Humanizing the Pursuit of Excellence

Clinical Care & Patient Care Services

2016 Annual Report
Within every defining moment, the future distinctly separates itself from the past. Transformation is unmistakably evident when focus is directed toward the next step of innovation. That is Hackensack University Medical Center today.

Caring providers, visionary leaders, dedicated team members, generous donors, and devoted volunteers. All envision and recognize what truly matters most: the care and experience of the patients and communities we serve.
Leadership Message

It continues to be my privilege to serve as your Chief Clinical and Patient Care Officer. Our patients and their families continue to share stories of your dedication and commitment to patient care, and I thank you individually and collectively for your unwavering commitment to excellence.

The letters of gratitude received from our patients and their loved ones are truly remarkable. As evidenced in this annual report, our clinical teams have performed exceptionally in their work and demonstrated outstanding caregiving and initiative—some assuming leadership and teaching positions. Many have also volunteered their time on global and national levels to help those in need.

Your contributions are immeasurable and have greatly advanced the fulfillment of our mission “To Lead the Pursuit of Excellence in Healthcare”. Your passion, focus and commitment to the care of our patients, families and community-at-large have indeed created a culture of innovation, service and excellence—all critical components our ongoing success.

Thank you for the care you give each day to our patients. Thank you for making a difference.

Dianne A. M. Aroh
RN, MS, FACHE, NEA-BC
Executive Vice President
Chief Clinical & Patient Care Officer
In 1888, when our community leaders founded Hackensack Hospital, they envisioned creating an environment of healing, caring and compassion. Today, these core values continue to serve as the cornerstone for humanizing the pursuit of excellence in patient care.
## Clinical and Patient Care Strategies

### Service:
- Provide best in class customer service to patients and families
- Create consistency in the patient experience across all service lines
- Improve patient’s experience domain communication with nurses.
- Improve patient's experience domain Discharge information
- Improve Press Ganey score in 6 segments (ambulatory, outpatient combined, outpatient oncology, pediatric ER, pediatric inpatient and adult inpatient - etc admits and direct admits)
- Community: support the roll out of health care access, advocacy and transition models.

### Quality:
- Achieving high quality, reliable, and safe coordinated care for each patient
- Support the roll out of High Reliability Organization model
- Support achieving nurse sensitive indicator and core measure targets
- Support readmission and discharge time reduction
- Reduce the incidence of CAUTI

### People:
- Maintain and recruit a high-quality workforce to strengthen position as a best place to work and practice
- Nurture a competent, agile workforce that practices to the height of licensure Build high performance culture
- Improve workforce satisfaction and engagement

### Growth:
- Expand access to best in class clinical services
- Execute on growth plans for clinical & patient care service to expand capacity and capabilities -
  - APN services
  - Education
  - Research
  - Value-base
  - Clinical service lines
- Establish nationally preferred clinical research and education partner reputation
Culture of Excellence

“We build a culture of gratitude, trust, strong relationships and a shared sense of humor amongst each other. This helps our patients as well as our team members.”

- Anne Corbett, MS, BSN, RN, Nurse Manager, 8 Pavilion East
The Audrey Hepburn Children’s House (AHCH) ensures the safety, health and wellbeing of children. In 2015 the concept of the therapy garden was spearheaded by the Medical Director, Julia DeBellis, MD and current co-director, Anthony D’Urso, PhD. In spring 2016, the therapy garden was donated to the AHCH by City Green, Inc., a nonprofit organization dedicated to facilitating the establishment of urban farms and gardens. The purpose of the therapy garden is to provide an outdoor designated plant dominated space specifically designed to meet the physical, psychological, social and spiritual needs of patient/clients and their parent, caregivers and families during medical or psychological evaluations and therapy sessions. The positive effects of nature during therapy are well documented and the children are encouraged to interact with the garden through planting, weeding and watering the plants and flowers. Through the creation of a garden club, the AHCH staff voluntarily maintain the garden. Over the summer of 2016 both staff and patient/clients were rewarded with an abundant harvest of tomatoes and cucumbers. Our clinicians and practitioners will continue to use the garden to access nature’s nurturing effects to assist, diagnose, and treat children (and their families) who are dealing with the difficult issues.

The Audrey Hepburn Children’s House Healing Garden

The Hospital Elder Life Program (HELP) for Prevention of Delirium

The HELP is an innovative and cost–effective model of hospital care developed by Sharon Inouye, M.D., Professor of Internal/General Medicine, and her team at Yale University School of Medicine. The program is designed to reduce delirium and functional decline by keeping older hospitalized patients oriented to their surroundings, avoiding unnecessary medications, and meeting their needs for nutrition, fluids, and sleep while in the hospital.

An interdisciplinary team of healthcare professionals, oversees quality of care for geriatric patients and collaborates with the HELP to provide care to elderly hospitalized patients with the goal of prevention, identification, and management of delirium. Over 50 volunteers interact with geriatric patients. HackensackUMC’s Geriatric Service Line also collaborates with the HELP initiative. This program would not be successful without the ongoing support of the Geriatric Division, the Geriatric Service Line, Nursing, Providers, and the Volunteer Services Department. In 2015, Hackensack received their Delirium-DSC recertification from the Joint Commission (TJC) and in 2016, the Elder Life Specialist, Nadine R. Benoit, MPA, celebrated her 9th year as the leader of this program.

Caring Cart

Christy “Kiki” Magno, MSN, RN-BC, Nurse Manager, 3 Pavilion East, came upon the idea of a “Caring Cart” based upon dialogue with patients and families coping with the debilitating side effects of congestive heart failure (CHF). Kiki witnessed firsthand the challenges patients and families face with the frequent hospitalizations; up to six times per year. In addition, witnessing the emotional issues related to the patient’s altered health status in combination with physiologic adjustments, grieving for their former lifestyle, loss of independence, altered relationships within their social/support system all cumulate to increase anxiety with each hospitalization. This prompted Kiki to prioritize comfort measures within her unit.

Kiki and 3 Pavilion East (3PE) team designed the Caring Cart as a hospitality tool for patient-centric care and to provide amenities for patients and their families. The Caring Cart increased communication between team members and patients, and nurtured comfort which enhanced patient satisfaction. The 3PE team is dedicated to providing the highest level of patient care and are committed to constant enhancement of therapeutic healing processes that are directly aligned with Jean Watson’s Theory of Human Caring.

The Caring Cart provided the following comfort measures:

#1 Recreational Activities:
- Magazines and books for reading
- Daily newspapers
- Puzzles
- Adult activity books

#2 Personalized Hygiene/Restoration of Dignity:
- Oral care and skin care before bed
- Unique hairbrushes and headbands

#3 Nutrition:
- Specialty teas
- Snacks and food
- Juice boxes

#4 Communication with loved ones:
- Note pads and paper for messages

#5 Holistic Care:
- Aromatherapy
- Inspirational rocks
- Massages (neck, hands)
- Back rubs
- Care Channel - soothing visual/audio for bedtime

#6 Caring environment:
- “Fleece for Peace” – each patient was gifted a personalized red blanket
- Quiet kit – eye masks and ear plugs

#7 Family Support:
- Friday Tea Time in family visit room
- Sandwiches for meals with families
- Parking Passes for families of patients with prolonged stays
Pastoral Care Services

State of the Art Medical Care = Treating the Whole Person
• Physiological - Medical Staff
• Emotional - Psychiatry & Social Services
• Spiritual - Pastoral Care

The Department of Pastoral Care Services provides a deep level of compassion, spiritual comfort, and consolation to patients, family and staff of all faiths during times of spiritual crisis. Our Mission is focused on meeting “exceptional patients, family members and caregivers spiritual needs by providing quality patient-centered pastoral care”.

Pastoral Care Services focuses on two goals:
• Develop innovative platforms for collaboration and engagement in national quality benchmarking activities for patient care, service and quality
• Support the development of a culture of service excellence

Hackensack University Medical Center chaplains are religious professionals endorsed and supported by their own belief systems. They are professionally trained to minister to patients of all faiths. Our Chaplains serve on interdisciplinary teams of bioethics, Palliative Care, and Patient Care
• Number of Chaplain referrals - 8000
• Priest/Clergy Referrals/Visits 25,840
• Pain and Palliative Referrals – 3,228
• Chaplains and Volunteers visits – 98,000
• Response Time to end of life care 10 minutes – regular shift
• Response Time on call hours – 30 minutes

Accomplishments:
• Palliative Care Certification
• Created Palliative Care Chart in Epic
• Coverage in emergency Department and Cancer Center
• Certification for Eucharistic Ministers at Hackensack University Medical Center
• Eucharistic Education
• Sabbath candles every Friday stored in Women’s’ and Children Continuum
• Literature updated
• Recruitment of local clergies
• Sacrament of the sick implantations. Resulted in 40% family, staff and patient satisfaction.

Chaplains have a variety of roles as a member of the clinical team responsible for patient care:
• Referral and linkage to internal and external resources
• Facilitation of spiritual issues related to tissue/organ donation
• Communication with patient caregivers
• Grief and loss care
• Assistance with decision making and communication
• Chaplains respond to emergencies (codes, crises, etc.)
• Minister to patients of every faith, and call in outside clergy for faiths not represented within the department
• Provide routine visits, prioritizing ICU and other critical care areas
• Support and comfort Emergency/Trauma patients, staff and families
• Obtain advanced training in Health Care Ministry
• Meet with and support Patient/Family/Employee
• Clinically trained (CPE) with advanced Academic and Theological degrees
• Follow up care for bereaved families
• Ambassadors of goodwill for Hackensack University Medical Center to faith-based communities

Chaplains Participate in Healthcare Ethics Programs:
• Assist patients and families in completing Advance Directives
• Clarify value issues with patients, family members and staff within the medical center
• Participate in Ethics Committees
• Consult with staff and patients about ethical concerns
• Draw attention to human value aspects of institutional policies and behaviors

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### Congenital Heart Defects (CHD) Coalition

When Michelle “Mickey” Wilder, Clinical Level III, Pediatric Cardiology, made the transition to Pediatric Cardiology, she discovered that even though congenital heart defects (CHD) are the number-one type of birth defect worldwide, there were no support groups in this area for children and families affected by CHD. In 2007, Mickey established the CHD Coalition.

“The CHD Coalition started out small back in 2007,” said Mickey. “We raised funds through bake sales and walks. But we’ve just kept growing.”

The CHD Coalition is now a national nonprofit organization focused on improving quality of life for children and adults born with a congenital heart defect. It raises annual funding through events and its annual Congenital Heart Defect Awareness Walk and Family Fun Day.

Mickey devotes her life to supporting and funding congenital heart defect research and advancements. “Care for children with CHD has already come a long way,” said Mickey. “Kids who used to die at young ages are now living into teenage or young adult years. But their quality of life isn’t great, they have lots of complications and we don’t yet have all the answers for how to extend their lives or improve their quality of life.”

Funding from CHD Coalition events goes to the following:
- Donates over $50,000 to organizations conducting children’s congenital heart defect research
- Assemble “hospital bags” of comfort items and surgery/recovery information for families of children facing a CHD-related operation
- Awards annual scholarships of $2,000 to two graduating seniors with CHD
- Takes children with CHD and their families on all-expenses-paid “family fun days,” featuring activities.
- Uses funding to pay for the funerals of children who succumb to CHD

### Celebrating National Respiratory Care Week

In 2016, the Respiratory Services increased to over 100 respiratory therapists who provide respiratory care throughout HackensackUMC 24/7 and respond to all emergency codes and traumas.

In 2016, we collaborated with our colleagues to:
- Reduce respiratory device related pressure ulcers
- Implement successful MICU and CCU spontaneous breathing trials
- Perform cross departmental educational in services
- Implement Endoclear ETT device safety device
- Implement End Tidal CO2 for ETD and 4 PW. Implement the Hybrid mask to reduce respiratory device related skin injury
- Incorporated a new fleet of adult and pediatric High Flow Nasal Cannulas

Respiratory Services in 2016 performed:
- 133,500 Hand Held Nebulizer treatments
- Over 42,000 Arterial Blood Gases
- 2580 Rapid Response calls
- More than 5400 Chest Physio Therapies
- More than 7200 non-invasive ventilators
- More than 158,500 Respiratory specialty therapies
- Over 12,000 Incentive Spirometry therapies
- An average of >43.9 ventilators a day and over 16,000/yr.

In honor of National Respiratory Care Week, Dianne Aroh thanked our respiratory therapists for their hard work and dedication. Our respiratory therapists:
- Are present at the medical center 24/7
- See over 200 scheduled patients every day
- Respond to over 300 Rapid Response calls every month
- Are present for all codes and emergencies in the hospital
- Are essential to our bustling Emergency & Trauma Center (over 5,000 transports)
- Participate in over 300 L&D high risk deliveries.
- Are present for the transporting of patients in and out of the hospital

In addition, the team joined the Wound Care Charter Team to continue to monitor and prevent respiratory-device-related injuries.

Along with Pharmacy and Respiratory Care Departments, the team is involved with research projects in collaboration with value-based practice of the HackensackUMC.
Pharmacy Residency Program

Hackensack University Medical Center’s Pharmacy Residents have worked very hard throughout their residency training. Their efforts have been successful in numerous areas including their presentations at the Eastern States Residency Conference. We are proud to acknowledge their accomplishments and wish them all the very best as they pursue their future career endeavors. We are confident in their abilities as clinicians and patient advocates and congratulate them on their achievements.

We would like to thank all those who contributed their time and expertise in support of our Pharmacy Residents and the continued growth of our program. Thank you to the Medical Staff, the Department of Patient Care and everyone that assisted with their training.

Congratulations to our 2016 Pharmacy Residents:
- Binni M. Kunvarjee, PharmD
- Jessica Hedvat, PharmD
- Eric John Urnoski, PharmD
- Kristen Danielle Schmerbeck, PharmD

Blood and Marrow Transplant RN Fellowship

The Blood and Marrow Transplant RN Fellowship program was established in July 2015 by coordinators Anne Corbett, MS, BSN, RN, Nurse Manager; Brenda Diaz, MSN, RN, APN, AOCN, Nurse Educator; and April Camiling, MSN, RN, AOCNS, BMTCN, Clinical Nurse specialist with support from Dianna Aroh, Executive Vice President and Chief Clinical and Patient Care Officer. The program provides an opportunity for new hired nurses to advance their skill levels, so that they can successfully provide the highest level of care to our stem cell transplant patients with collaborative support of Georgetown University and Hackensack University Medical Center Interdisciplinary physicians.

The Blood and Marrow Transplant RN Fellowship is a year program which requires the nursing students to complete a 15-week orientation followed by the completion of twelve 1-hour educational classes monthly, observations for two weeks at Georgetown University, shadowed Hackensack University Medical Center physicians and present an evidenced based practice to improve patient care or services for stem cell patients. In completion of the program, the nursing students will receive the Blood and Marrow Transplant Certified Nurse certification and a monetary bonus.

On July 29, 2016 the Blood Marrow and Transplant RN Fellowship held their first annual graduation ceremony in the John Theurer Cancer Center. They awarded four nurses, Alicia Golej, BSN, RN, Rachel Pinto, BSN RN, Stefaniya Tabanlieva, BSN, RN, and Megan Tracey, BSN RN, the Blood and Marrow Transplant Certified Nurse certification. As the RNs worked through their program, they were provided guidance monthly by their mentors, Jena Ahmed, BSN RN OCN, Nancy Farnan, BA RN, Ibukunola Oyebolu, BSN RN, and Maria Sangiorgi, BSN RN which were recognized for their support. The graduation ceremony concluded with the nurses presenting their evidenced based practice and research to nursing.
Dianne Aroh Award

The Dianne Aroh award recognizes excellence in patient experience. In 2016, eight units were recognized for most improved patient experience scores.
Reinforcing Excellence

It’s easy to underestimate how much a moment of kindness can help to make a personal human connection between us and our patients. But once that connection is made, it can help to develop better relationships and can result in improved quality, satisfaction and experience for both the patient and our team members.
A Birthday Story

A simple gesture can mean so much to someone who may really need a little human kindness.

A patient was admitted to 4 Link West for shortness of breath and cardiac arrhythmia. Even though this combination can be fatal if left unmonitored, the patient refused to wear a telemetry monitor, take necessary medications or be weighed daily. The patient finally agreed to wear a heart monitor when cardiologist Bernard Kim, M.D., explained the critical necessity of being monitored. The patient soon asked to be transferred to another local hospital.

While working on the patient’s plan of care, Case Manager Wendy Inserra noted that it was the patient’s birthday. So, the 4 Link West team decided to buy the patient a birthday balloon. Meanwhile, Patient Experience Advisor Janna Hembrough bought him a cake. When the team members reached the patient during multidisciplinary rounds, they entered the room singing “Happy Birthday” with the balloon and cake in hand. The patient was surprised by this act of kindness. The patient cried and gave Administrative Supervisor Barry Pace, RN, a huge hug. The patient decided to stay at Hackensack University Medical Center, after all. And from that point on, the patient happily cooperated with the team on the patient’s plan of care. The patient had better clinical outcomes and a better overall experience as a result.

Bringing Graduation Day

On Tuesday, May 17, Howard Forstrom, a patient on 4 Link West, missed his son Gregory’s graduation from the New Jersey Institute of Technology (NJIT). “We were trying to find a way to get him to the graduation,” said Alyssa Gonzalez, Staff Nurse. “We discussed our options with the whole medical team, but he just wasn’t well enough to make that happen.”

Although nurses at HackensackUMC were able to set Howard up in his hospital room to watch the graduation ceremony streaming live, this did not compare to physically being there for his son’s celebration experience. With the knowledge that Gregory, his Mom, Ellen and his grandparents planned to visit Howard at HackensackUMC at 4pm, the 4 Link West team was determined to bring the graduation celebration to Howard, to ensure that their patient could be a part of his son’s big day.

“Lisa Archer, our Nurse Manager, was kind enough to let us turn the 4 Link West lounge into a party area. We got decorations, balloons, cake and cupcakes ready to go. So when the patient’s family got here and we were sure the patient was feeling up to it, we just brought them all back to the lounge. There were lots of cameras and people there—more than we expected—but the patient and his son both really appreciated the celebration. Our patient was able to feel like a proud father—not like a patient being visited in a hospital. It lifted his spirits quite a bit—especially when he was told that he would be able to go home the following day.”

“All the credit for this whole effort goes to my team,” said Lisa. “It was all their idea, and they made it happen. They’re patient- and family-centered, which is just what the medical center wants all of our nurses to be. They’re an excellent team, and this is just the beginning of what they have to show.”

Congratulations to the following team members for making sure that Howard Forstrom didn’t miss his son’s graduation day:

- Alyssa Gonzalez, RN, PCCN
- Milabel Batol, RN
- Christina Sanchez, RN
- Kaydine Harris, Patient Care Technician
- Barry Pace, BSN, RN, Administrative Supervisor
- Sherriene Scarlett, RN
- Daniela Molina, RN
- Gina Mejia, Patient Care Technician
- Peter Lomuscio, MBA
- Lisa Stolarz, MA

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The DAISY award was established by the Diseases Attacking the Immune SYstem (DAISY) Foundation to honor the memory of Patrick Barnes, a family member who lost his life at the age of 33 due to complications with Idiopathic Thrombocytopenic Purpura. The Barnes family established the DAISY Foundation in recognition of the care and service provided by Patrick’s nurses who demonstrated an exemplary level of compassion and kindness throughout hospital stay. The DAISY award was then established to recognize extraordinary nursing care throughout the United States. HackensackUMC proudly participates in the DAISY Award to recognize excellence in nursing practice. Nominations are accepted from inpatient and outpatient areas and must include detailed examples of the high quality of nursing care and patient experience for each nominee.

April 2016 DAISY Award Winners

Susan Zacharias, RN and Beth Segall, BSN, RN, 8 Pavilion West

“Dad was diagnosed with leukemia and the day after Christmas, my family brought my dad to 8PW to begin his month long induction period of chemotherapy. My father is a man that had never been in the hospital before, he had no idea what journey he was about to embark on and I could see the anxiety he was stricken with.

Beth, his admitting nurse, went above and beyond to care for my dad. She spoke to my mother, sister, and me privately and reassured us that he would be in good hands and she would speak with him to help him relax. She spent that night getting to know my dad, making him comfortable, and for that we are thankful.

One week later my dad started to spike fevers. Within seconds of cresting a 105 degree fever, Sue marched into his room with a handful of staff and got my dad on a cooling blanket to break his fever quickly. She was in his room that night busy drawing blood and giving us updates at home. She supported him when we were at home and unable to physically be there with him.

Sue and Beth demonstrated extraordinary compassion and care. They were knowledgeable and educated my dad regarding the his care. They were never too busy for a quick update about my dad, answered all our questions, and provided us with endless support. Most importantly, they honestly cared for my dad and his health.

Trusting your loved one in someone else’s arms is extremely hard to do. However, when my dad is in the care of Sue or Beth I knew that I did not have to worry. We owe Beth and Sue for giving him the courage and tools to overcome chemotherapy and every obstacle that was thrown his way.

I have nothing but great things to say about everyone on 8PW, but Beth and Sue must be recognized for the amazing nursing care they provide to not only my father but to my whole family as well.”

May 2016 DAISY Award Winners

Karlene Morrison, BSN, RN, 4 Link South Orthopedics

“My husband had 3 tibia surgeries in 9 days. After each, cultures were done in order to determine the degree of infection remaining; Karlene was the bearer of bad news but was so very upset with the results. She always reassured us of the positive. Even if she was not his nurse for the day, she still came in and was so concerned. With her day off and my husband’s 4th surgery coming up, she again was so concerned and gave him encouragement and would see him when she returned. Karlene is so very caring and very professional.”

Nancy Minutillo, BSN, RN, CPN, Pediatric ER

“Nancy is a spectacular HackensackUMC ER nurse. We arrived at the ER with the worst crisis of our lives and she is ready to provide for our fifteen year old son the very best care available anywhere in the world.

Nancy is devoted, selfless, and has commitment to health and wellness that extends far beyond nursing. Before anything else, she places her patients as the first priority. If any unanticipated need arises, she has back up in her pockets. She leaves nothing to chance.

Despite her demanding schedule, she is tremendously empathetic, diplomatic, and giving of herself. She seamlessly holds together the application of great medicine. Her expansive energy and spirit is a healing gift in itself. On behalf of our family, for all our lives, we will always be enormously grateful. Thank you.”

“She was clearly compassionate, caring, resourceful, and an advocate for me.”

Marianne Kaiser, Staff Nurse, Interventional Radiology
DAR
June 2016 DAISY Award Winner
June 2016 DAISY Award Winners

Marianne Kaiser, BSN, RN, CRN, Clinical Level III, Radiology Day Recovery Area, was recognized on June 6 for excellence in patient care. She was presented with the DAISY award during a surprise ceremony.

Howard Forstrom, a former patient on 4 Link West, and his wife nominated Marianne in recognition of her compassion and willingness to provide exceptional care to help Howard feel at ease during his stay at Hackensack Meridian Health.

"I had a nephrostomy to save my kidney and a shot to stop my cancer from spreading on the same day. I found out my recovery at Interventional Radiology would prevent my shot. I broke down having to decide between my kidney and perhaps my life. Marianne made calls to my doctor's office and the Radiologist to coordinate me still being able to do both.

She got the doctors to agree to stay very late. I was ready to leave and had accepted that I could lose my kidney when Marianne gave me the news. She didn’t have to, but she did. She went over and above what her job called for. She was clearly compassionate, caring, resourceful, and an advocate for me. After the procedure she cared well for me and showed me how to change the bag and dressings. Before she left she made sure that I had her phone number and reassured me that if I had any questions she would be there to answer them."

Howard and his wife both attended Marianne’s surprise DAISY ceremony to express their gratitude to her and confirmed that they still visit Marianne during follow up appointments.

Left to Right: Mark Barnes, Co-Founder of the DAISY Foundation; Marianne Kaiser, Staff Nurse, Interventional Radiology DAR; Bonnie Barnes, Co-Founder of the DAISY Foundation; Dianne Aroh, EVP, Chief Patient Care / Clinical Officer

July 2016 DAISY Award Winners

Lisa Williams, RN, The John Theurer Cancer Center

"Lisa provided outstanding care during my Stem Cell Transplant process. She held my hand, calmed my fears, and gave me peace. A kinder and more compassionate person simply could not exist. She truly defines, for me, the concept of holistic healing, and guided me through the most difficult period in my life with her kind touch and her laughter. On a moment’s notice, she became such a professional- administering state of the art healthcare technology to ease my pain. There is nobody better than Lisa, nor could there be! Thank you! “

MaryAnne Brennan -Spotts, MSN, APN, FNP-BC, Rapid Response Team-Sound Physicians

"Maryanne has consistently showed compassion for our oncology patients as a member of the rapid response team. A very young Lymphoma patient was actively dying; and although she didn’t know the patient or family, the prognosis or the likelihood that the patient would recover, MaryAnne stayed with the patient, and provided comfort care and emotional support. She was able to explain the situation in a way the family understood even though it wasn’t technically her responsibility. The patient’s family appreciated her time, attention, and caring words during one of the saddest times of their life.

I was honored to stand alongside MaryAnne to support the family and ease the patient’s suffering. A thorough and dedicated provider, MaryAnn takes responsibility for every patient she sees on our unit. She is an excellent resource for her nurses and is always willing to teach us and offer words of wisdom. I always feel confident my patients will be taken care of if she is covering rapid response, no matter what the outcome may be.”
DAISY Award Winners

August 2016

DAISY Award Winners

Irene Krawczyk, MSN, BSN, RN, General Pediatrics
“We were fortunate to have Irene as J’s nurse for two very busy and medically complex days. You have a treasure in this highly skilled, compassionate nurse who advocated for J with persistence, kindness, and passion for her patient’s needs. Irene moved heaven and earth to be sure J had sedation just once in coordinating an MRI and PICC placement in IR. A challenge not for the faint of heart. Upon return from IR, J was in respiratory distress. Irene grabbed Respiratory Therapy and together with me and my husband got J stable and comfortable – it took an hour. Irene exemplifies all that is good in nursing and Hackensack.”

September 2016

DAISY Award Winners

Cara DiNapoli, MSN, RN, APN-C, IBCLC-LC, Mother/Baby 4 East
“Cara was phenomenal. What a Heaven-sent nurse! She went above and beyond to make us feel cared for and comfortable. She checked on us regularly, even though we knew she was very busy! We are breast feeding exclusively and she spent a great amount of time with me showing how to latch, what to listen for, and all the specifics. When my baby had lost more weight than normal on Day 4, she helped me pump to make sure the production was at a good level. I learned more from Cara than from any other person in my entire 4 day stay. Cara made not just me, but my husband and my family who traveled over 9 hours to be there for the birth of our first baby, feel comfortable and important. She treated our questions and concerns very professionally. We can only hope that when Baby #2 is ready that Cara will be there as an awesome Nurse and that all those nervous first time moms and dads get to have Cara as their nurse.

Thank you so much to Cara for all she did for us and all she does for everyone else there!”

October 2016

DAISY Award Winners

Justine Falcone, BSN, RN, Pediatric Intensive Care
“What fun to have Justine, aka Princess Belle, as J’s nurse for a couple of days in the PICU. The days were busy with J’s needs as well as Justine’s other patients’ needs. In fact, the patient needed a new IV and Justine worked together with her PICU nurse colleagues to get a challenging stick for him. Justine was on top of his schedule and needs, thinking ahead of time to be prepared for the routine, and unexpected needs. Her caring nature for the patient, always addressing him, and always making him feel like a rock star! PICU is so lucky to have Justine on their team! She exemplifies all that nursing and Pediatrics is about.”

Jennifer Slusarz, BSN, RN, 3 Link South
“Compassion is Jennifer’s middle name. I was in the hospital with a large hernia operation. I was in terrible pain and the pain medication prescribed made me ill. She took time to research other medication with less side effects, and got permission to administer it. She made me feel as if she cured me, and she did. She is a great asset to your hospital.”
Dana Chazotte, BSN, RN, OCN, John Theurer Cancer Center
Dana’s knowledge and resourcefulness is demonstrated in her confident and extraordinary care of chemo patients. In addition, her sense of humor, interest in her patients, memory of her past patients, and sunny disposition gives a cancer patient a sense of peace, feeling of support, and the gift of laughter!

November 2016
DAISY Award Winners

Lori Dahncke, RN, 5 Pavilion West
“There is one nurse that stands out from the 5th floor Pavilion at Hackensack; Lori Dahncke, whom I met during my 2nd treatment of chemotherapy for Stage 4 Non Hodgkins Lymphoma. Since having her that week, I always request and often am assigned to Lori as my nurse.

Lori has incredible empathy for her patients. This empathy is reflected in the great respect she shows for my time, and my desire to minimize the number of hours spent at the hospital. She uses her knowledge and initiative to help me manage my diabetes. She puts her patient’s comfort ahead of her own. She is a champion at anticipating the road blocks and then acting to prevent them. She is the consummate professional in an incredibly demanding profession. She is sunshine, brains, and compassion.”

Kim Ludwig, RN, BSN, Nurse Manager, Pediatric Intensive Care Unit
“It is my pleasure to nominate a colleague with whom I have worked for nearly 20 years. I am nominating Kim Ludwig, not for any one event, but for the cumulative service that she has consistently provided over all that time. We worked initially as colleagues in an intensive care unit where she demonstrated empathy and compassion all the while that she worked to an extraordinary level of clinical care. Known as “Sporty Kim”, her patients loved her and felt comforted by her presence at the bedside. I was privileged as I experienced my own journey of growing to a seasoned intensivist to watch her do the same as a nurse and become an inspiration and role model for the newer members of our team.

Recognized for her clinical, teaching, and managerial skills, she progressively assumed more administrative responsibility and was always respected for being able to see the bigger picture but still understand the needs of the individual. It was never just about administration but about caring for our staff as people and consistently striving to meet their needs. One always felt a little more comfortable knowing that she was on duty. If a unit was being particularly hard hit, it was not unusual for Kim to roll up her sleeves and get right into patient care or do administrative tasks that allowed the nurse to get back to the bedside.

In her current position, which has evolved over the past several years, never once have I known her to say no to anything asked of her. Kim has gladly assumed additional responsibilities when the situation called for it, has given of her time above and beyond even to doing staff evaluations at 3am. The tasks she takes on she does because she knows that it advances the mission of our institution. I have no question that she has the ability to be a senior leader and help Hackensack UMC become and remain a national leader in pediatric care and I have no hesitation in nominating Kim Ludwig for a DAISY Award. She deserves more.”
Highlighting Excellence at a Glance
2016 Nursing Excellence Award Winners

**Team Spirit Winner**
The John Theurer Cancer Center Adult Photopheresis Team

**“Friends of Nursing” Winner**
Rene Guligado, patient care technician, 5 Pavilion West, Oncology

**“Service to the Community” Winner**
Evangeline Epper, BSN, RN, CGRN, Clinical Level III, Staff Nurse, Gastroenterology

**“Medical Mission” Winner**
Laura Van De Putte, MSN, RN, CPHON, Nurse Manager, Reuten Clinic/Day Accommodation Suite, Pediatric Oncology

**“Innovation” Winner**
Jenny Bernard, MSN, APN, RN, AGPN-BC, Advanced Practice Nurse II, Department of Patient Safety & Quality

**“Management/Administration” Winner**
Christopher Gazdick, BSN, RN, CEN, Nurse Manager, Inpatient Same-day Admission Suite (SAS), Inpatient Post-Anesthesia Care Unit (PACU) and Pediatric Same-day Admission Suite (SAS)/Post-Anesthesia Care Unit (PACU)

**“Advancing and Leading the Profession” Winner**
Lucia Izzo, MSN, RN-Bc, Administrative Supervisor, Cardiac Prevention and Rehabilitation

**“Mentoring” Winner**
Edith Marino, BSN, RN, CPEN, Clinical Level IV, Pediatric Emergency Department (PER)

**“Clinical Care Nurse” Winner**
Keri Cebulash, BSN, RN, CGRN, Clinical Level II, Charge Nurse of the Outpatient Endoscopy Department

**“Non-Clinical Nurse” Winner**
Milagros Diaz, RN, Case Manager, RN Case Management of 5 St. John

**“Education” Winner**
Jennifer Suppa, MSN, RN, Clinical Level III, PeriOperative Nursing Instructor in the Center for Ambulatory Surgery

2016 Nursing Research Scholar Award

Charina Ballesteros, MSN, RN, CCRN-CSC, Patricia Walters, MSN, APN, CCRN, Kathleen Peschetti, RN, CCRN, FCN, Edyta Wisniewska, BSN, RN, Alinder Landona, RN, RNFA, CNOR “Pressure Ulcer Reduction Initiative in CISCU: A Collaborative Approach”

Giuseppina Finnerty, MSN, RN-BC Evidence-Based Practice Award for abstract submission, “Are you Discussing M in the Box with Your Patients Daily”

Dena McDonald, BSN, RN, NE-BC Performance Improvement “Developing a Patient Centric Pathway for the Elective Total Joint Replacement Patient”

Melinda S. Weber, DNP, MS, RN, APN, AOCNc Evidence-Based Practice Award for abstract submission providing Supportive Care after a Terminal Prognosis: Creating a Dignified and Personalized Transition

2016 Nursing Excellence Giving Excellence Meaning (GEM) Awards

Gina Dovi, MSN, RN, CPHON Research Nurse Coordinator, Children’s Cancer Institute Finalist for Excellence in Education and Mentorship

Lisa Iachetti, BSN, RN, MBA, Administrator, Clinical Network Development Finalist for Excellence in Executive Leadership

Denise Occhiuzzo, MS, RN-BC, Administrative Director, Department Of Clinical Education Finalist for Excellence in Management
Abstracts

Charina Ballesteros, MSN, RN, CCRN-CSC, Patricia Walters, MSN, APN, CCRN, Kathleen Pescetti, RN, CCRN, FCN, Edyta Wisniewska, BSN, RN, Alinder Landonza, RN, RNFA, CNOR Pressure Ulcer Reduction Initiative in CISCU: A Collaborative Approach

Joan Banovic, BSN, RN, CNOR, Mary Jo Conley, BSN, RN, CWOCN, Christopher Gazdick, BSN, RN, CEN, Maribeth Pierce, MSN, RN, CCRN, & Edith Spinelli, MAS, BSN, RN Perioperative Pressure Injury Prevention

Jenny Bernard, MSN, AGPN-BC, RN, The First Thirty Day Heart Strengthening Program Beth Bossesi, MSN, APN, Sally Dunn, BSN, RN, Lauren Finaldi, BSN, RN Improving Health in the Workplace...Face to Face


Kelly Briggs, MBA, RN-NE, BC, Judith Haystrand, MSN, RN, APN-C, Moses Sackowitz, MSN, RN, NEA-BC Inpatient Nurse Manager Dashboards

Linda Casey, BSN, RN, OCN, Clinical Level III Preemptive Venous Access: The Central Line

Melanie Cardona, MSN, RN, CPEN, Lorena DeJesus, BSN, RN, CPEN, Edith Marino, BSN, RN, CPEN, Jennifer Taylor, BSN, RN, CPEN Effects of Formal Monthly Mentorship Meetings on Retention and Satisfaction for Newly Hired Pediatric ED RNs with less than 2 years Nursing Experience

Victoria Correale, MSN, RN-BC, Giuseppina Finnerty MSN, RN-BC, Kendra Moore, MA, BSN, CCRN Graduate Nurse Internship Program

Maribel Damian, MSN, RN-BC, Clinical Level IV Ambulatory Perioperative Service Wheels to Wheels

Tina-Louise Dowd, BSN, RN-BC, Margaret Daily, BSN, RN, Nora Schuffenhauer, RN, Rosita Jaworski, BSN, RN, Madeleine Arteaga, & Christopher Gazdick, BSN, RN, CEN Nurse-Led Perioperative Assessment for Elective Surgery Patients

Giuseppina Finnerty, MSN, RN-BC Evidence-Based Practice Award for abstract submission, Are you Discussing M in the Box with Your Patients Daily

Alicia Golej, BSN, RN, and Stefaniya Tabanlieva, BSN, RN Nursing Management of Graft versus Host Disease of the Skin in Adults

Christy Magno, MSN, RN-BC, NE-BC The Caring Cart

Podium Presentations

Monique Karichian, BSN, RN Stepping Stone Hackensack Meridian Health, Hackensack, NJ

Denise Menonna-Quinn, DNPc, MSN, RN-BC, AOCNS, BMTCN Does Providing Education on how to Conduct a Nursing Journal Club Impact Nursing Practice Hackensack University Medical Center Research Day, Hackensack, NJ

Doreen Tabussi, MSN, APN, CPN, NP Bader Institute: Pediatric Rheumatology, Immunology & Infectious Diseases JA Family Day, Edison, NJ

Doreen Tabussi, MSN, APN, CPN, NP Bader Institute: Pediatric Rheumatology, Immunology & Infectious Diseases Kids Get Scleroderma Too Family Day, Hackensack, NJ

Jaqueline Thaw, MA, RN Healing the Hurts in Families First SDA church of Teaneck, Teaneck, NJ

Melinda Weber, DNP, RN, APN, AOCNc Providing Supportive Care after a Terminal Prognosis: Creating a Dignified and Personalized Transition, Hackensack University Medical Center Nursing Research Conference, Hackensack, NJ; Providing Supportive Care after a Terminal Prognosis: Creating a Dignified and Personalized Transition, Hackensack University Medical Center Emergency Trauma Conference (ETC)
**Award Recognition**

Dianne Aroh, MS, RN, FACHE, NE-BC, executive vice president & chief clinical and patient care officer. Pace University. Recipient of the Co-honoree of the Innovator Award, NYC, NY

Linda Casey, BSN, RN, OCN, Clinical Level III, the John Theurer Cancer Center (JTCC). Hackensack University Medical Center. Recipient of the Nursing Excellence Award. Hackensack, NJ


Edith Marino, BSN, RN, CPEN, Clinical Level IV, Pediatric Emergency Department (PER). Hackensack University Medical Center. Recipient of the Nursing Excellence Award for Mentorship, Hackensack, NJ

Barbara McGoey, BSN, RN, research nurse, Allergy Center. NJ State Senators. Recipient of the Proclamation for World Asthma Day, Hackensack, NJ

George Olschewski, RN New Jersey Statewide Conference on Emergency Medical Service. Recipient of the Outstanding Hospital ER Nurse award, NJ

Joanne Pasinski, MSN, RN, CCRN, Clinical Level IV, Neonatal Intensive Care Unit (NICU). Recipient of Service Excellence Hero Award, Hackensack University Medical Center, Hackensack, NJ

Jeanette Previdi, MPH, BSN, RN-BC, CPPS, performance improvement advisor, Patient Safety & Quality. Hackensack University Medical Center. Recipient of the Service Excellence Hero Award, Hackensack, NJ

Marites Welch, MA Ed, BSN, RN, CCRN, Administrative Manager, Heart Failure and Pulmonary Hypertension Program. Recipient of the Philippine Nurses Association of America (PNAA) Nursing Excellence Award in the category of Nurse Administrator, NJ

**2016 The Record Tribute To Nursing Awards**

Krystyna Tocyłowski, MSN, APN, RN, clinical nurse specialist, Neonatal Intensive Care Unit (NICU)

Laura Van De Putte, MSN, RN, CPHON, Nurse Manager of the Reuten Clinic, Pediatric Oncology, Day Accommodation Suite

2016 Nurse of the Year

Laura Meyer, BSN, RN, Clinical Level II, staff, the Children’s Cancer Institute

**2016 Everyone Needs A Nurse Scholarship**

Tina-Louise Dowd, BSN, RN-BC, Clinical Level III, Same Admission Suite (SAS)

Victoria Correale, MSN, RN-BC, Administrative Supervisor, Department of Clinical Education

**2016 Janet Rubino Scholarship**

Ana Amaral, Patient Care Associate, High Risk Antepartum & Fetal Medicine

**2016 Sharyn Cerreta Scholarship**

Joanne Pasinski, MSN, RN, CCRN, Clinical Level IV, Neonatal Intensive Care Unit (NICU)

**2016 March of Dimes Annual Nurse Year Award Winner**

Carlie Cord, MSN, APN, Clinical Level II
Recipient of the March of Dimes New Jersey Nurse of the Year Award in Pediatrics

Philippine Nurses Association of America (PNAA) Nursing Excellence Award

Marites Welch, MA Ed., BSN, RN, CCRN, Administrative Manager, Heart Failure and Pulmonary Hypertension Program

Winner of Nurse Administrator

**2016 Divas In Nursing Awards**

Claudia Douglas, DNP, RN, CNNe., APN-C, Administrative Director, Institute of Evidence-Based Practice & Nursing Research

Kristina Rioux, MSN, RN-BC, CEN, Education Specialist, Department of Clinical Education
**Professional Affiliation**

Nicole Argenzia, MSN, RN, CPN, Nurse Manager, the Center for Allergy, Asthma & Immune disorders. Member at large, American Academy for Allergy, Asthma, and Immune Disorders, National Chapter, National

Margaret Campbell-Lupardo, MSN, RN-BC, CNM-NBC, C-EMF, Education Specialist, Department of Clinical Education. Education Women's Obstetrical Service. National Fetal Monitor Instructor Trainer and Member, Association of Women's Health, Obstetrics, & Neonatal Nursing (AWHONN), New Jersey Chapter, NJ

Linda Casey, BSN, RN, OCN, Clinical Level III, the John Theurer Cancer Center (JTCC). Member at large, Oncology Nurses Society (ONS), Northern New Jersey Chapter, NJ

Joan Colella, DNP, RN, APN, ANP-BC, NP-C Advanced Practice Nurse Manager, Value Based Projects for Advanced Practice Nurse. Member at large, New Jersey State Nurse Association (NJSNA), Region 1 Chapter, NJ; Local Chapter Officer, Society of Urologic Nurses & Associates (SUNA), North East Hackensack Chapter, NJ; Member at large, American Academy of Nurse Practitioners (AANP), National Chapter, NJ

Mary Jo Conley, BSN, RN, CWOCN, Enterostomal Therapist, Surgical Care Services. Liaison of the National Pressure Ulcer Advisory Panel Wound, Ostomy and Continence Nurses Society (WOCN), Nationwide; Chair of the Collaborating Organization Council National Pressure Ulcer Advisory Panel (NPUIAP), National Chapter, NJ; Member at large, Pressure Injury Recidivism Task Force, National Pressure Ulcer Advisory Panel (NPUIAP)

Maribel Damian, MSN, RN-BC, Clinical Level IV, Perioperative Services. Local Chapter Officer, Philippines Nurse Association of New Jersey (PNANJ), Bergen Subchapter, NJ; Member at large, American Nurses Association (ANA), New Jersey Chapter, NJ; Member at large, Honor Society of Nursing

Heather Davies, MSN, RN-BC, RNC-MNN, Education Specialist for Women's Obstetrical Services, Department of Clinical Education. Member at large, Association of Women's Health, Obstetric and Neonatal Nurses (AWHONN), Lower NY Chapter, NY; Member at large for Association of Nutrition Departments and Programs (ANPD), NJ

Lynn Femia, BS, RN, Clinical Level II, Staff Nurse, Executive Health. Member at large American Nurses Association (ANA), Garden State Chapter, NJ

Shoshanah Haricha, MSN, APN-C, Advanced Practice Nurse II for Employee Health. Member at large, American Association of Nurse Practitioners (AANP), National Chapter, National

Kristina Hnyda, MSN, RN, AGACNP-BS, Staff Nurse, Pediatric Emergency Room (PER) Member at large, American Association of Nurse Practitioners (AANP), New Jersey Chapter, NJ; New Inductee, Sigma Theta Tau, Alpha Tau Chapter, NJ

Judith Howes, BS, RN, OCN, Nurse Educator, John Theurer Cancer Center (JTCC). Member at large, Oncology Nursing Society (ONS), National Chapter, NJ

Gina Jaye, MAS, BSN, RN, HNB-BC, Clinical Level II, Women's Health. Member at large of American Holistic Nursing Association (AHNA), National Chapter, Cedar Park, Texas

Laura LaBruno, MSN, RN, CCRN, Education Specialist, Clinical Education Women's Children Team. Member at large Association for Nursing Professional Development (ANPD), National Chapter, National

Patricia Lepore, BSN, RN, RN Case Manager, Bone Marrow Transplant, The John Theurer Cancer Center (JTCC), Member at large, Oncology Nursing Society (ONS), Garden State Chapter, NJ

Cassandra Martin-Walters, MSN, RN, NE-BC, Administrative Supervisor, Nursing Administration. Member at large, New Jersey State Nurse Association (NJSNA), Region 2 Chapter, NJ

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

Denise Menonna-Quinn, DNPc, MSN, RN-BC, AOCNS, BMTCN, Clinical Level IV, Outpatient Cancer Center. Continuing Education Review Team Member, Oncology Nursing Society (ONS), Educational Team/National Level Chapter, New Jersey

Christa Orr, MSN, NE-BC, Nurse Manager, Don IMUS Pediatric Center, Pediatric Ambulatory Services. Member at large American Nurses Association (ANA), Garden State Chapter, NJ

Linda Parry-Carney, MA, RN-BC, Education Specialist, Department of Clinical Education. Member at large, American Nurses Association (ANA), New Jersey State Nurse Association chapter, Washington, DC; Member at large, New Jersey State Nurses Association (NJSNA), Region 1 Chapter, NJ; Member at large, Association of Nurses in Professional Development (ANPD), NJ

Karen Praschil, BSN, RN, Nurse Coordinator, Pediatric Cardiology Member at Large, Sigma Theta Tau International Honor Society of Nursing, Garden State Chapter, NJ

Carol Rios, MSN, APN, AGCNP-C, OCN, CBCN, Advanced Practice Nurse, Member at large, Oncology Nursing Society (ONS), Upstate NJ Chapter, NJ; Member at Large, American Association of Nurse Practitioners (AANP), National Chapter, NJ

Deborah Shaw, BSN, RN, CPN, Clinical Level III, Audrey Hepburn Children's House, Regional Diagnostic Center for Child Abuse and Neglect Member at Large, Sigma Theta Tau International, Nu Eta Chapter, Philadelphia, PA

Doreen Tabussi, MSN, APN, CPN, NP, Nurse Practitioner, Supervisor, Pediatric Rheumatology, Immunology & Infectious Diseases, Joseph M. Sanzari Children's Hospital. Juvenile Arthritis Committee Member, NJ Chapter Arthritis Foundation

Melinda Weber, DNP, RN, APN, AOCNc, APN Manager, John Theurer Cancer Center Manuscript Reviewer/Editor. Oncology Nursing Society (ONS), National Chapter, National

Maribel Zapotosky, BSN, RN, CNOR, Clinical Level III, Inpatient Operation Room. Local Chapter Officer, the Association of PeriOperative Registered Nurses (AORN), Northern Garden State Chapter, NJ
Charina Ballesteros, MSN, RN, CCRN, CSC, Staff Nurse, Cardiac Surgery Department. Volunteer, St. Anastasia Roman Catholic Church, Teaneck, NJ

Aksoua Serwa Boadu, MSN, APN-C, Advanced Practice Nurse II, Pediatrics Department. Volunteer, Dress for Success Morris County, Madison, NJ

Melanie Cardona, MSN, RN, CPEN, Administrative Supervisor, Pediatric Emergency Room. Volunteer, The Bergen County Community Action Center, Hackensack, NJ

Maribel Damian, MSN, RN-BC, Clinical Level IV, Perioperative Services. Volunteer, Philippine Nurse Association Of New Jersey (PNANJ)-Bergen Subchapter at Health Screening At 4th Annual Filipino American Festival, New Overpeck Bergen County Park

Lynn Femia, BS, RN, Clinical Level II, Staff Nurse, Executive Health. Volunteer, American Cancer Society (ACS), Hackensack, NJ

Judith Howes, BS, RN, OCN, Nurse Educator, The John Theurer Cancer Center (JTCC). Volunteer, Hackensack University Medical Center’s Breast Cancer Support Group, Hackensack, NJ; Leukemia Lymphoma Society’s(LLS) Bergen County Post Transplant Support Group, NJ

Kristina Hayda, MSN, RN, AGACNP-BS, Staff Nurse, Pediatric Emergency Room (PER). Volunteer, Make A Wish, Essex, Passaic, And Bergen Counties, NJ

Mary Jo Conley, BSN, RN, CWOCN Enterostomal Therapist, Surgical Care Services. Volunteer, Wound, Ostomy and Continence Nurses Society (WOCN), Nationwide; National Pressure Ulcer Advisory Panel (NPUMP), Nationwide

Laura Labruno, MSN, RN, CCRN, Education Specialist, Clinical Education Women’s Children Team. Volunteer, The Girl Scouts of America, Rutherford, NJ

Edith Marino, BSN, RN, CPEN, Clinical Level IV, Pediatric Emergency Department (PER). Volunteer, The Bergen County Community Action Center, Hackensack, NJ

Barbara McGoe, BSN, RN, Research Nurse, Allergy Center. Volunteer, A.I.R. Express, Bergen County, NJ

Denise Menonna-Quinn, DNPC, MSN, RN-BC, AOCNS, BMTCN, Clinical Level IV, Outpatient Cancer Center. Volunteer, Oncology Nursing Society (ONS), Dumont, NJ

Annamaria Pallante, MSW, LCSW, Senior Case Worker, Pediatric Department. Volunteer, Congenital Heart Defect Coalition (CHDC) Walk; Alport Syndrome Foundation (ASF); Scleroderma Foundation Family Day, Hackensack, NJ

Linda Parry-Carney, MA, RN-BC, Education Specialist, Department of Clinical Education. Volunteer, NJ Collaborating Center for Nursing, Newark, NJ; New Jersey State Nurses Association (NJSNA), Bloomingdale, NJ And Woodridge, NJ; Borough of Bloomingdale Board of Health, Bloomingdale, NJ

Joanne Pasinski, MSN, RN, CCRN, Clinical Level IV, Neonatal Intensive Care Unit (NICU). Volunteer, American Association of Colleges of Nursing (AACN), Hackensack, NJ

Karen Prashil, BSN, RN, Nurse Coordinator, Pediatric Cardiology. Volunteer, New Jersey Sharing Network, New Providence, NJ; Walk to Remember, Hackensack, NJ

Jeannette Previdi, MPH, BSN, RN-BC, CPPS, Performance Improvement Advisor, Patient Safety & Quality. Volunteer, American Heart Association (AHA), Dallas, TX

Matthew Price, BSN, RN, TNCC, Emergency Trauma Department (ETD). Volunteer, St. Helen’s Church, Westfield, NJ


Doreen Tabussi, 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; Camp CHAT (Children Have Arthritis Too), Hackettstown, NJ; The Walk to Cure Arthritis, Rutherford, NJ; Super Bowl of Caring, Connecticut Farms Church, Union City, NJ; and Scleroderma Foundation Family Day, Hackensack, NJ

Jaqueline Thaw, MA, RN, Clinical Level II, Labor & Delivery, Women’s and Children’s. Volunteer, United Parcel Service (UPS), Leonia, NJ; First SDA Church of Teaneck, Teaneck, NJ

Deborah Turner, RN, CNOR, Clinical Level III, Center of Ambulatory Surgery. Volunteer, Starlight Farm, Ringwood, NJ; Casting for Recovery, Somerset, NJ And Oxford, NJ

Marites Welch, M.A.Ed., BSN., RN, CCRN, Administrative Manager, Heart Failure and Pulmonary Hypertension Program. Volunteer, Philippine Nurses Association Of New Jersey (PNANJ), NJ Bergen Subchapter, NJ

Margaret Valenti, MSN, RN-BC, AHN-BC, Nurse Manager, 5 Pavilion West, Oncology. Volunteer, Bethany Church, Wyckoff, NJ

Christine Vinci, BSN, RN, Staff Nurse, Capacity Management Department. Volunteer, The Muscular Dystrophy Association (MDA), Newark, NJ; Muscular Dystrophy Association Muscle Walk (MDA), West Orange, NJ

Marybel Zapotosky, BSN, RN, CNOR, Clinical Level III, Inpatient Operation Room. Volunteer, St. Catherine Church Glen Rock, Glen Rock, NJ

Melissa Statiele, BSN, RN-BC, Transplant Coordinator Recipients, Organ Transplant Department. Mission Service with The Hawker’s Market Girls Center, Nairobi, Kenya

Jaqueline Thaw, MA, RN, Clinical Level II, Labor & Delivery, Women’s and Children’s. Mission Service at Lyons United, Jamaica, West Indies

Michelle Wilder, BSN, RN, CPN, Clinical Level III, Staff Nurse, Pediatric Cardiology Department, Joseph M. Sanzari Children’s Hospital. International Medical Mission, Gift of Life International, Haiti and Prishtina, Kosovo, 2015 and Heartcare International, El Salvador, San Salvador, Peru, Lima, and Chiapas, Mexico
Academic Appointments

Dianne Aroh, MS, RN, FACHE, NE-BC, Executive Vice President & Chief Clinical And Patient Care Officer. Hackensack University Medical Center. Advisory Board Member at Fairleigh Dickinson University, Teaneck, NJ; Advisory Board Member at Felician College, Lodi, NJ; PACE CHP Advisory Board Member at Pace University, Manhattan, NY. Margaret Campbell- Lupardo, MSN, RN-BC, CNM-NBC, C-EFM, Education Specialist, Department of Clinical Education. Adjunct Professor at Seton Hall University, Hackensack University Medical Center Clinical Site

Lisa Capizzi, MSW, LCSW, Senior Social Worker, Department of Pediatrics for Joseph M. Sanzari Children’s Hospital. Instructor for Robert Wood Johnson Medical School and Rutgers University

Joan Colella, DNP, RN, APN, ANP-BC, NP-C Advanced Practice Nurse Manager, Value Based Projects for Advanced Practice Nurse Adjunct Professor At South University NP On-Line Program, Georgia & Florida

Heather Davies, MSN, RN-BC, RNC-MNN, Education Specialist for Women’s Obstetrical Services, Department of Clinical Education. Adjunct Professor for Obstetrical Clinical, Ramapo College of New Jersey, Mahwah, NJ.; Adjunct Clinical Instructor at Ramapo College of New Jersey, Mahwah, NJ

Jaclyn Doell, MSN, RN, CCRN, Clinical Level IV, Staff Nurse for Pediatric Intensive Care Unit (PICU), Joseph M. Sanzari Children’s Hospital. Adjunct Nursing Professor at Ramapo College and New Jersey City University

Evangeline Epper, BSN, RN, CGRN, Staff Nurse, Endoscopy Services. Appointed Chair of National Pancreas Foundation, NJ Chapter, NJ

Giuseppina Finnerty, MSN, RN-BC, Medical-Surgical Specialist, 5 St. John. Adjunct Clinical Instructor, Bergen Community College, Paramus, NJ

Denise Menonna-Quinn, DNPc, MSN, RN-BC, AOCNS, BMTCN Clinical Level IV, Outpatient Cancer Center. Adjunct Professor at Fairleigh Dickinson University, Hackensack, NJ; Adjunct Professor at Bergen Community College, Paramus, New Jersey

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

Cheryl Sfikas, MSN, RNC-MNN, C-EFM, Case Manager For Case Management. Appointed Adjunct Clinical Instructor for Bergen Community College, Paramus, NJ.

Research Studies

Improved Patient Reporting of Pain Utilizing a Traffic Light Pain Tool
Barbara Crowley, MSN, RN – Principal Investigator

Infant Phototherapy Study
Clavo, Ann, MADS – Principal Investigator

Nursing Journal Club
Menonna-Quinn, Denise, MSN, RN-BC, AOCNS – Principal Investigator

Addison, Denyse, MSN, RN, DNP-C – Sub-Investigator

Busto, Mary, RN, BC – Sub-Investigator

Colon, Kathryn, BSN, RN, CPHON – Sub-Investigator

Cure, Virginia, MSN, RNC-OBN – Sub-Investigator

Dunn, Susan, BSN, RN, LNC, CNOR - Sub-Investigator

Ehrenworth, Jean, MSN, RNC-OB, C-EFM – Sub-Investigator

Finnett, Guiseppe, MSN, RN-BC – Sub-Investigator

Hermann, BSN, RN, CCRN – Sub-Investigator

Lumai, Besarta, BSN, RN- Sub-Investigator

Paizsiki, Joanne, BSN, RN, CCRN – Sub-Investigator

Thompson, Susan, BSN, RN, CCRN – Sub-Investigator

Physician Utilization of Palliative Care Services in an Acute Care hospital Before versus After Physician-focused Education
DeMarco, Katie, MSN, RN - Principal Investigator

Professional Development and the Self-Efficacy of Nurses who Care for Patients Requiring Bioccontainment
Denise Occhiuzzo, MS, RN, BC - Principal Investigator

Providing Supportive Care after a Terminal Prognosis: Creating a Dignified and Personalized Transition
Melinda Weber DNP, RN, APN, AOCNc – Principal Investigator

Professional Development and the Self-Efficacy of Nurses who Care for Patients Requiring Bioccontainment

Randomized Controlled, Multi-Center Study Comparing the Safety and Efficacy of Sensi-Care® Protective Barrier

Sensi-Care® Protective Barrier in the Management of Incontinence-Associated Dermatitis to a Commercially Available ConvaTec Sensi-Care® Protective Barrier

Advanced Practice Nurse Manager, Value Based Projects for Advanced Practice Nurse Adjunct Professor At South University NP On-Line Program, Georgia & Florida


Promotions

Denyse Addison, MSN, RN, NE-BC
Appointed to Interim Nurse Manager of 2 Main

Edsel Belino, BSN, RN
Appointed to Administrative Supervisor of Cardiac Cath Lab

Rheya Boykins-Munroe, BS, SSBB
Appointed to Manager for the Project Management Office & Services in the Department of Patient Care Operations, Logistics and Organizational Excellence

Jodi Galesi, MSN, RN, APN-C, FNP-BC
Appointed Lead APN for Advanced Nursing Practice

Kamal Jamal, MPH, BSN, NE-BC
Appointed to Manager of Hemodialysis

Donna Ledingham, BSN, RN
Appointed to Administrative Supervisor of Hemodialysis

Christy Magno, MSN, RN-BC
Appointed to Administrative Supervisor 3 Pavilion East

Sharon Mancini, MS, APN, CNNe
Appointed to Patient Safety & Quality Advisor for the Department of Patient Safety & Quality

Denise Occhuizzo, MS, RN, BC
Appointed to Administrator for Nursing Professional Services

Gladys Oladele, MSN, BSN, RN
Appointed to Interim Nurse Manager 5 Pavilion East

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

Elizabeth Polanco, MSN, RN
Appointed to Administrative Director of Nursing

Alyssa Taylor, BSN, RN
Appointed to Administrative Supervisor

Randy Thomas, BSN, RN
Appointed to Manager of Orthopaedic Special Projects

Nancy Van Buitenen, DNP, ANP-C, CCRN, ANP
Appointed to Lead APN for Advanced Nursing Practice

Lisa Schneidenbach, RN, BSN-BC
Appointed to Administrative Supervisor 4 St. John

Academic Advancement

Nicole Argenzia, MSN, RN, CPN
MSN (Nurse Executive) from Chamberlain School of Nursing, North Brunswick, NJ

Shoshanah Haricha, MSN, APN-C
Masters of Science in Nursing Adult/Gerontology Nurse Practitioner at Fairleigh Dickinson University

Kristina Hnyda, MSN, RN, AGACNP-BS
Master’s Degree Adult/Gerontology Critical Care at Rutgers University

Monique Karichian, BSN, RN
Bachelor’s Degree in Education at Thomas Edison State University

Denise Menonna-Quinn, DNPc, MSN, RN-BC, AOCNS, BMTCN
Doctor of Nursing Practice from William Patterson University

Christa Orr, MSN, NE-BC
Master’s Degree in Nursing Information Systems from Fairleigh Dickinson University

Joanne Pasinski, MSN, RN, CCRN
Master’s Degree in Nursing from Queens University of Charlotte

Lisa Pfug, MSN, RN, CPN
Master’s Degree in Nursing Clinical Informatics

Carol Rios, MSN, APN, AGPCNP-C, OCN, CBCN
Adult Gerontology Primary Care Nurse Practitioner (AGCNP)

MSN from Rutgers University

Cheryl Silkas, MSN, RNC-MNN, C-EFM
MSN Nursing Education from Rutgers University

Laura VanDePutte, MSN, RN, CPHON
Master’s Degree in Nursing Clinical Informatics

Melinda Weber, DNP, RN, APN, AOCNc
Doctor of Nursing Practice from Felician University

Marites Welch, M.A.Ed., BSN., RN, CCRN
Master of Arts in Education from University of the Philippines

First-Time Specialty Certification

Amanda Blaney, BSN, RN, CPHON, pediatric oncology
Certified Pediatric Hematology Oncology Nurse (CPHON) Oncology Nursing Certification Corporation

Margaret Campbell-Lupardo, MSN, RN-BC, CNM-NBC, C-EFM
Professional Development American Nurse Credentialing Center

Heather Davies, MSN, RNC-MNN, RN-BC
Registered Nurse Board Certified in Nursing Professional Development from the Association of Nursing Professional Development

Lynn Femia, BS, RN
Ambulatory Care (BCAC) Ambulatory Care

Shoshanah Haricha, MSN, APN-C
Advanced Practice Nurse Certified (APN-C) American Association Nurse Practitioners

Kristina Hnyda, MSN, RN, AGACNP-BS
Adult Gerontology Acute Care Nurse Practitioner

Gina Jaye, MAS, BSN, RN, HNB-BC
Board Certified Holistic Nurse (HNB-BC) from Holistic Baccalaureate Nurse HNB-BC Integrative Healing Arts Certificate from Birchtree Center for the Integrative Healing Arts

Laura LaBruno, MSN, RN, CCRN
Critical Care Registered Nurse

Erin Moore, BSN, RN, CCRN
Critical Care Registered Nurse American Association of Colleges of Nurses

Jeanette Previdi, MPH, BSN, RN-BC, CPPS
Certified Professional in Patient Safety (CPPS) the National Patient Safety Foundation

Carol Rios, MSN, APN, AGPCNP-C, OCN, CBCN Adult Gerontology Primary Care Nurse Practitioner (AGCNP)
In Appreciation of Your Loyalty and Service
2016 Veteran’s Day - Recognizing Heroes for Services

HackensackUMC honors those team members and volunteers who answer the nation’s call to duty for past and current service.
Retirees

Cheryl Amarrador, RN
Patient Flow RN
Rapid Response Team
Service for 15 Years

Donna Christiano, RN, RN-BC
Clinical Level III
Administrative Supervisor
3West/Cardiovascular/Surgical
Service for 42 Years

Susan Clarke-Roster, BSN, RN, CPSN, CNOR
Clinical Level II
Center for Plastic & Reconstructive
Service for 16 Years

Sean Conlon, LCSW
Audrey Hepburn Children House
Service for 33 Years

Susan Curlis
Endoscopy Unit
Service for 28 Years

Stojana Damceska
Patient Care Technician
Critical Surgical Intensive Care Unit (CSICU)
Service for 19 Years

Margaret Diss
Secretary
Genetics Counseling
Service for 17 Years

Rosemary Hunt, MSN, RN, BA, WHNP-BC
Nursing Administration
Service for 45 Years

Virginia Flynn, MSN, RN-BC, CCRN
Nursing Education
Service for 26

Kathleen Gehm, MSN, RN, Clinical Level II
Neonatal Intensive Care Unit (NICU)
Service for 48 Years

Diane Healy, RN Clinical Level III
Neonatal Intensive Care Unit (NICU)
Service for 32 Years

Luis Hildevert
Patient Care Technician
Pediatric Emergency Room-Ancillary
Service for 18 Years

Linda Jones
Teacher of the Handicapped
Child Care Center
Service for 25 Years

Ebere Kalu
Patient Care Associate
Mother/Baby West
Service for 23 Years

Joyce Lane
Clerical Assistant
Outpatient Behavioral Health
Service for 19 Years

Annie Leon
Central Processing Coordinator
Central Processing Department
Service for 26 Years

Patricia Lovelace
Nursing Assistant
4 North-Orthopedics
Service for 20 Years

Lois Mahonchak, BSN, RN, BA, CNOR
Clinical Level II
6 St. John-Psychiatric
Service for 26 Years

Carol McEvily, MSN, RN
Clinical Level II
Pediatric Emergency Department
Service for 24 Years

Stephanie McKenna, Scheduling Coordinator
Institute of Child Development
Service for 17 Years

Claire Pragnell, AAS, RN
Clinical Level II
Inpatient Operating Room
Service for 18 Years

Joan Reilly, BSN, CCRN
Clinical Level II
Pre-Anesthetic Evaluation
Service for 17 years
Excellence and Quality Metrics
### Central Line-Associated Bloodstream Infections (CLABSI)

<table>
<thead>
<tr>
<th>Location</th>
<th>Unit</th>
<th>Location</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children’s Hospital</td>
<td>Medicine</td>
<td>Women’s Continuum</td>
<td></td>
</tr>
<tr>
<td>Epilepsy Monitoring Unit</td>
<td>5 St John</td>
<td>2 West</td>
<td></td>
</tr>
<tr>
<td>Pediatric Intensive Care Unit (PICU)</td>
<td>8 Pavilion West</td>
<td>3 West</td>
<td></td>
</tr>
<tr>
<td>(national rates/costs)</td>
<td>8 Pavilion East</td>
<td>4 West</td>
<td></td>
</tr>
<tr>
<td></td>
<td>9 Pavilion West</td>
<td>4 East</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Surgical Services</td>
<td>5 East</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3 Conklin</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4 Link North</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4 Link South</td>
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### Catheter-Associated Urinary Tract Infections (CAUTI)

<table>
<thead>
<tr>
<th>Location</th>
<th>Unit</th>
<th>Location</th>
<th>Unit</th>
<th>Location</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical/Intermediate Care Services</td>
<td>Medicine</td>
<td>Women’s Continuum</td>
<td></td>
<td>Surgical Continuum</td>
<td></td>
</tr>
<tr>
<td>4 Link West</td>
<td>4 St John</td>
<td>3 Conklin</td>
<td></td>
<td>3 Link North</td>
<td></td>
</tr>
<tr>
<td>Cardiac/Telemetry Services</td>
<td>5 St John</td>
<td>3 Link North</td>
<td></td>
<td>3 Link South</td>
<td></td>
</tr>
<tr>
<td>3 Link West</td>
<td>9 Pavilion East</td>
<td>4 Link North</td>
<td></td>
<td>4 Link North</td>
<td></td>
</tr>
<tr>
<td>3 Pavilion East</td>
<td>Oncology Continuum</td>
<td>4 Link South</td>
<td></td>
<td>4 Link South</td>
<td></td>
</tr>
<tr>
<td>Children’s Hospital</td>
<td>5 Pavilion East</td>
<td></td>
<td></td>
<td>Women’s Continuum</td>
<td></td>
</tr>
<tr>
<td>Epilepsy Medical Unit</td>
<td></td>
<td></td>
<td></td>
<td>2 West</td>
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</tbody>
</table>
HackensackUMC outperforms NDNQI benchmarks; exceeding minimum levels at each quarter.
The Joint Commission core measures are standardized national performance benchmarks measuring quality of delivery of care.
HackensackUMC Overview of Core Measures

<table>
<thead>
<tr>
<th>Percentage</th>
<th>2016 HackensackUMC Rate</th>
<th>The Joint Commission Nat'l Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tobacco Use Screening</td>
<td>100.0%</td>
<td>97.8%</td>
</tr>
<tr>
<td>Antenatal Steroids</td>
<td>100.0%</td>
<td>83.2%</td>
</tr>
<tr>
<td>Influenza Immunization</td>
<td>96.7%</td>
<td>94.9%</td>
</tr>
<tr>
<td>Thrombolytic Therap</td>
<td>100.0%</td>
<td>89.2%</td>
</tr>
</tbody>
</table>
Our Patients’ Perception of Care: December 2016

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.

<table>
<thead>
<tr>
<th>Category</th>
<th>HackensackUMC 2016 4Q</th>
<th>Press Ganey Database Mean</th>
<th>+/-</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>HCAHPS- Hospital Consumer Assessment of Healthcare Providers and Systems (Top Box Percent)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communication with Nurses (Percent “Always”)</td>
<td>83.8</td>
<td>80.3</td>
<td>+3.5</td>
</tr>
<tr>
<td>Responsiveness of hospital Staff (Percent “Always”)</td>
<td>71.8</td>
<td>67.2</td>
<td>+4.6</td>
</tr>
<tr>
<td>Pain Management (Percent “Always”)</td>
<td>74.8</td>
<td>71.0</td>
<td>+3.8</td>
</tr>
<tr>
<td><strong>Inpatient Overall Mean</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Friendliness /courtesy of the nurses</td>
<td>94.8</td>
<td>93.6</td>
<td>+1.2</td>
</tr>
<tr>
<td>Attention to special/personal needs</td>
<td>91.4</td>
<td>90.0</td>
<td>+1.4</td>
</tr>
<tr>
<td>Nurses’ attitude toward requests</td>
<td>92.6</td>
<td>91.3</td>
<td>+1.3</td>
</tr>
<tr>
<td>How well the nurses kept you informed</td>
<td>91.8</td>
<td>89.5</td>
<td>+2.3</td>
</tr>
<tr>
<td>Skill of nurses</td>
<td>94.9</td>
<td>92.8</td>
<td>+2.1</td>
</tr>
<tr>
<td>How well your pain was controlled</td>
<td>90.2</td>
<td>87.8</td>
<td>+2.4</td>
</tr>
<tr>
<td>Staff addressed emotional needs</td>
<td>90.0</td>
<td>87.2</td>
<td>+2.8</td>
</tr>
<tr>
<td>Staff worked together care for patient</td>
<td>93.8</td>
<td>91.3</td>
<td>+2.5</td>
</tr>
<tr>
<td>Likelihood of you recommending this hospital to others</td>
<td>93.6</td>
<td>89.9</td>
<td>+3.7</td>
</tr>
<tr>
<td>Overall rating of care given</td>
<td>93.7</td>
<td>91.3</td>
<td>+2.4</td>
</tr>
<tr>
<td><strong>Ambulatory Surgery Overall Mean</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Friendliness of Nurses</td>
<td>98.0</td>
<td>96.9</td>
<td>+1.1</td>
</tr>
<tr>
<td>Skill of nurse starting IV</td>
<td>95.5</td>
<td>93.4</td>
<td>+2.1</td>
</tr>
<tr>
<td>Information day of surgery</td>
<td>96.4</td>
<td>95.0</td>
<td>+1.4</td>
</tr>
<tr>
<td>Nurses concern for comfort</td>
<td>97.5</td>
<td>95.0</td>
<td>+2.5</td>
</tr>
<tr>
<td>Nurses courtesy toward family</td>
<td>97.4</td>
<td>95.4</td>
<td>+2.0</td>
</tr>
<tr>
<td>Information given to patient family</td>
<td>95.6</td>
<td>93.6</td>
<td>+2.0</td>
</tr>
<tr>
<td>Instructions regarding home care</td>
<td>94.9</td>
<td>93.5</td>
<td>+1.4</td>
</tr>
<tr>
<td>Confidence in skill of nurses</td>
<td>97.2</td>
<td>95.4</td>
<td>+1.8</td>
</tr>
<tr>
<td>Degree pain was controlled</td>
<td>95.1</td>
<td>92.9</td>
<td>+2.2</td>
</tr>
<tr>
<td>Response to concerns and complaints</td>
<td>95.5</td>
<td>93.0</td>
<td>+2.5</td>
</tr>
<tr>
<td>Overall rating of care</td>
<td>96.9</td>
<td>95.6</td>
<td>+1.3</td>
</tr>
<tr>
<td>Degree staff worked together</td>
<td>96.9</td>
<td>96.0</td>
<td>+0.9</td>
</tr>
<tr>
<td><strong>Children's Hospital Inpatient Overall Mean</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nurses’ attitude toward requests</td>
<td>95.2</td>
<td>92.9</td>
<td>+2.3</td>
</tr>
<tr>
<td>Skill of nurses</td>
<td>94.6</td>
<td>93.4</td>
<td>+1.2</td>
</tr>
<tr>
<td>Skill in blood draw</td>
<td>89.5</td>
<td>87.3</td>
<td>+2.2</td>
</tr>
<tr>
<td>Skill of IV starter</td>
<td>88.3</td>
<td>86.6</td>
<td>+1.7</td>
</tr>
<tr>
<td>Concern of comfort during T&amp;T</td>
<td>91.5</td>
<td>89.4</td>
<td>+2.1</td>
</tr>
<tr>
<td>Explained in language understood</td>
<td>94.3</td>
<td>92.1</td>
<td>+2.2</td>
</tr>
<tr>
<td>Instructions for child home care</td>
<td>91.4</td>
<td>90.4</td>
<td>+1.0</td>
</tr>
<tr>
<td>Staff concern for privacy</td>
<td>92.0</td>
<td>90.6</td>
<td>+1.4</td>
</tr>
<tr>
<td>Staff sensitivity to inconvenience</td>
<td>92.0</td>
<td>88.6</td>
<td>+3.4</td>
</tr>
<tr>
<td>Staff addressed emotional needs</td>
<td>90.3</td>
<td>86.9</td>
<td>+3.4</td>
</tr>
<tr>
<td>Response to concerns and complaints</td>
<td>92.8</td>
<td>87.7</td>
<td>+5.1</td>
</tr>
<tr>
<td>Respect for your knowledge of child</td>
<td>90.2</td>
<td>90.2</td>
<td>+0.0</td>
</tr>
<tr>
<td>Staff concerned not to frighten child</td>
<td>94.2</td>
<td>90.6</td>
<td>+3.6</td>
</tr>
<tr>
<td>How well your child’s pain was controlled</td>
<td>92.0</td>
<td>89.8</td>
<td>+2.2</td>
</tr>
<tr>
<td>Staff concerned to make stay restful</td>
<td>90.4</td>
<td>88.5</td>
<td>+1.9</td>
</tr>
<tr>
<td>Staff worked together</td>
<td>92.8</td>
<td>91.4</td>
<td>+1.4</td>
</tr>
<tr>
<td>Recommend hospital to others</td>
<td>93.8</td>
<td>92.0</td>
<td>+1.8</td>
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</table>
## Our Patients’ Perception of Care: December 2016

<table>
<thead>
<tr>
<th>Children’s Hospital Neonatal Intensive Care Unit Overall Mean</th>
<th>HackensackUMC 2016 4Q</th>
<th>Press Ganey Database Mean</th>
<th>+/-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Info given delivery regarding baby</td>
<td>89.7</td>
<td>85.9</td>
<td>+3.8</td>
</tr>
<tr>
<td>Staff let mom see baby</td>
<td>89.4</td>
<td>85.7</td>
<td>+3.7</td>
</tr>
<tr>
<td>info regarding baby’s condition at birth</td>
<td>86.0</td>
<td>83.9</td>
<td>+2.1</td>
</tr>
<tr>
<td>Info regarding events post-delivery</td>
<td>85.3</td>
<td>82.8</td>
<td>+2.5</td>
</tr>
<tr>
<td>Nurse support: breastfeeding</td>
<td>91.5</td>
<td>90.4</td>
<td>+1.1</td>
</tr>
<tr>
<td>Nurses professional manner</td>
<td>93.4</td>
<td>92.5</td>
<td>+0.9</td>
</tr>
<tr>
<td>Accommodations for parents</td>
<td>86.2</td>
<td>80.8</td>
<td>+5.4</td>
</tr>
<tr>
<td>Consistency of info from NICU staff</td>
<td>89.5</td>
<td>84.8</td>
<td>+4.7</td>
</tr>
<tr>
<td>Staff makes you feel welcome</td>
<td>91.5</td>
<td>91.4</td>
<td>+0.1</td>
</tr>
<tr>
<td>Staff meets emotional needs</td>
<td>89.9</td>
<td>88.4</td>
<td>+1.5</td>
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<tr>
<td>Rating: care given to family</td>
<td>92.1</td>
<td>90.6</td>
<td>+1.5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Outpatient Oncology-John Theurer Cancer Center Overall Mean</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Concern for privacy</td>
<td>93.9</td>
<td>93.9</td>
<td>+0.0</td>
</tr>
<tr>
<td>Likelihood of recommending services</td>
<td>95.9</td>
<td>95.7</td>
<td>+0.2</td>
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</table>

<table>
<thead>
<tr>
<th>Outpatient Services Overall Mean</th>
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<th></th>
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</thead>
<tbody>
<tr>
<td>Friendliness of staff</td>
<td>97.2</td>
<td>96.2</td>
<td>+1.0</td>
</tr>
<tr>
<td>Explanations given by staff</td>
<td>96.1</td>
<td>94.5</td>
<td>+1.6</td>
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<tr>
<td>Skills of techs/ therapists/nurses</td>
<td>96.7</td>
<td>95.7</td>
<td>+1.0</td>
</tr>
<tr>
<td>Staff concern for comfort</td>
<td>96.2</td>
<td>94.7</td>
<td>+1.5</td>
</tr>
<tr>
<td>Staff’s concern/question worries</td>
<td>96.1</td>
<td>94.4</td>
<td>+1.7</td>
</tr>
<tr>
<td>Likelihood of recommending</td>
<td>96.2</td>
<td>94.6</td>
<td>+1.6</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Pediatric Emergency Department Overall Mean</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Nurse’s courtesy</td>
<td>91.6</td>
<td>91.2</td>
<td>+0.4</td>
</tr>
<tr>
<td>Nurse took time to listen</td>
<td>90.8</td>
<td>90.3</td>
<td>+0.5</td>
</tr>
<tr>
<td>Nurses’ attention to you/child</td>
<td>89.6</td>
<td>89.6</td>
<td>+0.0</td>
</tr>
<tr>
<td>Nurses informative regarding treatments</td>
<td>89.0</td>
<td>88.2</td>
<td>+0.8</td>
</tr>
<tr>
<td>Likelihood of recommending</td>
<td>87.6</td>
<td>86.3</td>
<td>+1.3</td>
</tr>
</tbody>
</table>