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I would like to take this opportunity to thank each member of the HackensackUMC Clinical and Patient Care Services team for a very successful 2015.

Despite navigating the ongoing changes and challenges posed by healthcare reform, you have remained committed and unwavering in your passion, energy, enthusiasm and foresight in maintaining our pledge to excellence every day for every patient in our hospital.

Your contributions enabled Hackensack University medical center to achieve and maintain its ranking as one of America’s 50 Best Hospitals. This accomplishment highlights your contributions and serves as a reminder that our continued success embodies the collaborative effort of each and every team member working together for a singular purpose. Excel in patient care.

Thank you for continuing to elevate our standards of excellence every day

On behalf of the nurse executive team, we commend you for making it all come together as we excel in our ability to do what we do best.

DIANNE AROH, MS, RN, NEA-BC
EXECUTIVE VICE PRESIDENT
CHIEF Nursing AND PATIENT CARE OFFICER
Pursuing Excellence in Professional Nursing Practice

Practice
The nurses at HackensackUMC deliver high quality, patient-centered care to our patients and their families. Our shared decision-making model provides us with the opportunity to utilize evidence-based practice and nursing research in the delivery of care.

Collaboration
As facilitators and advocates, we develop a partnership in care with our patients, their families and with fellow healthcare professionals.

Communication
We strive to promote the professional image of nursing through active engagement in patient education, quality initiatives, and innovation to promote continuity of care for patients and their families including local and global outreach.

2011-2015 Nursing Strategic Directions

<table>
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<tr>
<th>Broaden Referral Base</th>
<th>Integrate and promote APN collaboration with other providers in support of expanding national referral base of clinical and specialty programs, extend APN education and training, and optimize timeliness and growth of care.</th>
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<td>Physician Practice</td>
<td>Expand exceptional clinical programs and specialty centers, facilitate nursing partnerships with health professionals, collaborate with physicians on healthcare policies and clinical performance thereby optimizing quality and growth.</td>
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<td>Patient Management Outcomes</td>
<td>Align performance improvement metrics with hospital initiatives for performance improvement, build leadership and frontline staff collaboration while supporting development of high performing collegial interactive teams.</td>
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<td>Academic Affairs and Research</td>
<td>Align nursing research activities/EBP with organizational research priorities and foster collaborative research with faculty to conduct intra and interdisciplinary research. Provide training and education for translating current evidence into practice while establishing academic appointments with regional nursing schools.</td>
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<td>Workforce Development</td>
<td>Establish staff performance expectations, maintain shared vision, goals, and accountability for ongoing learning, while sponsoring site-based Nursing Leadership Academy and AONE Nurse Manager Fellowship.</td>
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<td>Service Excellence</td>
<td>Consistently incorporate the nine management principles to guide and prioritize behaviors that promote and sustain a culture of service excellence.</td>
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<td>Clinical and Information Technology</td>
<td>Foster increased use of clinical decision support systems integrated with electronic medical record to promote seamless transition of care.</td>
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<tr>
<td>Operational and Financial Performance</td>
<td>Promote value-based, patient focused care through efficient departmental processes, maintain staff accountability and incentivize achievement of operational goals, service quality and interdepartmental responsiveness.</td>
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<td>National Recognition</td>
<td>Investigate and apply for significant awards, honors, and grants in recognition of nursing excellence in clinical practice, management, nursing research, and evidence-based practice.</td>
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WE VALUE THE CARE WE PROVIDE TO OUR PATIENTS
The Delivery System Reform Incentive Payment (DSRIP) Program is part of a state project called Care Transitions Intervention Model to reduce 30-day hospital readmissions in Congestive Heart Failure (CHF) and Acute Myocardial Infarction (AMI).

New Jersey (NJ) is one of seven states in the USA that adapted this model. Out of the 49 hospitals currently enrolled in the state of NJ, HackensackUMC received the highest increase in funding based on performance. HackensackUMC’s project was designed to improve quality of care provided to under-served CHF and AMI populations.

HackensackUMC created the Transitions of Care Improvement Team, which implemented strategies used in the DSRIP program to standardize care transitions for high-risk CHF and AMI populations.

Transitions of care includes actions taken to ensure safe continuation of care across care settings. Nurse practitioners and Clinical nurses are instrumental throughout this process. High-risk patients are assessed during hospitalization and after discharge through home visits and phone calls. Subsequently, these strategies have shown a significant reduction in readmission rates. The multidisciplinary DSRIP nurse-led initiative to reduce readmission resulted in a decrease in readmission rates and cost savings.

In addition, HackensackUMC’s program has made a significant impact in our surrounding communities and has been honored as the recipient of the Delivery System Incentive Payment Project from NJ DSRIP/CMS. Our DSRIP was also awarded the Outstanding 2015 Quality Results Recognition Award from The Department of Patient Safety and Quality. The program also received $1.5 million, which was utilized to enhance the services provided to patients. The project is projected to receive $3 million to continue this initiative in 2017.

Congratulations to the DSRIP Team:
- Jenny Bernard, MSN, APN-BC, RN-BC, Project Coordinator/ DSRIP
- Theresa Colarusso, Administrator, Department of Patient Safety & Quality
- Dan Di Giorgio, BA, Sr Reimbursement Specialist, Finance Department
- Lee Gordon, MBA, Director of Budget
- Jeanette Previdi, MPH, BSN, RN-BC, Department of Patient Safety & Quality Advisor
- Peter Rinaldi, BA, CPPS Director, Public Reporting, Department of Patient Safety & Quality
- Jewell Thomas, PharmD, Pharmacy Supervisor, Transitions of Care
In 2014, HackensackUMC readmission for CHF and AMI were at 20.6% and 12.1% respectively. Due to the success of the DSRIP care transition model, readmissions for DSRIP patients were at 11.2% (CHF) and 2.8% (AMI). This decrease in readmission rates in CHF and AMI population has allowed growth and expansion of the program.

In the DSRIP heart failure population, there is a 27% decrease in expected readmission rates compared to the organization. The actual readmission rate was 75% less than expected with AMI DSRIP patients.

DSRIP readmission rates for both cardiac subgroups are consistently lower than our overall hospital rates.

### DSRIP Patient Satisfaction Survey Summary

1. The DSRIP team treated me with courtesy and respect
   - **100%**
2. I was kept informed about my plan of care
   - **97%**
3. I received education about all medications including side effects, dose, time and why I have to take them
   - **100%**
4. I received clear information about my 30-day-after-discharge plan
   - **100%**
5. I was satisfied with my home visits and plan of care after discharge.
   - **100%**
3 Link West

Literature suggests that leader and staff interactions can profoundly influence staff behaviors and the organization’s success. A culture of safety is built on teamwork, collaboration and collegiality in addition to heightened awareness of real and potential safety issues at all times and at all organizational levels. In 2015, Safety Huddles were deployed as an organization-wide initiative to improve efficiencies, communication, and accountability by the Department of Patient Safety and Quality.

The 3 Link West units outperformed the National Database of Nursing Quality Indicators (NDNQI) benchmark mean for hospitals with more than 500 beds in the following categories: Catheter-Associated Urinary Tract Infections (CAUTI), falls, Central Line-Associated Bloodstream Infection (CLABSI), and Pressure Ulcers.

WASH IN, WASH OUT

According to the Centers for Disease Control and Prevention (2015) hand hygiene is one of the most important ways to prevent the spread of infections. In 2015, the Department of Patient Safety and Quality at HackensackUMC community initiated the “Wash In, Wash Out” pledge. Stations were distributed throughout the medical center where employees listened to a short presentation on proper hand washing techniques. The efforts resulted in compliance rate of 99.5% surpassing our 90% goal.
MITIGATING CLAUSTROPHOBIA IN PATIENTS DURING MAGNETIC RESONANCE IMAGING (MRI)

Computed tomography, Magnetic Resonance Imaging (MRI), and ultrasonography are the most used imaging modalities to provide detailed morphological reconstructions of tissues and organs. Healthcare organizations initiated creative measures to reduce claustrophobia associated with MRI. After an extensive review of literature, the radiology staff at HackensackUMC identified strategies to manage claustrophobia without sedation during the MRI. The staff used several reduction strategies including: providing headphones with their favorite music, a mirror for them to see out of the machine when looking up, allowing a family member or friend to stay in the room with them, talking with them through the headphones in between sequences to provide emotional support, keeping them informed throughout the entire exam, and age appropriate interventions.

Patients with sedation had a longer MRI procedure time (one and a half hours) in comparison to patients without sedation (forty-five minutes). By reducing sedations for the indication of claustrophobia, HackensackUMC Radiology department decreased MRI procedure wait times and increased the volume of patients served daily.
WE LISTEN TO UNDERSTAND
HEALTHCARE SHOULD BE ABOUT RELATIONSHIPS, NOT TRANSACTIONS

“She listened to me and helped me feel extra safe. She reduced my anxiety”

“As an employee of this facility, I am a much harsher judge than your average family member and I felt that I had to let you know how great our experience was. It made a very bad situation, bearable. My husband has a long recovery period ahead of him but this experience needs to be applauded. I am proud to say I work at HackensackUMC and wanted to share our positive experience.”

“Two nurses, Beth and Sue have demonstrated such compassion and extraordinary care... They have been knowledgeable and educated my father about what to expect along the way... they are never too busy for a quick update about my dad when we called.”

“I am writing to tell you of my husband’s recent visit to the hospital after he fell on the ice and ruptured his quadriceps tendon. We were afforded outstanding care by Melissa RN, Courtney RN, Joy Ann RN and the Unit Clerk Ellen. The staff couldn’t have been more professional or skilled... In recovery he was in a great deal of pain and his nurse Karen was phenomenal in getting him situated and was in contact with the doctor to adjust his medication orders to meet his needs... Courtney and Joy took over and with typical Hackensack grace made him comfortably throughout the night.”

“LISTENING IS WHAT WE DO WHEN WE TAKE THE TIME TO BUILD TRUSTING RELATIONSHIPS WITH THE PATIENTS AND FAMILY.”

“The nursing assistants, Jose and Florence brought her flowers on her birthday and sang “Happy Birthday” to her.”

“This team will always be in our prayers for treating my mother like a human being even though we had no money to pay. She died peacefully thanks to your program. I pray that God gives you the resources and strength to continue to help other families who are suffering. It was extremely comforting to know that we have an APN who we can call with any questions and who will come to our house to see my dying mother. I also want to thank the heart failure doctor (Dr. Satya and Dr. Kim) and his team who took his time out to see Mom for free.”
A STORY OF A PATIENT’S CURE

When Elizabeth Adegboyega was born with sickle cell anemia (SCD), she was fortunate that her best friend and little sister, Esther Adegboyega, was a bone marrow transplant match. Dr. Jennifer Krajewski, a Pediatric Hematology-Oncologist here at HackensackUMC performed the bone marrow transplant procedure. Tosin Adegboyega, mother of Elizabeth and Esther, can take a deep breath now that Elizabeth is considered completely cured. “I can leave my phone at home now, that’s given me my life back, and given Elizabeth a second change and that I can never forget.”

Sickle cell disease (SCD) is one of the most common genetic disorders in the world. Worldwide, more than 275,000 infants are born with sickle cell disease each year and in the United States, 1 out of every 365 Black or African-American births is diagnosed with SCD.

SCD a genetic mutation causing hemoglobin, the main constituent of red blood cells, to distort the shape of the cell, and this causes the blood to aggregate or clog causing severe pain and major damage to organs, bone and muscles. Bone marrow transplant is the only treatment available today that can cure sickle cell disease.

PALLIATIVE & END-OF-LIFE (EOL) DOULA

Palliative and End-of-Life (EOL) Doula is a specialty trained volunteer who supports patients and families by bringing comfort and meaning to patients and their loved ones who are experiencing serious illness during the active dying journey by:

• Providing a sitting vigil to support understanding of the active dying process
• Present an opportunity for the patient to receive companionship during the dying process
• Ease loved ones caregiver burden by providing respite time
• Actively listen, explore, and preserve the patient and families memories and recollection of stories, wisdom, and messages that gave life meaning to this individual’s being
• Demonstrate, instruct, and support guided visualization and ritual for comfort and meaning
• Plan and structure the patient's environment to meet their visual audible, and sensory desires during the dying process
• Provide bereavement services
• Reprocess the after-death experience
• Support loved ones during the grieving process
At HackensackUMC, we respect and acknowledge the spiritual and religious needs of patients as an integral component of patient and family-centered care. HackensackUMC demonstrates respect for a patient’s desire for chaplaincy care and other religious/spiritual needs and services. We provide access to these services at the request of the patient and family throughout the entire hospital stay. It is our desire to uphold the needs and requests of our patients and their families, preserving their dignity by enhancing and enriching the patient care experience.

In our mission we rely on traditions both ever ancient and ever new to promote healing in body, mind, and spirit with unconditional acceptance and love to men and women - both old and young - of all faiths and traditions. In collaboration with The Planetree Initiative, Pastoral Care offers complementary modalities of holistic care to our patients, families, and staff recognizing the connection between the body, the mind, and the spirit throughout the healing process.

Our Services
• Bedside Visiting
• Worship Services of Various Faith Traditions
• Sacramental Ministry
• Volunteer Visitation
• Reiki (in conjunction with The Planetree Initiative)
• Labyrinth (in conjunction with The Planetree Initiative)
• No Ones Dies Alone (NODA)
• Shabbos Accommodations
• Counseling
• Retreats
• Bereavement Support
• Staff Support
• Clinical Pastoral Education
• Continuing Education for Volunteers

Memorial services are held three times throughout the year and on the last Thursday of March, July, and November for families, and team members who have experienced loss. Family, friends, and team members are encouraged to bring pictures of their loved one, share fond memories, and share special memories followed by a fellowship dinner.
A MISSION FOR HOPE

“A kind gesture can reach a wound that only compassion can heal”
- Steve Maraboli
Serving Our International Community

Laura Van De Putte, BSN, RN, Nurse Manager of the Reuten Clinic, Pediatric Oncology, and Day Accommodation Suite, was awarded the Nursing Excellence Award for her missionary services during National Nurse’s Week. Since the year of 2009, Laura has shown consistent dedication and commitment by traveling to foreign countries such as Egypt, Peru, Jamaica, Guatemala, and more, to provide free Clinical services and Nursing expertise. Laura provided a variety of Clinical services to the children, such as, performing evaluations and physical exams.

For two weeks every year, Laura has participated in mission services provided by Operations Kids, the first pediatric chapter of a non-profit organization called International Surgical Mission Support (ISMS). Operation Kids was founded by Cindy Steele, Hackensack University Medical Group (HUMG) physician and former Hackensack University Medical Center nurse, Colleen Hekemian.

A Noble Mission

Ani George, Unit Service Representative, Inpatient Dialysis, experienced early life challenges which have motivated her towards serving the community at large. She has dedicated her time and services over the years by distributing donations to the homeless in New York and New Jersey soup kitchens. Ani’s future goal is to create a “one-stop-shop” charity, so those in need will have access to healthcare and resources.

“As an individual who has experienced poverty and many challenges, I plan to work diligently towards providing positive life changes, so those in need, may experience many of the current blessings I have.”

- Ani George, Unit Service Representative, Inpatient Dialysis at Hackensack University Medical Center

Serving our Local Community

In 2015, Michelle Wilder, BSN, RN, CPN completed 4 mission services in Haiti, El Salvador, Peru and Mexico with The Gift of Life International and Heart Care International. These missions had a common goal for providing care and recruiting healthcare teams for education development, resource and training. In addition, Michelle coordinates mission logistics by collecting supplies and support in the months lead up to each mission.

Michelle Wilder is a selfless caregiver who continues to use her skills and resources to help others.
SERVICE TO THE COMMUNITY

Nicole Argenzia, MSN, RN CPN, Nurse Manager, Center For Allergy, Asthma & Immune Disorders, Volunteer, Allergy Center, Hackensack, Mahwah, And Westwood, NJ

Dianne Aroh, MSN, RN, NEA-BC, Executive Vice President & Chief Clinical and Patient Care Officer, Volunteer, Bergen Volunteer, Medical Initiative (BVMI), Hackensack, NJ

Charina Ballestero, MSN, RN, CCRN-CCS, Staff Nurse, Cardiac Surgery Department. Volunteer, American Association of Critical Care Nurses (AACN), River Vale, NJ; Filipino Medical Program, Teaneck, NJ; and St. Anastasia Roman Catholic Church, Teaneck, NJ

Reyna Berroa, B.S., RRT, Manager, Respiratory Services. Volunteer, St. John Church, Bergenfield, NJ

Melinda Cardona, MSN, RN, CPEN, Administrative Supervisor, Pediatric Emergency Room (PER). Volunteer, Greater Bergen Community Action Center (GBCA), Hackensack, NJ

Claire Ciriaca, DNPC, MSN, RN, LNC, CAPA, Nursing Instructor, Center of Ambulatory Surgery (CAS). Volunteer, Children and Adults with Attention-Deficit/Hyperactivity (CHADD), Ridgewood, NJ

Maribel Damian, MSN, RN-BH, Clinical Level IV, Staff Nurse, Perioperative Services. Volunteer, Hoboken Shelter, Hoboken, NJ

Kyle De Boer, MS-HCM, BSN, RN, CNML, Nurse Manager, Pulmonary, 4 Pavilion West. Volunteer, Midland Park Soccer Association (MPS), Midland Park, NJ; and Wyckoff Christian Pre-School and Kindergarten, Wyckoff, NJ

Donna Ten Hoeve, RN, Clinical Level IV, Staff Nurse, Cardiac Intensive Care Unit (CICU). Volunteer, Center for Ambulatory Surgery (CAS). Volunteer, County New Jersey Medical Reserve Corp.

Vicki Woodruff, RN-BC, CMSRN, Clinical Level II, Staff Nurse, Infusion Center. Volunteer, Passaic County New Jersey Medical Reserve Corp. (NJMRC), Passaic County, NJ

Joanne Pasinski, BSN, RN, CCRN, Clinical Level IV, Staff Nurse, Neonatal Intensive Care Unit (NICU). Volunteer, American Association of College Nursing (AACN), Hackensack, NJ; and American Heart Association (AHA), Hackensack, NJ

Kathleen Peschetti, RN, CCRN, FON, Clinical Level II, Staff Nurse, Cardiac Surgery Intensive Care Unit (CSICU). Volunteer, Boy Scouts of America (BSA), Boonton, NJ

Jeanette Previdi, MPH, BSN, RN-BH, Performance Improvement Advisor, Performance Improvement Department. Volunteer, American Heart Association’s Emergency Cardiovascular Care Committee (AHAEC), Dallas, TX

Kathleen Raines, MSN, RN, APNC, CDE, Administrative Director, Women’s Hospital, Diabetes Center & Planetree. Volunteer, American Diabetes Association (ADA), Community

Valsmma Samuel, BSN, RN, Clinical Level II, Staff Nurse, Center of Ambulatory Surgery (CAS). Volunteer, India Christian Assembly of New Jersey (ICA), Hackensack, NJ; and Mission with the International Surgical Mission Support (ISMS) Operation Kids, Jamaica

Pooja Shah, PharmD, BCPPS, Clinical Pediatric Pharmacist, Pharmacy Department. Volunteer, Cycle for Survival, New York City, NY; and Hoboken City Challenge, Hoboken, NJ

Doreen Takasu, MSN, APN, CPN, NP, Nurse Practitioner, Supervisor, Pediatric Rheumatology, Immunology & Infectious Diseases, Joseph M. Sanzari Children’s Hospital. Volunteer, Bader Institute: Pediatric Rheumatology, Immunology & Infectious Diseases. Volunteer, Juvenile Arthritis Committee Member (JA), NJ Chapter Arthritis Foundation; Camp Children Have Arthritis Too (CHAT), Hackettstown, NJ; Walk to Cure Arthritis, Rutherford, NJ; and Super Bowl of Caring, Connecticut Farms Church, Union City, NJ

Donna Ten Hoeve, RN, Clinical Level III, Center of Ambulatory Surgery (CAS). Volunteer, Hackensack University Medical Center, Center for Occupational Medicine, Hackensack, NJ

Deborah Turner, MSN, RN, CNOR, Clinical Level III, Staff Nurse, Center of Ambulatory Surgery (CAS). Volunteer, Center for Family Resources (CFR), Ringwood, NJ

Christine Vinci, MSN, RN, Capacity Management RN, Capacity Management Department. Volunteer, Muscular Dystrophy Association (MDA). Volunteer, Muscular Dystrophy Association (MDA) Muscle Walk, Newark, NJ

Laura Van De Putte, MSN, RN, CPON, Nurse Manager, Reuten Clinic, Tomorrow’s Children's Institute. Volunteer, Mission with the International Surgical Mission Support (ISMS) Operation Kids, Jamaica

Donna Wallum, MSN, RN, CNOR, Clinical Level III, Center for Ambulatory Surgery (CAS). Volunteer, Court Appointment Special Advocate for Foster Children (CASA) Hackensack, NJ; Mentoring Moms, Bergen County, Hackensack, NJ; and New Hope Inc., Westwood, NJ

Michelle Wilder, BS, RN, CPN, Clinical Level III, Staff Nurse, Pediatric Cardiology Department, Joseph M. Sanzari Children’s Hospital. Volunteer, the Congenital Heart Defect Coalition (CHDC), Tri-State Area, and International Medical Mission with Gift of Life International, Haiti and Heartcare International in San Salvador, El Salvador, Lima, Peru, and Chiapas, Mexico

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Edith Marino, BSN, RN, CPEN, Clinical Level IV, Pediatric Emergency Room (PER). Volunteer, Greater Bergen Community Action Center INC. (GBCA), Hackensack, NJ


Linda Parry-Carney, M.A., RN-BH, Education Specialist, Clinical Education Department. Volunteer, Board of Health Borough of Bloomingdale, NJ, and New Jersey Collaborating Center for Nursing (NJCCN), Newark, NJ

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CLINICAL AND PATIENT SERVICES AT HACKENSACKUMC
TRANSITIONING INTO PRACTICE
The HackensackUMC Postgraduate Year (PGY) Pharmacy Residency Program was created to support postgraduates in their transition from student to practitioner. The PGY Pharmacy Residency Program allows residents to gain exposure and Clinical experience through hospital rotations, including time spent at Clinical Research, Emergency Medicine, Infectious Disease, Pediatrics, Surgical Critical Care/Nutrition, Practice Management/Patient Safety, Hematology/Oncology, Internal Medicine, Solid Organ Transplant/Pharmacokinetics, and Transition of Care. Throughout rotations, residents are assigned a preceptor from each department before they begin to practice. The preceptor is there to support, train, and guide residents on procedures and services by demonstrating proper techniques.

The 13th Annual Pharmacy Residency Certificate of Completion ceremony, held by the Department of Pharmacy and Clinical Services at HackensackUMC, celebrated the hard work and dedication of the graduating residents of 2015.
NEW GRADUATE NURSING PROGRAM

Working in today’s health care system requires nurses to make complex medical decisions in a timely manner. New graduates entering the workforce may not feel fully prepared for the transition into their new role. The Institute of Medicine (2010) strongly recommends the development and implementation of transition programs to improve retention of nurses and expand existing competencies, leading to improved patient outcomes. A structured support system is essential to smooth the transition process from a new graduate to a competent RN. A graduate nurse internship can meet the challenges encountered in educating nurses in today’s complex acute care environment.

The curriculum for the new graduate Nursing program includes both classroom and Clinical hours to bridge the gap from the student role to professional Nursing responsibilities. There is a total of 12 weeks of Clinical experience before being assigned to the Nursing unit. The first two weeks include general on-boarding training.

Clinical starts immediately after the two weeks of Nursing orientation. The new graduate nurse (NGN) then reports to the dedicated unit and is assigned to staff for the first two days of their Clinical orientation. The ancillary staff includes the unit service representative and the Nursing assistant. Training occurs within 12 hour-shifts with two assigned preceptors. One preceptor is assigned to the day shift, 7am-7pm, and one to the night shift 7pm-7am.

Built into the Clinical activity is an assigned four-hour seminar class. This course is offered every other month to allow the cohorts to come together and share their experiences. The course also includes topics on wound care, documentation, legal Case review on documentation, the standards of care, conflict management, and critical thinking.

ADVANCE PRACTICE NURSES

At HackensackUMC, Advance Practice Nurses (APN) II are experts and patient advocates in particular specialties or sub-specialties of Nursing practice. The one-hundred and eighty-four APNs manage a group of Clinically complex or resource intensive patients. APN II perform roles in assessing, diagnosing, planning, and prescribing pharmacological (in a collaborative practice) and non-pharmacological treatment for health problems according to established protocols, standards of care, health promotion, and preventive care within a specialized area of practice. The role of APN II also includes integration of Clinical practice, education, research and consultation with multidisciplinary groups, thereby utilizing a holistic approach to wellness.
PROMOTIONS

Lisa Archer, MSN, RN
Appointed to Nurse Manager of 4 Link West

Kelly Briggs, MBA, RN, NE-BC
Appointed to Administrative Director for Critical Care & Cardiovascular Services

Marta Bryceland, MSN, RN, CCRN
Appointed to Administrative Supervisor of 4 Link West

Trusha Bavalia, MSN, RN
Appointed to Nurse Manager of 3 Pavilion West

Melanie Cardona, BSN, CPEN
Appointed to Administrative Supervisor of Pediatric Emergency Room

Ricardo Davila III, BS, BSHA
Appointed to Operations Manager of Emergency Trauma Center

Kyle DeBoer, MS-HCM, RN
Appointed to Nurse Manager of 4 Pavilion West

Francine DeLuise, MSN, RN-BC
Appointed to Administrative Supervisor of Clinical Education

Nilesh Desai, MBA, BS, RPh
Appointed to Administrative Supervisor of Clinical Education

Kim Gillen, MSN, RN-BC, CVRN
Appointed to Education Specialist of Clinical Education Critical Care Team

Lucia Izzo, MSN, RN-BC
Appointed to Administrative Supervisor of Cardiac Prevention and Rehabilitation Center

Eric Jones, BSN, RN
Appointed to Administrative Supervisor of Emergency Trauma Center

Rebecca Kaiser, BSN, RN
Appointed to Nurse Manager of Emergency Trauma Center

Andrew Kazella, BSN, RN
Appointed to Administrative Supervisor of Emergency Trauma Center

Lorraine Krivak, MSN, CPN
Appointed to Children’s Hospital Community & Program Coordinator of Pediatric Ambulatory Specialty Services/Quality

Laura LaBruno, MSN, RN, CNOR
Appointed to Administrative Director of Pharmacy

Nancy Minutillo, BSN, CPN
Appointed to Nurse Coordinator of Molly Center for Children with Diabetes and Endocrine Disorders

Jeanne Moran, BSN, RN
Appointed to Interim Administrative Supervisor of Medical Intensive Care Unit & Critical Care Unit

Alex Ogens, BSN, RN
Appointed to Administrative Supervisor of Emergency Trauma Center

Margaret Orzechowski, MSN, RN-BC
Appointed to Nurse Manager of 3 Conklin

Barry Pace, BSN, RN
Appointed to Administrative Supervisor of 4 Link West

Christopher Pozzarycki, BS, RPh
Appointed to Sterile Compounding Supervisor of Pharmacy Department

Shada Ricafort, BSN, RN
Appointed to Administrative Supervisor of Emergency Trauma Center

Patricia Taylor, BSN, RN
Appointed to Administrative Supervisor of Emergency Trauma Center

Jewell Thomas, PharmD, RPh
Appointed to Transitions Care Supervisor of Pharmacy Department

Rose Williams, MS, CCRP
Appointed to Research Coordinator of the Institute for Evidence Based Practice and Nursing Research

FIRST TIME SPECIALTY CERTIFICATION

Maria Abram, BSN, RN, CLC
Inpatient Obstetric Nursing Certification

Barbara Alberts, BSN, RNC-MNN, IBCLC
Maternal Newborn Nursing Certification

International Board-Certified Lactation Consultant

Jessica Androsiglio, BSN, RN-BC
Medical-Surgical Nursing

Nicoe Beaulieu, BSN, RN-BC
Medical-Surgical Nursing

Alexandra Beckerman, BSN, RN, RNC-MNN
Maternal Newborn Nursing Certification

Certified Lactation Counselor

Djohanna Canor, BSN, RN, PCCN
Pediatric Critical Care Registered Nurse

Jeanine Coronato, BSN, RNC-OB, CLC
Inpatient Obstetric Nursing Certification

Certified Lactation Counselor

Dina Esposito, BSN, RN, OCN
Oncology Nurse Certified

Donna Frank, BSN, RNC-MNN, CLC
Maternal Newborn Nursing Certification

Certified Lactation Counselor

Caitlin Goff, BSN, RN-BC
Medical-Surgical Nursing

Ann Hofbauer, BSN, RN-BC
Medical-Surgical Nurse

Lemec Joseph, BSN, RN, ONC
Orthopedic Nurse Certified

Erin Lenti, BSN, RN, CLC
Certified Lactation Counselor

Dorothy Markiewicz, BSN, RN, ONC
Orthopedic Nurse Certified

Denise Menonna-Quinn, MSN, RN-BC, AOCNS, BMTCN
Bone Marrow Transplant Certified Nurse

Jewell Mitchell, BSN, RN, ONC
Orthopedic Nurse Certified

Christine Moore, BSN, RNC-MNN, CLC
Maternal Newborn Nursing Certification

Certified Lactation Counselor

Kathleen Murdoch, BSN, RN-CC
Medical-Surgical Certification

Laurie Padula, BSN, RN, CLC
Certified Lactation Counselor

Matthew Orlando, BS, RRT-ACCS
Adult Critical Care Specialist

Margaret Orzechowski, BSN, RN-BC
Medical-Surgical Nurse

Allison Ramirez, BSN, RN
Medical-Surgical Nursing

Pooja Shah, PharmD, BCPS, BCPPS
Board Certified Pediatric Pharmacotherapy Specialist

Supratra Sillisette, BSN, RN, CLC
Certified Lactation Counselor

Pia Sison, BSN, RN-BC
Medical-Surgical Nursing

Tara Rodriguez, BSN, RN, CLC
Certified Lactation Counselor

Laura Rojas, BSN, RN, CLC
Certified Lactation Counselor

Mariela Suarez, BSN, RN, CLC
Certified Lactation Counselor

Maria Teresa Cortez, BSN, RN, CNOR
Certified Nurse Operating Room

Ekta Tailor, BSN, RN, CNOR
Certified Nurse Operating Room

Marianne Torres, BSN, RNC-OB, CLC
Inpatient Obstetric Nursing Certification

Certified Lactation Counselor

Suzette Turner, BSN, RN, CLC
Certified Lactation Counselor

Donna Wallum, BSN, RN, CNOR
Certified Nurse Operating Room

Kayla Wilson, BSN, RN, CCRN
Critical Care Registered Nurse (Adult, Neonatal, and Pediatric Acute) Certification

Vicki Woodruff, RN-BC
Medical-Surgical Nursing

Geraldine Wright, BSN, RN, CLC
Certified Lactation Counselor

Melanie Yenzer, BSN, RN-BC
Medical-Surgical Nursing
21ST CENTURY TECHNOLOGY FOR PATIENT CARE
LEFT VENTRICULAR ASSIST DEVICE

The Left Ventricular Assist Device (LVAD) is a surgical implant, that assists the heart in maintaining blood flow throughout the body after major cardiac events. A LVAD, one such advancement, is a mechanical pump that is surgically implanted to assist the failing left ventricle of the heart to pump blood out to the rest of the body. These devices allow for patients with advanced heart failure to have improvement in symptoms, better quality of life and return to their daily lifestyle.

The LVAD program at HackensackUMC has been approved by the Joint Commission Disease Specific Care program for excellence in Ventricular Assist Device care. Our comprehensive care team reviews the program often and looks for new ways to set excellence in the field of advanced heart failure treatment.

Congratulations to the LVAD Team:
- Dr. Robert Berkowitz Ph.D, MD, FACC, Co-Director, Heart Failure and VAD Program
- Keri Bicking, Pharm-D, BCPS, BCNSP, Clinical Pharmacist
- Dr. Samantha Brenner, MD, ICU Intensivist
- Dr. Eugene Bunnell, MD, ICU Intensivist
- Katie DeMarco, DNP, MSHS, APN-C, ACHPN, Clinical Supervisor, Pain and Palliative Medicine Institute
- Lee Dimi, RRT, CPFT, NPS, Lead HVH Data Analyst, Quality Assurance and Research
- Dr. Elie Elmann, MD, Cardiothoracic Surgeon
- Patricia Ferranda, RN, Data Analyst, Quality Assurance and Research
- Barbara Heber, APN, Heart Failure APN Dr. Bernard Kim, MD, Co-Director, Heart Failure and VAD Program
- Jeanette Previdi, MPH, BSN, RN-BC, Advisor, Patient Safety and Quality
- Tammy Russo, RN, Manager, Clinical Quality Assurance and Research
- Dr. Kumar Satya MRCP, MD, Heart Failure and VAD Program
- Dr. Steven Sperber, MD, Infectious Disease
- Scott Stewart, DNP, MSN, APN, CNL, VAD Coordinator
- Dr. Raghad Said, MD, ICU Intensivist
- Pat Walters, MSN, APN, CCRN, Cardiothoracic Surgery APN
- Marites Welch, MA Ed., BSN, RN, CCRN, Adm. Manager, Heart Failure/VAD Program

MY CHART APP

The MyChart is a online secure website that provides patient with a free service to access specific routine sections of their medical records. Keeping up with light-speed advances in technology and accessibility, MyChart is now available as a mobile application allowing patients access to their information from their mobile devices.
WE STRIVE FOR EXCELLENCE

HIGHLIGHTS AT A GLANCE
Maria Ramirez, RN, ER Case Manager, Selected America’s Nurse in 2015

In 2015, the three-time Emmy® “The Dr. Oz Show” announced its first ever search for a nurse to provide a forum for extended discussion of nurses’ integral role in providing health care and healing. After winning the “America’s Nurse” title, Maria was selected to join the core team on the Dr. Oz Show.

When asked what being a nurse means to her, Maria replied: “I still feel compelled and compassionate about my job. I care. I sit in a room when someone’s dying, I sit and talk to the family and friends that are important to these people. I want to convey that Nursing is not just computers or giving medications out, it’s helping people be people and be normal, that this life that we have is full of ups and downs. Healthcare scares people, so I want to be that nurse that’s by their side to hold their hand and take my vow seriously.”

Dianne Aroh Award

At HackensackUMC, we believe that in order to promote change, we must reward excellence, which is why Nursing Leadership focused on incentive programs in recent years. In 2013, a Gainsharing Program was introduced throughout the medical center a way to reward improvements in performance metrics. Gainsharing leverages a system of management in which an organization seeks higher levels of performance through the involvement and participation of its people. The Gainsharing program positively impacted achievement of strategic goals in service, quality, patient experience, and staff accountability. In addition to saving HackensackUMC $6.1 million dollars, the Gainsharing program shared the financial savings of the organization with the employees by allocating more than $2.3 million dollars in bonuses.

In 2015, a new, first-annual award ceremony was created by the Executive Vice President, Chief Clinical and Patient Care Officer of Hackensack University Medical Center, Dianne Aroh, MS, RN, FACHE, NEA-BC, to show her appreciation to the teams who achieved the most improved Patient Satisfaction Gainsharing scores.

Congratulations to the 2015 recipients of the first Gainsharing Program Award:

- Sunceray Clarke-Velez, Nurse Manager – 3 Link North
- Lisa Archer/Kyle Deboer, Nurse Manager (Interim Acting) – 4 Pavilion - CCU
- Anne Corbett, Nurse Manager – 8 PE - Oncology
- Keri Fitzpatrick, Nurse Manager – 9 PW - Oncology
- Ken Bodkin, Manager – Pediatrics Audiology
- Ciaran Geraghty, Nurse Manager – Surgical ICU
- Lisa Archer/Kyle Deboer, Nurse Manager (Interim Acting) – Medical ICU
- Laura Van De Putte, Nurse Manager – Reuten Clinic

Elevate Great

The Elevate Great program at Hackensack University Medical Center was established by the collection of feedback and data from the multidisciplinary groups, Human Resource Staff Nursing, Learning and Performance Operations, and Nurse Leadership. This initiative is a way to catch greatness in the act, to promote appreciation and recognize when someone is going above and beyond. Beginning January 4th, 2015 the Elevate Great initiative expanded from a more personal degree to hospital wide. And for three months running, 3,000 recognition experiences were reported since the start of development. In six months, 25,000 recognition experiences were reported, additionally after six months, the initiative had the largest participation in any appreciation program. Nearly 80% of our population received recognitions in the first six months. We set a goal to increase the percentage usage every quarter by 4%, instead we received some unexpected results and surpassed our goal, and each quarter reached a percentage usage of 40% or more. By September 2015, a totaled 54,000 recognition experiences were reported.
**AWARDS & RECOGNITIONS**

Kessann Scott, BSN, RN, PCCN, Clinical Level II, Staff Nurse, Pulmonary Services, 4 Pavilion West, Recipient of the Hackensack University Medical Center Employee of the Month Award, Hackensack, NJ.

Omolara Akinsanya, MSN Ed, MSN, RN, Clinical Level II, Staff Nurse, Center of Ambulatory Surgery (CAS). Sigma Theta Tau International (STTI). Recipient of the Academic Award (Honor Society of Nursing), Indianapolis, IN.

Jenny Bernard, MSN, APN, RN AGPN-BC, Advanced Practice Nurse II, Department of Patient Safety & Quality. Transitioning Care Advanced Practitioner Nurse (APN) / New Jersey Delivery System Reform Incentive Payment Project (DSRIP) Coordinator Centers for Medicare and Medicaid Services (CMS). Recipient of the CMS/DSRIP Hackensack University Medical Center Model, NJ.

Joshua Binn BBA, Manager, Perioperative Support Services. Recipient of the Service Excellence Hero award, Hackensack, NJ.

Melissa Clare, BSN, RN, CCRN, Clinical Level II, Staff Nurse, Endoscopy Services. Hackensack University Medical Center. Recipient of the Service Excellence Hero award, Hackensack, NJ.

Kathy Fragale, BSN, RN, Staff Nurse, Capacity Management Department. Recipient of the Service Excellence Hero award, Hackensack, NJ.

Olevia Riley, BSN, RN, Clinical Level II, Staff Nurse, Bariatric Services, 3 Link South. Recipient of the Service Excellence Hero award, Hackensack, NJ.

Meliam Gonzales, BSN, RN, Injury Prevention Instructor, Trauma/Surgical Critical Care & Injury Prevention Department. Recipient of the Honorore Award from the Rebeka Verea Foundation, Cliffside Park, NJ.

Diana McCarthy, BSN, BA, RN, Research Nurse Coordinator, Emergency Trauma Department (ETD). Recipient of the Service Excellence Hero award, Hackensack, NJ.

Teresa Lu, BSN, RN, PCCN, Clinical Level II, Staff Nurse, Pulmonary Services, 4 Pavilion West. Hackensack University Medical Center. Recipient of the Service Excellence Hero award, Hackensack, NJ.

Kerry McKinley, BSN, RN, Clinical Level II, Staff Nurse, Bariatric Services, 3 Link South. Recipient of the Service Excellence Hero award, Hackensack, NJ.

Christine Lugris, MAS, RRT-NPS, Respiratory Coordinator, Neonatal Intensive Care Unit (NICU). Recipient of the Recognition Award, NJ.

Diana McCarthy, BSN, BA, RN, Research Nurse Coordinator, Emergency Trauma Department (ETD). Recipient of the Service Excellence Hero award, Hackensack, NJ.

Olevia Riley, BSN, RN, Clinical Level II, Staff Nurse, Bariatric Services, 3 South. Recipient of the Service Excellence Hero award, Hackensack, NJ.

**2015 NURSING EXCELLENCE AWARD WINNERS**

**Advancing and Leading the Profession**

Danielle J. Loftus-Koch, BSN, RN, CCRN
Coronary Care Unit

**Clinical Care**

Jaclyn Doell, MSN, RN, CCRN
Pediatric Intensive Care Unit

**Friends of Nursing**

Dorothy Kapitula
Unit Service Representative
Coronary Care Unit

**2015 EVIDENCE-BASED PRACTICE WINNERS**

Giuepina Finnerty, MSN, RN-BC
2016 Evidence-Based Practice Abstract Award
“Are you discussing M in the box with your patients daily?”

Melinda S. Weber, DNP, MS, RN, APN, AOCN, C.
2016 Evidence-Based Practice Abstract Award
“Providing Supportive Care after a Terminal Prognosis: Creating a Dignified and Personalized Transition”

Jenny Bernard, APN-C
2016 Performance Improvement Abstract Award
“The First Thirty Day Heart Strengthening Program”

Janine Bodden MSN, APN; Dena McDonald BSN, RN, NE-BC; Claire Gibbons PT;
Elvira Pichardo DPT; Samantha Rodgers MSN, APN; Sue Abramson BSN, RN, ONC; Randy Thomas RN, BSN. Jason Mako, BSN, RN
2016 Performance Improvement Abstract Award
“Developing a Patient Centric Pathway for the Elective Total Joint Replacement Patient”

**Innovation**

Melanie L. Cardona, BSN, RN, CPEN
Pediatric Emergency Room

**Medical Mission**

Luthfa Ali, MSN, RN
Pediatric Intensive Care Unit

**Mentoring**

Teresa Gibbs, RN, CNOR
Pediatric Operation Room

**Non-Clinical Care**

Linda Davidson, MSN, RN, CCM, B-C

**Case Management Research**

Diana Cecchini, BSN, RN, CCRN
Neonatal Intensive Care Unit

**Service to the Community**

Debra Dubravsky, RN
Neonatal Intensive Care Unit

**Team Spirit Award**

Cheryl Marchal, MSN, RN-BC, NE-BC
Clinical Education Department
2015 BEACON AWARD

Medical Intensive Care Unit (MICU) recipient of the Silver Beacon Award for Excellence
Coronary Care Unit (CCU), recipient of the Silver Beacon Award for Excellence

Presented by the American Association of Critical Care Nurses (AACN), a Beacon Award recognizes individual hospital units that improve patient outcomes and align practices with AACN’s healthy work environment standards.

HEALTH SCIENCES LIBRARY ASSOCIATION OF NEW JERSEY (HSLANJ) CLINICIAN OF THE YEAR AWARD

On March 19, 2015, Health Sciences Library Association of New Jersey (HSLANJ) awarded its 2015 Clinician of the Year Award to Virginia (Ginny) Flynn, a pediatric nurse educator at HackensackUMC. Flynn was nominated by HSLANJ member Carole Chen, an associate medical librarian at the Samuel and Sandra Hekemian Medical Library at HUMC, who has worked extensively with her. Chen describes Flynn as “a frequent flyer in the library, who seeks our assistance when she has a patient care question or needs information for a research project.” Chen adds that Flynn “is a great champion of the library, who promotes the library’s services and resources to her peers.”

HSLANJ is a nonprofit organization, founded in 1972, which encourages professional development of health sciences librarianship and strives to improve New Jersey health care organizations’ library services.
PODIUM PRESENTATIONS

Charina Ballesteros, MSN, RN, CCRN-CSC
Pressure Ulcer Reduction Initiative in CSICU: A Collaborative Approach
HackensackUMC, Hackensack, NJ

Jenny Bernard, MSN, RN, APN, AGPN-BC
First 30 Transitions of Care Model
HackensackUMC, Hackensack, NJ

November 2015, Role of VNS in Transitions of Care: A Training for Healthcare Professionals
Amedysis Home Health, Hackensack, NJ

Transitions of Care
HackensackUMC, Hackensack, NJ

Andrea Centrella-Nigro, DNP, RN, CNE
Raising HCAHPS Scores Using the Teach-back Method in Patient Education
Holy Name Medical Center, NJ

Barbara Crowley, DNP, APN, RN
Improved Patient Reporting of Pain Utilizing a Traffic Light Pain Tool
HackensackUMC, Hackensack, NJ

Nilesh Desai, BS, MBA, R.Ph
Leveraging an Outpatient Pharmacy Reducing High-Risk Readmissions through a Targeted Bedside Concierge Program
HackensackUMC, Hackensack, NJ

Acute Care Pharmacy, Webinar
Omniceil User Forum
Omniceil Nursing Forum, Hackensack, NJ

Transition of Care: Pharmacy Approach
Tri-State Pharmacy Meeting, New York, NY

Cornelia Diaz, DNPc, MAS, RN
An Evidence-Based Practice Approach to Triaging Patients with Abdominal Pain through the Implementation of the 5-Level Emergency Severity Index Model
HackensackUMC, Hackensack, NJ

Teresita Dimano, BSN, RN-BC
Patient Safety and Satisfaction in an Outpatient Endoscopy Unit
Philippine Nurses Association Regional Conference
Kessler Institute West Orange, NJ.

Bio Markers in Inflammatory Bowel Diseases in the Neonatal Intensive Care Unit to Decrease the Incidence of Intraventricular Hemorrhage (IVH) in the <30 week gestation patient population
Krystyna Toczylowski, MSN, APN, RN

Joanna Gourdum, BSN, RN
Are you Discussing “M” in the Box with Your Patients Daily?
HackensackUMC, Hackensack, NJ

Virginia Flynn, MSN, RN-BC, CCRN
Evidence Based Practice: Making a Change
HackensackUMC, Hackensack, NJ

Lauren Khalifeh, BSN, HNB-BC
Pranic Healing for Pain Management in the Geriatric Emergency Department: A Randomized Trial
St. Joseph’s Hospital & Medical Center, Paterson, NJ

Denise Menonna-Quinn, MSN, RN-BC, AOCNS, BMTCN
Joanne Pasinski, BSN, RN, CCRN

Does Providing Education on How to Conduct a Nursing Journal Club Impact Nursing Practice?
HackensackUMC, Hackensack, NJ

Ring to Peer Education on Journal Clubs
New Jersey Magnet Conference
St. Joseph Medical Center, Paterson, NJ

Denise Menonna-Quinn, RN-BC, MSN, AOCNS, BMTCN

Kimberly Rivera, MSN, RN-BC, OCN
“Chasing zero: our Journey to no CLABSI”
HackensackUMC, Hackensack, NJ

Christine Sedrak, CCRP
The Role of the IRB: Fact or Fiction
HackensackUMC, Hackensack, NJ

Pooja Shah, PharmD, BCPPS
Acetazolamide use in pediatric patients
PPAG, Minneapolis, MN

Pediatric Medication Safety
Ernest Mario School of Pharmacy, Rutgers State University of New Jersey, Piscataway, NJ

Dawn Siek, BSN, RN-BC
Integrating Congestive Heart Failure Patients into an Existing Cardiac Rehabilitation Program
HackensackUMC, Hackensack, NJ

Cindy Stinson, BSN, RN
Breaking Tradition: Fast or Slow Bladder Decompression
HackensackUMC, Hackensack, NJ

Giuseppina Finnerty, MSN, RN-BC
Are you Discussing “M” in the Box with Your Patients Daily?
HackensackUMC, Hackensack, NJ

Melinda S. Weber, DNP, RN, APN, AOCN-c
Providing Supportive Care after Receiving Terminal prognosis: Creating a Dignified & Personalized Transition – A Change Project
HackensackUMC, Hackensack, NJ

Michelle Wilder, BSN, RN, CPN
My Medical Mission Experience
Heartcare International and Gift of Life International, Nursing Leadership at HackensackUMC

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PROFESSIONAL INVOLVEMENT & DEVELOPMENT

Jincy Abraham, Pharm.D, MBA, R.Ph, Operations Manager, Pharmacy Inpatient Care Services, Member at large, American Society of Hospital Pharmacists (ASHP), Northern NJ Chapter, NJ; Member at large, New Jersey Society of Health System, NJSHP North Central, NJ

Emmy Lou Adonay, BSN, RN-BC, Staff Nurse, Patient Care Services, Member at large, American Nurses Association (ANA), Garden State Chapter, NJ

Omola Akinsanya, MSN Ed, MSN, RN, Clinical Level II, Staff Nurse, Center of Ambulatory Surgery (CAS). Member at large, American Society of Peri-anesthesia Nurses (ASPAN), New Jersey & Bermuda Chapter, NJ; Member at large, Sigma Theta Tau International (STTI), Epsilon Rho Chapter, NJ

Nicole Argenzia, MSN, RN, CPN, Nurse Manager, the Center for Allergy, Asthma & immune disorders. Member at large, American Academy of Allergy, Asthma & Immunology, National Chapter, National

Diane Aroh, MSN, RN, FACHE, NEA-BC, Executive Vice President & CEO, NJ State Nurses Association. Member at large, American College of Healthcare Executives (ACHE), New Jersey Chapter, NJ; Member at large, American Organization of Nurse Executives (AONE), New Jersey Chapter, NJ; Member at large, Bergen Volunteer Medical Board of Trustees, Bergen County, NJ; Member at large, Greater New York Association of Nurse Executives, NY; Member at large, American Organization of Nurse Leaders (ONL NJ), New Jersey Chapter, NJ; Member at large, Pace University’s Women in Business Steering Committee, NY; and Pace University College, Health Professionals Board, NY; Member at large, Nursing Advisory Board For Felician College, New Jersey

Charina Ballesteros, MSN, RN, CCRN-CSC, Staff Nurse, Cardiac Surgery Department. Member at large, American Association of Critical Care Nurses (AACCN), National Chapter, California; Member at large, Sigma Theta Tau International Honor Society of Nursing (STTI), Phi Nu Chapter, Walden University

Jenny Bernard, MSN, ASN-BC-RN-BC, Advanced Practice Nurse II, Department of Patient Safety & Quality, Member at large, American Academy of Nurse Practitioners (APN), New Jersey Chapter, NJ; Member at large, American Geriatric Society (AGS), New Jersey Chapter, NJ; Advanced Practitioner Nurse (APN) coordinator, New Jersey Delivery System Reform IncentivePayment Program (DSRIP), New Jersey Chapter, NJ

Gregory Bocchicchio, RRT, CRT, Supervisor, Respiratory Care Services, Member at large, American Association for Respiratory Care (AARC), USA Chapter, NJ; Member at large, National Board of Respiratory Care (NBRC), New Jersey Chapter, NJ

Natalie Callis, DNP, RN-BC, CNL, CSSGB, Staff Nurse, Psychiatry Services. Member at large, American Academy of Psychiatry, American Nurses Association (ANA), New Jersey Chapter, National

Margaret Campbell – Lupando, MSN, RN-BC, CNM-NBC, C-EFM, Education Specialist, Clinical Education Department. Member at large, American Academy of Nurse Midwives (AANM), New Jersey Chapter, NJ; Local Chapter Officer, Association of Women’s Health Obstetrics and Neonatal Nursing (AWHONN), New Jersey Chapter, NJ

Joan Collica, DNP, APN, ANP-BC, NP-C, SSGS, Manager, Value Based Projects for Advanced Practice Nurse, Member at large, New Jersey Forum of Nurses in Advanced Practice (FNAP), New Jersey Chapter, NJ; Member at large, New Jersey State Nurses Association (NJSNA), New Jersey Chapter, NJ; Vice President, Society of Urologic Nurses and Associates (SUNA), Northern New Jersey Chapter, NJ

Mary Jo Conley, BSN, RN, CWOCN, Enteroenteral Therapist, Surgical Care Services. Chair of Collaborating Organization Council National Pressure Ulcer Advisory Panel (NPUAP), National Chapter, NJ; Member at large, National Pressure Ulcer Advisory Panel of the Wound, Ostomy, and Continence Nurses Society (WOCN), National Chapter, National

Stephanie Cosentino, BSN, RN, Clinical Level II, Staff Nurse, Pulmonary Services. 4 Pavilion. Member at large, American Nurses Association (ANA), New Jersey Chapter, NJ

Claire Cyriax, DNP(C), MSN, RN, LNC, CAPA, Nursing Instructor, Center of Ambulatory Surgery. Member at large, American Association of Critical Care Nurses (AACCN), New Jersey Chapter, NJ; Member at large, American Organization of Nurse Executives (AONE), New Jersey Chapter, NJ

Maribel Damian, MSN, RN-BC, Clinical Level IV, Staff Nurse, Perioperative Services. Local Chapter Officer, Philippe Nursing Association of New Jersey (PNANJ), Bergen Subchapter, NJ

Heather Davies, MSN, RN-BC, RN-NC-MNN, Education Specialist, Clinical Education Department, Local Chapter Officer, Association of Women’s Health, Obstetrics, and Neonatal Nurse, New Jersey Chapter, NJ

Kyle De Boer, MS-HCM, BSN, RN, CNML, Nurse Manager, Pulmonary, 4 Pavilion West. Member at large, Organization of Nurse Leaders (ONL), New Jersey Chapter, NJ

Francine De Lusse, MSN, RN, RN-BC, Administrative Supervisor, Clinical Education Department. Member at large, Association for Nursing Professional Development, New Jersey Chapter, NJ; Member at large, Sigma Theta Tau International (STTI), Mu Theta Chapter, NJ; Member at large, Sigma Theta Tau International (STTI), Phi Sigma Chapter, NJ

Annette DeMeo, MSN, RN, NE-BC, Clinical Level II, Staff Nurse, Pulmonary Services, 4 Pavilion West. Member at large, American Organization of Nurse Executives (AONE), New Jersey Chapter, NJ

Nilesh Desai, MBA, B.S, R.Ph, Administrative Director, Pharmacy Department. Member at large, American Society of Hospital Pharmacists (ASHP), National and New Jersey Chapter, Maryland

Courtney E. Dibona, MSN, MSN, RN-BC, Nurse Manager, Urology, 9 Pavilion East. Member at large, American Nurses Association (ANA), New Jersey Chapter National; National Association of Orthopaedic Nurses (ANO), New Jersey Chapter

Christina Diduck, BSN, RN, Clinical Level II, Staff Nurse, Cardiac Surgery Intensive Care Unit (CSICU). Member at large and New Jersey State Member, American Nurses Organization (ANO), Garden State Chapter, NJ

Teresita Dimaano, BSN, RN, BC, Clinical Level II, Staff Nurse, Endoscopy Services. Board Member, Philippine Nurses Association of New Jersey (PNANJ), Bergen Subchapter, NJ

Gina Dovi, MSN, RN, CPHON, Research Coordinator, Children’s Hospital Research Center. Local Chapter Officer, Association of Pediatric Hematology/Oncology Nurses (APHON), New Jersey Chapter, NJ

Novlette Edwards-Hammond, MSN, RRT, APN, NP-C, Advance Practice Nurse, Geriatrics Services. Local Chapter Officer, Sigma Theta Tau International Honor Society (STTI), Epsilom Rho Chapter, NJ

Evangelene Epper, BSN, RN, CCRN, Clinical Level III, Staff Nurse, Endoscopy Services, Member at large, Society of Gastroenterology Nurses Association (SGNA), Northern NJ Chapter, NJ

Maria-Therese Estambouli, Pharm.D, R.Ph, Research Pharmacist, Pharmacy Department. Member at large, American Society of Hospital Pharmacists (ASHP), National Chapter, Maryland; Member at large, New Jersey Society of Health-System Pharmacists (NJSHP), North Chapter, NJ

Giuseppe Finnerty, BSN, RN-BC, Clinical Level IV, Medical/Surgical Nurse Specialist, Diabetes Services, St. John’s Hospital Chapter-President, Society of Urological Nurses and Associates (SUNA), Northern New Jersey Chapter 114, Hackensack, NJ

Gretchen Flynn, BSN, RN, PCCN, Clinical Level III, Staff Nurse. Pulmonary Services. 4 Pavilion West. Member at large, American Association of Critical Care Nurses (AACCN), National, NJ

Barbara Gumbman, BSN, RN, CCRN, Clinical Level II, Staff Nurse, Cardiac Services. Member at large, American Association of Critical Care Nurses (AACCN), National Chapter, NJ; Member at large, Cardiac Board Health (CBH), Carlstadt, NJ

Angusta Hofbauer, BSN, RN-BC, Clinical Level II, Urology Services, 9 Pavilion East. Local Chapter Officer, National Honor Society - Alpha Sigma Lambda (ASL), Gamma Lambda Chapter, NY

Jennifer Kopelman, MSN, RNC-OB, Nurse Manager, Labor & Delivery/Antepartum Services, Women and Children’s Hospital, Member at large, National Association of Women’s Health, Obstetrics, and Neonatal Nurses (AWHONN), New Jersey Chapter, NJ; Member at large, American Organization of Nurse Executives (AONE), New Jersey Chapter, NJ

Leila Ledeasem, BSN, RN, Clinical Level II, Urology Services, 9 Pavilion West. Member at large, National Nurses Association (ANA), Northern New Jersey Chapter, NJ

Christine Lugris, M.A.S., RRT-NPS, respiratory coordinator, Neonatal intensive care Unit (NICU), Member at large, American Academy for Respiratory Care. New Jersey Chapter, NJ

Cheryl Marchal, MSN, RN-BC, NE-BC, Manager, Clinical Education Department. Member at large, American Nurses Association (ANA), New Jersey Chapter, NJ; Member at large, Association for Nursing Professional Development (APND), New Jersey Chapter, NJ

Edith Marino, BSN, RN, CPEN, Clinical Level IV, Pediatric Emergency Room (PEN), Member at large, Emergency Nurses Association (ENA), New Jersey Chapter, NJ

Phyllis McKiernan, MSN, RN, APN, Advanced Practice Nurse II, Care Transformation Department. Member at large, Oncology Nursing Society (ONS), New Jersey Chapter, NJ

Dorothy Memmo-Quin, MSN, RN-BC, AOCN, BMTEN, Clinical Level IV Staff Nurse, Bone Marrow Clinic, John Theurer Cancer Center. Member at large, Oncology Nursing Society (ONS), National Chapter, New Jersey

Matthew Orlando BS, RRT-ACCS, Respirator Clinical Care Coordinator. Respiratory Care Services. National Chapter Officer, American Association for Respiratory Care (AACR), New Jersey Chapter, NJ

Linda Perry-Caney, M.A., RN-BC, Education Specialist, Clinical Education Department. Member at large, American Nurses Association (ANA), New Jersey Chapter, NJ; Member at large, New Jersey State Nurses Association (NJNSA), Region 1, Trenton, NJ; Member at large, Sigma Theta Tau International (STTI), Alpha Tau Chapter, NJ

Joanne Pasinski, BSN, RN, CCRN, Clinical Level IV Staff Nurse, Neonatal Intensive Care Unit (NICU), Ambassador, American Association of Critical Care Nurses (AACCN), National Chapter, NJ; Member at large, National Association of Neonatal Nurses (NANN), National Chapter, NJ

Tara Panazzolo, MSN, RN-BC, Staff Nurse, Performance Improvement Advisor, Performance Improvement Department. Member at large, Sigma Theta Tau International (STTI), Phi Sigma Chapter, NJ

Kathleen Peschetti, RNCN, FCN, Clinical Level II Staff Nurse, Cardiac Surgery Department. Member at large, American Association of Critical Care Nurses (AACCN), New Jersey Chapter, National

Kathleen Raines, MSN, RN, APNC, CDE, Administrative Director, Women’s Hospital, Diabetes Center & Planetree. Member at large, American Association Diabetes Educators (AADE), New Jersey and National Chapter, NJ; Member at large, American Organization of Nurse Executives (AONE), National and State Chapter, NJ

Maloria Rigor, BSN, RN, CIC, Clinical Level II Staff Nurse, Pulmonary Services, 4 Pavilion West. Member at large, American Nurses Association (ANA), New Jersey Chapter, NJ

Carol Rios, MSN, RN, APN, OCN, AGPNP-BC, CBCN, Oncology Advanced Practice Nurse Navigator. Care Transformation Department. Member at large, American Academy of Nurse Practitioners (AANP), New Jersey Chapter, NJ; Member at large, Oncology Nurses Society (ONS), New Jersey Chapter, NJ

Samantha Rodgers, MSN, APN, RN, FNP-C, OCN, Advanced Practice Nurse II, Orthopedic Services. Member at large, National Association of Orthopaedic Nurses (NAORN), New Jersey Chapter, NJ

Ma Vylyche Sabo, BSN, RN, Clinical Level II Staff Nurse, Labor & Delivery, Women and Children’s Hospital. Member at large, Association of Women’s Health, Obstetrics and Neonatal Nurse (AWHONN), New Jersey Chapter, NJ

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Valsaam Samuel, BSN, RN, Clinical Level II, Staff Nurse, Center of Ambulatory Surgery (CAS). Member at large, Association of Perioperative Nurses (AORN), Denver Chapter, Colorado.

Kelly Schoch, BSN, RN, Clinical Level II, Staff Nurse, Labor & Delivery Services, Women & Children’s Hospital. Member at large, Association of Nurses in AIDS Care, New Jersey Chapter, NJ.

Pooja Shah, PharmD, BCPPS, Clinical Pediatric Pharmacist, Pharmacy Department. Member at large, American College of Clinical Pharmacy (ACCP). National Chapter, NJ. Member at large, American Society of Health Systems Pharmacist (ASHP), Northern NJ Chapter, NJ. Local Chapter Officer, Pediatric Pharmacy Advocacy Group (PPAG), Garden State Chapter, NJ.

Kessani Scott, BSN, RN, PCON, Clinical Level II, Staff Nurse, 4 Pavilion West. Member at large, American Association of Critical Nurses (AACCN), New Jersey Chapter, NJ.

Pia Sison, BSN, RN, CMSRN, Clinical Level II, Staff Nurse, Diabetes, 5 St. John. Member at large, American Nurses Association (ANA), New Jersey Chapter, NJ.

Jason Steinfeld, BHA, RRT, Respiratory Therapist, Respiratory Care Services. Member at large, American Association for Respiratory Care (AARC). New Jersey Chapter, NJ. Member at large, National Board of Respiratory Care (NBRC), New Jersey Chapter, NJ.

Elenta Talavera, MSN, RN-BC, Clinical Level II, Staff Nurse, Pulmonary Services, 4 Pavilion West. Member at large, Sigma Theta Tau International Honor Society (STTI), New Jersey Chapter, NJ.

Donna Ten Hoeve, RN, Clinical Level III, Center of Ambulatory Surgery (CAS). Member at large, American Operating Room Nurses Organization (AORN), Garden State Chapter, Hackensack, NJ.

Kristyna Toczykowski, MSN, APN, RN, Staff Nurse, Case Manager, Neonatal Intensive Care Unit (NICU). Member at large, National Association of Neonatal Nurses (NANN), National.

Christine Vinci, BSN, RN, Capacity Management RN, Capacity Management Department. Member at large, Parental Advisory Group, Board of Education for Bergen County Special Services School District, Paramus, NJ.

Laura Van De Putte, MSN, RN, CPON, Nurse Manager, Reuten Clinic, Tomorrow’s Children’s Institute. Member at large, Association of Pediatric Hematology/Oncology Nurses (APHON), New Jersey Chapter, NJ.

Ronald Vander Vliet, RRT, Respiratory Therapist, Respiratory Care Services. Member at large, American Association for Respiratory Care (AARC), USA Chapter, NJ. Member at large, National Board for Respiratory Care (NBRC), USA Chapter, NJ.

Donna Wallum, BSN, RN, CNOR, Clinical Level III, Center for Ambulatory Surgery (CAS). Local Chapter Officer, Association of Operating Room Nurses (AORN). Garden State Chapter, NJ.

Marites Welch, MA, Ed, RN, CCRN, Administrative Manager, Heart Failure and Pulmonary Hypertension Program. National Member at large, American Association of Critical Care Nurses (AACN), National Chapter. NJ. Local Chapter Officer, Philippine Nurses Association (PNA), Bergen Subchapter, NJ.


Vicki Woodruff, RN-BC, Clinical Level II, Staff Nurse, Infusion Center Member at large, American Nurses Association (ANA). American Nurses Association Chapter, Maryland.

**Academic Appointments**

Drianne Arbo, MSN, RN, NEA-BC, Executive Vice President & Chief Clinical and Patient Care Officer, Advisory board member at Fairleigh Dickinson University, Teaneck, NJ. Fellow, College, Lodi, NJ, and Pace University, Manhattan, NY.

Kenneth A. Bodkin, Au.D, PASC. Manager of the Pediatric Audiology Department, Adjunct Professor at Montclair State University, Montclair, NJ.

Margaret Campbell-Lupardo, MSN, RN-BC, CNM-NBC, C-CFM, Education Specialist, Clinical Education Department. Adjunct Clinical Faculty at Seton Hall University, South Orange, NJ.

Lisa Capizzi, MSW, LCSW, senior licensed Case Social Worker, Sudden Infant Death Syndrome (SIDS) Center of NJ. Pediatric Department. Instructor at Robert Wood Johnson Medical School and Rutgers University, New Brunswick, NJ.

Claire Cyria, DNPhC, MSN, LNC, CAPA, Staff Nurse, Center of Ambulatory Surgery (CAS). Adjunct Lecturer at Bergen Community College, Paramus, NJ.

Heather Davies, MSN, RN-BC, RNC-MNN, Education Specialist, Clinical Education Department. Adjunct Professor for Obstetrical Clinical, Ramapo College of New Jersey, Mahwah, NJ and adjunct Clinical instructor at Ramapo College of New Jersey, Mahwah, NJ.

Nilesh Desai, BS, MBA, R.Ph, Administrative Director, Pharmacy Department. Adjunct Professor at Massachusetts College of Pharmacy and Health Sciences, Boston, MA.

Jaclyn Doell, MSN, RN, CCRN, Clinical Level IV, Staff Nurse, Pediatric Intensive Care Unit (PICU). Adjunct Nursing Professor at Ramapo College and New Jersey City University.

Gina Dovi, MSN, RN, CPCHON, Research Coordinator, Children’s Hospital Research Center. Adjunct Faculty at Felician College, Lodi, NJ and Clinical instructor at Ramapo College of NJ, Mahwah, NJ.

Claudia Douglas, DNP, RN, APNc, CNNe, Administrative Director, Institute of Evidence-Based Practice & Nursing Research, Dissertation Committee Member for Case Western University, Cleveland, Ohio. Site facilitator for Public Health Interns at William Paterson University, Paterson, NJ.

Novlette Edwards- Hammond, MSN, RRT, APN, NP-C, Advance Practice Nurse, Geriatrics Services. Adjunct Faculty at Fairleigh Dickinson University, Teaneck, NJ.

Evangeline Epper, BSN, RN, CORN, Clinical Level III, Staff Nurse, Endoscopy Services. Chair of National Pancreas Foundation, NJ Chapter, Paramus, NJ.

Giuseppina Finnerty, MSN, RN-BC, Clinical Level IV, Medical/Surgical Nurse Specialist, Diabetes Services, 5 St. John. Adjunct Clinical instructor at Bergen Community College, Paramus, NJ.

Pamela Pascarelli, MSN, RN-BC, APN, CCRN, Education Specialist, Clinical Education Department. Adjunct Clinical Faculty at Bergen Community College, Paramus, NJ.

Kimberly Rivera, MSN, RN-BC, OCN, Oncology Nurse Specialist, Clinical Education Department. Clinical Faculty at William Paterson University, Paterson, NJ.

Moses Sackowitz, MSN, RN, Manager, Special Projects, Critical Care and Heart Vascular services. Adjunct Professor at Nursing Informatics, at Rutgers University School of Nursing, Newark, NJ.

Alissa Sandler, MS/MSW, LCSW, Section Chief, Sudden Infant Death Syndrome (SIDS) Center of New Jersey & Social Work Supervisor, Pediatric Specialty Services Joseph M. Sanzari Children’s Hospital. Adjunct Lecturer, Department of Pediatrics at University of Medicine and Dentistry of New Jersey. Newark, NJ.

Harriet Sarkodie, MSN, RN-BC, Education Specialist, Clinical Education Department. Adjunct Clinical Faculty at Trinitas School of Nursing in Elizabeth, NJ.

Pooja Shah, PharmD, BCPPS, Clinical Pediatric Pharmacist, Pharmacy Department. Clinical assistant Professor at Ernest Mario School of Pharmacy Rutgers University, Piscataway, NJ.

Marie-Therese Estanbouli, PharmD, R.Ph, Research Pharmacist, Pharmacy Department. Faculty Clinical instructor for the Department of Emergency Medicine at St. George’s University School of Medicine, True Blue, Grenada, and Hackensack, NJ.

Joan Wendolowski, MSN, RN-BC, Supervisor of Public Health Nursing, Wellness Center. Clinical adjunct at Felician University, Lodi, NJ.
Evidence-Based Projects

- Acute Care Hospital before versus after Physician – Physician Utilization of Palliative Care Services in an Acute Care Hospital
- Impact of a Multidisciplinary Approach in a Congestive Heart Failure Unit on Patient Outcomes
- Evaluating Medication Reconciliation Accuracy at Discharge
- Are you Discussing “M” in the Box with Your Patients Daily?
- Reducing Alarm Fatigue among Critical Nurses in the Cardiothoracic
- Prognosis: Creating a Dignified & Personalized Transition
- Focused Education on Palliative Care; Hospitalist Pilot
- Evidence-Based Projects
- Test the Content Validity and Inter-rater Reliability of the Advanced Practice Nurse Peer Review Rubric Instrument
- Research Studies

Central Line Associated Blood Stream Infection (CLABSI)

- Reduction Using Alcoholic Impregnated Caps Study
- Survey (PAUSE)
- Impacts on Postoperative Recovery of Patients Undergoing Total Knee Arthroplasty: A Randomized Controlled Study

Reducing Incidence of Central Line Associated Bloodstream Infections in a Medical ICU

- Implementation of a Central Line Bundle in a Large Medical ICU

Thromboelastic Evaluation of Anti-Phosphatidylserine Activity in Trauma Patients

- Hemostatic Profile of Trauma Patients: A Prospective Study

The Effect of the Sound Environment on Patient Outcomes and Staff Performance in the Inpatient Hospital Setting

- Trans-disciplinary Chronic Disease Continuity of Care Model (TacTIC)
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IN APPRECIATION
OF YOUR LOYALTY & SERVICE
NOVEMBER 11, 2015 VETERAN’S RECOGNITION CEREMONY

HackensackUMC’s annual Veterans Recognition Ceremony, honors those team members who also answered the Nation’s call to duty. The ceremony honors both current employees and volunteers for their past military service. For their continuing service to the medical center and for their military service, three veterans were nominated by their peers to receive the HackensackUMC Medal of Americanism, which they were presented during the ceremony.
<table>
<thead>
<tr>
<th>Name</th>
<th>Title/Position</th>
<th>Years of Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alfonzo Bautista</td>
<td>RPHT Pharmacy Technician, Pharmacy</td>
<td>28</td>
</tr>
<tr>
<td>Maureen Bennett, RN, CNOR</td>
<td>Clinical Level III, Center of Ambulatory Surgery</td>
<td>33</td>
</tr>
<tr>
<td>Ernestine Blackmon</td>
<td>Certified Nursing Assistant, Cardiac Catherization</td>
<td>46</td>
</tr>
<tr>
<td>Linda Butts</td>
<td>Billing Specialist</td>
<td>5</td>
</tr>
<tr>
<td>Linda Carroll</td>
<td>Executive Assistant, Children's Hospital Administration</td>
<td>24</td>
</tr>
<tr>
<td>Marion Casella, RN</td>
<td>Clinical Level II, Renal Dialysis Acute</td>
<td>27</td>
</tr>
<tr>
<td>Maureen Ciardella, RN</td>
<td>Nurse Manager, Inpatient Operating Room</td>
<td>37</td>
</tr>
<tr>
<td>Susan Clarke-Roster, BSN, CPSN, CNOR</td>
<td>Administrative Supervisor, the Center for Plastic and Reconstructive Surgery</td>
<td>14</td>
</tr>
<tr>
<td>Sandra Cuzack, RN</td>
<td>Clinical Level II, Pediatric Emergency Room</td>
<td>26</td>
</tr>
<tr>
<td>Eileen Dammers, BSN, RN, CLC</td>
<td>Lactation Consultant, Mother/Baby West</td>
<td>34</td>
</tr>
<tr>
<td>Elizabeth Dodd, BSN, RN</td>
<td>Clinical Level II, Mother/Baby East</td>
<td>25</td>
</tr>
<tr>
<td>Dawn Domingo</td>
<td>Certified Nursing Assistant, Nursing Resource Center</td>
<td>12</td>
</tr>
<tr>
<td>Bernice Edwards</td>
<td>Unit Services Representative, Post Anesthesia Care Unit</td>
<td>17</td>
</tr>
<tr>
<td>Jean Ehrenworth, MSN, RN, RNC-OB</td>
<td>Clinical Level IV, Labor and Delivery</td>
<td>37</td>
</tr>
<tr>
<td>Mary Gabryelski</td>
<td>Patient Experience Representative, Office of Patient Experience</td>
<td>21</td>
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<tr>
<td>Giuseppe Garofalo</td>
<td>Transportation Aide, Inpatient Operating Room</td>
<td>12</td>
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<tr>
<td>Bruce Gelotte</td>
<td>Director of Respiratory Services, Respiratory Care</td>
<td>32</td>
</tr>
<tr>
<td>Joan Griffin</td>
<td>Patient Experience Advisor, Office of Patient Experience</td>
<td>19</td>
</tr>
<tr>
<td>Virginia Hachadourian</td>
<td>Appointment Coordinator, Inpatient Operating Room</td>
<td>22</td>
</tr>
<tr>
<td>Maurial Helsop</td>
<td>Teachers Assistant, Child Care Learning Center</td>
<td>12</td>
</tr>
<tr>
<td>Emma Jones</td>
<td>Distribution Aide, Inpatient Operating Room</td>
<td>39</td>
</tr>
<tr>
<td>Marion Krasny</td>
<td>Teacher's Assistant, Child Care Learning Center</td>
<td>16</td>
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<tr>
<td>Vasima Khan, RN</td>
<td>NSG Per Diem, Mother/baby East</td>
<td>21</td>
</tr>
<tr>
<td>Susie King</td>
<td>Patient Care Associate, 3 West, Cardiovascular/Surgical</td>
<td>19</td>
</tr>
<tr>
<td>Barbara Larcheveque</td>
<td>Patient Care Associate, High Risk Antepartum</td>
<td>10</td>
</tr>
<tr>
<td>Eileen Lemmer</td>
<td>Unit Services Representative, Neonatal Intensive Care Unit</td>
<td>18</td>
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<tr>
<td>Carolyn Lloyd</td>
<td>Unit Services Representative, 6 St John, Psychiatric</td>
<td>28</td>
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<tr>
<td>Dora Luciano, CBSPD</td>
<td>Team Leader, Central Processing Department</td>
<td>19</td>
</tr>
<tr>
<td>Carmen Mason</td>
<td>Certified Nursing Assistant, Tomorrows Children's Institute</td>
<td>44</td>
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<tr>
<td>Denise McCue, RN</td>
<td>Clinical Level II, Neonatal Intensive Care Unit</td>
<td>28</td>
</tr>
<tr>
<td>Frances Miller</td>
<td>Support Services Clerk, Pre-Anesthetic Evaluation</td>
<td>13</td>
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<tr>
<td>Virginia Minich, RN</td>
<td>Clinical Level II, 3 West, Cardiovascular/Surgical</td>
<td>29</td>
</tr>
<tr>
<td>Rebecca Montalvo, BSN, RN</td>
<td>Clinical Level II, Post Anesthesia Care Unit</td>
<td>31</td>
</tr>
<tr>
<td>Jesteena Ocello, CSTPD</td>
<td>Central Supply Technician, Central Processing Department</td>
<td>32</td>
</tr>
<tr>
<td>Therese Palazzo, BSN, RN, MA</td>
<td>Administrative Director of Inpatient Peri-operative, Operating Room Administration</td>
<td>38</td>
</tr>
<tr>
<td>Maria Parcarpio, RN, CNOR</td>
<td>Clinical Level III, Center for Ambulatory Surgery</td>
<td>43</td>
</tr>
<tr>
<td>Eleanor Percival, LCSW</td>
<td>Licensed Clinical Social Worker, Audrey Hepburn Children House</td>
<td>25</td>
</tr>
<tr>
<td>Beessie Phillip</td>
<td>Patient Care Technician, 4 West, Cardiac Surgical Stepdown</td>
<td>18</td>
</tr>
<tr>
<td>Margaret Pierson</td>
<td>Patient Care Associate, High Risk Antepartum</td>
<td>12</td>
</tr>
<tr>
<td>Nina Poleshuk, RN</td>
<td>Nurse Manager, Neurology</td>
<td>40</td>
</tr>
<tr>
<td>Kathy Pragnell, RN</td>
<td>Staff Nurse, Inpatient Operating Room</td>
<td>17</td>
</tr>
<tr>
<td>Leigh Quintero, BSN, RN</td>
<td>Nurse Manager, Neurology</td>
<td>40</td>
</tr>
<tr>
<td>Deborah Sieger</td>
<td>Operations Manager, Institute of Child Development</td>
<td>34</td>
</tr>
<tr>
<td>Karen Setti, MSN, APN, ACNP-BC</td>
<td>Advanced Practical Nurse, Medical Intensive Care Unit</td>
<td>45</td>
</tr>
<tr>
<td>Maryann Villanella, BS, RN, CNOR</td>
<td>Clinical Level III, Inpatient Operating Room</td>
<td>22</td>
</tr>
<tr>
<td>Carol Visco</td>
<td>Administrative Assistant II, Perfusion Services</td>
<td>24</td>
</tr>
<tr>
<td>Robert Vollero, MSN, RN, RN-BC</td>
<td>Manager of Clinical Education, Nursing Education</td>
<td>15</td>
</tr>
<tr>
<td>Lynda Williams</td>
<td>Hemodialysis Patient Care, Renal Dialysis Acute</td>
<td>20</td>
</tr>
</tbody>
</table>

Note: For some individuals, their primary roles and years of service are repeated due to their multiple roles and years of service.
PURSUING SUPERIOR QUALITY & SERVICE
MEASURING THE QUALITY OF HEALTHCARE IS IMPORTANT BECAUSE IT TELLS US HOW THE HEALTH SYSTEM IS PERFORMING AND LEADS TO IMPROVED CARE.

2015/Falls/Pressure Ulcers/Infection Control Data

Central Line-Associated Bloodstream Infections (CLABSI)
- Critical Care Continuum
  - Critical Surgical Intensive Care Unit (CSICU)
  - Medical Intensive Care Unit (MICU)
  - 5 Pavilion West
  - 9 Pavilion East
- Surgical Continuum
  - 3 Conklin
  - 4 Link North
  - 4 Link South
  - 3 Pavilion East
  - 3 Pavilion West
- Children's Hospital
  - Epilepsy Medical Unit
- Women's Continuum
  - 2 West
  - 5 East

Catheter-Associated Urinary Tract Infections (CAUTI) (national rates)
- Pediatric Intensive Care Unit (PICU) (national rates/costs)
- Cardiac and Intermediate Care
  - 3 Pavilion East
  - 3 Link West
  - 4 Link West
  - 9 Pavilion East
- Medical and Oncology Continuum
  - 5 Pavilion West
- Surgical Continuum
  - 3 Conklin
  - 4 Link North
- Children's Hospital
  - Epilepsy Monitoring Unit
- Women's Continuum
  - 2 West
  - 3 West
  - 5 West

Pediatric Ventilator-Associated Pulmonary
- Children's Continuum
  - Pediatric intensive Care Unit (PICU)

Measuring the quality of healthcare is important because it tells us how the health system is performing and leads to improved care.
The Joint Commission core measures are standardized national performance benchmarks measuring quality of delivery of care.

The Joint Commission Core Measures

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Our goal is to provide the highest quality of care and services to every patient and family. We greatly value our patient’s feedback and responses to the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) and Press Ganey surveys. This brings us closer to meeting our patients’ and families’ expectations.

### HCAHPS–Hospital Consumer Assessment of Healthcare Providers and Systems (Top Box Percent)

| Measure                                                                 | HackensackUMC 2015 4Q | Press Ganey Database Mean | +/-  
|------------------------------------------------------------------------|------------------------|---------------------------|------
| Communication with Nurses (Percent “Always”)                            | 80.0                   | 82.1                      | +2.1
| Responsiveness of Hospital Staff (Percent “Always”)                     | 74.8                   | 71.3                      | +3.5
| Pain Management (Percent “Always”)                                     | 74.8                   | 71.3                      | +3.5

### Ambulatory Surgery Overall Mean

| Measure                                                                 | HackensackUMC 2015 4Q | Press Ganey Database Mean | +/-  
|------------------------------------------------------------------------|------------------------|---------------------------|------
| Friendliness of Nurses                                                 | 92.4                   | 94.6                      | +2.2
| Skill of nurse starting IV                                             | 97.8                   | 96.5                      | +1.3
| Information day of surgery                                             | 95.9                   | 93.4                      | +2.6
| Nurses concern for comfort                                             | 96.5                   | 94.2                      | +2.3
| Nurses courtesy toward family                                          | 96.6                   | 94.9                      | +1.7
| Information given to patient family                                    | 95.2                   | 93.0                      | +2.2
| Instructions regarding home care                                       | 95.3                   | 92.7                      | +2.6
| Confidence in skill of nurses                                          | 96.6                   | 94.9                      | +1.7
| Degree pain was controlled                                             | 93.9                   | 92.9                      | +1.0
| Response to concerns and complaints                                    | 94.5                   | 92.2                      | +2.4
| Overall rating of care                                                 | 97.1                   | 95.0                      | +2.1
| Degree staff worked together                                           | 96.9                   | 95.5                      | +1.4
| Likelihood of Recommending center                                      | 97.0                   | 94.8                      | +2.2

### Pediatric Emergency Department Overall Mean

| Measure                                                                 | HackensackUMC 2015 4Q | Press Ganey Database Mean | +/-  
|------------------------------------------------------------------------|------------------------|---------------------------|------
| Nurse’s courtesy                                                       | 90.6                   | 85.7                      | +4.9
| Nurse took time to listen                                              | 93.5                   | 89.7                      | +3.8
| Nurses attention to you/child                                         | 92.3                   | 88.2                      | +4.1
| Nurses informative regarding treatments                                 | 91.0                   | 86.5                      | +4.5
| Nurses concern for privacy                                             | 92.0                   | 89.0                      | +3.0
|Courtesy of person who took child’s blood                               | 93.7                   | 87.8                      | +5.9
| Concern comfort when blood drawn                                       | 94.4                   | 87.1                      | +7.3
| Informed about delays                                                  | 80.7                   | 73.6                      | +7.1
| Staff sensitivity to fears/concerns                                    | 88.1                   | 82.1                      | +6.0
| How well pain was controlled                                           | 88.7                   | 82.2                      | +6.5
| Information regarding home care                                       | 90.2                   | 86.0                      | +4.2
| Overall rating of care                                                 | 91.9                   | 85.7                      | +6.2
| Likelihood of recommending                                              | 91.9                   | 86.2                      | +5.7

### Outpatient Oncology–John Theurer Cancer Center Overall Mean

| Measure                                                                 | HackensackUMC 2015 4Q | Press Ganey Database Mean | +/-  
|------------------------------------------------------------------------|------------------------|---------------------------|------
| Expect what to expect during chemo                                     | 94.4                   | 90.1                      | +4.3
| Chemo staff concern for comfort                                       | 96.6                   | 93.6                      | +3.0
| Chemo staff courtesy                                                  | 97.6                   | 94.6                      | +3.0
| Explain manage chemo side effects                                     | 93.6                   | 89.7                      | +3.9
| Emotional needs addressed                                             | 91.9                   | 89.4                      | +2.5
| Kept family informed as what to expect                                 | 92.2                   | 89.9                      | +2.3
| How well your pain was controlled                                     | 93.1                   | 90.3                      | +2.8
| Concern for privacy                                                   | 94.3                   | 92.1                      | +2.2
| Home care instructions                                                | 94.2                   | 90.2                      | +4.0
| Care coordinated among Doctors/caregivers                             | 93.0                   | 91.8                      | +1.2
| Care given at this facility                                           | 96.3                   | 93.9                      | +2.4
| Likelihood of recommending services                                   | 97.1                   | 94.5                      | +2.6

### Outpatient Services Overall Mean

| Measure                                                                 | HackensackUMC 2015 4Q | Press Ganey Database Mean | +/-  
|------------------------------------------------------------------------|------------------------|---------------------------|------
| Friendliness of staff                                                 | 97.4                   | 96                        | +1.4
| Explanations given by staff                                           | 96.0                   | 94.2                      | +1.8
| Skill of techs/therapists/nurses                                      | 97.3                   | 95.4                      | +1.9
| Staff concern for comfort                                             | 96.6                   | 94.5                      | +2.1
| Staff’s concern/question worries                                      | 96.3                   | 94.2                      | +2.1
| Likelihood of recommending                                            | 96.2                   | 94.4                      | +1.8
## OUR PATIENTS’ PERCEPTION OF CARE: DECEMBER 2015

### HackensackUMC 2015 4Q Press Ganey Database Mean +/-

<table>
<thead>
<tr>
<th>Children's Hospital Inpatient Overall Mean</th>
<th>HackensackUMC 2015 4Q</th>
<th>Press Ganey Database Mean</th>
<th>+/-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friendliness/courtesy of nurses</td>
<td>96.6</td>
<td>94.5</td>
<td>+2.1</td>
</tr>
<tr>
<td>Nurses’ promptness in response to call button</td>
<td>93.5</td>
<td>90.7</td>
<td>+2.8</td>
</tr>
<tr>
<td>Nurses’ attitude toward requests</td>
<td>95.8</td>
<td>93.1</td>
<td>+2.7</td>
</tr>
<tr>
<td>Nurses’ attention to special/personal needs</td>
<td>98.1</td>
<td>92.2</td>
<td>+5.9</td>
</tr>
<tr>
<td>Skill of nurses</td>
<td>96.9</td>
<td>93.6</td>
<td>+3.3</td>
</tr>
<tr>
<td>Skill in blood draw</td>
<td>89.8</td>
<td>87.4</td>
<td>+2.4</td>
</tr>
<tr>
<td>Skill of the IV starter</td>
<td>91.8</td>
<td>87.1</td>
<td>+4.7</td>
</tr>
<tr>
<td>Concern of comfort during T&amp;T</td>
<td>91</td>
<td>89.9</td>
<td>+1.1</td>
</tr>
<tr>
<td>Explained in language understood</td>
<td>92.5</td>
<td>91.8</td>
<td>+2.5</td>
</tr>
<tr>
<td>Instructions for child home care</td>
<td>93.8</td>
<td>89.8</td>
<td>+4.0</td>
</tr>
<tr>
<td>Staff concern for privacy</td>
<td>92.1</td>
<td>90.3</td>
<td>+1.8</td>
</tr>
<tr>
<td>Staff sensitivity to inconvenience</td>
<td>92.9</td>
<td>88.5</td>
<td>+4.4</td>
</tr>
<tr>
<td>Staff addressed emotional needs</td>
<td>94</td>
<td>87.4</td>
<td>+6.6</td>
</tr>
<tr>
<td>Response to concerns and complaints</td>
<td>94.4</td>
<td>87.8</td>
<td>+6.6</td>
</tr>
<tr>
<td>Staff include your decision regarding treatment</td>
<td>91.9</td>
<td>89.7</td>
<td>+2.2</td>
</tr>
<tr>
<td>Respect for your knowledge of child</td>
<td>91.5</td>
<td>89.9</td>
<td>+1.6</td>
</tr>
<tr>
<td>Staff concerned not to frighten child</td>
<td>93.9</td>
<td>90.8</td>
<td>+3.1</td>
</tr>
<tr>
<td>How well your child’s pain was controlled</td>
<td>93.2</td>
<td>89.6</td>
<td>+3.7</td>
</tr>
<tr>
<td>Staff concerned to make stay restful</td>
<td>93.6</td>
<td>88.3</td>
<td>+5.3</td>
</tr>
<tr>
<td>Staff worked together</td>
<td>95.8</td>
<td>91.5</td>
<td>+4.3</td>
</tr>
<tr>
<td>Recommend hospital to others</td>
<td>99.2</td>
<td>92.6</td>
<td>+6.6</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Children's Hospital Neonatal Intensive Care Unit Overall Mean</th>
<th>HackensackUMC 2015 4Q</th>
<th>Press Ganey Database Mean</th>
<th>+/-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Info given delivery regarding baby</td>
<td>92.4</td>
<td>85.4</td>
<td>+7.0</td>
</tr>
<tr>
<td>Emotional support to mother</td>
<td>93.9</td>
<td>87.3</td>
<td>+6.6</td>
</tr>
<tr>
<td>Staff let mom see baby</td>
<td>89.1</td>
<td>85.4</td>
<td>+3.7</td>
</tr>
<tr>
<td>Info regarding baby’s condition at birth</td>
<td>87.9</td>
<td>83.7</td>
<td>+4.2</td>
</tr>
<tr>
<td>Info regarding events post- delivery</td>
<td>88.6</td>
<td>82.7</td>
<td>+5.9</td>
</tr>
<tr>
<td>How well nurses communicated with you in a straight forward manner</td>
<td>93.9</td>
<td>90.8</td>
<td>+3.1</td>
</tr>
<tr>
<td>Nurses help understand treat/prog</td>
<td>91.3</td>
<td>95.5</td>
<td>+4.2</td>
</tr>
<tr>
<td>Nurses cared about baby as a person</td>
<td>93.0</td>
<td>94.7</td>
<td>+1.7</td>
</tr>
<tr>
<td>Nurses’ encouragement of your participation in your baby’s care when possible</td>
<td>96.2</td>
<td>92.7</td>
<td>+3.5</td>
</tr>
<tr>
<td>Nurse support: breastfeeding</td>
<td>95.2</td>
<td>90.6</td>
<td>+4.6</td>
</tr>
<tr>
<td>Nurse attentiveness: special needs</td>
<td>94.5</td>
<td>89.3</td>
<td>+5.2</td>
</tr>
<tr>
<td>Nurses respected parental role</td>
<td>94.7</td>
<td>91.3</td>
<td>+3.4</td>
</tr>
<tr>
<td>Nurses helped you to get to know the baby</td>
<td>94.7</td>
<td>90.8</td>
<td>+3.9</td>
</tr>
<tr>
<td>Nurses professional manner</td>
<td>94.5</td>
<td>92.1</td>
<td>+2.4</td>
</tr>
<tr>
<td>Accommodations for parents</td>
<td>95.5</td>
<td>81.3</td>
<td>+14.2</td>
</tr>
<tr>
<td>Prepared to feed baby at home</td>
<td>97.0</td>
<td>92.3</td>
<td>+4.7</td>
</tr>
<tr>
<td>Prepared to discharge</td>
<td>94.7</td>
<td>91.9</td>
<td>+2.8</td>
</tr>
<tr>
<td>Consistency of info from NICU staff</td>
<td>92.4</td>
<td>85.0</td>
<td>+4.4</td>
</tr>
<tr>
<td>Baby’s discomfort controlled</td>
<td>92.2</td>
<td>90.5</td>
<td>+1.7</td>
</tr>
<tr>
<td>Staff makes you feel welcome</td>
<td>94.7</td>
<td>91.3</td>
<td>+3.4</td>
</tr>
<tr>
<td>Staff meets emotional needs</td>
<td>91.4</td>
<td>88.1</td>
<td>+3.3</td>
</tr>
<tr>
<td>Staff sensitivity regarding stress</td>
<td>90.6</td>
<td>87.7</td>
<td>+2.9</td>
</tr>
<tr>
<td>Staff worked together to care</td>
<td>95.6</td>
<td>91.8</td>
<td>+3.8</td>
</tr>
<tr>
<td>Rating: care given to baby</td>
<td>95.5</td>
<td>94.0</td>
<td>+1.5</td>
</tr>
<tr>
<td>Rating: care given to family</td>
<td>94.5</td>
<td>90.4</td>
<td>+4.1</td>
</tr>
<tr>
<td>Likelihood of recommending</td>
<td>93.9</td>
<td>92.6</td>
<td>+1.3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Inpatient Overall Mean</th>
<th>HackensackUMC 2015 4Q</th>
<th>Press Ganey Database Mean</th>
<th>+/-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friendliness /courtesy of the nurses</td>
<td>93.1</td>
<td>94.5</td>
<td>+1.4</td>
</tr>
<tr>
<td>Promptness response to call</td>
<td>86.9</td>
<td>86.4</td>
<td>+0.5</td>
</tr>
<tr>
<td>Attention to special/personal needs</td>
<td>89.3</td>
<td>90.8</td>
<td>+1.5</td>
</tr>
<tr>
<td>Nurses’ attitude toward requests</td>
<td>91.7</td>
<td>90.6</td>
<td>+1.1</td>
</tr>
<tr>
<td>How well the nurses kept you informed</td>
<td>90.5</td>
<td>88.7</td>
<td>+1.8</td>
</tr>
<tr>
<td>Skill of the nurses</td>
<td>94.0</td>
<td>92.4</td>
<td>+1.6</td>
</tr>
<tr>
<td>How well your pain was controlled</td>
<td>89.8</td>
<td>87.5</td>
<td>+2.3</td>
</tr>
<tr>
<td>Staff addressed emotional needs</td>
<td>88.9</td>
<td>86.3</td>
<td>+2.6</td>
</tr>
<tr>
<td>Staff worked together care for patient</td>
<td>92.2</td>
<td>90.7</td>
<td>+1.5</td>
</tr>
<tr>
<td>Likelihood of your recommending this hospital to others</td>
<td>91.3</td>
<td>89.6</td>
<td>+1.7</td>
</tr>
<tr>
<td>Overall rating of care given</td>
<td>92.5</td>
<td>90.8</td>
<td>+1.7</td>
</tr>
</tbody>
</table>
IN MEMORY OF....

Christopher Rose
Patient Care Technician, Emergency Trauma Center

Lisa Rys, BSN, RN
Staff Nurse, Labor & Delivery

Olga Saez, BSN, RNC
RN, Labor & Delivery

Steven Melton, BSN, RN
Staff Nurse, Emergency Trauma Center