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Henry Ford Jackson Hospital

A message from our Vice President and Chief Nursing Officer

Dear Colleagues,

It is my honor to present the 2023 Henry Ford Jackson Hospital (HFJH) Nursing Annual Report. These pages highlight the outstanding performance, clinical expertise, best practice and innovation that are essential to our role, profession and commitment as HFJH nurses. I am privileged to work with a team whose dedication, resilience, and determination for continuous improvement, interprofessional collaboration, and partnerships enable us to improve patient safety and deliver the highest standards of exceptional quality care.

The Nursing Leadership Team is extremely proud of the work featured in this report and the many contributions of the HFJH team. We encourage you to look back on the milestones and highlights we have achieved. The accomplishments of our team members are inspiring and describe our deepest commitment to creating a culture of clinical excellence in nursing practice.

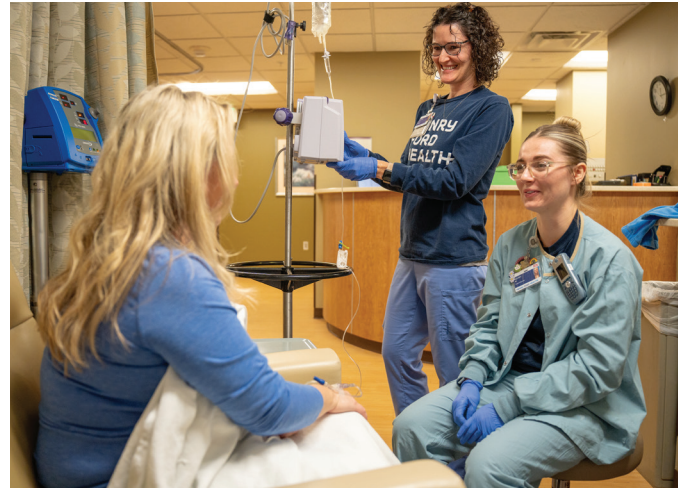
In September 2020, HFJH achieved Magnet® Designation. Awarded by the American Nurses Credentialing Center (ANCC), this achievement is the highest and most prestigious distinction a healthcare organization can receive for nursing excellence and high-quality patient care. By choosing to embrace the Magnet designation, we continue to hold ourselves accountable to a higher level of nursing care driven by evidence-based practice, interprofessional collaboration, and results to optimize patient outcomes. With less than 10% of hospitals earning the Magnet designation, it is clearly the gold standard and throughout 2023, we were already working hard on our re-designation journey.

Thank you all for what you do every day to support our Magnet culture and your unwavering commitment to nursing excellence.



With appreciation,

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



Empirical Outcomes

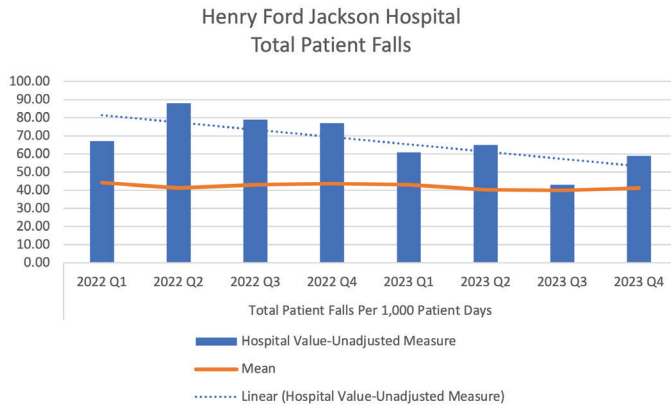
Reducing Falls and Pressure Injuries

The Fall and Pressure Injury Prevention Committee is an interprofessional decision-making group which includes membership from Pharmacy, Physical Therapy, Transport Services, nurse leadership and clinical nurses. The committee meets monthly to review fall and pressure injury rates and discuss opportunities for improvement.

to determine ongoing need for individualized fall prevention and skin protection precautions. These initiatives include daily standard work and robust action plans based on rigorous investigation of fall and pressure injury events.

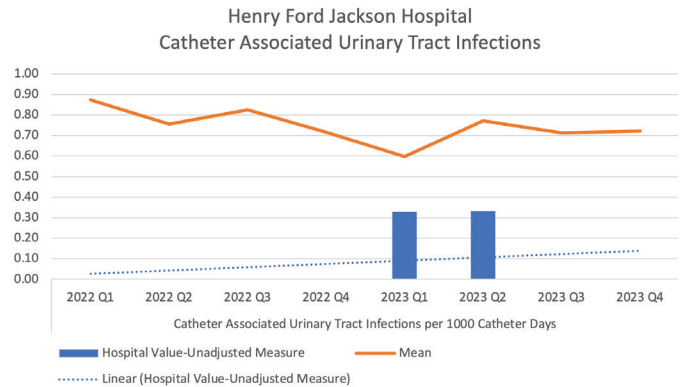
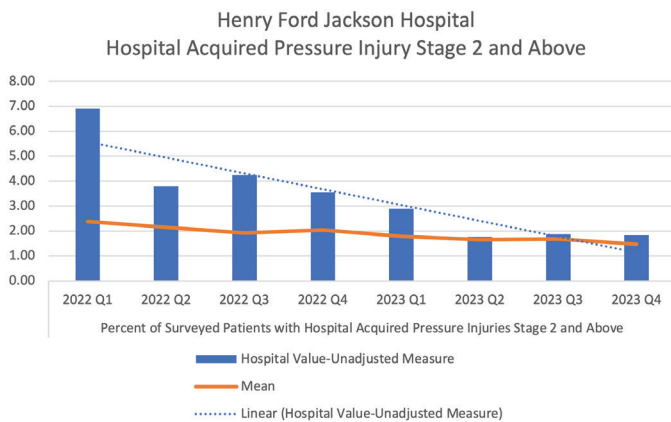
The team's work has reduced total patient falls and hospital acquired pressure injuries, stage 2 and above.

In 2023, falls decreased by 12 percent at Henry Ford Jackson Hospital and hospital acquired pressure injuries, stage 2 and above, decreased by 73 percent.



CAUTI

Catheter Associated Urinary Tract Infection (CAUTI) is a nursing-sensitive quality and safety indicator, as nurses are key stakeholders in the strict maintenance of catheters to prevent the risk of infection. Nursing team members reassess patients and collaborate with physicians to determine when to discontinue the catheter, and have sustained a low CAUTI rate compared with the national average. *CAUTI rates are consistently well below the national average.*



A fall risk assessment is completed on all patients to identify fall risks and promote patient safety. Initial and recurring skin assessments are performed for all inpatients. Patients are reassessed routinely



Transformational Leadership

Joint Replacement Team is ‘Confident, Calm, and Friendly...!’

In August, Henry Ford Jackson team members participated in the Joint Commission joint replacement survey. The survey was successful with no citations. The surveyor commented in the post-survey meeting that in every phase of care, they were impressed at how “confident, calm, and friendly” the staff was. The surveyor also noted the initiatives team members are taking to improve the Joint Replacement Program.

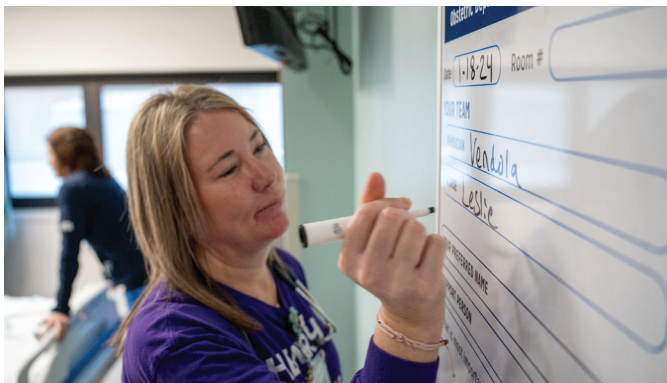
Gold Plus Recognition for Stroke Care

Through collaboration and application of the most evidence-based treatment guidelines, Henry Ford Jackson Hospital earned the American Heart Association 2023 Get With The Guidelines® Gold Plus recognition for stroke care. Stroke Coordinator Chris Mullen, MSN, RN, CFRN, CEN, said, “This achievement continues to identify that Henry Ford Jackson maintains the highest standard of stroke care.”



Best Hospital for Maternity Care

Henry Ford Jackson Hospital earned U.S. News & World Report Best Hospitals for Maternity Care – High Performing rating. The rating is based on maternal-neonate specific categories for quality, safety, and diversity achieved by the multidisciplinary Women’s and Children’s team.



Structural Empowerment

Commitment to Professional Development

A variety of programs enable Henry Ford Jackson nurses to achieve their personal and professional development goals, including:

- Reimbursement for higher nursing degrees and professional nursing certifications
- Preceptorship and mentor programs
- Support for committee membership and self-scheduling
- Free continuing education opportunities throughout the year: Scrub Club, Schwartz Rounds, Level-Up education and Trauma Grand Rounds
- Professional Nursing Advancement Program (PNAP)/Clinical Ladder
- Succession Planning

Professional Nursing Advancement Program/ Clinical Ladder

Henry Ford Jackson Hospital supports the continuous professional development of nurses by encouraging participation in the Professional Nurse Advancement Program (PNAP). Sixty-one registered nurses participated in the 2023-2024 PNAP, which offers monetary support for access to professional development opportunities, nursing conference attendance, professional organization membership, study guides, and professional nursing certification completion.

Ongoing Learning through Interactive Skills Fairs

Whether it’s a favorite board game or a tour of a magic kingdom, the 2023 Themed Skills Fairs offered patient care teams a fun way to learn about and reinforce best practices in patient care. The competency-based format offers interactive experiences and unique learning opportunities.



'Healthcare Angels' recognized in [Jackson Magazine](#)

Jackson Magazine recognizes healthcare professionals each year who go above and beyond the call of duty. Seven Henry Ford Jackson Hospital nurses were recognized as 2023 "Health Care Angels," exemplifying the team's commitment to improving the health and well-being of the surrounding community.



Shown from left are Joseph Medellin, MD, Sports Medicine, Henry Ford Jackson Hospital Sports Medicine; Ashley Booth, BSN, RN, Labor and Delivery; Abbey Harner, BSN, RN, Orthopedics; Joni Frost, MSN, RN, FNP-C, HFFM-Summit Woods; Janelle Pallas, BSN, RN, 4T Surgical Universal Bed; Karen Zastrow, MSN, RN, AGCNS-BC, Comprehensive Clinical Care; Lindsay Hammond, RN, 6T Medical Universal Bed; and Tianna Hicks, BSN, RN, 7T Neuroscience Universal Bed.

Commitment to Community

Juneteenth Festival

Henry Ford Jackson nurses and colleagues provided valuable health teaching during the Juneteenth Festival in downtown Jackson. The volunteers performed 37 blood pressure checks and gathered input from community members on how Henry Ford Jackson can continue to build trust.



Volunteering at the Juneteenth Festival in Jackson are (from left) Sarah Chapel, RDN, CDCES; Teshna Thomas, director, Community Engagement; Kathy Schmaltz, State Representative, and Char Comperchio, BSN, RN, Pre-Admission Testing. Volunteers not shown are Sue Renfer, RN, Case Management; Joanna Plate, MSN, RN, Practice Management; Travis Ziebell, MSN, RN, Practice Management; and Marguerite Howard, BSN, RN.

Gus Macker Basketball Tournament

Nurses made their presence felt both on and off the court during the Gus Macker basketball tournament, held in downtown Jackson. Barb Logsdon, BSN, RN, CMSRN, Joint Replacement, Orthopedics & General Surgery; Steven Sanders, BSN, RN, CEN, Comprehensive Clinical Care; and Jamie Veith, BSN, RN, CNOR, Surgical Services-OR, volunteered their time assisting at the event. Henry Ford Jackson Hospital Nursing was represented on the court by the "HFJH Hot Shots" in the "Heroes Division" by coach Courtney McIntosh, DNP, MBA, RN, CEN, Behavioral Health, with members Stacy Sparks, BSN, RN, CPPS, Performance Excellence and Jessica Hull, MSN RN, PMH-NP, Behavioral Health.



Stacy Sparks, BSN, RN, CPPS, Performance Excellence (left), and Courtney McIntosh, DNP, MBA, RN, CEN, Behavioral Health, at the Gus Macker basketball tournament.



Henry Ford Jackson Culture Day

Team members recognized diversity during Culture Day, a collaborative effort between the Shared Governance Nursing Excellence Committee and Henry Ford Jackson Hospital Community Engagement. This special event brought nurses and colleagues together to honor and appreciate the many unique traditions, customs and heritages Henry Ford Jackson team members celebrate. Recognizing that our culture connects us to one another, our customers, and the communities we serve, Henry Ford Jackson is dedicated to a diverse and inclusive workforce where team members are involved, valued and respected. Along with a discussion panel, attendees enjoyed and learned about food and traditions significant to world cultures and ethnic groups, and the importance of adopting and respecting cultural awareness within the workplace.

Recognizing Pregnancy and Infant Loss

The Annual Walk To Remember event, honoring National Pregnancy and Infant Loss Awareness Month, was held at JaxNaz Church in October. This nurse-led event was supported by seven volunteers: Joy Sterrett RN, C-FMC, Labor and Delivery; Cindy Wolfinger, BSN, RN, CPN, Emergency Department; Janine Hatt, BSN, RN, RN-OB, C-EFM, ILBCC, Labor and Delivery; Haley Smith, RN, Women and Children Services; Hannah Devine, BSN, RN, Labor and Delivery; Becky Petersen, BSN, RN, Special Care Nursery; Stacy McCormick, RN, C-EFM, Labor and Delivery. Community members and high school students also assisted. A total of 122 participants attended. The program included patient and nurse speakers, a presentation by Henry Ford Jackson Chaplain Kimberlee Anderson-Diaz, live music, a tree planting ceremony, refreshments and teddy bears and crafts for the whole family. Event coordinator Joy Sterrett said, "The planting of the trees was a beautiful way to honor the memory of the infants who passed away. The memory of the infant will grow and be nurtured, just as the tree will be."



Henry Ford Jackson nurses joined community members at the annual Walk to Remember.

Exemplary Professional Practice

Nursing Shared Governance Leadership

Jamie Veith, BSN, RN, CNOR, Chair of the Shared Governance Coordinating Council, is a voting member on the Nursing Executive Council, Nursing Leadership Team and the Quality Committee, which oversees quality affairs and leads the organization to excellence through continuous improvement of care processes, patient safety, and patient/customer perceptions within the system.

"My active participation allows me to contribute to the enhancement of nursing practice and patient care within Henry Ford Jackson Hospital," said Veith. "It is our collaborative commitment to exceptional care that drives our efforts to ensure every patient receives the care they deserve. It is great to be part of the team who are passionate about elevating standards of care, which is the cornerstone to our hospital's commitment to excellence."



From left: Shared Governance Coordinating Council Chair Jamie Veith and Co-Chair Cheyenne Booker

Cheyenne Booker, BSN, 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 team for five years. She obtained her bachelor's of science in nursing from Siena Heights University and is currently enrolled at Western Governors University to earn a master of science in nursing education. A pre-/post-operative nurse at the Ambulatory Surgery Center, she also enjoys construction, gardening, reading and traveling.

"Participation in various committees within Henry Ford Jackson has allowed me to become more knowledgeable about processes, procedures, and policies that affect my daily nursing practice," said Booker. "I am consistently engaged with other members of the various departments in the hospital, allowing me to build

professional relationships. I have been able to develop new skills and understandings that have made me a better nurse. I am also able to complete activities required for the PNAP through the various committees I am a part of!"



Celebrating Shared Governance

In October, the Shared Governance Coordinating Council celebrated Shared Governance Day. The day started with members of each sub-council, the chief nursing officer and nursing leadership delivering treats to nursing units. This gave Shared Governance Coordinating Council members the opportunity to answer questions about shared governance and shared governance membership.

Each council also created educational boards that detailed the work they do to advocate for nursing and resources available at Henry Ford Jackson Hospital. The boards were displayed throughout the day.

Recruitment and Retention

Every Monday throughout March, potential Nursing team candidates were invited to open interviews in the Neuromuscular Building lobby. Henry Ford Jackson nurses were encouraged to connect with friends and family who are nurses to invite them to Mocha Mondays and share opportunities for employment.



Mentorship Program

Promoting professional development for clinical nurses, the Henry Ford Jackson Mentorship Program aims to improve retention for nurse residents. Mentors and mentees receive a mentoring plan and toolkit that outlines the purpose and benefits of the program, roles and responsibilities, guides for conversations, and more. Mentors and mentees meet one-on-one monthly for six to 12 months. Following mentor and mentee feedback, the Shared Governance Professional Development committee coordinated with comprehensive education to pair all new nurse residents with a mentor to improve first-year nurse retention.

Teaching and Role Development

In August, Henry Ford Jackson nursing leadership members met with Michigan State University nursing students who are part of a nursing cohort pilot. The students will complete two clinical semesters on the sixth floor with the same instructor. Paired with a nurse, the student assists the nurse with care for the entire patient assignment. The Henry Ford Jackson leadership team includes Nursing Administrator Joie Linn Nelson; Vice President and Chief Nursing Officer Wendy Kim; and Karen Zastrow, Comprehensive Clinical Care.

Feedback from the students:

- "I feel so welcomed on the Sixth Floor."
- "Everyone is so nice."
- "All the nurses are very knowledgeable."
- "Great experience."
- "Nurses have really supported us in our learning."



Health Sciences Students visit from the Yucatan

In July, 25 students from Yucatan, Mexico visited Henry Ford Jackson Hospital. Michigan State University hosted the students through their Institute for Global Health (IGH) program, with sponsorship from the Yucatan government's future leaders' program. Fifteens students were studying nursing, with others pursuing degrees in nutrition, medicine, physiotherapy, and dentistry. Students toured the acuity adaptable tower units, the emergency department and surgery.



Students from Yucatan, Mexico's future leaders' program visited Henry Ford Jackson.



New Knowledge, Innovation, and Improvement

Worldwide Pressure Injury Day

The Wound Care Team, Falls and Pressure Injury Committee, and Professional Practice and Quality Council collaborated to round on Worldwide Pressure Injury Prevention Day. Teams rounded the units with a “Guess the Stage” board to increase awareness and understanding of pressure-related injuries.



Fall Prevention Awareness and Pressure Injury Prevention Rounding

To increase patient safety and awareness, the Falls and Pressure Injury Committee teamed up with the Shared Governance Professional Practice and Quality Council to round monthly and encourage proper bed configuration and skin protection measures. Members of the team actively engaged with patient care teams, offering guidance and discussion to augment fall and pressure injury prevention.

Behavioral Emergency Response Team

In October, a research-based Behavioral Emergency Response Team (BERT) was formed with nurses from Behavioral Health, Behavioral Health colleagues and Nursing leadership. The team responds when patient behaviors acutely escalate and implements de-escalation techniques to maintain safety for patients and team members.

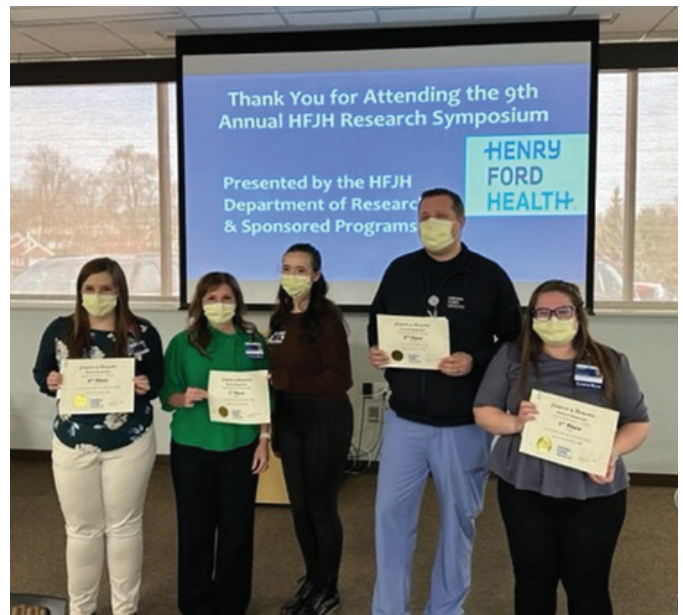


Nursing Research

Seen at right, presenting their research at the Henry Ford Jackson Research Symposium are, from left: Danielle Elswick, MSN, RN, AGCNS-BC, CMSRN; Lisa Marcin DNP, RN, ACCNS-AG, CNML, Comprehensive Clinical Care; Breanna Whitney, BSN, RN, 7T Neuroscience Universal Bed, Lisa Marcin, DNP, RN, ACCNS-AG, CNML, Comprehensive Clinical Care; Steven Sanders, BSN, RN, CEN, Comprehensive Clinical Care; and Jennifer Rice, MSN, RN, AGCNS-BC, SCRNP, Comprehensive Clinical Care.

Nursing Research places First at Henry Ford Jackson Research Symposium

Breanna Whitney, BSN, RN, 7T Neuroscience Universal Bed, and Lisa Marcin DNP, RN, ACCNS-AG, CNML, Comprehensive Clinical Care, placed first in the Nursing Research division at the 2023 Henry Ford Jackson Hospital Research Symposium. Their research project was Alternative Pain Management.



Nursing Research showcased at Henry Ford Health Research Symposium

Jennifer Rice, MSN, RN, AGCNS-BC, SCRNP, Comprehensive Clinical Care, presented a nursing research project at the 20th Annual Henry Ford Health Research Symposium. The project, "Decreasing Medical Device-Related Tracheostomy Pressure Injuries with Hydroconductive Dressings," involved collaboration between Henry Ford Jackson Hospital clinical nurse specialists, wound care specialists, and respiratory therapists.

