michigan's roadways. Her presentation reviewed the driver safety initiatives the Henry Ford Providence Trauma Department hosts throughout the year, including the AARP Smart Driver Programs for Aging Drivers.

Neuroscience and Stroke Program Community Commitment

The Neuroscience Service Line at Henry Ford Providence Novi and Rochester hospitals hosted a three-day stroke camp in August. Partnering with Refresh & Retreat Stroke Camp at the Faholo Conference Center in Grass Lake, the event welcomed 52 attendees, including 17 stroke survivors, 17 caregivers, team member volunteers and Refresh & Retreat Stroke Camp employees. The camp was open to all stroke survivors who received care at our sites in southeast Michigan, with additional openings offered to members of the community who received stroke care with other healthcare organizations. Providing a safe space for survivors and caregivers to connect, they shared their challenges and celebrated their accomplishments through support sessions, educational panels, music therapy, rock wall climbing, swimming, crafts, a talent show and team games. Volunteers and attendees left camp feeling inspired and motivated to continue their recovery journeys.

More than 50 people attended and volunteered at stroke camp in August.

Team members volunteered at stroke camp to ensure stroke survivors and caregivers had a safe, healthy and uplifting experience.

Screening for Stroke Risk in our Communities

In 2023, the Novi and Southfield Hospital stroke programs received a grant from the State of Michigan Systems of Care. The teams used the grant to address two of our top three stroke risk factors: hyperlipidemia and high blood pressure. The grant funded upgrading the cholesterol machine, test kit supplies and automated blood pressure cuffs. The Care Management team distributed the automated blood pressure cuffs and blood pressure tracking logs at no cost to patients diagnosed with hypertension and in need of resources. High cholesterol is one of the top three risk factors

for our stroke patient population. Our team also offered no-cost cholesterol and glucose screening at multiple community events in 2023 and 2024. Screening included a full lipid panel and glucose testing with immediate results.

Exemplary Professional Practice

Nurses Maintain Operations during Disruption

In May 2024, Henry Ford Providence Novi and Southfield hospitals were included in a cyberattack that disrupted critical systems. Nurses played a critical role in maintaining operations when electronic health records and patient portals were unavailable.

Teams at Novi and Southfield were created to problem-solve during the cyberattack.

Teams developed paper documentation systems to continue patient care while the cyberattack was resolved.

Recruitment and Retention Efforts Reduce Nursing Turnover

Recognizing and celebrating team member contributions is an essential aspect of the Henry Ford Providence Novi and Southfield hospital's retention strategy. Initiatives such as the Associate of the Month program, e-Cards for outstanding performance, and public recognition during huddles and team meetings honor individual and team accomplishments. These recognition efforts boost morale and reinforce a sense of community and shared purpose. Henry Ford Providence Novi Hospital recorded a 4.95% reduction in Nursing turnover, and Henry Ford Providence Southfield Hospital recorded a 3% reduction between July 2023 and July 2024 as a result of these efforts.

The Novi and Southfield hospital Emergency Departments implemented strategies to enhance nurse retention and reduce turnover, resulting in a 6.5% turnover reduction at the Henry Ford Providence Novi Hospital ED and an 18.2% reduction in turnover at the Henry Ford Providence Southfield Hospital ED. They established a Unit Practice Council, led by frontline team members, to foster unit-based shared decision making. Another key initiative was creation of a buddy system for new nurses, where seasoned nurses and new nurses are paired. The experienced nurses serve as resources, offering guidance and a safe space for new nurses to share their thoughts, experiences, and challenges without judgment. This system supports new nurses and enhances their confidence while involving long-time team members in retention initiatives.

New Knowledge, Innovation, and Improvements

Discharge Lounge

Henry Ford Providence Southfield Hospital opened a Discharge Lounge in February 2024 with an average of eight to 10 patients daily. Through team member education, stronger collaboration, and enhanced tele-tracking communication, utilization steadily

From left, Jennifer Cassady, MSN, RN, Director of Nursing; Kristin Giesler, MSN, RN, house supervisor, China Bouier, RN, and Zach Huber, RN, were instrumental in launching and operating the Henry Ford Providence Southfield Discharge Lounge.

increased, reaching an average of 20 patients daily by December 2024. Between February and December, 3,241 patients used the Discharge Lounge, significantly improving patient flow and hospital efficiency.

Discharge Lounges at Henry Ford Providence Novi and Southfield hospitals offer safe and comfortable environments for patients being discharged. They also allow dedicated time for nurses to provide advanced discharge teaching on important topics such as disease management, medical equipment and medications.

Sit Sense Recliner Design Supports Patients and Nurses

Team members at Henry Ford Providence Novi Hospital partnered with researchers in the mechanical engineering department at Michigan State University to provide input on advanced medical recliners. Called the Sit Sense, the recliners are embedded with automatic repositioning technology and automatically shift pressure from one body region to another. No single body region is continuously loaded, addressing risk factors associated with pressure injury development. The chair system also supports Nursing team goals of frequent patient repositioning. The team provided comments, suggestions and related experiences of their technology needs. Many also sat in the recliner to personally experience the chair and technology. As partners in the process, nurses provided feedback on making the chairs easy for patients to use. The chairs are intended to reduce the incidence of facility-acquired pressure injuries and physical stresses on nurses from repositioning, which lead to overuse injuries.

Team members at Henry Ford Providence Novi Hospital partnered with Michigan State University researchers to develop the Sit Sense recliner.

Two New Nursing Units Open at Henry Ford Providence Novi Hospital

In January 2024, two new nursing units opened on the sixth floor of Henry Ford Providence Novi Hospital. The inpatient medical-surgical units added 33 beds to the hospital's capacity. They were strategically designed with feedback from hands-on caregivers and contain the latest technology. All aspects of the units were thoughtfully planned to improve patient and caregiver experiences and safety. Team members celebrated the opening with a ribbon cutting.

Michael Wiemann, MD, FACP, Chief Growth Officer, Henry Ford Health, cut the ribbon opening the new units.

The new rooms were designed with input from Nursing team members with designated spaces for nursing care, patient care and patient loved ones.

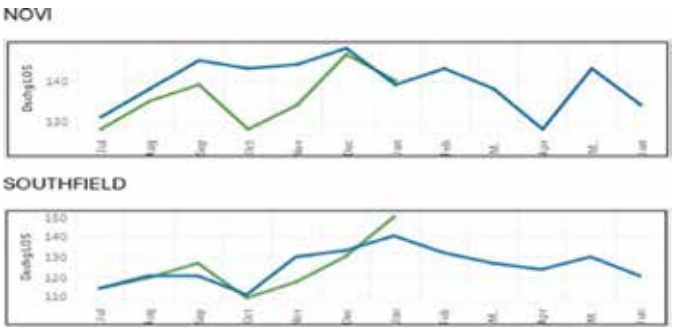
Emergency Department Initiatives Enhance Patient Care

At Henry Ford Providence Novi and Southfield hospitals, the Emergency Departments have implemented key Lean A3 process improvements aimed at reducing Left Without Being Seen (LWBS) rates and enhancing patient care. These initiatives include:

- Direct Bedding: This process allows patients to bypass triage and be placed directly in a bed when one is available, ensuring they are quickly seen by a provider for timely care.
- Emergency Department Surge Process: In situations where a bed is not immediately available, this process brings the provider to

the patient at triage. It ensures that critical orders can still be completed, regardless of the patient's location in the department.

Additionally, two private care spaces have been added for providers to evaluate patients, further streamlining the process and improving patient flow. These changes have significantly contributed to a reduction in LWBS rates and have enhanced overall patient satisfaction.



Length of stay in the Henry Ford Providence Novi and Southfield Emergency Departments decreased after the vertical care model was implemented.

Novi and Southfield Emergency Departments Go Vertical

Henry Ford Providence Novi and Southfield Emergency Departments have successfully implemented a vertical care model to reduce the discharge length of stay (D/C LOS) for low- acuity patients. This initiative utilizes a split-flow approach to expedite the care of patients likely to be discharged, ensuring faster throughput. Patients who meet specific criteria are able to bypass triage 24/7, which further accelerates their care. The vertical care model keeps patients in an upright position, enhancing their comfort and promoting a quicker discharge process.

Additionally, the model maximizes the use of treatment spaces, allowing for more efficient patient flow. Dedicated rooms are available for physicians and registered nurses to evaluate patients together, streamlining the assessment and decision-making process. These strategies have proven effective in reducing patient wait times, patient satisfaction and improving overall efficiency.

Webinar and Podium Presentations

Ascension Health Nurses Week EBP and Research Presentation Webinar, May 8, 2024

- Alma Agulto, MSN, CCRN-K, Cecret Tacker, Pharm D. EBP Approach on Protocol Development on Prevention of Hypoglycemia for Patients with Hypertriglyceridemia-Induced Pancreatitis (HGTP).

Ascension Health Nurses Week EBP and Research Presentation, Grand Rounds, May 8, 2024

- Samantha Warren, DNP. Improving Ultrasound Guided Venous Access Education Using the Donabedian Model of Quality.
- Alma Agulto, MSN, CCRN-K, Justin Airens, Dana Falk, RRT, Alexander Wedel, Randy Swain, BSN, Angela Viola, Britney Wagner, BSN, Hannah Wilkins, BSN. Multidisciplinary Collaboration on Maintaining Safety for Patients on Supplemental Oxygen During Transport.

Great Lakes Biennial Nursing Conference – University of Ontario, Canada, Nov. 23, 2024

- Alma Agulto MSN, CCRN-K, Kimberly Beckett, MSN, Edward Olszewski, DNP. Influencing Outcomes Through an Evidence-Based Nurse Driven Telemetry Discontinuation Protocol.

Poster Presentations

Michigan State University College of Nursing – Research Day, Lansing, MI, March 11, 2025

- Alma Agulto, MSN, CCRN-K, Emily Asbel, BSN, Holly Berndt, HILU, MSN, ACNS-BC, Alaina Dieson, BSN. A Statewide Standardization of Reporting Rapid Response Activation and Cardiopulmonary Arrest Data.
- Alma Agulto, MSN, CCRN-K, Lynne Froelich, MSN, Paige Harris, BSN, Deborah Sidor, MSN, CCRN, ACNS-BC, Laura Sowinski, MSN. Nursing Research Council Development of Statewide Initiative to Support Nurses in Scholarly Activity.

Submitted for Ascension Health Nurses Week EBP and Research Presentation Webinar, May 8, 2024

- Joan Bowersock, BSN, Paige Harris, BSN, Kimberly Marinelli, BSN, Yunlantaa Palczyk, MSN. Discharge Lounge-Improving Patient Flow, Discharge Process and Prevention of Admission Delays – A Multi-Hospital Initiative.
- Joseph Crutcher, DHS, Deborah Hamel, BSN, Samantha Shotwell, MSN, Caitlin Skebo, BSN. The First Six Minutes - Simplified Codes Save Lives.

Awards and Recognitions

The Henry Ford Providence Southfield Hospital Women and Children's Nursing teams celebrated after being selected for America's Best Maternity Hospitals 2024 by Newsweek.

Nightingale Award Winner

In 2024, Samantha Shotwell, MSN, RN, Rapid Response Team, Henry Ford Providence Southfield Hospital, received a prestigious Nightingale Award in the staff nurse category. With a strong history in tradition, the Oakland University Nightingale Awards for Nursing Excellence® has applauded the constant advancement of nursing through the work of outstanding professionals.

Samantha Shotwell, MSN, RN, Nightingale Award winner (center) with nominator Caitlin Skebo, RN, Nurse Manager, ICU (left) and Lynn Chiesa, MSN, RN, Regional Chief Nursing Officer, Henry Ford Providence Hospitals, Novi and Southfield.

American Heart Association Awards

- Henry Ford Providence Novi Hospital received Comprehensive Stroke Certification.
- Henry Ford Providence Southfield Hospital received Primary Stroke Certification and Get With The Guidelines – Stroke Gold Plus recognition.

2024 DAISY Award Winners

Henry Ford Providence Southfield Hospital DAISY Award Winners

- Geraldine Boehmer, BSN, RN – 6 West
- Nykol Brainin, ADN, RN – CDU
- Andrea Davis, BSN, RN – 3 Annex
- Angelina Kesto, BSN, RN – Cardiac Progressive Care Unit
- Cailynn Kotzke, BSN, RN – Emergency Department
- Emily Kulick, BSN, RN - ICU
- Ruben Luevano, BSN, RN – CDU
- Teresa Polini, BSN, RN – 7 West
- Karli Uhse, BSN, RN – 3 East
- Beonka Wallace, ADN, RN – In House Pool
- Holly Williams, BSN, RN – 6 East

Henry Ford Providence Novi Hospital DAISY Award Winners

- Lauren Gerstacker, MSN, RN –Clinical Decision Unit
- Robyn Gohagen, ADN, RN – 3CD
- Shelbi Hepworth, BSN, RN – 4AB
- Shane Kommer, ADN, RN – ICU
- Nancy McGrew, BSN, RN – 5AB
- William Pietila, BSN, RN – 5AB
- Elizabeth Schafer, BSN, RN – 5AB
- Leah Spence, ADN, RN – 4AB
- Nicole Wright, BSN, RN – 4CD
- Maya Zaitounhn, BSN, RN – 6 CD

New Baltimore

River District

Learn more about Henry Ford River District Hospital *and* Henry Ford Medical Center - New Baltimore.

Henry Ford River District Hospital and Henry Ford Medical Center - New Baltimore

A Message from the Administrator

Nursing Colleagues,

It continues to be my privilege to be part of a community of nurses whose main objective is to provide the highest level of care and support for those who choose us. Your dedication to ensuring the safety and well-being of our patients is known throughout the area, as is the care and teamwork you provide for each other. I thank you for everything you do for the hospital and the community on a daily basis.

Sincerely,

Christine Tomaszewski, DNP, ACNP-BC, AHN-BC, RN, ACNPC
Administrator
Henry Ford River District Hospital
Henry Ford Medical Center – New Baltimore

Empirical Outcomes

Patient Safety Milestones

The Henry Ford River District Nursing team prioritizes patient safety. In 2024, they achieved the following safety milestones:

- No serious safety events occurred in 2024.
- No central line-associated bloodstream infections (CLABSIs) occurred in 2024.
- Six months with no falls
- Six months with no catheter-associated urinary tract infection (CAUTIs)

Transformational Leadership

Beckers 110 Rural Hospital CEOs

Christine Tomaszewski, DNP, Administrator, was recognized by Beckers 110 Rural Hospital CEOs to Know. The CEOs were selected for their dedication to expanding service lines, hiring talented caregivers, improving facilities through renovations and new construction, and much more. Becker's recognized Tomaszewski for her essential role in the success of the hospital.

Structural Empowerment

Annual Senior Health Fair

At this event, an Emergency Department nurse provided fall prevention guidance for older adults to support in-home safety for seniors.

Safety Town

The Emergency department supported a helmet safety and a bike give away. At the event, the trauma coordinator for the hospital provided education to community families for bicycle safety.

Exemplary Professional Practice

Hospital Recognitions in 2024

Nursing team members were essential to Henry Ford River District Hospital's 2024 recognitions:

- Centers for Medicare & Medicaid Services (CMS) Five-Star Rating for Cleanliness
- Women's Choice Top 100 Hospital

Video Surveillance Hub

The video surveillance hub was created in 2017 with the goal of improving patient safety. It serves the organization with the ability to monitor patients remotely, providing an ongoing safe environment. In 2024, the hub hosted 206 cameras with a daily census average of 145 patients. The hub's monitor techs provide nursing support through the ability to ensure patient safety remotely, freeing up nursing to be the nurse.

Awards and Recognitions

2024 DAISY Award Winners

Abigail Dutcher, RN, Emergency Department, Henry Ford River District Hospital

A patient submitted this comment about the care from Abigail Dutcher, RN: "Very professional and caring. Kept me informed of my situation. Thank you for such great care."

DAISY Award winner Abigail Dutcher, RN, (left) with Josie, River District therapy team member, and Kelly Matthews, RN Supervisor.

Gerilyn Nutt, RN, Emergency Department, Henry Ford River District Hospital

A patient family submitted this comment about the care they received from Gerilyn Nutt, RN: "Today I found out that my 72-year-old dad has lung cancer. This nurse did EVERYTHING to make him and I 100% ok. She explained things and brought us drinks. Helped with finding out about DNR and medical advocacy. She didn't have to do any of that – she just did. She's amazing and didn't realize how much she put us at ease. We're thankful for her and her kindness."

Click here *or scan the QR code to learn more about Henry Ford Rochester Hospital.*

Henry Ford Rochester Hospital

A Message from our Vice President and Chief Nursing Officer

Dear Colleagues,

I have the privilege to serve as Vice President of Nursing at Henry Ford Rochester. It is my honor to present the amazing 2024 Henry Ford Rochester Hospital Nursing Annual Report.

I am proud to work with a team whose dedication, resilience and determination improve patient safety and deliver the highest standard of care. Together we have navigated challenges and embraced opportunities for growth. This report showcases many of our wonderful accomplishments and achievements throughout 2024. I hope you read through the following pages with the same sense of pride that I have.

As I look ahead, I am confident the future holds even greater possibilities for us to make a difference in the lives of those we serve. Thank you for your hard work, dedication, and the exceptional care you provide every day.

With gratitude,

Janay Tull, MSN, BSN, RN
Vice President of Nursing and Chief Nursing Officer
Henry Ford Rochester Hospital

Empirical Outcomes

Infection Control Exceeds Goals

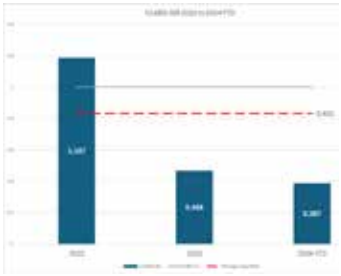
The standard infection ratio (SIR) for Henry Ford Rochester Hospital was below the current target of 0.60 and well below the Michigan average for 2024.

CLABSI Rates Decrease

The CLABSI (central line-associated bloodstream infection) rate decreased by 10% in 2024 compared to 2023. Additional benefits included a statistically significant reduction in line utilization and improved blood culture stewardship. A top priority for all leaders, improvements were achieved through partnership with Nursing and Infection Control teams and collaboration between all team members.

Central Line BSI (CLABSI) Data

- Only 1 CLABSI in 2024 (August)
- SIR = Standardized Infection Ratio
  - Less than 1 = less infections than expected
- Amazing CLABSI Rates
  - Below current target of 0.60
  - Less CLABSIs than expected
  - Improvement each year
  - Well below average in Michigan in 2023

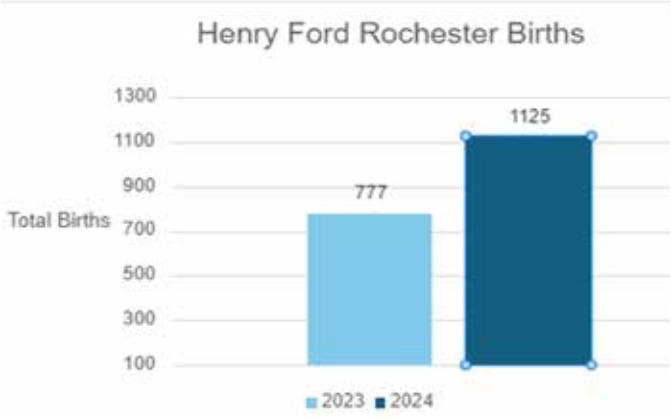


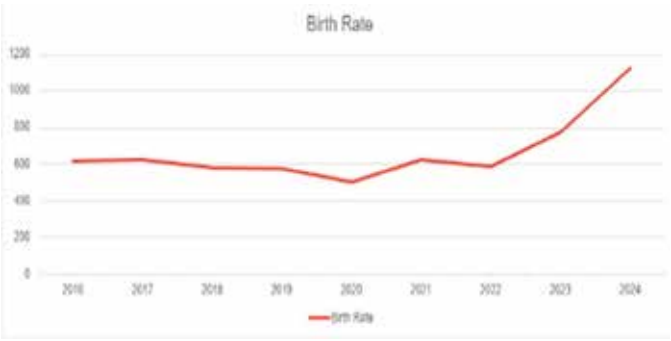
Catheter Utilization Below Target

The hospital's catheter standard utilization ratio (SUR) was below the current target of 0.60 and well below the Michigan average for 2024. Nursing worked hard to reduce and prevent CAUTIs through daily huddles to raise awareness and foster communication among care teams.

Growing the Number of Lives Served

In 2024, Labor, Delivery, Recovery and Postpartum (LDRP) acquired a new physician group, midwives, and residents in practice. Volume growth has increased by 160%. Nursing played an instrumental role with partnership and stabilization. The RN collaborates with an interdisciplinary team including obstetricians, pediatricians, neonatologists, neonatal nurse practitioners, residents, midwives, social workers, lactation consultants, and health unit coordinators. The care team supports family-centered care by encouraging family member participation.





Surgical Site Infection Prevention

Henry Ford Rochester achieved an overall reduction of 93% in colon surgical site infections in 2024. Nursing implemented best practices, including perioperative blood glucose management, antibiotic timing, and preoperative checklist completion. To assure patient safety, our team continues to perform surveillance for surgical site infections and implement best practices.

Transformational Leadership

Rochester Regional Chamber Area Leadership Program

Birthing Center Nurse Manager Florina Serban, RN, BSN, graduated from Leadership Greater Rochester, the Chamber of Commerce's premier leadership development program.

Manager of the Birthing Center Florina Serban, RN, BSN, (left) with Angie DelPup, MBA, Director of Business Operations, Henry Ford Community Health.

Recruitment and Retention Committee

Henry Ford Rochester implemented a recruitment and retention committee to lead a focus on nurse engagement, satisfaction and retention in 2024. Nursing turnover decreased by 17.8% between July 2023 and June 2024.

Diabetes and Nutrition Education

The nurse-led program at Henry Ford Rochester offers multiple resources for healthy living, diabetes prevention and diabetes management. Individuals diagnosed with diabetes can improve their health and decrease complications by participating in diabetes self-management training.

Henry Ford Rochester Childbirth Education

Henry Ford Rochester team members are committed to delivering comprehensive education to expectant parents through childbirth education programs. Education on childbirth, breastfeeding, infant care and car seat safety is offered by Rochester Hospital team members. The nurse-led program has documented growth of 33% in the community.

Structural Empowerment

Team Members Meet Community at the Farmers Market

Celebrating its 25th season, the Downtown Rochester Farmers' Market is a frequent stop for area residents to enjoy the vibrant colors, aromas and flavors of southeast Michigan's growing season. Nursing leadership is on-hand at the Farmer's Market every year to represent Nursing at Henry Ford Rochester and answer questions about Nursing and the services we provide to the community.

Henry Ford Rochester 2024 Annual Golf Classic

Nursing team members participated in the annual golf classic held in September. The event raised funds to purchase new 3D imaging equipment for orthopedic, spine and vascular surgeries for the benefit of our patients.

Mangia é Bocce Ball Event Raises Funds for Babies

Benefiting our tiniest, most vulnerable patients, the 2024 Mangia é Bocce event supports critical equipment and monitoring needs for The Birthplace at Henry Ford Rochester Hospital. Held in October, funds raised enabled the purchase of two new Panda warmers.

Nursing team members with the new Panda warmers are (from left) Kathy Taylor, RN, Jenna Graham, RN, Sara Gallic, Nurse Extern, Karen Knee, Unit Clerk, and Erin Carline, RN.

Henry Ford Rochester Heart Healthy Screenings

Henry Ford Rochester Hospital hosted a free heart screening event in April. Nurses performed screenings including body mass index, blood pressure, blood sugar, and electrocardiograms, then coordinated one-on-one consultations and stroke assessments with physicians.

Team members (from left) Carol Mallia, coordinator; Zaid Kasmikha, D.O.; Michelle Daldine, RN, and Cathy Hernandez, RN, at the heart screening event.

Holiday Caroling at Henry Ford Rochester Hospital

First-grade students from St. John's Lutheran School sang carols at Henry Ford Rochester in December. The school is located next door to the hospital and for many years, the school and hospital have coordinated for events like the holiday choir concert. More than 50 nurses, team members and patients enjoyed listening to the choir, who sang in the front lobby. Some of the students even dressed up as nurses.

Local first-grade students sang holiday carols to Nurses, team members, patients and family members in December.

Local Students Explore Careers in Healthcare

In 2024, 22 Rochester High School students gained real-world experiences in the medical careers program. Nursing team members shared information about careers in nursing and offered hands-on job shadowing experiences.

Rochester High School students learned about careers in nursing from Nursing team members.

Students received hands-on CPR training during the medical careers program at Henry Ford Rochester.

New Knowledge, Innovation, and Improvements

Celebrating the Joint Venture

In October, Henry Ford Rochester nurses and team members celebrated the coming together of Ascension and Henry Ford Health as one system. The joint venture marks the beginning of an exciting new chapter in health care together, and Nursing team members are excited to continue the adventure.

Cardiovascular ICU Reopens

The Henry Ford Rochester Cardiovascular Intensive Care Unit (CVICU) reopened in September 2024 with eight patient beds. The CVICU is dedicated to delivering comprehensive care for cardiac and post-open heart surgery patients. This care includes the use of intra-aortic balloon pump therapy and temporary and permanent pacing. Unit nurses have additional training and education in these areas.

WATCHMAN™ Procedure Launched

Henry Ford Rochester Launched the first WATCHMAN™ procedure in February 2024. The WATCHMAN device is implanted into the heart to prevent blood clots in the left atrial appendage from entering the bloodstream. Nurses obtain additional training and education to achieve a broader understanding of their roles in educating and supporting patients who have a WATCHMAN device.

Exemplary Professional Practice

Door to Needle Award

Henry Ford Rochester won the health system's Door to Needle Challenge for November 2024. The Nursing team, together with colleagues in the Emergency Department, Pharmacy, CT scan, and our EMS partners, achieved a door to needle time of 12 minutes.

Rehabilitation Center Ranks #4 in the Nation

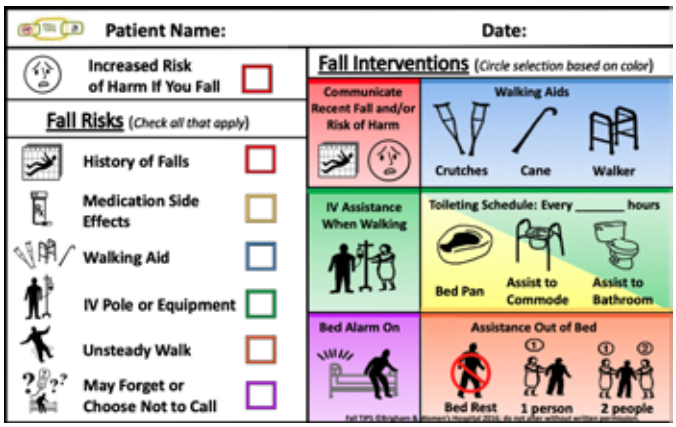
Henry Ford Providence Hospital was ranked #4 among the best physical rehabilitation centers in the United States for 2024 by Newsweek. The "America's Best Physical Rehabilitation Centers 2024" list includes 300 leading inpatient rehabilitation facilities in the U.S., based on quality metrics, accreditation data, a national survey of industry experts and Google reviews from patients. Nursing team members partner with physical therapists, occupational therapists, social workers and physicians to optimize each patient's care.

Silver Plus Stroke Care Designation

Henry Ford Rochester earned silver plus designation for stroke care from the American Heart Association. This designation recognizes the hospital for achieving 85% or greater compliance in each of the seven Get With The Guidelines® stroke achievement measures. Our Nursing team was key in achieving this recognition.

Nursing Implements Fall TIPS Program

The Henry Ford Rochester Nursing team implemented the Fall TIPS (tailoring interventions for fall safety) program in 2024. This evidence-based fall prevention program includes universal fall precautions, three-step fall prevention, and post-fall management. The Fall TIPS program includes fall risk assessment (Morse Fall Scale), individualized fall prevention interventions, and patient and family member engagement to ensure consistent implementation of the individualized plan. The Fall TIPS laminated poster is a tool that the nurses used to communicate a patient's fall risk with the care team.



Net Provider Score Reflects Nursing Teamwork

Henry Ford Rochester Emergency Department and inpatient net provider scores (NPS) scores surpassed the goals set for 2024 and are continuing to rise. The Emergency Department NPS goal of 29.9 was far exceeded by the actual score of 58.6. In addition, the NPS inpatient goal was 52.5, with the actual score achieved reaching 53.4.

Nursing teams implemented "committed to sit" and leadership rounding with every patient. Nursing communication, overall teamwork, bedside hand off and white board communication were vital to achieving NPS improvement. Continued work will address the key metric of likelihood to recommend.

On-site Job Fair Builds Nursing Team

In May, an on-site job fair brought perspective Nursing team members to the Henry Ford Rochester campus. At the event, Nursing leaders met and interviewed 30 candidates. Following the job fair, 20 nurses were extended offers to join the team.

Nursing leaders interviewed Nursing team candidates and extended 20 job offers at an on-site job fair.

Scholarships Support Nursing Team Member Educations

Together with the Oakland University School of Nursing, Henry Ford Rochester offered five $10,000 scholarships to registered nurses toward completion of their bachelor of science in nursing degrees at Oakland University. In addition, five team members were awarded Frank L. & Helen Gofrank Foundation Scholarships in the amount of $5,000. Scholarship winners in 2024 were:

Lyric Bonner, Nursing Assistant

Rita Ezeh, RN

Taylor Ferris, RN

Nicole Grove, RN

Julia Kieninger, Mental Health Tech

Sarah King, LPN

Nina Lieblang, RN

Maria Pop, Patient Access Rep

Kelsey Smith, Nursing Assistant

Maria Thomas, Nursing Assistant

Awards and Recognitions

Registered Nurse of the Year

Registered Nurse of the Year was awarded to Melissa Rockafellow, RN, Birthing Unit. According to her nominator, "She is always calm and collected. When she is in charge, the unit runs smoothly even when multiple patients and procedures are being added on. She is the ultimate professional and is a pleasure to work with."

Melissa Rockafellow, RN, Birthing Unit (holding red and white flowers), received the Registered Nurse of the Year award.

DAISY Award Winners

Cassandra Bell, RN, Pre-op

Barbie Lauinger, RN, 6S Medical Surgical

Abby Slater, RN, 6W Behavioral Health

Click here *or scan the QR code to learn more about Henry Ford St. John Hospital.*

Henry Ford St. John Hospital

A Message from the Regional Chief Nursing Officer

My Dearest Nursing Team Members,

It is truly my honor to present you the 2024 Annual Nursing Report for Henry Ford St. John Hospital. You will see highlighted many success stories and caring moments provided by you, our amazing Nursing team.

The year was filled with resilience and transitions. A cyberattack led us back to our roots, with some team members learning to paper chart. Despite the challenging circumstances, you answered the call and provided top-notch patient care. We also succeeded in decreasing patient falls and pressure injuries, and will continue to focus on quality metrics and strive toward the ultimate goal of no patient harm in 2025.

The following pages are in honor and celebration of you. Henry Ford St. John Hospital is a special place because of you and your commitment to our community. I am truly honored to lead such an innovative and passionate group of caregivers. As we embark on our new journey as Henry Ford Health team members, I look forward to all that lies ahead in 2025 and beyond.

I am so incredibly proud of this team and very thankful for all that you do!

Sincerely,

John Onofrey, MSN, RN, AGACNP, Caritas® Coach
Regional Chief Nursing Officer
Henry Ford St. John Hospital, 12 Mile Surgery Center, 23 Mile and 26 Mile Emergency Centers, Henry Ford Warren Hospital and Henry Ford Madison Heights Hospital

Empirical Outcomes

Nursing Quality Indicators Rise

Henry Ford St. John Hospital teams worked throughout 2024 to raise nursing quality indicators and made significant improvements. We are proud of nursing excellence and the leadership brought forth in improving nursing quality indicators, which lead to improved patient outcomes and nurse satisfaction.

Nursing Board Certification Growth

Nursing board certifications rose significantly over the past three years:

- 2020: 31 board certifications
- 2021: 30 board certifications
- 2022: 51 board certifications
- 2023: 89 board certifications
- 2024: 69 board certifications

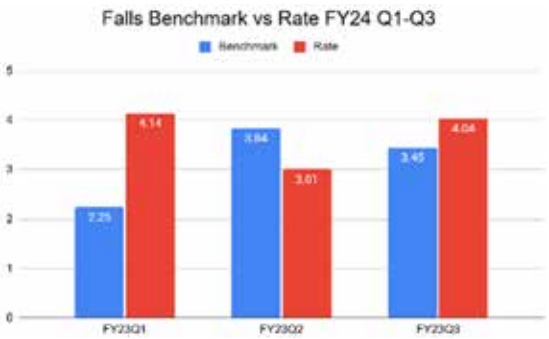
Nursing Team Degree Status

In 2022, our team included 340 bachelor's prepared nurses, 35 master's prepared nurses and four doctor of nursing practice prepared nurses. Data collected in 2023 showed 306 bachelor's prepared nurses, 16 master's prepared nurses and four doctor of nursing practice prepared nurses. Annual surveys take place during National Nurses Week, May 6-12.

Nursing Satisfaction Survey Results

National Database of Nursing Quality Indicators® (NDNQI®) results include:

- In 2019, there was a response rate of 83%, which decreased between 2020 and 2023 during the COVID-19 pandemic.
- In 2023, there was an increase in participation with an overall result between 2019-2023 that remained consistent in satisfaction.
- Staffing decreases since 2019 have improved since the end of the pandemic in May 2023.
- Higher engagement and satisfaction scores are goals for the coming years.



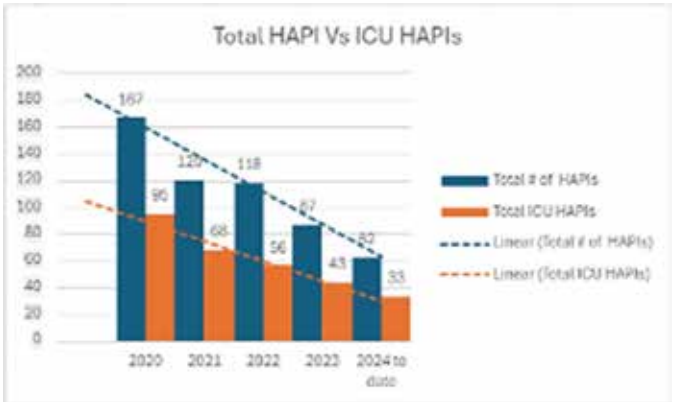
Focus on Preventing Falls

During the first, second and third quarters of 2024, teams worked to meet fall prevention benchmarks. During the first quarter, July-September 2023), the benchmark was 2.25 and our rate was 4.14. In the second quarter (October-December 2023), we exceeded the benchmark of 3.84 with a fall rate of 3.01. In quarter three (January-March 2024), the benchmark was 3.45 and our rate was 4.04. (Data collection in the fourth quarter was not possible due to the cyberattack and lack of access to reporting and NDNQI database.) Since July 2023, the hospital's benchmark scores have been decreasing, but rose during the cyberattack. Data collection has now resumed with a focus on meeting or exceeding benchmarks.

Pressure Injury Prevention Successes

- The total number of hospital-acquired pressure injuries (HAPI) in 2024 is 62 and for the ICU is 33.
- Total HAPIs and ICU HAPIs have trended down significantly since 2020.
- The total number of HAPIs has been reduced by 63% compared with 2020, from 167 to 62.
- The total number of ICU HAPIs has decreased by 65% compared with 2020, from 95 to 33.

The Wound Care team is key to reducing pressure injuries. From left to right are Wound Care team members Trevor Martos, RN, HoneyLyn Lerias, RN, Jennifer McGee, RN, and Jessica Krieg, RN.



Reducing Central Line-Associate Bloodstream Infection (CLABSI) Rates

In 2024, Henry Ford St. John Nursing team members worked together to reduce CLABSIs in multiple areas.

Critical Care Clinical Nurse Specialist Heather Swaenepoel, MSN, APRN, ACCNS-AG, CCRN (left), and Clinical Nurse Specialist Karrah Lambert, MSN-ED, APRN, AGCNS-BC, OCN, Hematology, Oncology and End of Life Services, implemented process improvements to reducing CLABSIs.

CLABSI reduction would not be possible without the Infection Prevention team (from left), Jennifer Madigan, MPH, CIC, Lead Infection Preventionist, Trenton Behunin, MPH, Alysia Stewart, RN, Maria McCabe, Debi Hopfner, RN, CIC, and Tamika Anderson-Mays, MPH, MLS, CIC.

Intensive Care Units (ICUs)

Heather Swaenepoel, MSN, APRN, ACCNS-AG, CCRN, critical care clinical nurse specialist and Karrah Lambert, MSN-ED, APRN, AGCNS-BC, OCN, clinical nurse specialist, Hematology, Oncology and End of Life Services, implemented process improvements together with the Infection Prevention team to reduce CLABSIs. Strategies included daily line lists, one to two weekly line rounds by a Clinical Nurse Specialst/Infection Prevention team, blood culture stewardship, blood culture collection education for residents, and increased attention to line necessity. In 2023, adult ICUs recorded 12 CLABSIs and in 2024, CLABSIs were reduced to just two.

Neonatal Intensive Care Units (NICUs)

Neonatal Intensive Care Units recorded 465 days without a CLABSI. Team members instituted several prevention strategies, including a peripherally inserted central catheter (PICC)-trained RN completing PICC rounds every 24 hours. The RN visually assessed dressing integrity and appropriateness of each line. NICU teams actively participate in Infection Prevention's Pediatric CLABSI/methicillin-resistant Staphylococcus aureus (MRSA) workgroup.

ICU Ventilator Assisted Pneumonia (VAP) Reduction

In 2023, adult ICUs documented 65 VAPs, a rate of 5.2% of intubated patients. In 2024, our teams implemented VAP prevention education and presented monthly data on VAPs and ventilator days to increase awareness among Nursing team members. In 2024, adult ICUs reported 50 VAPs, a rate of 4.2% of intubated patients. In November, Joseph Buck, M.D., General Surgery, Surgical Critical Care-Trauma, presented the team's success in VAP reduction in the trauma population at the Detroit Trauma Symposium.

Transformational Leadership

Nursing Team Members Selected for Leadership Roles

Henry Ford St. John Hospital advocates for organizational support of ongoing leadership development, focusing on mentoring and succession planning. This year, the following leaders have achieved leadership growth with new leadership roles:

- John Onofrey, MSN, NP, Regional CNO, February 2024
- Kelly Furchak, RN, OR Manager, April 2024
- Dawn Swanson, RN, Team Lead, April 2024
- Katy Jakubek, RN, 2 East Trauma Nurse Manager, April 2024
- John Surducan, RN, Interim Cardiology Director, June 2024
- Gabi Guglielmetti, NP, MICU Nurse Manager, September 2024
- Christina Liebzeit, RN, ED Director, September 2024
- Lindsay Tucker, RN, Team Lead, November 2024
- Alex Waters, RN, Interim Manager, 5 East Elective Surgery, December 2024

Nursing Leadership Teams Engage and Support

A structure in leadership helps our teams engage and enables their voices to be heard; their opinion and ideas always count.

The Professional Nurse Council leaders include:

- Chair Melanie Milford, RN, 5 East Elective Surgery, who continues in this role in 2025.
- Co-chair Emily Smith, RN, 6 West Medical Surgical
- Secretary Courtney Scwartz, RN, 4 East ACE
- PNC Advisor Alison Leitch, RN
- PNC Resources John Onofrey, CNO, and Valerie Grobbel, NP

The TULIP Professional Council (TPC) leaders include:

- TPC Advisor Navneet Strickland, NP
- TPC Resources Karen Straetmans, RN, and Valerie Grobbel, NP

Professional Nurse Council representatives report out to their Shared Governance or respective unit. Nursing Education team members head up the Lead Preceptors group.

The Nursing Leadership Council is led by John Onofrey, CNO. Participants include Nursing leadership and multidisciplinary guests.

Professional Nurse Council (PNC) leadership includes (from left) Courtney Scwartz, RN, 4E ACE, PNC Secretary; Emily Smith, RN, 6W Medical Surgical, PNC Co-chair; Melanie Milford, RN, 5 East Elective Surgery and PNC Chair 2024 and 2025; and Alison Leitch, RN, PNC Advisor.

Structural Empowerment

Growing Kindness

The Growing Kindness Flower Team is led by green thumb leadership. They plant, grow, cut and pass out flowers to patients while supplies last. Andrew Casinelli, RN, Clinical Nurse Manager, 6 West Medical Surgical, and Sarah Miller, RN, Team Lead, made the rounds with fresh flowers, brightening patients' days.

Preserving and Sharing Beloved Art

When Eastland Mall in Harper Woods was scheduled for demolition, a philanthropic team at Henry Ford St. John found a new home for the beloved "Lion and the Mouse" and "Hippos" sculptures by Marshall Fredricks. The sculptures are now on display in the Henry Ford St. John courtyard for all to enjoy.

Halloween Celebrations

Teams celebrating Halloween with creative costumes and tasty treats. The 3 East Rehab unit dressed up to create a "bubble machine." Part of the fun was reverse trick-or-treating on Pediatric units. Team members, including this group from Neuroscience, dressed in costumes and brought goodies to young patients.

Nurses Week Prize Drawing

During National Nurse's Week in May, clinical units and departments donated gift baskets for a prize drawing. Nurses from each unit were entered into the drawing, and each unit had one lucky winner.

Joint Venture Celebration

The team at Henry Ford St. John marked the Oct. 1 joint venture with a celebration, bringing Nursing team members together with colleagues and the Detroit Pistons mascot Hooper to mark the historic day.

Exemplary Professional Practice

Henry Ford St. John Hospital Certifications

High-quality nursing care that meets rigorous standards contributed to these Henry Ford St. John Hospital certifications in 2024:

- Gold Standard from the Michigan Alliance for Innovation on Maternal Health
- Bariatric Certification from the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP)
- Advancing Safe Care Award from the Michigan Health & Hospital Association
- Comprehensive Stroke Center

Door-to-Needle Challenge

Henry Ford St. John Hospital won the Door-to-Needle challenge, "Time is Brain!" in March and July 2024. Each site competes in the monthly competition for shortest door-to-needle time, measured from when a patient arrives at the hospital to the time intravenous thrombolytic medication is administered. Winners receive a celebratory meal and "Way to Go" certificate, and display the rotating "Brain Trophy" in their Emergency Department for a month.

The March 2024 door-to-needle time was 12 minutes.
The team included:

- ED Attending: Claire Pearson, M.D.
- ED Resident: Melany Wiczorek, M.D.
- Neuroendovascular APP: Allen Greenway, PA-C
- Code Stroke Neurologist: Thomas Giancarlo, D.O.
- ED RNs: Emily McGee, RN, and Cadeisha Browning, RN
- ED Tech: Autumn Jablonski
- Pharmacist: Jordan Masse, PharmD

The July 2024 door-to-needle time was 37 minutes.
The team included:

- ED Attending: Christopher Loewe, M.D.
- ED Resident: Megan Magrane, M.D.
- Neuroendovascular APP: Allen Greenway, PA-C
- Code Stroke Neurologist: George Dillon, M.D.
- ED RNs: Danielle Ranelli, RN, Emily Owens, RN
- ED Tech: Sharreese Patrick
- Pharmacist: Brian Feldpausch, PharmD

Supporting Family Caregivers

Karrah Lambert, MSN-ED, RN, AGCNS-BC, OCN, Clinical Nurse Specialist, Hematology, Oncology and EOL Services, End of Life Doula and Gift of Life Hospital Liaison, contributed three chapters to *10 Nursing Interventions for Family Caregivers*. The book is a compilation of stories with teachable moments for nurses. It explores care for the silent patient – the family caregiver. All chapters are written by advanced practice registered nurses based on true stories from their own experiences. Lambert's chapters support the nursing interventions of educating, coaching, and role modeling for family caregivers. Her chapters highlight supporting families of patients undergoing cancer treatment, understanding management of symptoms at the end of life, and understanding the active dying process.

New Knowledge, Innovation, and Improvements

Empowerment through Aromatherapy

Henry Ford St. John Hospital hosted their first Aromatherapy Validator Retreat, "Aroma-Inspiration: Nourish Yourself and Empower your Practice with Essential Oils," on Oct. 18. The retreat was made possible with funding from an award clinical aromatherapists received from the Gattefosse Foundation. The award was for the "Best Aromatherapy Service of the Year," and presented during an international e-poster competition.

The retreat was led by Henry Ford St. John clinical aromatherapists. Participants learned how to use essential oils for personal well-being and how aromatherapy can be incorporated into daily nursing practice to benefit patients. Validators shared case studies that were highlighted throughout the day and demonstrated the powerful benefits of aromatherapy in providing comfort and healing for the body, mind and spirit.

Post-spine Surgery Ambulation

The team at Michigan Spine Surgery Improvement Collaborative (MSSIC), 7 North, reached their goal of at least 80% of their patients ambulated within eight hours of surgery stop time.

Improving Access to Care

Henry Ford St. John Hospital significantly reduced the number of patients who "Left Without Being Seen." In 2024, it was reduced from double to single digits.

Narcan Accessibility Aims to Save Lives

To address the opioid crisis, Navneet Strickland, NP, placed naloxone newspaper stands throughout the Detroit community. These stands provide easy access to life-saving medication and deliver a clear message: We are here for you. By prioritizing harm reduction and community well-being, this initiative seeks to empower individuals and save lives.

Protecting Patients from Harm

Patient safety is our top priority. Diane Belton-Flemming, MSN, BSN, APRN, ACNS-BC, Clinical Nurse Specialist-Acute Care, Behavioral Health, is the Restraint and Avasys Camera Lead. She has implemented care plans for Behavioral and Cognitive Health patients in the acute care inpatient setting, supporting clinical staff

and vulnerable patients. She ensures patients are protected from harm by rounding daily on patients in restraints. In addition, she oversees that Avasys cameras, working close with the leaders at the Avasys hub and call center.

Piloting Process Improvements

Institute for Healthcare Improvement (IHI) Carefront is a two-year grant-funded program led by the Wilson Foundation and supported by the Henry Ford St. John Foundation. Henry Ford St. John Hospital's project is improving patient care technician recruitment and retention. A team piloted process improvements in the communication and engagement of patient care technicians with their clinical unit counterparts. Implementation included linen needs, communication between shifts, and engagement of bed alarms for fall risk patients as part of the hand-off. Pilot units include 4 East ACE, and 1 East Stroke Specialty Intermediate Care. Following the pilot, teams plan to roll out process improvements to all acute care in-patient settings.

Nursing Education Opportunities

At least once a month, a school of nursing visits the Henry Ford St. John campus to provide information on nursing education programs. A representative from the University of Detroit Mercy School of Nursing was one of the visitors.

Fontbonne Auxiliary Nursing Scholarships

The Fontbonne Auxiliary Nursing Scholarship was awarded to three nurses to support education that advances their nursing degrees. Scholarship recipients were Dalton Diegel, RN, 6 North; Erica Trombley RN, 5 East; and Cynthia Murray, RN, Float.

Promoting Professional Nursing Organizations

Liz Christina, MSN, ACHPN, NP-C, Palliative Care, set up a table in the cafeteria to promote membership in the Nurse Practitioners for Michigan Council of Nurse Practitioners (MICNP). Nursing team members are encouraged to join professional organizations, which are promoted regularly by team members.

Awards and Recognitions

DAISY and TULIP Award Growth

DAISY and Techs Understanding Leadership in Patient Care (TULIP) recognition have been growing. "Seeds" of nominations are sent to our flower garden and a DAISY and TULIP are pulled monthly from the beautiful bunch. A TULIP professional council began to "bloom" in January 2025. The Professional Nursing Council, chaired by Melanie Milford, RN, were the gardeners who read through the nominations and chose the flowers. Many thanks to Alison Leitch, BSN, RN, HNB-BC, IAC, HMCT® & Caritas Coach®, Caring Science & Holistic Nurse Navigator, DAISY Award Co-Coordinator and Professional Nurse Council Advisor, and Phoenix Barnhart, Nursing Excellence Quality Data Analyst and Holistic Nursing Program Coordinator, in adding the "Miracle Grow." Congratulations to the October through December 2024 DAISY and TULIP winners:

DAISY Award Winners
Amanda Kaleniecki, RN, Pediatrics
Margaret Meyers, RN, MICU
Hanna Songer, RN, SICU

TULIP Award Winners
Paris Crosby, PCT, Pediatrics/PICU
Madeline Rozanski, 2 East
Hunter Williams, 5 North

Nurse Leader DAISY awardee Jennifer Bull, RN, Clinical Nurse Manager, Float Staffing.

Alex Waters, RN, Interim Manager, 5 East, was honored with the DAISY Nurse Leader award.

DAISY Nurse Leader Awards
Jennifer Bull, RN, Clinical Nurse Manager, Float Staffing
Katy Jakubek, RN, Clinical Nurse Manager, 2 East
Deborah Stewart, RN, Assistant Clinical Leader, PICU
Alex Waters, RN, Interim Manager, 5 East

Team DAISY Award

The Henry Ford St. John Team DAISY Award winner for 2024 was Pre-op/PACU/Pre-surgical Screening. The team was nominated by their manager, Heidi Hagle, BSN, RN, for the outstanding resilience they showed over the last several years. The team thrived despite the COVID-19 pandemic, construction, and multiple department relocations. The team was presented with the award during Nurses Week 2024.

"I have so much gratitude to be a part of such a caring team! Our team is a family and we make sure to take care of each other and those in need, extending caring, love, and healing daily. The team is truly a group of healing angels sent to care for the world and spread joy!" – Heidi Hagle, BSN, RN, Manager, Pre-op/PACU/Pre-surgical Screening

Nightingale Award

Navneet Strickland, DNP, FNP-BC, AP-PMN, ONC, Pain Nurse Practitioner, Henry Ford St. John Hospital, received runner-up for Excellence in Advanced Practice Nursing at Oakland University's 36th Annual Nightingale Awards for Nursing Excellence.

2024 Nursing Certifications

Patient Care Tech

Hasan Ahmed, PCT, 5 East Elective Surgery
Lynda Lawrence, PCT, 1 East Neuro Stepdown

Patient Care Tech Geriatrics Certified

Latoya Dubose, PCT, 4 East ACE unit
Angela Vitella, PCT, 4 East ACE unit

Click here *or scan the QR code to learn more about Henry Ford West Bloomfield Hospital.*

Henry Ford West Bloomfield Hospital

A Message from our Vice President and Chief Nursing Officer

Dear Nursing Colleagues,

It is my honor to lead the team of nurses at Henry Ford West Bloomfield Hospital. Each day, you bring expertise and compassion as you provide exceptional care to our patients and their families. Nurses are the caregivers, the advocates, and the educators who shape patient and family experiences during some of the most vulnerable times in their lives. The value of your impact is immeasurable.

This year has been one of exceptional achievements. Most notably, we received Magnet® designation in April. Less than 10% of hospitals nationwide hold this honor. We celebrated our nurses with a pinning ceremony to mark the culmination of a yearslong journey and the beginning of our story as a Magnet-designated nursing community.

Our focus on professional development, evidence-based practice, and innovative care models has enhanced patient outcomes and fostered a supportive team environment. This will remain our focus as we keep redesignation in our sights.

I am filled with pride and gratitude for you. Together, we elevate standards of care and deliver the best possible experience for patients and their loved ones. We have accomplished so much, and I cannot wait to see what we continue to achieve together.

Sincerely,

Stefanie Roberts Newman, MSN, RN, NEA-BC
Chief Nursing Officer and Vice President, Patient Care Services
Henry Ford West Bloomfield Hospital

Journey to Magnet®

Henry Ford West Bloomfield Hospital Achieves Magnet® Designation

On April 22, Henry Ford West Bloomfield Hospital announced it received Magnet® designation from the American Nurses Credentialing Center's Magnet Recognition Program, marking the culmination of a four-year journey for the hospital to achieve this prestigious honor.

Magnet recognition is a hard-earned commitment to excellence in health care, with nursing satisfaction at the center. It is the highest designation for nurses both nationally and internationally. Research consistently demonstrates that Magnet-designated hospitals achieve higher patient satisfaction, lower mortality and failure-to-rescue rates, and greater job satisfaction among nurses.

"Achieving Magnet status is an incredible honor," said Stefanie Roberts Newman, Chief Nursing Officer and Vice President of Patient Care Services at Henry Ford West Bloomfield Hospital. "It is a true reflection of the talented and capable nurses we have here at Henry Ford West Bloomfield Hospital. I could not be prouder of our team members for their relentless dedication and commitment to achieving this goal," she said.

The Magnet designation highlights Henry Ford West Bloomfield's steadfast pledge to upholding rigorous standards of nursing excellence. It reflects the organization's dedication to professional development, the implementation of evidence-based practices, and the strategic use of technology and data analysis to deliver exceptional patient care.

"With only 9.7% of hospitals nationwide receiving this recognition, it is an honor we do not take lightly. This recognition lets our patients and community members know the kind of care they can expect when they choose Henry Ford West Bloomfield Hospital," said Shanna Johnson, president of Henry Ford West Bloomfield Hospital.

Nursing team members and leadership celebrated Magnet® designation, the culmination of years of dedication to achieving the highest designation for nurses.

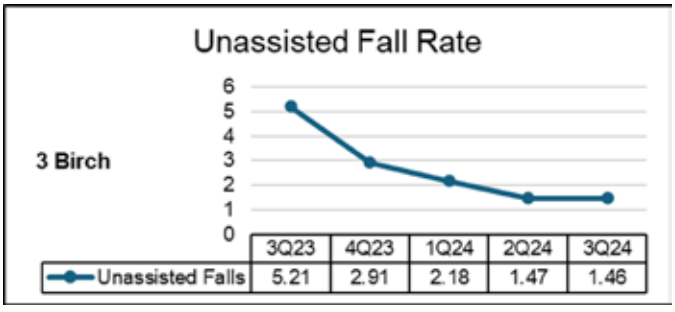
Empirical Outcomes

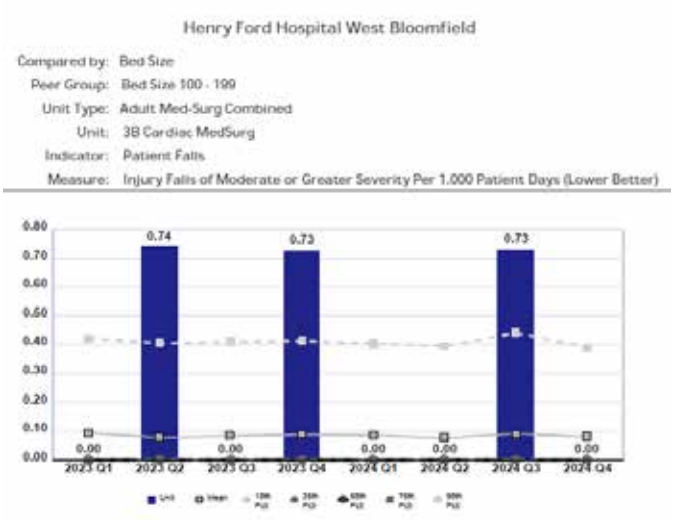
Reducing Falls with Data and Meaningful Improvements

Nurse Manager Gabe Smith, BSN, RN, and the 3 Birch team successfully reduced the number of unassisted falls in 2024. This notable achievement reflects the team's commitment and effort in implementing effective fall prevention measures.

In the third quarter 2023, the number of unassisted falls reached its highest level. In response, the 3 Birch team implemented a quality metric tracking system, utilizing the data as a foundation to initiate meaningful improvements. Although the fall rates improved during the fourth quarter 2023, the numbers remained above the national benchmark.

This prompted a more aggressive approach to fall prevention measures. Beginning in the first quarter 2024, the 3 Birch nursing team improved the consistency of their hourly purposeful rounding and optimized unit huddles by prioritizing key areas such as fall prevention and process improvement initiatives. These strategies successfully reduced the unassisted fall rate to 1.47 in second quarter





2024 and 1.46 in third quarter 2024, both of which fall below the national benchmark.

The 3 Birch team's success in reducing unassisted falls showcases the significant impact that collaboration and teamwork have on achieving goals in healthcare settings.

Gabe Smith, BSN, RN, third from left, and the 3 Birch team reduced falls from more than five to less than two per quarter.

Transformational Leadership

NICHE Leaders Extend Hospital's Exemplar Status

Nurses Improving Care for Health Systems Elders (NICHE), a national initiative led by the New York University Rory Meyers College of Nursing, prepares its graduates to drive advancements in nursing care with a focus on enhancing clinical outcomes, reducing healthcare costs, and supporting the achievement of national quality standards. As the population continues to age, the demand for healthcare professionals who are knowledgeable and skilled in providing specialized care for this demographic is steadily increasing.

Henry Ford West Bloomfield Hospital held Exemplar Status, the highest and most prestigious level of recognition from NICHE. The certification was set to expire in 2024.

From left, Machiel Standfield, DNP, MSN, RN, NE; Sara Marquardt, MSN, APRN, AGCNS-BC; Sara Glowzinski, MSN, RN, ACNS-BC, TCRN; and Wilfred Allen, Ph.D., APRN, ANP-BC, successfully completed the NICHE Leadership Program.

To renew Henry Ford West Bloomfield Hospital's certification of Exemplar Status, Stephanie Roberts Newman, Chief Nursing Officer (CNO) and Vice President of Patient Care Services, selected nurses from the Department of Education to assume leadership roles for NICHE. Furthermore, she supported securing resources to fund the costs associated with the NICHE leadership program.

On April 25, 2024, Machiel Standfield, DNP, MSN, RN, NE; Sara Marquardt, MSN, APRN, AGCNS-BC; Sara Glowzinski, MSN, RN, ACNS-BC, TCRN; and Wilfred Allen, Ph.D., APRN, ANP-BC, successfully completed the NICHE Leadership Program and were awarded their certificates of completion. As a result of their achievement, Henry Ford West Bloomfield has further extended its Exemplar NICHE status.

Structural Empowerment

Coudé Catheter Training Improves Patient Care

At Henry Ford West Bloomfield, the Nursing team is responsible for the placement of nearly all urethral catheters. However, team members had not been trained to determine when a coudé catheter should be used instead of a standard Foley catheter or on the proper technique for placement.

The common practice following a failed attempt with a standard Foley catheter was to request a urology consultation for catheter placement. This process was time-consuming and burdensome for providers and created delays in care. Through collaboration between Nursing and Urology, team members identified an opportunity to optimize resource utilization and enhance the delivery of prompt, safe and efficient care for patients requiring coudé catheter placement.

Sara Marquardt, MSN, APRN, AGCNS-BC, and Janette Torrico-Woo, MSN, APRN, CNS-BC, CMSRN, CNRN, led an intervention that

Janette Torrico-Woo, MSN, APRN, CNS-BC, CMSRN, CNRN, (left) and Sara Marquardt, MSN, APRN, AGCNS-BC, led Coudé catheter training for all Nursing team members.

with models. Guidelines for coudé catheter insertion were created in collaboration with Marcus Jamil, M.D., Chief of Urology at Henry Ford West Bloomfield. The team's aim was to train Nursing team members to recognize when a coudé catheter is appropriate and perform its insertion correctly.

To ensure nurses could safely perform coudé catheter insertions, they were required to complete the didactic portion of the in-service, followed by a hands-on activity. During this session, trainers utilized a skills checklist to assess and validate the nurse's confidence and competence in performing the procedure.

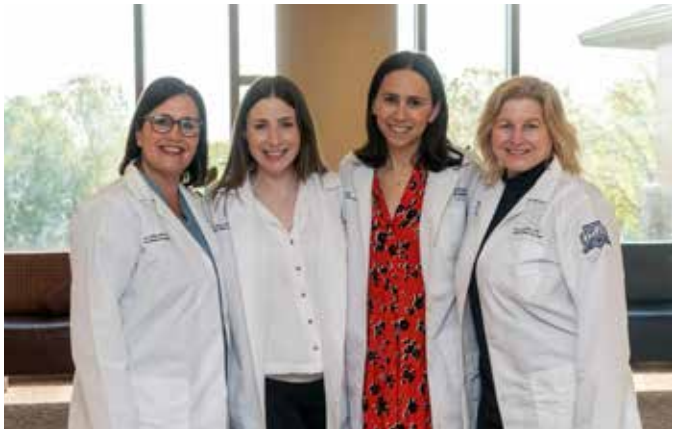
Perinatal Outreach and Support Team Reduces Maternal Morbidity and Mortality

The Perinatal Outreach and Support Team (POST) is an innovative approach to reducing maternal morbidity and mortality in Metro Detroit. POST supports childbearing families who are affected by perinatal mental disorders, trauma, high-risk pregnancies and loss though a collaborative model of care and community partnerships. The hospital has cited POST's contribution to patient safety and nursing leadership with The Joint Commission, Baby Friendly and the American Nurses Credentialing Center's Magnet® application.

In the Birthing Center, a team of certified nurse midwives with advanced perinatal mental health certification consults with families with a higher risk for postpartum mental health complications. These include a history of a mental disorder, unplanned cesarean delivery, birth complications, NICU admissions or perinatal loss. Providing therapeutic mental health intervention, education, engaging the patient's support system and improving access to follow-up care are all evidence-based approaches to decrease maternal morbidity and mortality.

Outpatient services include preconception consultation, medication management, birth planning, trauma debriefing and care collaboration with Maternal Fetal Medicine and the Perinatal Behavioral Health Services team. Special evening appointments are reserved for families who experience a pregnancy loss or stillbirth.

The certified nurse midwife team is supported by a specially trained group of nurses, physicians, behavioral health providers and researchers. Through referrals from across the health system, the POST nurse navigator makes 125 patient points of contact per month. In 2024, the team provided more than 550 inpatient POST consults and more than 300 visits across the health system.



The Perinatal Outreach and Support Team includes from left: Kelley Hammis, CNM, PMH-C; Sara Lebovic, CNM, PMH-C; Laura Smuts, CNM, PMH-C; and Sara Gilbertson, CNM, PMH-C.

High School Medical Mentorship Program

Henry Ford West Bloomfield Hospital partnered with West Bloomfield High School to offer select students a hands-on look at careers in healthcare via the Medical Mentorship Program. This year's class of students visited 12 different departments, including Nursing. Members of the Nursing Education team showed the students the simulation lab, led them in experiential learning demonstrations and answered their questions about careers in nursing.

Leading the Way in our Community

Supporting Local Businesses at Black Expo

From left, Cathleen McCloskey, MBA/HCM, BSN, RN, NE-BC, Jessica Brar, MBA, MSN, RN, CENP, CNML, NEA-BC, and Congresswoman Haley Stevens at the Black Expo, which recognizes black-owned businesses in the community. The event was held in February at Orchard Mall in West Bloomfield as part of Black History Month celebrations. Henry Ford Health was the presenting sponsor of Black Expo, and Nursing team members provided blood pressure checks for attendees.

Health & Wellness Expo at the Farmington Farmers Market

Team members Jessy Mullins (center) and Ernestina Tetteh (right) represented Henry Ford Health at the Health & Wellness Expo at the Farmington Farmers Market in May.

West Bloomfield Health & Wellness Fair

Cassie Jerore (left) and Wendy Raffin took blood pressure readings at the West Bloomfield Health & Wellness Fair, held in June.

Supporting HAVEN of Oakland County with Holiday Donations

Trish Klassa, MSN, APRN, CNS-C, C-EFM, IBCLC; Sara Marquardt, MSN, APRN, AGCNS-BC; Alex Ponegalek, MSN, RN, AGCNS-BC; Manu Malhotra, M.D.; and Kathleen VanNeste-Kortebein, MS, LPC, donated holiday gifts, household items and more to HAVEN of Oakland County, a comprehensive program for victims of intimate partner violence, rape and sexual assault.

New Knowledge, Innovation, and Improvements

Nursing Goals Uphold Commitment to Excellence

Every year, Stefanie Roberts Newman, Chief Nursing Officer and Vice President of Patient Care Services, establishes Nursing goals that align with the strategic plan and uphold our commitment to excellence in practices and care delivery.

Emergency Department Nurse-Patient Communication

One of the key objectives for 2024 was to enhance nurse-patient communication scores in the Emergency Department, surpassing results achieved in 2023. The Emergency Department Nursing team demonstrated exceptional dedication and commitment to excellence. They surpassed the goal of 73.4% in RN communication, achieving an impressive 74.9% top box score by the end of 2024, reflecting a 3.5% improvement over their 2023 performance.

Engaging Patients during Shift Changes

The Labor, Delivery, Recovery, and Postpartum (LDRP) unit and the Surgical Intensive Care Unit (SICU) demonstrated exceptional performance in engaging patients in bedside care during shift changes in 2024, surpassing the "40% Always" benchmark. Their achievements of 46.9% for LDRP and 41.7% for SICU reflect their strong commitment to patient-centered care.

Henry Ford Health Partnership with Shearwater Health

Henry Ford Health has partnered with Shearwater Health to provide a virtual case manager program. This System initiative will allow patient discharge planning to begin sooner and ultimately shorten patient length of stay. Shearwater's team of dedicated offshore remote case managers, stationed in the Philippines, conduct initial patient assessments and work in partnership with onsite case managers to begin discharge planning. Unit nurses inform newly admitted patients to expect a call or visit from a Henry Ford Health case manager, who will ask a series of questions to assist with their discharge planning needs. Remote case managers call the patient room, patient cell phone, or family cell phone for the initial assessment.

Promoting Nursing Education Opportunities

Henry Ford West Bloomfield hosted on-site visits from Michigan State University, Oakland Community College, University of Detroit Mercy and University of Michigan for team members interested in learning more about pursuing or continuing their nursing educations.

Nurse Education Program Receives Donation for Training Mannequin

Henry Ford West Bloomfield has made significant advancements in nursing education for code blue scenarios, thanks to the generosity of philanthropist Elaine Fieldman. A new state-of-the-art mannequin, equipped with advanced capabilities, offers a highly realistic training platform. Nurses can practice life-like scenarios that were not possible with the previous simulation model.

Philanthropist Elaine Fieldman, left of center wearing a gray pantsuit, supported Nursing education with a contribution that enabled the purchase of a new patient-simulator mannequin.

In recognition of her contribution, Fieldman, along with her family and friends, was invited to observe nurses using the mannequin for education and training on 2 GPU. It simulated a real-life scenario, and guests witnessed first-hand the impact of their generosity on nurse training.

The new mannequin makes realistic vocal sounds, the chest rises and falls, and has simulated heartbeats and palpable pulses enhancing essential skills training in CPR, emergency intubation and defibrillation. Pre-programmed scenarios can be customized for specific learning requirements of each nurse. This allows nurses to train for multiple code blue scenarios.

The mannequin also contributes to a Nursing culture of continuous learning and improvement. The Nursing team is immensely grateful to Elaine Fieldman for her generous donation, which enhances the quality of care we provide for our patients.

Nurse Residency Graduates

The Nurse Residency Program (NRP) is available for all nurses with less than 12 months of experience and provides newly graduated registered nurses with a smooth and structured transition into clinical practice. With an emphasis on professional development and experiential learning, the program aims to:

- Enhance confidence and competence in delivering high-quality, patient-centered care.
- Strengthen skills in evidence-based practice, patient safety, and quality improvement.
- Promote professional growth while fostering leadership development within the nursing profession.
- Provide a supportive environment to improve retention rates and enhance job satisfaction.

The 2024 Henry Ford West Bloomfield Nurse Residency Program graduates are:

GGPU	Abigail Matten, RN, Katelin Miller, RN, Samantha Justice, RN, Bolatito Ilori, RN, Alexandra Filimon, RN
1GPU	Michelle Miner, RN, Heather Vick, RN, Samantha Wilson, RN
2GPU	Felecia Booza, RN, Jaleesa Cooper, RN, Noor Jawad, RN, Felicity Hana, Dereka Boose, RN
3A	Carissa Gidley, RN
3B	Alexis Nyquist, RN, Renee English, RN, Lara Fawaz, RN, Michael Shay, RN
3C	Sequoia Mitchell, RN, Alexis Humphrey, RN
MPCU	Christopher Fromme, RN
MICU	Poncietta Misca, RN
SICU	Jakob Jeziorski, RN
ED	Brittany Steyer, RN, Timothy Genaw, RN, Margaret Lynch, RN, Shelby Roy, RN
Observation	Kestiny Todd, RN

Nurse Residency Program graduates.

National Nurses Week and Hospital Week Celebrations

Awards and Recognitions

Cathleen McCloskey, MBA/HCM, BSN, RN, NE-BC, Nurse Manager, 1 GPU, was the runner-up in the Excellence in Nursing Leadership category of the 2024 Florence Nightingale Awards.

Gail Van Stanton, BSN, RN, CEN, TCRN, was honored with the Lifetime Achievement award from the Emergency Nurses Association.

Dhurata Emiri, BSN, RN, received the Inspire award from the Emergency Nurses Association.

Lisa Dangle, BSN, RN, received the Emergency Nurses Association 2024 Leadership award

DAISY Awards

DAISY awardee Ameel Al-Khayyat, RN, Emergency Department.

DAISY Award winner Hannah Reynard, RN, SICU

DAISY Award winner Audrey Jennings, RN, Garden GPU

DAISY Award winner Meredith Fortney, RN, Labor & Delivery

The 2024 Henry Ford West Bloomfield DAISY Award recipients are:

- Meredith Fortney, RN, Labor & Delivery
- Hannah Reynard, RN, SICU
- Shelby Roy, RN, Emergency Department
- Alexandra Meissner, RN, SICU
- Aaron Kokotovich, RN, Garden GPU
- Jessica Kreuzer, RN, Emergency Department
- Audrey Jennings, RN, Garden GPU
- Ameel Al-Khayyat, RN, Emergency Department
- Jillian Wedzel, RN, 3GPU
- Sam Waun, RN, 3 GPU
- Tonya Heidelbach, RN, MICU
- Lauren Foren, RN, Emergency Department

Honey Bee Awards

Honey Bee awardee Katelyn Baker, Nurse Assistant, 3 GPU

The 2024 Henry Ford West Bloomfield Honey Bee Award recipients are:

- Katelyn Baker, Nurse Assistant, 3 GPU
- Ann Beasley, Mammography Tech, Women's Breast Clinic
- Jeff Kajy, Nurse Assistant, 3 GPU
- Robert Thompson, Patient Safety Assistant, Emergency Department
- Samika Moore, Leader Perioperative Assistant, Pre-Op/PACU
- Lauren Foren, RN, Emergency Department

2024 Publications, Podium and Poster Presentations, and Nursing Research

Publications

- Allen, W. (2024). Cultural and psychological factors inhibiting self-care in African American men with hypertension. Primary Healthcare. Doi:10.7748/phc.2024.e1814
- Roberts Newman, S. (2024). The role of the case manager: An evaluation of an implemented framework. DNP project, Xavier University College of Nursing, Cincinnati, Ohio
- Musgrove, H., MSN, APRN, AGCNS-BC; Morales, P., MSN, APRN, ACNS-BC; Thompson, Y., MBA, BSN, RN, NE-BC; Ruby, A., MPH, CIC; Chami, E., MHA, CIC; Gupta, A., MD, FACS (2024). Improving Early Detection of Clostridioides difficile Infections Through Electronic Reports. Journal of Nursing Care Quality, DOI: 10.1097/NCQ.0000000000000779

Podium Presentations

- Klassa, P. (2024). Profound impact of "Through the Patient's Eyes" Program: They brought me back after code blue. Advance Practice Provider Annual Conference, Dearborn, MI.
- Klassa, P. (2024). Safe and compassionate care of the morbidly obese parturient: A case study. AWHONN National Conference, Phoenix, AZ.
- Klassa, P. (2024). Keep Calm and Reiki On. AWHONN State Conference, Frankenmuth, MI.

Poster Presentations

- Jeziorski, J. (2024). Setting the script: Bedside Reporting. NRP project, Henry Ford West Bloomfield, West Bloomfield, MI
- Filmon, A., Ilori, B., & Justice, S. (2024). Assessing personal sleep preferences to improve perceived sleep quality in hospitalized adults. NRP project, Henry Ford West Bloomfield, West Bloomfield, MI
- Miner, M., Wilson, S., & Vick, H. (2024). The do's of IV maintenance. NRP project, Henry Ford West Bloomfield, West Bloomfield, MI
- Steyer, B., Roy, S., Genaw, T., & Lynch, M. (2024). Fall risk prevention: Is staffing and equipment adequate? NRP project, Henry Ford West Bloomfield, West Bloomfield, MI
- Mitchell, S., & Humphrey, A. (2024). Increasing nurse satisfaction and confidence during medication passing. NRP project, Henry Ford West Bloomfield, West Bloomfield, MI
- Fromme, C., Fawaz, L., & Todd, K. (2024). Reduction devices and nursing practices to reduce pressure injuries. NRP project, Henry Ford West Bloomfield, West Bloomfield, MI
- Hana, F., Boose, D., Booza, F., & Jawad, N. (2024). What's holding you back? Addressing patient barriers to postoperative mobilization. NRP project, Henry Ford West Bloomfield, West Bloomfield, MI

- English, R., Nyquist, A., & Shay, M. (2024). CHF patients: Your "weigh-in" NRP project, Henry Ford West Bloomfield, West Bloomfield, MI

Nursing Research in Progress

These Nursing team members have applied for IRB (Internal Review Board) approval for their research:

- Glowzinski, S., & Klassa, P. (2024). Integrating maternal early warning signs into the emergency department. *In Progress*
- Berinde, C. (2024). Improving clinical confidence in nurse residents through mentorship: DNP project. *In Progress*
- Bellamy, C., Balten, K., & Klassa, P. (2024). Evaluating the effectiveness of a baby-friendly breastfeeding course in enhancing confidence among registered nurses in maternal-child health. *In Progress*
- Muckey, D., & Ponegalek, A. (2024). Evaluation of a training method to decrease nurse burnout & improve nurse resilience. *In Progress*

2024 Certifications

- Tricia Kliewer, C-EFM
- Brittany Stull, C-EFM
- DesMarie Hughes, FNP Program at Youngstown State University
- Melanie Matti, MSN (FNP) from Walden University

Click here *or scan the QR code to learn more about Henry Ford Wyandotte Hospital.*

Henry Ford Wyandotte Hospital and Henry Ford Medical Center - Brownstown

A Message from our Vice President and Chief Nursing Officer

Dear Nursing Team,

I want to express my heartfelt gratitude for your incredible dedication to our patients and community throughout 2024. Your embodiment of compassion, professionalism, and clinical excellence is the foundation of our reputation for outstanding Nursing care at Henry Ford Wyandotte Hospital and Henry Ford Medical Center – Brownstown.

This past year, we've made significant strides in addressing nursing vacancy rates and turnover, fostering a more stable and cohesive workforce. Our focus on professional development has led to an increase in nurses pursuing BSN degrees and specialty certifications, empowering you to practice at the top of your license.

Additionally, your commitment to patient engagement has strengthened bonds with those we serve, enhancing trust and improving health outcomes. I am excited to share that, thanks to your extensive dedication and efforts, we have applied for Magnet® designation, which will further advance our Nursing excellence and ability to provide the care our patients deserve.

As we move forward, let's continue to build on our successes together. Your hard work and compassion are what make our hospital and medical center places where excellence thrives. Thank you for everything you do; I am honored and humbled to work alongside you.

With deepest appreciation,

Kim Meeker, MBA, RN, NEA-BC
Vice President and Chief Nursing Officer
Henry Ford Wyandotte Hospital and Henry Ford Medical Center - Brownstown

Click here *to learn more about Henry Ford Medical Center - Brownstown.*

Regulatory and Accreditation Achievements

In 2024, the Henry Ford Wyandotte Nursing team played an integral role in achieving the following certifications and accreditations:

- Henry Ford Wyandotte Hospital earned the Get with the Guidelines-Silver Plus award from the American Heart Association and American Stroke Association.
- Henry Ford Wyandotte Hospital was awarded Type II Diabetes Honor Roll status by the American Heart Association (AHA), through their "Get With The Guidelines" program.
- *U.S. News & World Report* named Henry Ford Wyandotte Hospital a 2024 High Performing hospital for **Maternity Care**.
- The Diabetes Self-Management Education Program was recertified by the Diabetes Prevention & Control Program, Michigan Department of Health & Human Services.
- Women and Children's Maternity were highlighted by *U.S. News and World Report* for positive performance in C-section and unexpected newborn complications among African-American patients.
- The Weight Management Center achieved Comprehensive Center with Obesity Medicine Qualifications at their re-accreditation.
- *Newsweek* named Henry Ford Wyandotte 2 Rehab as one of the nation's Best Physical Rehabilitation Centers.
- Henry Ford Wyandotte Hospital achieved Level 3N Trauma re-verification.

Transformational Leadership

Michigan Organization for Nursing Leadership

Vice President and CNO Kim Meeker, MBA, BSN, RN, NEA-BC, was honored for her exemplary leadership as president of the Michigan Organization for Nursing Leadership from 2022–2024. During her tenure, Meeker played a pivotal role in advancing the vision and mission of the organization, fostering a spirit of collaboration and strengthening the nursing profession across the state. Her dedication and strategic guidance left a lasting legacy. The organization's council members expressed deep appreciation for her contributions at the November 2024 annual summit.

Vice President and CNO Kim Meeker, MBA, BSN, RN, NEA-BC, (center, holding flowers) was honored for exemplary leadership of the of the Michigan Organization for Nursing Leadership from 2022–2024.

Congratulations to New Nurse Leaders

Christine Cronce, BSN, RN, Assistant Clinical Manager, Emergency Department

Michelle Churches, MSN, RN, Nurse Manager, Clinical Resource Center

Rachel Phillips, BSN, RN, Assistant Clinical Manager, Emergency Department

Edie English, MSN, RN, ACM, NEA-BC, Nursing Administrator ICU, PCU, and Rapid Response Team

Welcoming International Nurses to our Team

In 2024, our team proudly welcomed to the team our first three international educated nurses from the Philippines, Daphne Alvarez, BSN, RN; Glenda Manguit, BSN, RN; and Larraine Ganzulado, BSN, RN. Their addition marks an exciting milestone in our commitment to global diversity and excellence in patient care. Together, these nurses strengthen our team's cultural diversity and enhance our ability to provide compassionate care to our diverse patient population. We look forward to the continued contributions and insights they bring to our nursing community.

Glenda Manguit, BSN, RN, left, and Larraine Ganzulado, BSN, RN, joined Henry Ford Wyandotte Hospital from the Philippines.

Visible in Practice

Deborah Lee, Ph.D., FNP, ACNP-BC, CHSE, was awarded the Lifetime Achievement Award 2024 by MLive.com Top Nurses.

Bernadette White, DNP, MS, RN-BC, NEA-BC, Director, Nursing Professional Development, Magnet™, was elected member-at-large to the Michigan Organization for Nursing Leaders board of directors.

Structural Empowerment

Nurse Manager Project Improvement and Leadership Development

Kimberly Rizkallah, BSN, RN, was one of several Henry Ford Health nurse leaders who attended the Nursing Catalyst Nurse Manager Labs meeting in Washington, D.C., where they collaborated with health systems across the country on various projects, including process improvements. These managers are now working in collaboration with their nurse executive sponsors on project implementations for their units and hospital sites.

Fighting Heart Disease and Stroke with the AHA

Community outreach and fundraising for the American Heart Association (AHA) are vital in the fight against heart disease and stroke. Contributions help fund critical research, advance care, and raise awareness about heart health and heart disease prevention, saving lives and strengthening communities.

Several Henry Ford Wyandotte nurses, together with additional Henry Ford Wyandotte Hospital team members, individually raised $1,000 or more for the Heart and Stroke Walk:

- Caleb Ashley, BSN, RN
- Melissa Borowicz
- Bridget Brehmer
- Mary DeSana, BSN, RN, RN-EFM
- Christian Fisher, MBA, BSN, RN, NEA-BC, FAB
- Kelly Grzegorek
- Colleen Kargenian
- Nicole Korbal, BS, RRT
- Jacob Maine, BSN, RN
- Linda Meyers
- Paula Rodriguez
- Heather Rudy
- Tina Strait
- Beth Tata
- Bernadette White, DNP, MS, RN-BC, NEA-BC

Their efforts were celebrated at a luncheon at the Ford House in Grosse Pointe Woods in August. Their dedication made a meaningful impact and our team is proud of their commitment to improving heart health.

Caleb Ashley, BSN, RN, having fun with his daughters at the Heart and Stroke Walk.

Safety Stops Empower Team Members

The Safety Stop program at Henry Ford Wyandotte Hospital empowers every employee to "stop the line" when they identify a potential or actual patient safety or harm event. This initiative is a timely, non-punitive response to serious safety concerns, activating a leadership team to address events that could result in harm to patients or caregivers. It encourages a systematic approach to patient safety by focusing on immediate, collaborative action to mitigate risks.

The Safety Stop process directly aligns with Joint Commission standards, particularly leadership standard for Joint commission regulatory body 03.09.01, which mandates that hospitals have an integrated patient safety program as part of their performance improvement activities. Specifically, element of performance 2 (EP2) of this standard requires leadership to create procedures for responding to system or process failures – principles embedded in the Safety Stop initiative. The program supports Tier 1: RL Risk: Reporting of Safety Events and Tier 1: Response to Safety Events – Just Culture, ensuring an open, confidential, and non-punitive reporting environment.

Since its pilot launch on 4PCU and 6GPU in February 2024, and subsequent expansion hospital-wide in April 2024, 48 Safety Stops have been called across various disciplines. This initiative was spearheaded by the Advisory Board Fellowship team, which included:

- Renee Richards, MSN, RN
- Jaime Gehner, RN, BSN, MSHA, FAB
- Brenda Vanwallaghen, RN, MSN, NEA-BC, FAB
- Salika Devine, MS, BB(ASCP)CM, FAB
- Michelle Dolan MHA, RT(R)(CT)

Their collaborative efforts have significantly contributed to improving patient safety and outcomes by empowering frontline staff to proactively prevent harm. This program exemplifies the hospital's commitment to a culture of safety and continuous improvement in line with both internal goals and Joint Commission requirements.

Empowering Future Nurse Leaders: 2024 Medical Staff Scholarship Awardees

The Medical Staff Scholarship for Associate Degree-Prepared Nurses was created to support nurses committed to advancing their education and achieving a bachelor of science in nursing (BSN) degree. This scholarship is awarded to nurses who demonstrate a strong commitment to professional growth, and leadership potential and make a positive impact on patient care.

In 2024, Mary Johnson Beasley, RN, Brandy Zabinski, RN, Sarah Pawlos, RN, Ericka Auer, RN, and Alyse Junkin, RN, were each awarded a $1,000 scholarship to support their BSN studies. The scholarship was presented and celebrated at the Medical Executive Committee meeting:

From left, Vice President and CNO Kim Meeker, MBA, BSN, RN, NEA-BC; Unit Educator Caitlin Cooney, MSN, RN; scholarship winner Mary Johnson-Beasley, RN; and Nurse Manager Betty Bear, MSN, RN.

Scholarship winners and team members are, from left: Ashley Krol, BSN, RN; Bernadette White, DNP, MS, RN-BC, NEA-BC; Brandy Zabinski, RN; Mary Johnson Beasley, RN; Margaret Kubiak, BSN, RN; Alyse Junkin, RN; Ericka Auer, RN; Brenda Vanwallaghen, RN, MSN, NEA-BC, FAB; Wendy Butterfield, BSN, RN; and Jessica Hall, BSN, RN. Not shown: Sarah Pawlos, RN.

Exemplary Professional Practice

Process Improvement Enhances Communication and Patient Care

A new process improvement initiative, led by family practitioner Ihtiram Almasmary, M.D., and the team of Rapid Response nurses, was introduced to enhance support for bedside nurses and improve patient care. The interdisciplinary process improvement initiative pairs house physicians with rapid response nurses to perform rounds in inpatient units. The rounds are designed to provide additional clinical support to bedside nurses, address patient care concerns, and improve communication using Situation, Background, Assessment, and Recommendation (SBAR) communication framework. By identifying issues early and offering timely assistance, the initiative aims to enhance patient safety, reduce the risk of sudden deteriorations and improve nurse satisfaction. The rounds are scheduled at 5 p.m., 11 p.m., and 5 a.m. on all units. The initiative received strong positive feedback, with 100% of nurses surveyed reporting the rounds as valuable.

Implementing LUCAS 3 Chest Compression System in the Emergency Department

Emergency Department (ED) nurses Deb Sanders, MSN, RN, AGCNS-BC, HN-BC, Clinical Nurse Specialist, and Wendy Butterfield, BSN, RN, Unit Educator, spearheaded roll out of the LUCAS 3 Chest Compression System in the ED. The effort was part of a process improvement initiative aimed at optimizing outcomes for adult patients experiencing acute circulatory arrest. The LUCAS 3 device is designed to provide consistent, high-quality chest compressions when manual CPR is not feasible or effective, serving as an adjunct to traditional methods.

The system is intended for use in adult patients who have no spontaneous breathing or pulse and are unconscious. The LUCAS 3 is ideal when manual chest compressions cannot be performed, such as when the patient's size or circumstances prevent effective manual CPR. Its use is designed to enhance patient survival rates by delivering reliable, uninterrupted chest compressions, reducing the risk of CPR fatigue and increasing the overall efficiency of resuscitation efforts in the ED.

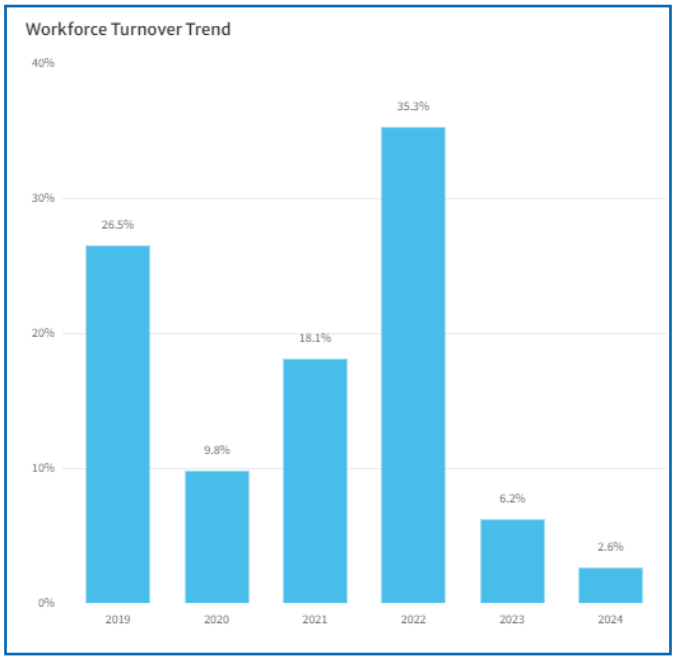
Deb Sanders, MSN, RN, AGCNS-BC, HN-BC, Clinical Nurse Specialist, and Wendy Butterfield, BSN, RN, Unit Educator, with the LUCAS 3 Chest Compression System.

New Knowledge, Innovation, and Improvements

Charge Health: Empowering Caregivers, Enhancing Retention

A recent study revealed that one in five healthcare employees left their organization in 2023 at an average cost to the organization of $56,000 per departure. Peer support and recognition improve retention by 15%, but traditional programs often focus on exceptional events, limiting their effectiveness. To address this, Charge Health, an app available on the Apple App Store and Google Play, offers a caregiver-led, grassroots approach that bypasses common tech adoption barriers. Already adopted by major U.S. health systems, Charge Health has achieved impressive results, including a 10% increase in caregiver likelihood to recommend their workplace, 50% of the workforce receiving recognition, and over 5,000 monthly recognitions. It has resulted in a $2 million reduction in nurse retention costs.

A pilot study at Henry Ford Wyandotte Hospital involving direct care nurses, nurse leadership and assistive personnel found a 12% increase in employee likelihood to recommend the hospital after two months of using the app. The intervention addresses the core issue of caregivers' disconnection from purpose, a leading reason for turnover, by providing a fun and engaging way for staff to feel valued and connected to their work. Future research could explore broader implementation and long-term impact on caregiver retention and engagement.



Advancing Skin and Wound Care Knowledge

Andrea Sheldrake, MSN, RN, CWOCN, and Maria Masonsong, BSN, RN, CWOCN, secured executive support to teach a Skin and Wound Care Associate Course to nursing team members on inpatient units. The course was developed to address the educational needs of the non-specialty caregiver interested in expanding knowledge of skin and wound care prevention and treatment. The course is aimed at meeting educational requirements for certifications in skin and wound care. Nurses gained knowledge and skills relevant to skin and wound management, which further their work in obtaining or advancing certifications.

Andrea Sheldrake, MSN, RN, CWOCN, left, and Maria Masonsong, BSN, RN, CWOCN, secured executive support to teach a Skin and Wound Care Associate Course to nursing team members.

These Nursing team members successfully completed the Skin and Wound Care Associate Course:

Divinia Schneider-Price, BSN, RN, ICU
Lori Pyszko, RN, CCRN, ICU
Justin Puttick, RN, 3 PCU
Megan Powers, BSN, RN, 3 PCU
Amanda Reardon, RN, 4 PCU
Jamie Thyrion, BSN, RN, 4 PCU
Maria Toscano, BSN, RN, 5 GPU
Kimberly Taylor, BSN, RN, 5 GPU
Robin Sprys, BSN, RN, 6 GPU
Caitlin Cooney, MSN, RN, 6 GPU
Yvette Gutierrez, BSN, RN, 7 Surgery
Shaula O'Campo, BSN, RN, 7 Surgery
Julie Metzger, BSN, RN, 2 Rehab
Rachel Fischer, BSN, RN, CRRN, 2 Rehab

Nursing team members celebrated completion of the Skin and Wound Care Associate Course.

CPR Coach Role Created to Improve Outcomes after Cardiac Arrest

The Emergency Department Code Team's process improvement initiative aims to enhance the performance and timing of resuscitation efforts in cardiac arrest cases through a high-performance team approach. A key enhancement was the addition of a CPR coach role, designed to support the delivery of high-quality, uninterrupted chest compressions, reduce compression pauses, and assist the team leader with managing patient care and treatment decisions. Deb Sanders, MSN, RN, AGCNS-BC, HN-BC, Clinical Nurse Specialist, led introduction of the CPR specialist role.

This initiative is critical as high-quality CPR and rapid defibrillation are key factors in improving survival rates. Every minute of delayed treatment decreases survival chances by 10%. The addition of the CPR coach role is expected to lead to higher chest compression fractions and fewer interruptions in compressions, ensuring more effective resuscitation efforts. Post-code debriefings further allow for reflection and improvement in team performance.

A major component of the initiative is the ongoing Wyandotte Hospital and Brownstown Medical Center evidence-based practice research study, Nursing Perception of CPR Coach Role Impact on Quality of Cardiopulmonary Resuscitation Efforts. This study received IRB approval and will examine how the introduction of the CPR coach role impacts ED Nursing team perceptions of CPR quality and overall resuscitation efforts. Findings will provide further insights into how this role influences team dynamics and patient outcomes during cardiac arrest scenarios.

Launched in July 2024, the initiative is already showing promise in improving performance of the Code Team and survival outcomes for Emergency Department patients in cardiac arrest. The research study will assess the long-term impact of these changes on patient care and team effectiveness.

CPR coach Deb Sanders, MSN, RN, AGCNS-BC, HN-BC, Clinical Nurse Specialist, with Rand O'Leary, FACHE, President, Henry Ford Wyandotte Hospital.

Key benefits of the CPR coach role include:

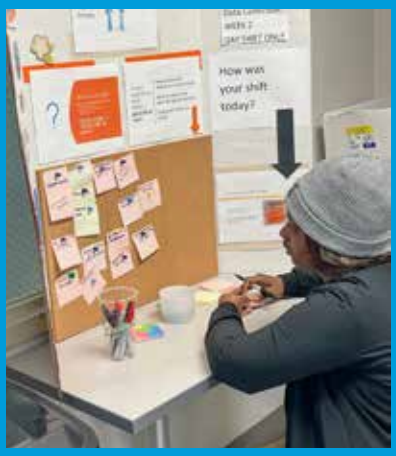
- Improved CPR quality through structured role assignments and focused coaching.
- Fewer interruptions in chest compressions, leading to more effective resuscitation.
- Clear role definitions within the Code Team to enhance coordination and patient care.
- Increased team engagement and morale with staff recognition, such as "Code Superstar" awards.
- Ongoing research to evaluate the impact of the CPR coach role, guiding future best practices and refining the process.

Carefront Collaborative Improves Care Environment and Quality

The Carefront Learning and Action Network is a collaborative initiative between Henry Ford Wyandotte and the Institute for Healthcare Improvement (IHI). The initiative's focus is improving the roles and well-being of direct care workers, specifically 5GPU nurse assistants and patient safety assistants. Through this collaboration, the team of Kim Meeker, RN, CNO; Crystal Bolash, BSN, RN, 5GPU nurse manager; Michelle Churches, MSN, RN, nurse manager, Clinical Resource Center; Debra Temrowski, Human Resources director; Josephine Sudak, patient safety assistant; and Alexis Puriefoy, nurse assistant, have implemented several interventions to enhance work environment and boost employee engagement.

Key initiatives include introducing a float system trial for patient safety assistants, enabling team members to cover breaks; improving work-life balance; and fostering teamwork. Additionally, a professional development program for nurse assistants and patient safety assistants has been developed and implemented, offering career growth opportunities and leadership development with the goal of increasing job satisfaction and engagement. Another key intervention is the creation of a department resource book for employees reassigned from their home units. The book provides easy access to policies, protocols and job information, increasing efficiency and boosting confidence.

Since joining the Carefront Collaborative, 5GPU nurse assistants and patient safety assistants have



Engaging in story boards is one strategy from the Carefront Collaborative that contributed to improved employee engagement and job satisfaction for patient safety assistants.

Empirical Quality Results

vICU Registered Nurses contribute to Multiple Gains in ICU

In July 2023, a virtual ICU (vICU) program was launched at Henry Ford Wyandotte in a 24-bed ICU to support novice staff, enhance patient safety and improve the care experience. The vICU leverages real-time monitoring through a network of communication systems, augmenting rather than replacing bedside care. Virtual clinicians, working from a 24/7 command center, provide ongoing support to bedside teams. This team includes remote registered nurses and providers who collaborate on patient care, utilizing Epic for data and predictive analytics to aid in clinical decision-making.

Henry Ford Wyandotte vICU team members, from left, Dawn Phillips, BSN, RN, Rachel Carley, nurse extern, Rebecca "Becca" Sarazin, ADN, RN, Wendy Greer, ICU secretary, Kimberly Rizkallah, BSN, RN, and Kelly Miller, MSN, APRN, ACNS-BC.

Remote registered nurses conduct virtual rounds, monitor for abnormal lab results, assist with triaging calls, and visually assess patients when concerns arise. They also engage with intensivists on night shifts for critical interventions. Within nine months, the vICU model led to significant improvements: a 6% reduction in length of stay, 13% fewer ventilator days, 15% fewer code blue events, and a 31% reduction in ICU mortality. Registered nurse turnover dropped by 3.6% and the ICU's likelihood to recommend score increased by 34%.

The vICU's success was bolstered by effective change management, with the nurse manager playing a key role in engaging staff and clarifying the rationale behind the new care model. The transition from primary to team nursing emphasized the importance of teamwork and communication during the implementation process.

Back-to-Back Brilliance: Celebrating Two Years as America's Top Rehab Center

Being named one of the best physical rehab centers in America signifies the Henry Ford Wyandotte team excels in delivering high-quality rehabilitation care through effective treatments, advanced technology, and expert staff. The award is based on three data sources: a national online survey of medical professionals with knowledge of physical rehabilitation centers, quality metrics data for inpatient rehabilitation facilities published by the Centers for Medicare & Medicaid Services (CMS), and accreditation data.

This recognition highlights the hospital's superior patient outcomes and high satisfaction rates and underscores its leadership in the field. Team members are committed to setting benchmarks for

experienced improvements in employee engagement and job satisfaction. These positive changes have enhanced the work environment and contributed to improved patient care by empowering team members to perform their roles more effectively.

The implementation team continues to refine interventions and plans to expand the professional development program and float system while exploring additional strategies to support career advancement and engagement for direct care workers. This initiative has proven successful in fostering a supportive, high-quality work environment, leading to better outcomes for team members and patients.

Henry Ford Wyandotte nurses collaborated with colleagues from other healthcare systems at the Institute for Healthcare Improvement (IHI) Carefront Collaborative.

excellence, driving innovation in rehab practices, and influencing industry standards to continually improve patient care.

The award-winning Henry Ford Wyandotte physical rehabilitation team.

Awards and Recognitions

Nurse of the Quarter Award

The Nurse of the Quarter award is a prestigious recognition presented by Henry Ford Wyandotte Medical Staff to honor nurses who demonstrate exceptional patient care and outstanding skills, and foster positive relationships with medical providers. The process begins with a call for nominations from the medical staff, encouraging recognition of nurses who go above and beyond in their roles. Nominations are submitted to the manager of medical staff services, where they undergo a blinded review. The Medical Executive Committee (MEC) evaluates each nominee based on their impact on patient care and team dynamics. The selected honoree is celebrated in a special award presentation. This award not only celebrates individual excellence but motivates team members to achieve the highest standards in patient care and teamwork.

2024 Nurses of the Quarter

Chelsea Richardson, RN, 6 GPU
Shaika Ahmed, RN, 2 Rehab
Jan Bunting-Holmes, RN, ICU
Marie Cady, RN, 3PCU
Maria Masongsong, RN, CWOCN, Wound Care
Kellie Strevel, RN, Emergency Department

Nurse of the quarter Chelsea Richardson, RN, 6 GPU (center), with Theresa Moody, BSN, RN, and General Surgery Program Director and Medical Staff President-Elect Fadi Baidoun, M.D.

Shaika Ahmed, RN, center, with (from left) Kim Meeker, MBA, BSN, RN, NEA-BC, Vice President and CNO; Brooke Buckley, M.D., MBA, FACS, Chief Medical Officer; Mary Prater, BSN, RN, CCRN, Nurse Manager; Fadi Baidoun, M.D.; and Rand O'Leary, FACHE, Henry Ford Wyandotte President.

From left, Anna Leszczynski, BSN, RN, Clinical Nurse Manager, honoree Kellie Strevel, RN, and Fadi Baidoun, M.D.

Fadi Baidoun, M.D., and honoree Maria Masongsong, BSN, RN, CWOCN, Wound Care.

DAISY Award

Tewfic Sirhan, BSN, RN, Emergency Department
Kathleen Fawkes, RN, Rapid Response Team
Caitlin Cooney, MSN, RN, 6 GPU
Brandy Zabinski, RN, 6 GPU
Dyan Bullard, BSN, RN, Women's and Children's Health

Henry Ford Wyandotte's DAISY award-winning nurses.

DAISY Nurse Leader Award

Darby Russell, RN, Nurse Manager, Henry Ford Medical Center – Brownstown, Emergency Department

Renee Richards, RN, Director of Quality

DAISY Nurse Educator Award

Carolyn Manchester, BS, RN, CMC, Nursing Professional Development, Magnet™

Honey Bee Award

Kristine Keene-Brown, Emergency Department
Autumn Bolash, 3 Rehab
Kathleen Brown, Emergency Department

Kimicia Turner, 5 GPU

Sydney Anderson, 7 Surgical

Podium and Poster Presentations, Podcasts, Webinars and Local Media

Podium Presentations

"Use of virtual monitoring to prevent inpatient hospital falls," at the 17th Annual HFH Nursing Research Conference. Diane Wyatt, MSN, RN, AGCNS-BC; Jodie Cole, MSN, RN, AGCNS-BC; Lily Paciorkowski, MSN, RN, AGCNS-BC; Caleb Ashley, BSN, RN; Rebecca Conti, BSN, RN.

Poster Presentations

"Creating A Pressure Injury Prevention (PIP) Rounding Team to Reduce Healthcare Acquired Pressure Injuries (HAPIs)," at the 17th Annual HFH Nursing Research Conference. Diane Wyatt, MSN, RN, AGCNS-BC; Andrea Sheldrake, BSN, RN, CMSRN, CWOCN; Maria Masongsong, BS, RN, CWOCN; Maria Toscano, BSN, RN; Yvette Toscano, BSN, RN; Julie Metzger, BSN, RN; Tonya Layow, NA; Paula Majorsy, LPN; Caleb Ashley, BSN RN; Brenda VanWallaghen, MSN, RN, NEA-BC.

"Supporting New Nurses Transition to Practice," at Henry Ford Health Quality Expo. Betty Bear, BSN, RN; Jodie Cole, MSN, RN, AGCNS-BC;

Tara Govan; Astacia Hahn; Mary Kravutske, Ph.D., RN; Lauren Lowell; Michael Mannina, MSN, MBA, RN; Kim Meeker, MBA, BSN, NEA-BC; Hannah Rice, RN; Debra Temrowski; Brenda VanWallaghen, MSN, NEA-BC; Leni Ward, MSN, RN; Bernadette White, DNP, MS, RN-BC, NEA-BC.

"Optimizing Stroke Care & Breaking Barriers: Achieving Rapid Door to Thrombolytic Times in a Free-Standing ED," at Henry Ford Health Quality Expo. Jacob Maine, BSN, RN; Satheesh Gunaga, D.O.; Darby Russell, MSN, RN; Edyta Andersen, RN, BSN; Ashley Krol, BSN, RN; Toni Silas, MSN, RN; Kristina Cross BSN, RN; Timothy Manning; Laure Tartal; Holly Stos; Christina Sarkod; Ryan Spencer, D.O.; Elizabeth Plemmons, M.D.; Fadi Delly.

"Clinical Decision Unit," at Henry Ford Quality Expo. Anna Leszczynski, RN, BSN; Elizabeth Ashley, RN, MBA; Kristina Cross, RN, BSN; Wendy Butterfield, RN, BSN; Ghazwan Atto, M.D.; Ghassan Atto, M.D.; Toni Silas, RN; Elizabeth Plemmons, M.D., FACEP; Ryan Spencer, D.O., FACEP.

"Improving Documentation for Trauma Patients in the Emergency Department," at Henry Ford Quality Expo. Michelle Ring, BSN, RN; Lisa Simpson, BSN, RN, TCRN; Vanessa Wargosie, BSN, RN.

"Improving Documentation for Trauma Patients in the Emergency Department," at TQIP. Michelle Ring, BSN, RN; Lisa Simpson, BSN, RN, TCRN; Vanessa Wargosie, BSN, RN.

"Serious Safety Event STAT Huddle Improving Employee and Patient Safety," at Henry Ford Health Quality Expo. Renee Richards, MSN, RN; Jane Ziemba; Megan Prochazka; Brooke Buckley, M.D.; Kim Meeker, MBA, BSN, RN, NEA-BC; Tom McKeown, M.D.; Rand O'Leary, MSA, FACHE.

"Pediatric Readiness in the Nonaccidental Trauma Patient (NAT) at TQIP." Michelle Ring, BSN, RN; Lisa Simpson, BSN, RN, TCRN; Vanessa Wargosie, BSN, RN.

"Implementation of a Trauma Champion Team in the Emergency Department at TQIP." Michelle Ring, BSN, RN; Lisa Simpson, BSN, RN, TCRN; Vanessa Wargosie, BSN, RN.

Podcasts and Webinars

Beckers Healthcare Podcast on nurse experiences across Michigan and strategies to mitigate nurse staffing challenges. Kim Meeker, MBA, BSN, RN, NEA-BC.

"Virtual Care Models that Improve Engagement and Support Staff," at MHA. Kimberly Rizkallah, BSN, RN.

Local Media

Kim Meeker was featured in Crain's Detroit Business, Opinion: Nurses are the heartbeat of healthcare systems | Crain's Detroit Business (crainsdetroit.com) Kim Meeker, MBA, BSN, RN, NEA-BC

Nursing Certifications

Adult-Gerontology Clinical Nurse Specialist (AGCNS-BC)

Deborah Sanders, MSN, RN, AGCNS-BC, HN-BC

Critical Care Registered Nurse (CCRN)

Lori Pyszko, ADN, RN, CCRN

Rebecca Schultz, BSN, RN, CCRN

Thank you to our team members whose hard work and dedication made our systemwide Nursing Annual Report a reality.

Henry Ford Health
Creative Services
Wendy Gill
Mary Kravutske
Jasmine Parks
Donna Summers
Nutrena Tate
Eric Wallis
Jennifer Wisniewski

Ambulatory Care
Diana Anderson
Karen Bauer
Jeff Bechard
Susan Clelland
Jessica Decker
Jenny Gubler
Hillary Hart
Laurie Kortas
Eleya Montroy
Christine Nagy
Gabrielle Newton
Katherine Wagoner

Henry Ford Brighton Center for Recovery
Kelly Murphy
Kelly Rogers
Barb (Shoup) Weston

Henry Ford Community Care Services
Kathy Bronikowski
Emily Larson

Henry Ford Genesys Hospital
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Renee Emmerling
Stephen Huddas
Sonia Nesbitt
Samantha Schmerheim
Alice Trpcevski
Jason West
Angela Woodfield

Henry Ford Hospital
Gwen Gnam
Madelyn Torakis
Emily Wicker

Henry Ford Jackson Hospital
Dawn Anderson-Meier
Maureen Brown
Wendy Kim
Jessica Whitney
William Zegarlowicz

Henry Ford Kingswood Hospital and Henry Ford Behavioral Health Hospital
Nicole Figueroa
Emily Sexton

Henry Ford Macomb Hospital
Michelle Fusco
Michael Markel, Jr.

Henry Ford Madison Heights Hospital and Henry Ford Warren Hospital
Cathy Barwick
Erica Brenckle
Kristen Blankenship
Leslie Burgy
Matthew Cuddeback
Chris Erfourth
Anita Glazer
Katerina Karam
Karen McCauley
Kristen Mills
Dan Morganroth
Garrett Hartinger Room
Laurie Sowinski

Henry Ford Providence Novi Hospital and Henry Ford Providence Southfield Hospital
Lynn Chiesa
Amanda Kalinsky
Veronica Mier

Henry Ford River District Hospital and Henry Ford Medical Center – New Baltimore
Christine Tomaszewski

Henry Ford Rochester Hospital
Janay Tull

Henry Ford St. John Hospital
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Karrah Lambert
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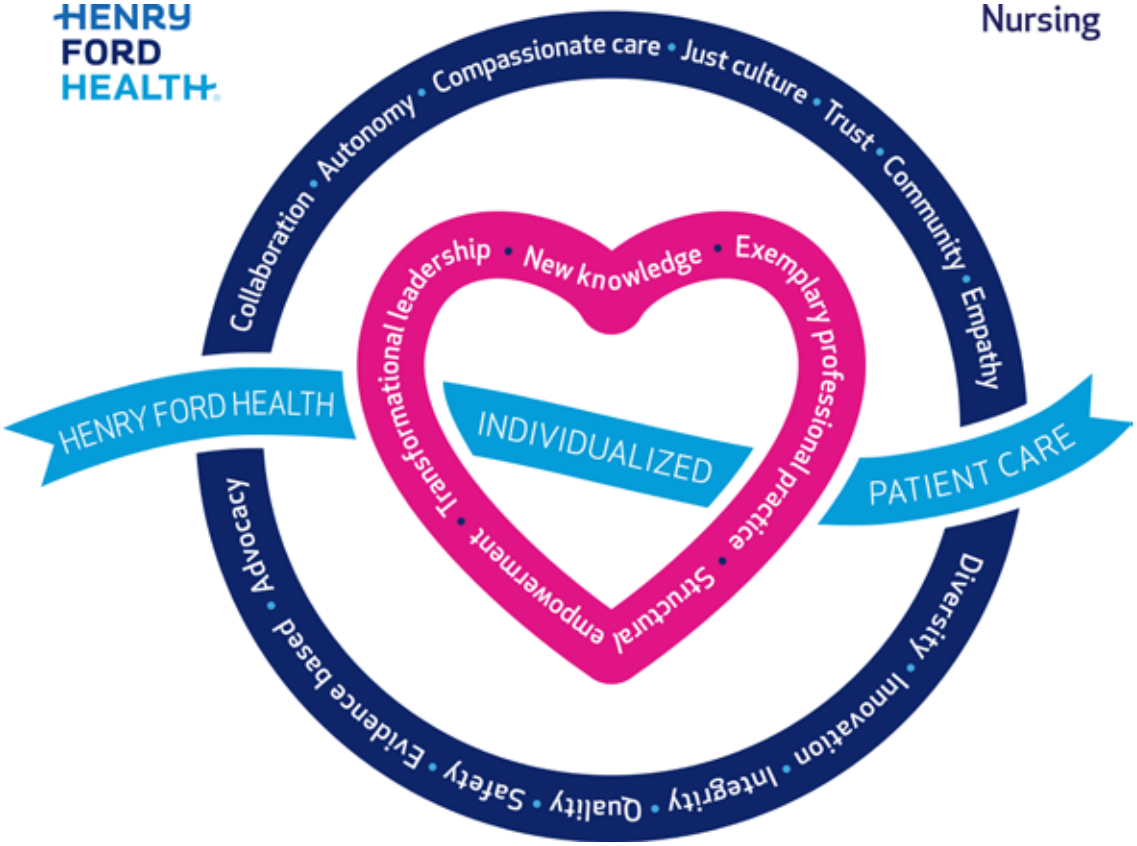
John Onofrey
Navneet Strickland
Heather Swaenepoel

Henry Ford West Bloomfield Hospital
Wilfred Allen
Megan Kusulas
Stefanie Roberts Newman
Jennifer Zanoni

Henry Ford Wyandotte Hospital and Henry Ford Medical Center – Brownstown
Jodie Cole
Kim Meeker
Heather Rudy
Bernadette White

HENRY FORD HEALTH

Nursing



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