

FY 2019

# Nursing Annual Report



uchealth



# A letter from Elizabeth B. Concordia.



**Elizabeth B. Concordia**  
UCHealth President and  
Chief Executive Officer

Dear colleagues,

I am excited to share the 2018-2019 UCHealth Nursing Annual Report with you. This report highlights the dedication, commitment and nationally recognized quality that our patient care teams deliver each and every day.

The past year has been significant for us. We cared for a record 1.7 million patients, opened two new hospitals and numerous outpatient locations, expanded our Virtual Health Center and celebrated a fifth ANCC Magnet® recognition for Poudre Valley Hospital.

Each day, our nurses improve lives. They do so much for so many by mixing caring and compassion with evidence-based best practices, giving patients the opportunity to move from health care to health.

Our nursing team is empowered by initiatives that promote professional growth and development. Two key programs, UEXCEL and the Graduate Nurse Residency Program, are shaping the future of nursing both at UCHealth and throughout the communities we serve.

Our nurses lead efforts to innovate, they push technology forward for the good of patients and they integrate new learning and discovery into patient care and the nursing profession.

While this is all significant, our nurses are also the listeners, the providers of hope and reassurance, the comforters, the advocates and the motivators. Our nurses connect with patients and their families to empower them to reach their goals.

As you read this report, I hope you take note that everything we do at UCHealth is centered around our patients. We deliver superior care and experience while transforming the future of patient care.

I want to thank each and every nurse at UCHealth. You are valued for your trustworthiness, passion and dedication to helping our patients live extraordinary lives.

Sincerely,

# A letter from Katherine Howell.



**Katherine Howell**

MBA, BSN, RN, NEA-BC

Chief Nursing Executive, UCHealth

Chief Nursing Officer, University of Colorado Hospital

It has been a busy year for UCHealth and, as the chief nurse executive for UCHealth and chief nursing officer for University of Colorado Hospital, I could not be prouder of our nurses as they continue to meet the needs of our patients within our growing communities.

This past year, UCHealth has expanded access to care not only through physical locations but also in leveraging technology to meet our patients' needs from the comfort of their own homes with Virtual Visits, and through the virtual health center supporting our patients in acute care. Embracing this new technology opens doors to endless possibilities such as nurse visits and remote monitoring for serious patient conditions.

As we reflect on the work nursing has led over the past year, it has remained our top priority to keep patients, families and evidence-based care at the forefront of all that we do. We strive to raise the bar, which is apparent though the work and expansion of our Nurse Practice Councils, Nurse Residency Programs and UCHealth's Nursing Practice and Credentialing Model (UEXCEL). These programs support and constantly elevate nursing professional practice.

UCHealth has extraordinary and talented nurses caring for patients across our communities from urban cities, to the suburbs and in mountain communities. Our nurses support our patients and families not only by their caring and empathetic approach, but the UCHealth nurse also brings a level of professionalism, expertise and intelligence, which translates into improved patient outcomes and an enhanced patient experience. I hope you are as impressed with the work UCHealth nurses have done throughout this year as I am.

Sincerely,

# UCHealth CNO Council.

**Jennette Bergstrom, MSN, RN**

Chief Nursing Officer, Highlands Ranch Hospital

**Heidi Bradley, MSN, RN, CNML, C-EFM**

Interim Chief Nursing Officer, Longs Peak Hospital

**Kimberly DeLine, BSN, RN, JD, CPHRM**

Director, Nursing and Professional Practice  
UCHealth Medical Group

**JoAnn DelMonte, MSN, RN-BC, NEA-BC**

Vice President of Professional Development and Practice,  
UCHealth

**Tamera Dunseth Rosenbaum, MSNA, RN, NE-BC**

Chief Nursing Officer, Memorial Hospital

**Cathleen Ehrenfeucht, MS, RN**

Vice President of Operations  
University of Colorado Hospital

**Amy Hassell BSN, RN, CCRN**

Director of Patient Services  
UCHealth Virtual Health Center

**Courtney S. Hoffbauer, MSN, RN-BC, NE-BC**

Director of Nursing, Grandview Hospital  
Director of Hospital Acute Care Services, Memorial Hospital

**Katherine Howell, MBA, BSN, RN, NEA-BC**

Chief Nursing Executive, UCHealth  
Chief Nursing Officer, University of Colorado Hospital

**Mark Mayes, MHA, BSN, RN, CEN**

Associate Chief Nursing Officer and  
Vice President of Nursing, Memorial Hospital

**Kay J. Miller, MS, RN, NE-BC, CENP**

Chief Nursing Officer, Greeley Hospital

**Josie Moszynski, MHA, BSN, RN**

Chief Nursing Officer, Broomfield Hospital

**Julie Nunley, MBA, BSN, RN**

Vice President and Chief Nursing Officer,  
Poudre Valley Hospital

**Alice Pekarek, BSN, RN**

Director of Clinical Informatics, UCHealth

**Jennifer Rodgers, DNP, ACNP-BC, FAANP**

Vice President Advanced Practice and Associate Chief  
Nursing Officer Ambulatory Nursing  
University of Colorado Hospital

**Michael Rodriguez, MSN, RN, CCRN**

Chief Nursing Officer, Pikes Peak Regional Hospital

**Michael Romano, MBA, MSN, RN**

Vice President of Ambulatory Services  
University of Colorado Hospital

**Ellen Seymour, MBA**

Administrator, Special Programs, UCHealth

**Marie Timlin, MSN, RN, MHA**

Chief Nursing Officer, Yampa Valley Medical Center

**Jessie Willard, MSN, RN, CENP, NDF**

Vice President and Chief Nursing Officer  
Medical Center of the Rockies

**Jennifer Zwink, MS, RN, OCN**

Vice President of Nursing and Associate Chief Nursing  
Officer, University of Colorado Hospital



## Our mission.

We improve lives. In big ways through learning, healing and discovery. In small, personal ways through human connection. But in all ways, we improve lives.

## Our vision.

From health care to health.

## Our values.

Patients first.

Integrity.

Excellence.



# UCHealth at a glance.



**1,987**

available beds



**506,094**

urgent care and  
emergency room visits



**3,883,870**

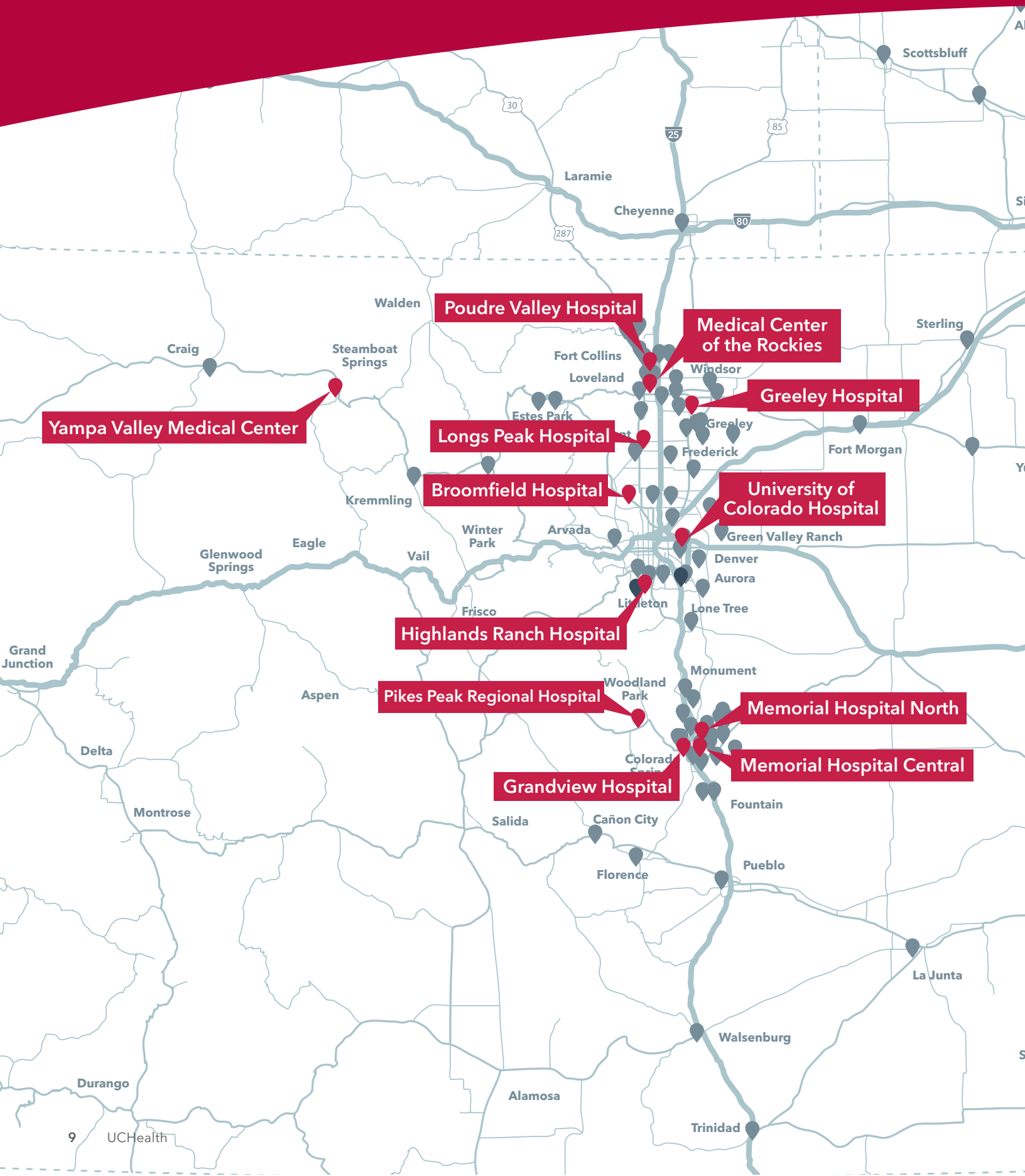
outpatient visits



**12,686**

babies delivered

# UHealth clinics and hospitals.





# UCHealth nursing quick facts.

**7,766**  
total RNs  
(all areas)

BSN rate  
**72%**

MSN rate  
**6%**

DNP/PhD  
**3%**

 **98**

podium and poster  
presentations

 **53**

publications

 **17**

research  
studies

## ANCC Magnet® recognized facilities.



**Poudre Valley Hospital**  
2000, 2004, 2009,  
2014, 2018



**University of Colorado Hospital**  
2002, 2005, 2010, 2014



**Medical Center of the Rockies**  
2010, 2016

# A year of extraordinary growth.



## UCHealth Greeley Hospital.

### **Building a successful, innovative culture.**

As health care transitions to a performance-based system, Greeley Hospital dedicated itself to open as a high-performing organization, in large part through clinical innovation. Greeley Hospital opened its doors on July 3, 2019, with a care team ready to deliver.

A highly experienced nursing team developed a focus of providing quality, safe patient care, fine-tuning nursing processes and improving patient outcomes through innovation.

- The Birthing Center offers simple satisfiers such as Alexa, Apple TV, jetted tubs, ceiling fans and nitrous oxide for maternal pain control without fetal implications.
- The Intensive and Acute Care Units use virtual sitters as well as bedside tablets for ordering nutrition and providing patients and families with facility and health care information.
- The virtual ICU is a second set of eyes that monitors patients to recognize early signs of sepsis and stroke.
- The Emergency Department RNs have an expanded scope to include a one-of-a-kind Pediatric Observation unit for children 15 years and younger who need less than a 24-hour stay, allowing families to stay close to home.

## UCHealth Highlands Ranch Hospital.

### **A grand opening for a great community.**

In May 2017, ground was broken on an innovative, new 340,000 square foot building that would become UCHealth Highlands Ranch Hospital. On June 18, 2019 patients were welcomed to the gleaming facility that boasts state-of-the-art technology, including Telestroke care, ViSi for vital signs surveillance and Vocera communication devices. But it's the kind, compassionate team of nurses and care givers who provide extraordinary care in a collaborative environment that have truly brought life to Highlands Ranch Hospital.

Even even before the doors opened, nurses demonstrated their commitment to the Highlands Ranch Hospital culture by providing extraordinary care when organizing a community blood drive in response to a tragic event that rocked this close-knit town.

Highlands Ranch Hospital nurses have lived the values of patients first, integrity, and excellence every day so that patients who live in this community can now receive extraordinary care close to home.

## UCHealth Steadman Hawkins Clinic Denver.

### **State-of-the-art sports performance and rehabilitation in metro Denver.**

In 2017, UCHealth broke ground on a new orthopedic and sports performance medicine in the Denver Tech Center. And less than two years later, the four-story UCHealth Steadman Hawkins Clinic Denver opened in June 2019, featuring an advanced orthopedic clinic, physical therapy and rehabilitation services, imaging services, sports performance recovery, training and technology, and a surgery center. Specialists at the innovative center proudly care for patients of all abilities, from elite, professional athletes to weekend warriors and those rebuilding from injuries, accidents or just regular wear and tear.

UCHealth nurses play an integral role in caring for patients in the six operating rooms and additional treatment facilities, including orthopedic clinic rooms and advanced imaging including MRI and radiology. The state-of-the-art rehabilitation and sports performance training center also features an indoor track and outdoor turf field, human motion analytics for performance and injury-prevention training. Surgeons from UCHealth Steadman Hawkins Clinic Denver and the University of Colorado School Of Medicine provide care at the center.



## UCHealth Nursing Practice Councils.

### Ensuring system-wide extraordinary care.

In the fall of 2018, Kathy Howell, MBA, BSN, RN, NEA-BC chief nursing executive, UCHealth chief nursing officer, University of Colorado Hospital, with the input of nurses and nursing leaders, initiated a system-wide shared decision-making model that included the formation of the Nurse Practice Councils. The UCHealth Nurse Practice Council charter states that the councils “improve lives by elevating the profession of nursing through interdisciplinary collaboration, shared decision-making, evidenced-based practice and innovation to enhance quality and safety outcomes and the experiences of patients and families.”

The Nurse Practice Councils are responsible for evidence-based decision-making to guide nursing practice. Six Nurse Practice Councils have been started, and members have prioritized nursing initiatives.

The Nurse Practice Councils include:

- Acute Care Nurse Practice Council
- Ambulatory Care Nurse Practice Council
- Critical Care Nurse Practice Council
- Obstetrics Nurse Practice Council
- Perioperative Nurse Practice Council
- Vascular Access Nurse Practice Council

Each council is working on nursing initiatives that will impact nursing practices system-wide and consists of clinical nurses, clinical nurse specialists, clinical nurse educators, clinical informatics nurses and a CNO council executive sponsor.

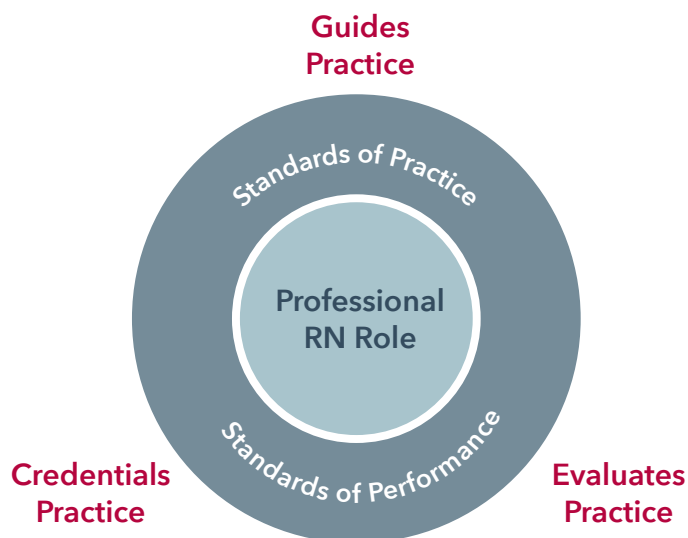


**Acute Care Nursing  
Practice Council**



## UCHealth UEXCEL Nursing Practice and Credentialing Model.

### A framework for recognizing expertise.



UCHealth's UEXCEL Nursing Practice and Credentialing Model provides a professional framework for clinical registered nurses to be evaluated using standards based on the American Nurses Association Scope and Standards for Clinical Nurse Practice. UEXCEL also provides a system for career progression, while encouraging the nurse to remain in a clinical position delivering direct patient care. The UCHealth UEXCEL Steering Council and UEXCEL Boards at the regional level provide oversight for the model.

There are four levels within the program, each with distinct and separate job descriptions, salary ranges and classifications. Advancement to Levels III and IV is based on documented clinical expertise and submission of a digital credentialing portfolio demonstrating excellence in the model components, which are reviewed by clinical nurse peers on the regional boards. In FY19, the UEXCEL Boards revised the UEXCEL Nursing Practice Standards and the Credentialing Guidelines to enhance the program across UCHealth.



UCHealth's  
**Ex**cellence in  
**C**linical Practice,  
**E**ducation and Evidence-based Practice and  
**L**eadership

#### Number of RNs at each level of UEXCEL at UCHealth

Level I Advanced Beginner	Level II Competent	Level III Advanced, Proficient	Level IV Expert
194	5,523	297	15

As of 8/13/2019



## UCHealth Virtual Health Center.

### **Leading the way for sepsis prevention and treatment.**

Sepsis is the leading cause of death in U.S. hospitals. Mortality from sepsis increases by as much as 8% every hour treatment is delayed. As many as 80% of sepsis deaths could be prevented with rapid diagnosis and treatment (Sepsis Alliance, 2018).

As a growing organization, innovation and standardization have been priorities to improve patient lives. In 2018, the Virtual Health Center (VHC) aimed to provide a cost-effective, centralized and standardized solution for early sepsis recognition, care of the septic patient and monitoring of clinical deterioration across UCHealth. This initiative is among the first national programs to combine predictive analytics with a remote provision of standardized sepsis care.

The VHC enables exceptional care by using nursing remote surveillance. To expand on critical patient monitoring of vital signs through acute care wearables and the use of nurse-driven notification pathways, VHC nurses screen and assess patient alerts for potential sepsis signs and symptoms. With this new process, VHC nurses notify the bedside team and are empowered to order a lactate blood level and blood cultures in cases of suspected infection. If appropriate, the VHC physician, in collaboration with frontline providers', initiates antibiotics and IV fluid resuscitation as indicated.

With the innovative use of technology, nurses' virtual surveillance and use of sepsis algorithms are expected to improve sepsis recognition, response times, initiation of antibiotics, and sepsis bundle-compliance at Greeley Hospital, Highlands Ranch Hospital and the University of Colorado Hospital, with an anticipated roll out at all UCHealth hospitals in the future.



## UCHealth Nurse Residency Program. **Increasing quality of nursing at UCHealth.**

In 2019, UCHealth seeks national accreditation by the Commission on Collegiate Nursing Education (CCNE) for the UCHealth Nurse Residency Program. CCNE provides Standards for Accreditation of Entry-to-Practice Nurse Residency Programs. The accreditation is a voluntary process in which a self-study is authored to address the four required standards while achieving the UCHealth Nurse Residency Program's mission, goals and expected program outcomes. The standards and key elements, along with the accreditation procedures, serve as the basis to evaluate the quality of the residency program offered and to hold the program accountable to the community, the nursing profession and the public.

The self-study included 63 pages of written text with an additional 46 pages of examples of evidence and was submitted on August 9th, 2019. UCHealth was afforded a site visit scheduled for September 30–October 2, 2019. The CCNE site visitors will have an opportunity to meet various nursing leadership, preceptors, program faculty, facilitators and current/former nurse residents across all regions in an effort to receive this prestigious national recognition.



# Transformational leadership.



UCHealth Medical Center of the Rockies.

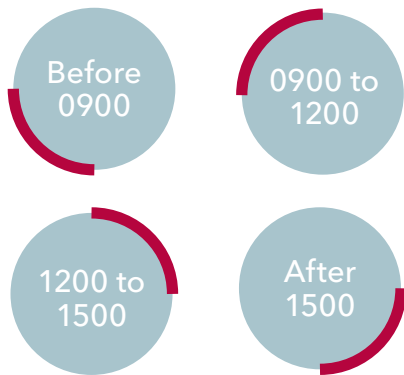
## **Successfully improving discharge times.**

Stephanie Boyd, MSN, RN, nurse manager, engaged in a performance-improvement project with Kym Budish, BSN, RN, capacity management nurse, to improve throughput on the Ortho/Neuro/Spine unit. The project improvements included enhanced interdisciplinary rounds with intentional dialogue related to patient targeted time of discharge. The clinical nurses identified barriers to timely discharge, and these barriers are discussed by the charge nurse, case management, social work, hospitalist RN and therapy during discharge rounds.



The nurses' increased use of patient white boards, communicated with the patient to ensure the patient had a ride home at the time of anticipated discharge and included discharge plans during shift-to-shift hand-offs. In addition, therapists altered assignments to assure that one therapist was not assigned to all the anticipated discharge patients.

The patients' anticipated discharge times are placed into discharge "buckets".



Two goals were identified:

- 1 To have the majority of patients discharged before 1500, resulting in improved admission times for patients from the OR and ED.
- 2 To decrease overall time from confirmed discharge order to discharge from four hours to three hours.

Initially, the average time decreased to three hours and 27 minutes and then decreased to three hours.

The team's work was selected for a poster presentation at the 2018 ANCC Magnet conference in Denver, Colorado.



## A well-deserved award for a remarkable caregiver.

Frannie Johnson, BSN, RN, CN-BN, has served as a nurse navigator at the UCHealth Yampa Valley Medical Center's Gloria Gossard Breast Care Center since 2014. Her role encompasses navigating patients affected by breast cancer, ensuring they are seen in a timely manner to receive the life-saving diagnostic and therapeutic treatments necessary for survival. She is patient's main point of contact to ensure their continuum of care.

In January 2019, in recognition of her work, Frannie received a Colorado Health Care Stars award—a statewide health care professional award recognition program sponsored by American Sentinel University and Colorado Hospital Association. The award acknowledges industry professionals in Colorado who exceed expectations in the delivery of health care (American Sentinel, 2019).

# Structural empowerment.



## UCHealth Medical Center of the Rockies. **Pack-a-Pak for kids.**

The Medical Center of the Rockies Magnet Steering Committee partnered with the Poudre and Thompson school districts to support community health initiatives in fall 2018. The nurses supported the McBackpack and KidsPak programs, providing weekend meals for children attending 77 area schools, impacting more than 1,000 families each week.

The nurses hosted a hospital-wide food drive and volunteered their time to provide nutritious food items for the children and families in need in the community. MaryBeth Hritsick, BSN, RN, clinical nurse led all aspects of the outreach initiative.

The Magnet Steering Committee set an ambitious goal of 10,000 food items to be collected for the “Pack-a-Pak for Our Kids” initiative. Throughout the duration of the food drive, nurses were able to decrease food insecurity in the northern Colorado community by collecting 23,000 food items. This was enough food to pack over 1,000 weekend backpacks for children in the community. Chief nursing officer Jessie Willard, MSN, RN, CENP, NDF, supported the initiative by offering to match the number of food items collected during the final week of the drive and donated 3,000 food items.

## UCHealth Broomfield Hospital Rehabilitation Unit.

### Returning patients to their most productive and active abilities.

UCHealth and Boulder Community Health created a working relationship with the now open 18-bed inpatient rehabilitation unit at UCHealth Broomfield Hospital. The new unit offers services for patients recovering from stroke, brain or spinal cord injuries, trauma injuries and total joint surgeries. Chief Nursing Officer Josie Moszynski, MHA, BSN, RN, led the team of physicians, nurses and therapists along with the architect to design a state-of-the-art rehabilitation unit. The goal of the clinical staff is to have the patient learn adaptation to a lifestyle that is productive and fulfilling.

The new rehab unit is led by Nurse Manager Debbie Petersen, MHA, BSN, RN and is staffed with nurses and therapists experienced in rehabilitation. The clinical staff are from Boulder Community Hospital, UCHealth and the community. This makes the relationship with the organization, staff and patients even stronger. Prior to opening, staff were supported by clinical educators from the University of Colorado Hospital to complete competencies. This education provided a baseline for all the staff and provides improved outcomes for the patients.



## UCHealth Memorial Hospital.

### Acute Care Staff Extravaganza— a new method for team collaboration and communication.

Staff meetings are an opportunity to provide updates, solicit feedback and share information while building multidisciplinary teams. The clinical nurses and nursing leaders at Memorial Hospital took this concept to the next level with a new and innovative design, called the Acute Care Extravaganza.

The extravaganza is a quarterly event comprised of multiple units in each division for nurses and patient care techs to come together to brainstorm and engage in meaningful group discussions in an environment of learning.

Interactive booths are led by various department and program staff such as professional development educators, representatives from the UEXCEL Board and shared governance groups, and nursing leadership. As staff members travel to each booth, they receive a stamp with the goal to become seasoned "travelers" by completing a visit to each booth. It's a time of food, fun and education with a unique innovative approach.



# Exemplary professional practice.

UCHealth Grandview Hospital.

## **The voice of the clinical nurse.**

Shared governance is a critical component of nursing practice that is designed to integrate the values and beliefs of nursing by capturing the voice of the clinical nurse. One example of how nurses' at UCHealth Grandview use shared governance to advocate for patients was when the charge nurse team presented the idea of staggering RN shifts to accommodate patient admissions to the unit.

At Grandview, 90% of surgical cases are elective surgeries. In addition to the established flex staffing model already in use, the charge nurse team including Cheryl Maul, BSN, RN; Kerri Hudson, BSN, RN; and Jennifer Allen BSN, RN, presented the idea of using data to schedule staff based on patient arrivals, not just times of the day. Their idea was to implement a shift from 1100-2300.

With the support of senior leaders and all the charge nurses, the shift was implemented in May of this year. The charge nurse team brought the idea forward to ensure that staff engagement, patient safety, and fiscal responsibility were all at the forefront for nursing.



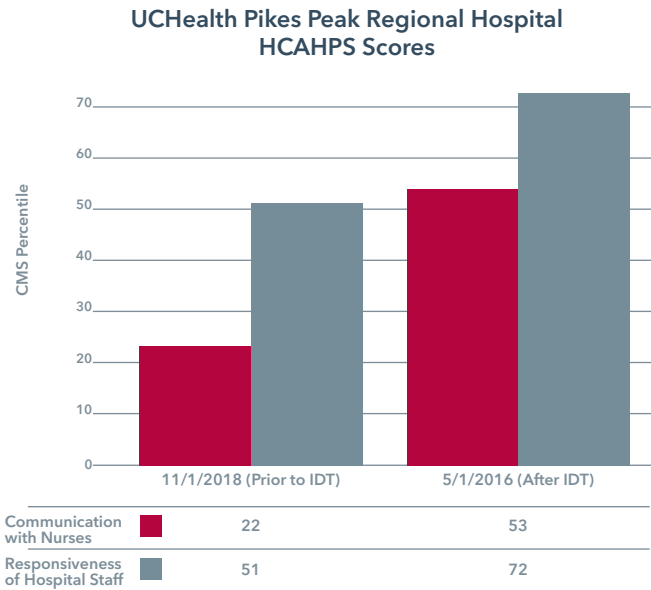


UCHealth Pikes Peak Regional Hospital.  
**Improving patient safety  
and satisfaction.**

Pikes Peak Regional Hospital has experienced a great deal of change this year as part of the UCHealth family. The changes, including the nurse-driven process of bedside interdisciplinary team rounds (IDT), have been positive.

This interdisciplinary team of Megan Grinnell, BSN, RN, nurse manager; Stephanie Bartet BSN, RN; Hannah Adams BSN, RN; Wendy Westall BSN, RN, CCM; Patricia Sichmeller, pharmacy manager; Erik Nijkamp, physical therapist; Tonya Graber, occupational therapist; Ben Jonker, respiratory therapist; John Gonzalez, manager of radiology impacted collaboration and communication among the care team that achieves an improved transition in care experience for the patients.

Daily bedside interdisciplinary rounds and the subsequent tools created by Hannah Adams, allows the team to effectively communicate with physicians regarding the clinical condition of patients and identifies readiness for discharge or transition to a different level of care.



UCHealth Longs Peak Regional Hospital.  
**A significant improvement in patient  
experience.**

By incorporating the patient experience pillars of Know Me, Guide Me, Educate Me, Support Me and standardized best practices, the patient experience overall scores at Longs Peak Hospital moved from 61st percentile to 79th percentile in FY19.

This work was completed by all staff at Longs Peak Hospital and was led by Windie Her, MA BSN, patient experience program manager. With support of the nursing leadership team, the Unit Based Councils drove the continuous improvement efforts for the patient experience.

The teams standardized foundational practices such as MAIDET, Key Words at Key Times and leader rounding. Success came when unit champions supported the education and role modeled the expectations of the experience pillars using nursing best practices including bedside report, consistent use of the patient white board and proactive rounding.



# New knowledge, innovations and improvements.



UCHealth Outpatient Infusion Clinics and Burn Center.

## **Virtual reality gives a new view on infusion.**

Swimming with a whale shark, rafting down the Grand Canyon, taking in the aurora borealis and visiting an animal sanctuary. These are just a few adventures that Marty Behrman experienced with virtual reality glasses at UCHealth Yampa Valley Medical Center, Jan Bishop Cancer Center. This has become a form of distraction from oncology and burn treatments for patients like Marty at the infusion centers throughout UCHealth and at the University of Colorado Hospital Burn Center.

"This is a way to take your mind off things," says Marty. "My favorite is the animal sanctuary, and I was nearly head-butted by a goat." Patients can experience a day at the beach, hear and see the waves and come to a point of relaxation. Virtual reality creates an atmosphere of calm and fun in experiencing freedom in a different way. When a patient spends hours in treatment, the virtual reality programs allow them a much-needed escape.

UCHealth University of Colorado Hospital.

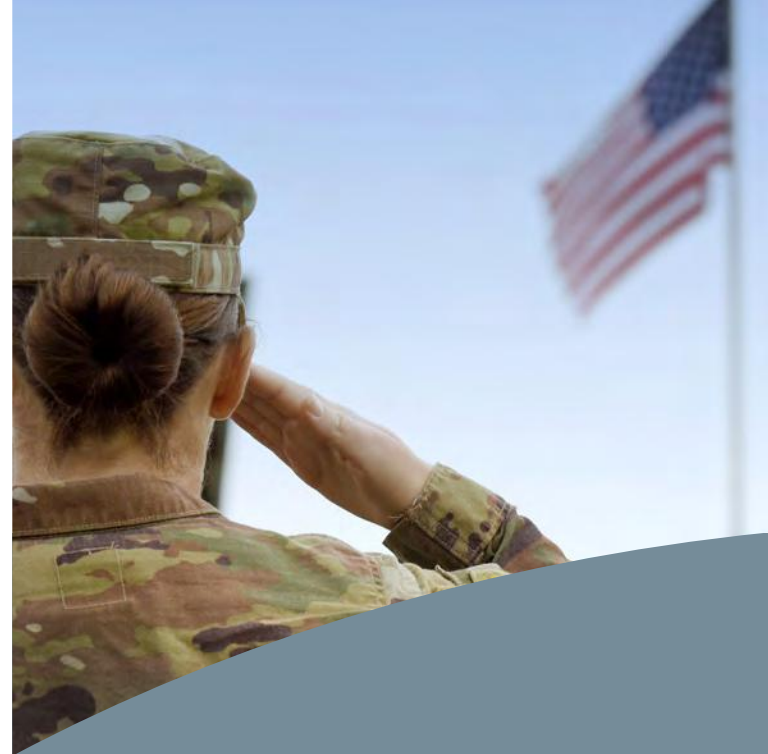
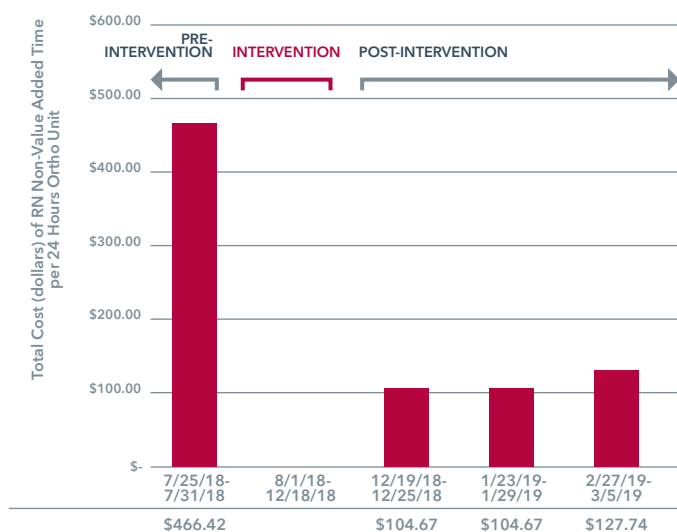
## Workflow optimization saves nurses' time during medication administration.

Orthopedic Unit Nurse Manager, Tiffany Petrone, MSN, RN, NE-BC, identified through occurrence reports and clinical nurse feedback that nurses were having a difficult time obtaining medications for timely medication administration. A major cause of concern was nurses often needing to go to multiple Pyxis™ machines to retrieve medications for one patient.

Tiffany and Ganesh Chandran, PharmD, MBA, led a team who systemically broke down the process of nurses obtaining medications. In October 2018, the first implemented change was for Epic to alert the pharmacy department of the location of the specific Pyxis machine in closest proximity to the patient when a medication needed to be stocked. The team also decided, based on usage, which medications would become standard stock and be placed in every machine on the unit, and which medications would be removed altogether.

Post implementation of the Pyxis workflow optimization, the frequency of time a nurse had to visit a secondary location to obtain medications was reduced from 39% to 9% (a 77% reduction). Time spent searching for medications was reduced from 44.50 minutes per day, per nurse, to 10.43 minutes per day, resulting in an extrapolated cost savings of \$124,742 per year in non-value-added time for nurses.

Reduction in total cost per 24 hours of RN non-value added time on orthopedics unit



UCHealth Memorial Hospital.

## Military readiness program.

Colorado Springs has four active military bases including Fort Carson Army Base, Peterson Air Force Base, Schriever Air Force Base and the United States Air Force Academy. This convergence brings opportunities for new knowledge, innovation and collaboration at Memorial Hospital to support our country and our mission at UCHealth. We Improve Lives.

Memorial Hospital has developed a military readiness program, which allows active duty military nurses to maintain, improve and advance their clinical skills to ensure they provide high-quality care when they become deployed. Working in the hospital emergency department and intensive care unit allows our military partners to experience a fast-paced setting providing care for complex, critically ill patients.

This program serves to improve the quality of care for patients in our community and for our nation's military both domestic and abroad.



# Empirical outcomes.



UCHealth University of Colorado Hospital.

## **Achieving and sustaining inpatient glycemic goals.**

Elaina Thompson, MBA-HCM, BSN, RN, is the nurse manager of the diabetes and anticoagulation population health programs. The purpose of the Inpatient Diabetes Mellitus (DM) Program is to achieve glycemic outcomes for hospitalized patients. Approximately 30% of inpatient admissions require glycemic management.

The DM program uses targeted strategies to meet glycemic outcomes, including:

- Daily surveillance to achieve glycemic outcomes for hospitalized patients.
- Real-time communication with providers.
- Maximization of the Electronic Health Record (EHR).
- Provision of varied educational formats for staff.
- Empowerment of front-line staff in decision-making.

The rate of hyperglycemia has decreased in the previous three years from 25% to 20%, without an increase in hypoglycemia. The hypoglycemia rate has consistently remained at 2%, with a severe hypoglycemia rate of 0.2%. In the fall of 2018, the Society of Hospital Medicine database ranked the critical care units' and non-critical care units #1 in greater than 100 hospitals for blood-glucose management.

Elaina was the recipient of the UCH Magnet Nurse of the Year award for initiating many innovative projects to help achieve these exemplary patient outcomes.

UCHealth Poudre Valley Hospital.

Creating a successful new protocol.

Kristen Boettcher, BSN, RN, CCRN, has made an impact on her colleagues and patients in the intensive care unit at PVH. Interested in improving patient care and nursing practice for patients withdrawing from alcohol, she completed a comprehensive systematic review of the literature. Her pursuit led her to the Alcohol Withdrawal Clinical Assessment (AWCA) protocol.

She collaborated with a multidisciplinary workgroup including physicians, pharmacists and a clinical nurse specialist to develop an order set and education along with a policy that would support nursing practice.

The education and protocol changed nursing practice to a symptom-triggered approach.

The new knowledge and improvements of implementing the AWCA protocol are seen in the patient outcomes.

Patients treated with the AWCA protocol are able to transfer from the ICU, on average, 19 hours earlier with a hospital cost savings. Symptom-based treatment eliminated Ativan infusions and decreased Precedex infusions, which decreased the number of patients requiring intubation.

	Number of patients with alcohol withdraw protocol	Rate of intubation for patients on alcohol withdrawal protocol	Percent of deaths	Mortality index	Case mix index
Pre AWCA	98	19%	9.46%	1.08	2.62
Post AWCA	66	8%	5.86%	0.78	2.84





# UCHealth Poudre Valley Hospital celebrates fifth ANCC Magnet Designation.®

UCHealth Poudre Valley Hospital was redesignated as an American Nurses Credentialing Center Magnet® hospital for the fifth time in September 2018. The Magnet Designation® provides patients with the ultimate benchmark to measure the quality of care that they can expect to receive from a hospital.

Magnet accreditation reinforces to patients and community members that PVH is one of the nation's top hospitals for nurses and patient care. To achieve this designation, an organization must demonstrate its alignment with the Magnet model through metrics and measurable outcomes.

Poudre Valley Hospital's first Magnet Designation came in 2000, making the hospital the nation's 18th and the first in the Rocky Mountain region to receive Magnet designation. This was followed by redesignations in 2004, 2009, 2014 and 2018.

