

UNITED HOSPITAL
2007 nursing annual report




UNITED
HOSPITAL
Allina Hospitals & Clinics

UNITED HOSPITAL

2007 nursing annual report

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Sue Penque,
RN, MSN, APRN-BC
Vice President,
Patient Care and Operations

INTRODUCTION

Greetings from United's Chief Nursing Officer, Sue Penque

Welcome to the 2007 Nursing Annual Report. We hope you find this information helpful and inspirational. 2007 was a year of many accomplishments and challenges. While your nursing departments have focused on empowering nurses, encouraging input and championing autonomy, we are faced with difficult issues – staffing, patient flow and overall finances in hospitals all over the country.

This report highlights many innovative and cutting edge nursing endeavors. It is not surprising to see the depth of talent at United Hospital. Thank you for taking the time to read the report. I hope you find ways to use this information to bring our patient care to the highest level of quality and service possible.

Sue Penque, RN, MSN, APRN-BC

United Hospital Mission Statement

We serve our communities by providing exceptional care, as we prevent illness, restore health and provide comfort to all who entrust us with their care.

Nursing Mission Statement

United Hospital is committed to excellence in nursing practice.

Nursing Vision Statement

Through our commitment to excellence, we are nationally known for advancing the art and science of nursing.

Nursing Care Model

Our nursing care model was developed by the strengthening nursing practice subcommittee of the Nursing Practice Care delivery committee as a framework for nursing practice at United Hospital.

Outcome-based primary nursing is built on the philosophy that nursing care is a patient-centered delivery model that is based on the RN accepting accountability for establishing and sustaining a therapeutic and caring relationship with patients and their families.



NURSING AND PATIENT CARE INFORMATICS

Adapting Excellian to Nursing Work Flows

In 2006 United Hospital began its process of preparation for implementation of a fully integrated automated medical record (Excellian). United was preceded by several other large hospitals in the Allina system and thus had the advantage of previous lessons learned. Based on a key lesson around creating an environment where staff (nursing end users) had significant opportunity to examine the impact on workflow, United chose to implement an approach using adaptive design to examine nursing work flow and adapt it to the new electronic environment.



Station 8920 was chosen as the pilot location and Kristin Anderson, staff RN along with her leader Kathy Forbes, RN began the pilot process. As part of that process Kristin and Kathy along with United's Excellian Nursing Coordinator, Lisa Waytulonis, RN learned the concepts and techniques of adaptive design. As a result they designed a process that:

- Identified and specified the major nursing and integrated workflows on the unit
- Clarified the workflows through observation and interviews of the nursing staff that were involved in those workflows
- Identified the impact of the future AMR implementation through practice of workflows in Excellian
- Designed new and adapted nursing and integrated workflows to accommodate implementation of the AMR

All clinical departments at United (both nursing and ancillary), utilized this process to complete the workflow assessment and adaptation necessary to implement an AMR.

Nursing Leadership at all Levels

In order to support implementation of Excellian, Nursing Practice Care Delivery, at United, chartered a new committee: The Patient Care Excellian Work group. This group was made up of Nursing Lead Super Users, representing every area of nursing at United, both inpatient and outpatient. Glenda Cartney, RN, ICU, co-chaired this group along with Lisa Waytulonis RN, Excellian Nursing Coordinator and Liz Hoelscher, RN Excellian Workflow Analyst. The work group's role was to:

- Review and make recommendations for overall nursing workflow changes at United
- Alert Nursing Practice Care Delivery around nursing practice implications of the AMR
- Assure integration of nursing workflows with other clinical disciplines
- Make recommendations to Excellian for configuration or software design changes to enhance patient care

64 staff nurses volunteered to become Lead Super Users for Excellian implementation. These individuals along with their unit leaders:

- Completed several rounds of intense training
- Started actively participating in the Patient Care Excellian Work group
- Began intensive adaptive workflow sessions on their units
- Engaged in a full device/hardware assessments of their unit (also in conjunction with the unit's MNA representative)

As preparation for implementation progressed these individuals took leading roles in preparing both their units and the nursing division for the change. These Lead Super Users:

- Worked with their unit councils and unit staff to craft the new workflows and supporting policies
- Coached their peers through formal practice sessions and 1:1 support as peers completed training
- Designed tools, tip sheets, guidelines, and other materials to support their peers after formal training
- Participated in house-wide integrated work flow sessions and collaborated with peers from other nursing units and departments to design those new workflows
- Trained the additional unit super users who would be deployed at go-live to provide at elbow support to all the nursing staff on their units.

Nursing leadership emerged at all levels. Staff RNs like Erin LeFebvre from orthopedics and Nancy Eells from Medicine designed and led formal proctored sessions to give their peers the opportunity to practice unit specific work flows with the unit experts. The Lead Super Users RNs from telemetry units Wanda Foster, Chris Tupy, Bill Larson, Carol Kelly, Molly Schacht, and Erin Bell worked together to help standardize a number of their unit workflows and Excellian plans across telemetry. Lead Super Users like Cathy Battaglia, RN, Patrice Bennetts, RN, Mary Gag, RN, and Mary Schwartzbauer, RN from Surgical Services along Mary Wagner, RN, Excellian Surgical Services Analyst worked with multiple departments like Lab and Imaging to re-create workflows that supported patient care in the new environment. United's RN Birth Center Lead Super Users, Marie Trepanier, Reta Richert and Anna Uremovich were challenged to develop workflows in multiple Excellian applications (ClinDoc, Cadence, and OpTime) as they integrated Excellian into their very busy environment.

At United's May 1st, 2007 go live; these same Lead Super Users provided outstanding support to both the nurses and MD's on their units. The adaptive workflow process that was used helped embed a high level of knowledge and expertise in Excellian at the department level. They worked side by side with staff coaching them and addressing issues. They participated in daily meetings to identify and address hospital wide issues and to disseminate new information. The staff on their units looked to them as experts and mentors in this highly changed work environment.

Conclusion

As implementation was completed Nursing at United has entered a new era. As one of the few systems in the nation with a fully integrated automated medical record, everything about nursing was impacted. These lead super users continue to be key to ongoing improvements and optimization of the system. Their enthusiasm, engagement, persistence and leadership continues to be a force at United that assures that Excellian is a strong supporting tool for nursing practice.



United Patient Care Excellian Workgroup Member List

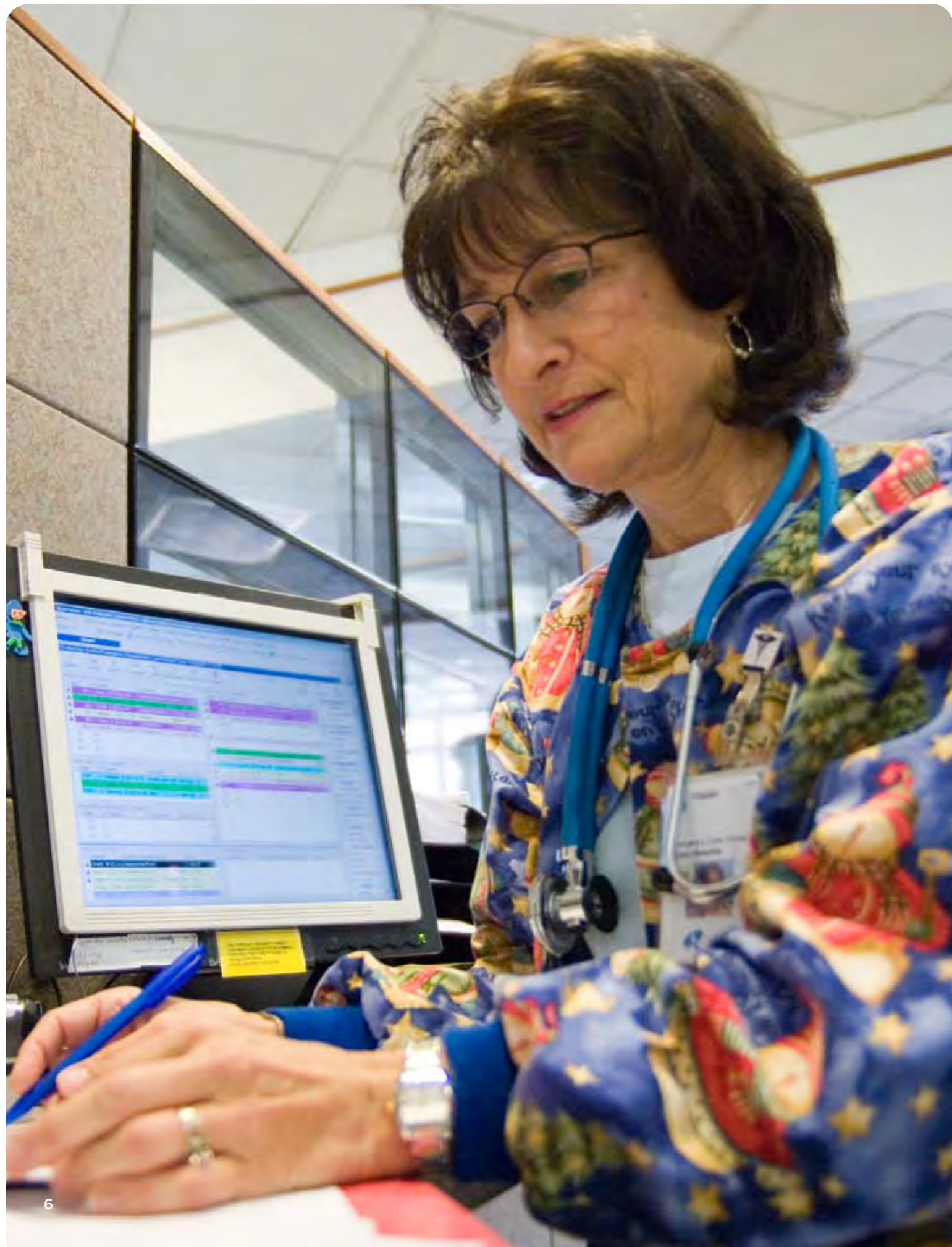
Post Implementation

Department	Staff	Department	Staff
Co-Chairs	Lisa Waytulonis, RN MA Glenda Cartney, RN	Workflow Specialist	Liz Hoelscher, RN
2200	Marie Trepanier, RN	OR	Mary Schwartzbauer, RN
2300	Maureen McGowen, RN	HUC Representation	Chris Carlin, HUC
2400/Nursery	Darla Lowell, RN	SDIU	Sharon Dimmick, RN
2600	Pat Stoj, RN	ED	Bette Sisler, RN
Pre-op	Eileen Nikolas, RN	Float Pool	
PACU	Cathy Battaglia, RN	MNA	Linda Slattengren, RN
3300	Diane Lemay, RN Chris Tupy, RN	CNS	Julie Sabo, RN, CNS
3400	Wanda Foster, RN	Professional Practice	Julie Sabo, RN, CNS
3500	Bill Larson, RN	Nurse Leaders	Ruth Darvell, RN
3900/20/40	Katy Holets, RN	4400	Connie Akins, RN
4500	Kristin Berry, RN	4900	Carol Kelly, RN
4920/40	Molly Schacht, RN	5900/20/40	Navid Sabati, RN
8900			
6900/40	Erin Lefebvre, RN	7900/20	Shannon Eichler, RN
8920	Kristin Anderson, RN	8940	Natalie Lozano, RN

Ad Hoc Patient Care Excellian Workgroup Workgroup Members

Post Implementation

Department	Staff	Department	Staff
Pharmacy	Lisa Gersema	Quality	Marti Gaydos
Radiology	Julie Bugg	Infection Control	Anita Romani
HIM	Mary Hendrikson	Pastoral Care	Russ Myers
Respiratory Therapy	JoAnn Arny	Rehab Therapies	Nancy Danielson
Social Services/ Care Coordination	Denise Hassel-Goeway, Joan Reich, RN	Physician delegate	Dr Scott Tongen
Day Surgery Center	Mary Gag, RN Kathy Schowalter, RN	CV Lab	Lynn Schuman
Interventional Radiology	Cindy Lange, RN	Endoscopy	Lisa Haviland, RN
Lab	Deb Diko	Interpretive Services	Marie Hiteguy
Nutrition Services	Denise Andersen		



United Excellian Super Users

Dawn Adam, Moises Aguilar, Laurie Aguirre, Melanie Ahlstrom, Connie Akins, Christopher Allen, Denise Andersen, Eric Anderson, Mary Anderson, Tina Anderson, Sharon Andert, JoAnn Arny, Michael Arvin, Philip Atwood, Laurie Backes, Douglas Barlow, Amy Barron, Judith Barthel, Erin Bartos, Judy Bataglia, Cathy Battaglia, Gail Bauer, Julie Becker, Erin Bell, Scott Bennett, Patrice Bennetts, Kristina Benoit, Barbara Bentley, Kristin Bentley, Pamela Berg, Ann Berndtson, Kristen Berry, Cheryl Bertz, Cynthia Betz, Vickie Bilder, Caprice Bingham, Miriam Blalock, Christi Bluemle, Timothy Bollig, Jeffrey Boser, Misty Bourke, Theresa Boxmeyer, Stacey Braschler, Jennifer Braun, Diana Bravo, Kristin Breheim, Constance Brewer, Diane Brusius, Joan Buchan, Teresa Buffington, Julie Bugg, Susan Bukowski, Mary Caliguire, Kathaleen Carlson, Pauline Carlson, Glenda Cartney, Charles Cassidy, Amy Cernohous, Michael Ciampi, Amy Clark, Jessica Clausen, Linda Clute, Karina Clysdale, Kristine Coleman, Kathryn Conrad, Cynthia Cook, Stephanie Cook, Erin Cooper, Jennifer Copson, Cheryl Crawford, Marketeea Culpepper, Rita Cunningham, Diane Dahlberg, Diane Danko, Ruth Darvell, Bonnie Davis, Rayann Davis, Debra DeGidio, Jodi Denker, Laurel Denny, Cathy Dietz, Debra Diko, Kristine Dinger, Brenda Dixon, Debra Donndelinger, Therese Donnelly, Sharron Drew, Nicole Driskill, Jennifer Duff, Debra Dullinger, Maria Dupre, Holly Edgerton, Nancy Eells, Shannon Eichler, Randy Einerwold, Denise Elling, Bernadine Engeldorf, Dorothy Enockson, Steven Erickson, Leann Evenson, Mary Feist, Melissa Feldner, Christine Fenske, Alyssa Ferris, Andrea Fieck, Jana Fitzgerald, Sue Flaherty, Kathy Forbes, Kendra Forga, Julie Fossell, Wanda Foster, Miranda Foy, Joannie Franks, Eleanora Friederichs, Ann Fulin, Kelly Gannon, Amanda Garman, Linda Gãwthrop, Martha Gaydos, Andrea Gerlach, Cynthia Gerlach, Nicole Gernes, Monique Goeden, Mary Goering, Rachel Golias, Kathleen Grabowski, Gary Graham, Jodi Graupmann, Susanne Grose, Susan Gunderson, Jeanette Gunter, Sarah Gustafson, Anna Hallquist, Margo Halm, Amy Hammond, Anna Hanson, Patricia Hanzal, Shelly Harvey, Jayann Hassan, Denise Hassel-Goewey, Jennifer Hauk, Miriam Haukoos, Sheila Hause, Lisa Haviland, Gwen Hedrick, Kimberly Heerema, Mary Hendrickson, Andrea Hermann, Sherry Higgins, Amie Hill, Renee Hillesheim, Lawrence Himebaugh, Kathleen Hiner, Syretta Hines, Maria Hitateguy, Kathleen Holets, Kristin Holm, Donna Holweger, Sara Honsa, Jodi Hoof, Shirley Hostetter, Gayle Huemoeller, Melinda Huerta, Debra Hunter, Jean Ickstadt, Renne Jansen, Kimberly Jarmuz, Chivon Johnson, Diane Johnson, Jodi Johnson, Hafsa Kamara, Cheryl Kaschke, Amy Kathrein, Mary Kellgren, Laura Kelly, Pamela Ketcham, Cheryl Kirchner, Deborah Klein, Laurel Kloskin, Rita Klym, Jason Knoke, Mary Knudsen, Barbara Knudtson, Diane Koury, Kelly Kraus, Katie Krisko-Hagel, Katherine Kuba, Jeff Kvasager, Shannon Lacktorin, Jena Laessig, Curt Lamb, Leanna Land, Judy Landucci, Cynthia Lange, Anne Larson, Linda Larson, Cynthia Leas, Joleen Lebo, Carol Lee, Erin LeFebvre, Pamela Lehmann, Diane Lemay, Mary Lester, Kathryn Leveroos, Janelle Lewis, Stacey Lindorff, Terry Logajan, Natalie Lozano, Heather Lundberg, Lorna Lusk, Kim Lyons, Shane Madsen, Linda Maier, Jennifer Major, Jennifer Malakowsky, Ann Malecha, Georgine Malone, Bonnie Manley, Mark Marrone, Linda Martin, Jeanette Maruska, Patricia Masrud, Pamela Masson, Dawn Matter, Briony Maxwell, Kermit McCorkle, Susan McCullough, Teresa McDonald, Maureen McGowan, Celene McGuire, Sarah McKeen, Edwin Mekenye, Ephrem Mekonnen, Leah Micheletti, Alicia Miller, Jill Miller, Mary Milligan Mary, Dawn Mitchell, Muna Mohamed, Judy Montoya, Lisa Moser, Christina Moss, Lisa Muchow, Bruce Mulligan, Barbara Murray, Russell Myers, Debra Myhre, Joanne Myhre, John Nechville, Joan Neidermire, Heidi Nelsen, Margaret Nelson, Peggy Nelson, Jenni Neumann, Mary Newell, Victoria Nguyen, Melissa Nietert, Eileen Nikolas, Doris Nordbye, Joette Nuyen, Dana Nylen, Judith O'Gara, Carrie Olchefske, Ann Olson, Christina Olson, Lynn Olson, Mary Olson, Susan Olson, Shiresa Ormond, Cynthia Osborn, Erika Paasch, Daren Paul, Cathy Paynter, David Peate, Carol Peltier, Natalie Pieper, Melissa Pillars, Suzanne Putman, Barbara Plank, Renee Plante, Barbara Posch-Branigan, Laurie Post, Julie Potter, Benjamin Pries, Alicia Prisch, Kay Racette, Tina Raehsler, Joan Reich, Melissa Reichert, Denise Reichmann, Teresa Renick, Rachelle Revering, Sandra Rieck, Kathleen Rivard, Lori Roach, Debra Roberts, Bonnie Robinson, Laurie Robinson, Lindsay Rofidal, Anita Romani, Jane Rosner, Joyce Ruiter, Diane Rumsey, Lori Ruppel, Jean Ryan, Patricia ryan, Navid Sabati, Lisa Savard, Sonia Schaeffer, Coleen Scheffknecht, Linda Schletz, Nadine Schmidt, Patricia Schnick, Kathleen Schoenbeck, Kathy Schowalter, Lynnette Schuetz, Jeremy Schulz, Rosemary Schuman, Sue Schwartz, Mary Schwartzbauer, Kathleen Schweigert, Julianne Scott, Diane Seguin, Kurt Seidl, Debra Seipp, Leslie Seivert, Shakilah Shalita, Jennifer Shanahan, Amber Shannon, Sarah Shapley-Melting, Karla Sherman, Barb Shore, Nicole Sickman, Charles Sill, Arlene Simones, Bette Sisler, Gretchen Sjoholm, Barbara Slagerman, Karen Smiley, Julie Smith, Kathy Smith, Tauriette Smith, Jillian Sokol, Rita Sorgert, Carolyn Spencer, Amy Sportel, Molly St. Denis, Jody Staab, Angela Stattman, Donnette Steinberger, Jennifer Stern, Shelby Stockdale, Elizabeth Stockton, Karen Stockwell, Patricia Stoj, Vivian Straumann, Seleine Suggs, Kathryn Swan, Mary Sweeney, Diane Swenson, Mary Swenson, Michelle Swenson, Martha Taft-Ferguson, Cheri Talsness, Bridget Tetreault, Linda Thayer, Elnora Thomas, Robin Tieva, Kelli Todd, Rachel Topp, Beth Triemert, Nadya Trytan, Nancy Tschaekofske, Kathleen Tuenge, Susan Tufford, Christine Tupy, Andrea Turner, Carla Turner, Yelena Udodovsky, Terri Ulschmid, Nicole Understein, Anna Uremovich, Cynthia Van Osdale, Tessa Van Overbeke, Marjorie Van Roekel, Bonita Vanranst, Stephanie Veldman, Susan Villasenor, Janna Viseth, Lori Voigtlander, Catherine Wagner, Marycel Wagner, Ann Warec, Kathleen Warkel, Karen Warrings, Caridad Watkins, Anna Way, Jodi Welch, Rosemary West, Linda White, Janet Whittingham, Paula Wicker, Rita William, Sue Williams, Kimberly Winkleblack, Cory Wray, Cheryl Young, Leiloni Zeidler, Claudia Zellmer



NURSING PLANNING RETREAT

More than 90 nursing leaders from MNA, RN Councils and management were brought together August 7, 2007 to reflect on accomplishments in 2006 and to develop nursing's strategic plan for 2008-2010. Successful outcomes of this plan will be reflected in our advancing nursing practice, increasing patient, family and employee satisfaction and United Hospital achievement of American Nurses Credentialing Centers Magnet Recognition for nursing excellence. Strategies for 2008 are:

Serving Patients

- All nurses can articulate the revised care model, its rationale and its relationship to their daily practice by June 2008.
- All nurses can identify and describe unit-based quality problems and their role in improvement.
- United Nursing will enhance strong partnerships between nursing and the community.

Enhancing Nursing Excellence and Innovation

- United Nursing will improve collaborative relationships with other disciplines.
- Every center has access to an advanced practice registered nurse.
- Each practice area will implement at least one evidence-based practice change by 2010 (above and beyond policy and procedures) with support from the Nursing Research Council. Sixty-five percent of nurses can identify one or more conflict management tools/strategies used within the organization by fall 2010.
- The number of nurses earning specialty nursing certifications (including leadership nurses) will increase by 10 percent each year.

Strengthening Nursing Leadership and Infrastructure

- Decisions that affect nursing go through RN Unit Council/Nursing Practice Care Delivery and decisions are disseminated to all affected nurses.
- All nurses are surveyed and can identify the primary mechanisms for receiving communication from their leaders by January 2009.



NURSING ACCOMPLISHMENTS

Float Team

United Hospital implemented the Rapid Response Team (RRT) in late 2006, with 6 RRT RN's. A multidisciplinary review of cases occurs monthly. The United Hospital float pool is particularly proud of its high employee engagement score of 73%, which they attribute to leadership.

IV resource highlights include 6,911 IV starts, 1,294 PICC attempts with 1,215 starts, 2,334 PICC dressing changes, and 8 midline starts.

Pre-Op (Main Surgical)

United nurses led the coordination/education & implementation of the Robotic and Intra-Operative MRI programs. Nursing also initiated and lead several projects to improve patient flow throughout the Peri-Op and PACU. The projects ultimately led to expanding RN coverage in these areas.

Safety initiatives included, conversion of continuous bladder irrigation system to improve staff and patient safety. Nurses are also debriefing after each shift to examine areas of opportunity and strengths of each shift.

ED

Nursing drove a quality improvement initiative in the care of stroke, pneumonia and sepsis patients resulted in development of protocols which ensures faster response time to patients entering with these potential problems. The sepsis orders have been implemented house wide. These changes have resulted in improved patient outcomes.

Unit 7900/7920

Patient satisfaction was a primary focus during 2007. "Welcome admit bags" were created which contained essentials for a patient's stay with a welcome note attached. In addition, staff intently focused on four areas from the patient satisfaction survey: 1) answering call lights. 2) promoting safety; 3) ensuring privacy; and 4) keeping the environment safe.

The staff was educated to implement specific changes and patient satisfaction scores were monitored. These changes, among other unit-specific activities, have helped to steadily increase patient satisfaction response rates.



Unit 8920

Nursing developed a patient satisfaction brochure, given to all patients upon admission. The employee engagement scores increased by 10% due to an increased focus on employee recognition.

6900/6920/6940

Patient safety was a focus, by focusing on patient identification accuracy. Patients are actively encouraged to be involved in their own care, the RN unit council reviews satisfaction survey results. Remodeling of the shower room resulted in increased nursing satisfaction and increased utilization of safe-lifting equipment. Multi-disciplinary committee developed a warfarin protocol to improve patient outcomes.

Day Surgery Center

Nursing led the development of an Emerging Agitation protocol to enhance patient and staff safety. Excellent optimization was led by nursing which resulted in an admission flow sheet that has now been adopted Allina-wide.

Birth Center

Nursing led the development of the bariatric wheel chair policy and was instrumental in influencing leadership to purchase several bariatric wheel chairs for United Hospital. The RN council participated in a national study on sleep sack use focusing on using a sleep sack instead of “swaddling” the baby with a blanket. Newborn size sleep sacks are now available for purchase by families in the United Hospital Birth Center Resource Center. The staff is working toward a grant to continue to stock the sleep sacks and continues to work with the company on improvements.

Mental Health

A Mental Health patient satisfaction survey was implemented in 2007. Nursing also led two safety projects which resulted in all bathrooms being modified to improve patient safety. Key locks have been changed to proxy cards to enhance patient and staff safety, along with improved efficiency for staff. Nurses worked to improve the delivery of care by adding a Substance Abuse counselor and Clinical Nurse Specialist.



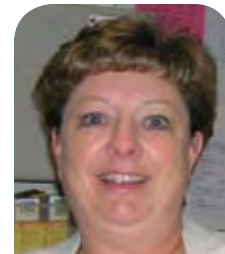
Patty Long,
RN, CDE
Diabetes Resource



MJ Lee-Vanhouten,
LSW, RN-C, CDE
Diabetes Resource



Lisa Schipp,
RN, CDE
Diabetes Resource



Sue Truhler,
RN-C
Diabetes Resource

Unit 8940

A patient satisfaction focus group revealed patients did not feel prepared for discharge back into the community. So, nursing worked with the interdisciplinary team to design a program that better prepares patients to integrate back into their homes.

Nursing sets the goals with the patient to ensure arrangements are appropriately made for eventual discharge.

Nurses on unit 8940 are proud of the high percentage of certified nurses. The nurses worked collaboratively with the nurses at the Abbott Northwestern Hospital rehab unit to offer an Allina-wide ANNCC Rehabilitation Nursing Certification Course in 2008.

Unit 4500

A staff nurse led an Oncology Certification Review Course which was financially supported by physicians.

Nasseff Heart Center

Patient safety initiatives included placement of ceiling lifts. Patient satisfaction was a focus for unit 3500 with the implementation of discharge phone calls, and all patient care units are now private.

Unit 4400

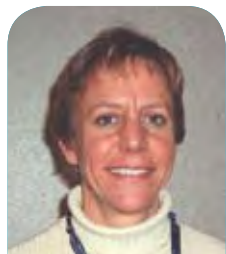
Patient and staff safety was enhanced with the installation of ceiling lifts, a dedicated bariatric room and screening for MRSA patients. Clinical care rounds are conducted with the patient and the family, along with CNS led geriatric rounds. A quality improvement project to reduce falls and pressure ulcers was implemented based on NDNQI data.

Diabetes Resource

Patient safety and patient satisfaction was enhanced by staff developing an insulin pump agreement.

Care Coordinators

Care coordinators engaged in quality improvement for patients with pneumonia and improving administration of the pneumovax vaccine by 30% also, enhanced patient care and satisfaction through facilitation of complex discharges.



Christine Fenske,
MS, RN, APRN, BC

Clinical Nurse Specialist
Specialty:
Behavioral Health Nursing



Kelly Gannon,
MSN, RN, APRN, BC

Neuroscience



Mary Goering,
MPH, RN

Clinical Leader
Obstetrical Care



Margo Halm, PhD, RN,
CCRN, APRN-BC

Director of Nsg. Research
Cardiovascular and
Evidence-based practice



Christine Larson,
MS, RN, CNS-BC

Gerontological Clinical

CLINICAL NURSE SPECIALIST (CNS)

CNS led:

Multidisciplinary Fall Rounds

Intra-cycle Review for Disease based Joint Commission

Primary Stroke Certification

Stroke Case Review

Multisiciplinary care conferences

Centralization of perinatal orientation across the Allina system

Precepted two university of Minnesota graduate nursing students, while mentoring staff in professional development and career advancement.

Educational offerings by CNS's included:

Advanced Hemodynamics at Allina CC and Progressive Care Conference

- Seizure Education
- Spine Education
- Stroke Education day

Advance Topics classes critical care

Advance Neuro critical care classes

Critical Care Course

One practice area classes for 4900/4920/4940

Problem solving and protocols

Cardiovascular certification review course

new Grand level II course

Med-surge certification review course

Intro to OB

Intro to fetal monitoring

Situational awareness in fetal heart rate monitoring

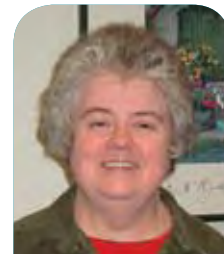
assessment and care of the newborn

Best practices in infant feeding.

Seizure education

Spine education

Stroke education day



Maureen Smith,
MSN, RN, CCNS

Cardiovascular &
Critical Care Nursing



Julie Sabo, MN, RN,
CCRN, APRN, BC

Director of Practice,
Education & Community
Health
Clinical Nurse Specialist
Cardiovascular Nursing

2007 National Database of Nursing Quality Indicator (NDNQI) Unit Report:

Nurse-Sensitive Indicators

UNITS	NURSING HOURS				PRESSURE ULCERS				FALLS				RESTRAINT USE		INJURY ASSAULT		RN CERT.		RN EDUCATION			
	NHPPD		RN Hours		Hospital-Acquired		Unit-Acquired		Total Fall Rate		Harmful Fall Rate		Limb/Vest only		Physical/Sexual		(One/RN Only)		ADN		BAN / BSN	
	UH	NDNQI	UH	NDNQI	UH	NDNQI	UH	NDNQI	UH	NDNQI	UH	NDNQI	UH	NDNQI	UH	NDNQI	UH	NDNQI	UH	NDNQI	UH	NDNQI
2200	5979		89.21						0.74		0.00						27.34		46.32		34.71	
2300	1273		84.97						0.28		0.28						11.84		41.98		51.07	
24/2500	1152		77.91						0.22		0.00						2.00		50.99		40.06	
2600	1162	916	71.47	6714	3.71	2.59	0.00	1.59	1.38	2.37	0.44	0.39	0.00	0.61			10.32	9.61	61.28	60.67	31.75	37.29
3300	10.94	10.06	76.03	76.03	29.33	3.50	42.86	2.25	2.30	2.55	0.72	0.47	0.00	1.62			0.00	8.36	57.55	54.10	38.54	45.59
3400	10.94	10.06	76.59	76.03	2.50	3.50	0.00	2.25	2.91	2.55	1.37	0.47	0.00	1.62			3.70	8.36	48.25	54.10	46.55	45.59
3500 (UH)	13.07		79.85		0.00		0.00		2.93		1.47		0.00				7.25	2.00	59.00		39.25	
39/20/40	2183	1747	84.03	93.29	8.51	6.34	11.76	4.76	1.32	0.69	0.23	0.18	9.11	9.35	1.55	0.00	12.04	16.23	43.17	45.52	51.62	49.60
4400	10.64	8.90	72.97	6703	7.90	4.01	7.90	2.59	4.47	3.33	0.52	0.81	1.32	1.21			9.79	9.27	56.82	59.23	40.11	39.63
4500	10.96	8.95	73.37	6730	0.00	3.29	0.00	1.97	3.90	3.01	0.69	0.61	0.00	0.78			13.73	9.92	62.10	57.08	31.85	38.95
4900	12.43	10.06	76.52	76.03	0.00	3.50	0.00	2.25	2.97	2.55	0.29	0.47	0.00	1.62			1.08	8.36	57.60	54.10	36.99	45.59
4920/40	11.61	8.90	76.95	6703	2.00	4.01	2.00	2.59	5.36	3.33	1.49	0.81	1.00	1.21			9.13	9.27	44.91	59.23	53.41	39.63
5900/20	8.03	8.13	63.94	6315					4.15		1.59		0.00	0.17	3.02	0.00	7.13	17.14	55.93	51.60	29.88	34.78
5940	7.65	11.37	66.77	55.69					1.01		0.40		0.00	0.31	1.42	0.16	14.91	13.95	43.18	54.51	32.21	39.82
6900/40	12.47	9.16	71.56	6714	0.00	2.59	0.00	1.59	3.13	2.37	0.55	0.39	1.92	0.61			2.56	9.61	56.31	60.67	32.96	37.29
7900/20	10.45	8.95	71.93	6730	6.46	3.29	6.67	1.97	3.62	3.01	0.30	0.61	2.81	0.78			8.09	9.92	54.44	57.08	34.57	38.95
8900	10.47	9.25	50.03	53.87	4.00		4.00		13.91		6.95		0.00	0.27	3.73	0.00	4.06	10.56	78.28	58.52	21.72	36.77
8920	11.43	8.90	71.05	6703	0.00	4.01	0.00	2.59	2.75	3.33	0.62	0.81	0.00	1.21			6.99	9.27	46.58	59.23	53.42	39.63
8940	9.86	8.65	66.25	58.87	7.15	3.29	14.29	2.27	6.41	5.81	1.77	0.85	0.00	0.72			34.78	18.99	63.84	56.77	36.16	40.08

* Birth Center Units have no NDNQI benchmark data
3500 has no benchmarks because it is a "mixed acuity" unit
(has both critical care & tele beds)

Blank space = No data



REDUCING HARM ASSOCIATED WITH FALLS IN HOSPITALIZED PATIENTS

United Hospital was one of 8 hospitals across the country selected to participate in a year-long national Institute for Healthcare Improvement (IHI) initiative called “Reducing Harm Associated with Falls”. The project units were 4900, and 4920/40. The overall aim of this initiative was focused on developing comprehensive plans and interventions for use by health care personnel to reduce the harm associated with falls for patients on medical-surgical nursing units.

Over the year-long initiative, staff learned about the PDSA model (plan-do-study-act), and became more aware of and tested new approaches and tools to reduce injury and keep patients safe. Clinically, our knowledge about fall reduction was advanced by learning about the following concepts:

- Factors that increase a patient’s risk of harm if they experience a fall (osteoporosis, anticoagulants)
- An increased risk of harm can modify a patient’s “Fall Risk Score” (nurses need to use good nursing judgment)
- Alternative interventions to reduce harm (low beds, hip protectors, floor mats, helmets)
- The importance of staying with patients while toileting
- How vital reinforcing patient education is every shift
- Assessment and reassessment of cognition with appropriate interventions based on the individual’s level of cognition
- Verbal contracting is more effective than simple instruction of patients of when to call for help.
- Importance of communicating with coworkers on a patient care unit, as well as other departments across the hospital about a patient’s fall risk status
- Patient ‘advisors’ (or representatives) have a unique perspective that needs to be acknowledged in practice changes

This learning culminated in the creation of our “best practice” bundle of interventions that was communicated to all the nursing staff on Stations 4900, 4920 and 4940 through a series of educational seminars during 1st quarter 2007. These sessions communicated the best practices and the expectation that these were now required clinical standards for fall prevention. The best of practice bundle was later presented by the staff nurse team members at a Nursing Practice Care Delivery Meeting, as well as the national IHI meeting held in Chicago. United nurses continue to work on adopting these falls reduction techniques into clinical practice.



NURSING DEMOGRAPHICS 2007

Number of Registered Nurses employed at United Hospital	1,400
Advanced practice Registered Nurses	
The Birth Center	1
Nasseff Heart Center	2
Behavioral Health Services	1
Neuroscience	1
The Pain Center	3
Palliative Care	1
Emergency Department	3
Geriatrics	1
Certifications from specialty nursing organizations	211
Registered Nurse vacancy rates (12-month average)	3.7 %
Registered Nurses by degree	
Associate degree/diploma	62 %
Bachelor's degree	38 %
Master's degree	8 %
Doctorate degree	<1 %
Self-identified ethnicity of United Hospital nursing staff	
White/Caucasian	93.3 %
Black/African American/African	4.3 %
Asian/Pacific Island	1.6 %
American Indian/Alaskan Native	<1 %
Latin	<1 %



PATIENT DEMOGRAPHICS

2007 United Hospital Race Summary

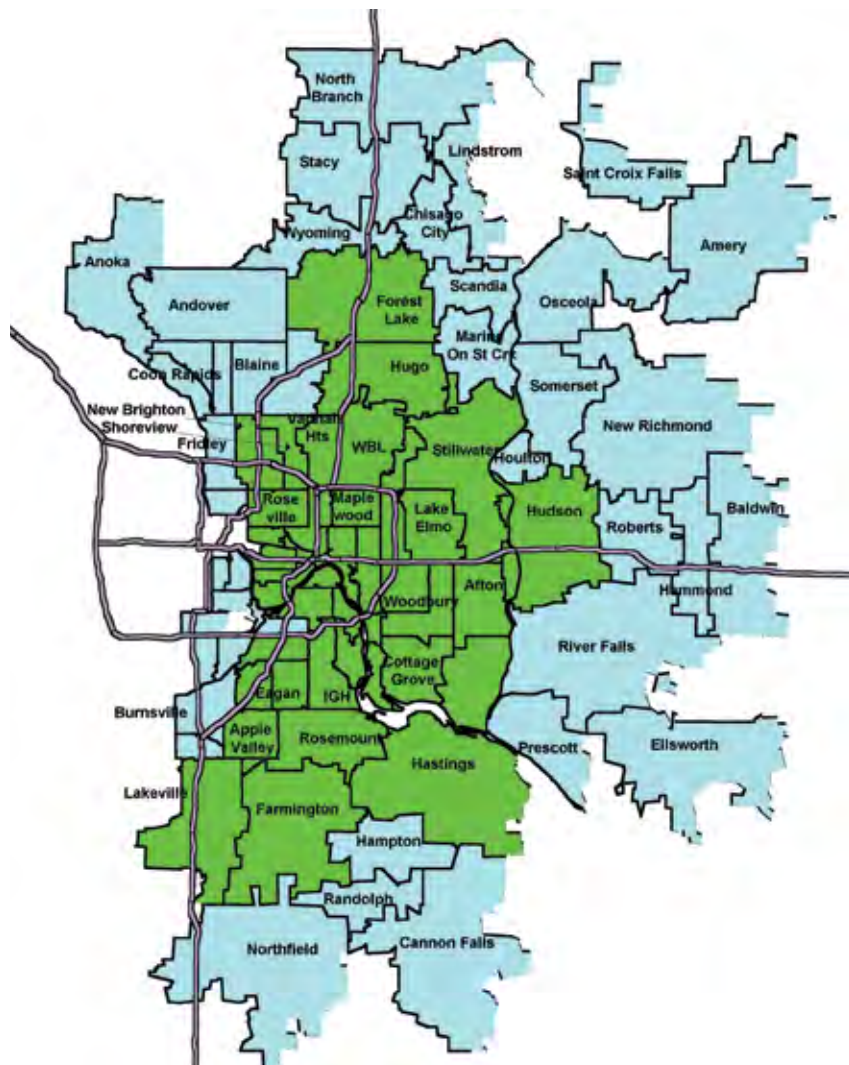
Race:	Total Points	Percentage
Unknown	73	0.23
African American	2,160	6.70
American Indian	168	0.52
Asian/Pacific Island	835	2.59
Bi-racial	78	0.24
Caucasian	22,317	69.22
Declined	95	0.29
Hispanic	805	2.50
Not seen	4,500	13.96
Other	1,212	3.76
Total	32,243	100.00

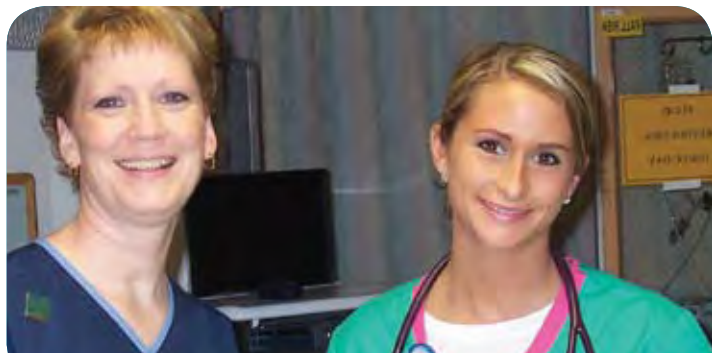
UNITED HOSPITAL SERVICE AREA

This map illustrates where 90% of United's inpatients came from. The dark green is the area that represents 80% of United's total discharges. The blue area represents where an additional 10% of patients came from. The PSA extends north to Forest Lake, south to Lakeville and Farmington, and east to Hudson. The SSA extends to North Branch in the north, east to Baldwin, northwest to Anoka and south to Northfield and Cannon Falls.

United Inpatient Patient Origin

- Primary (44)
- Secondary (44)





EDUCATION HIGHLIGHTS

United Hospital education staff members work closely with leaders to meet the education needs of nurses.

Advanced Neurological Critical Care Course

Advanced Preceptor

Advanced Topics in Critical Care

AIDET Key words at Key times

Bridges

Cardiovascular Nursing Certification Study Group

Emerging Trends in Health Care Workshop

Epilepsy Education

First Touch Basics Staff Workshop

History of Insulin

Introduction to Fetal Monitoring

Introduction to Newborn Care

Laboratory Specimen Handling for RN's

Medical Surgical Certification Study Group

Meeting Facilitation

Neonatal Resuscitation Certification

Neonatal Resuscitation Program -
Instructor Training

Neonatal Resuscitation Program Recertification

New Graduate Orientation Level II

Nursing Leadership Academy 2007

Oncology Nursing Certification Review
Study Group

One Practice Area Education

Peer Interview Training

Problem Solving and Protocols

Professional Nursing Preceptor Workshop

Spine Education

Safe Patient Moving Equipment Certification

Stroke Education

Substance Abuse: Effects on the Next Generation

United Leadership Institute

Using Nursing Research in Clinical Practice:
Luxury or Necessity?

Vulnerable Adults Populations Training for
Leaders, Nursing Administrative

Women and Cardiovascular Disease,
How are we different?



NURSING RESEARCH

Research / Evidence-Based Topics

Nursing Research council learned about models of evidence-based practice (The Iowa Model, the ACE Star Model), literature searching, EBP dissemination and its challenges, and essential oils as a nursing intervention.

Journal Club

Nursing Research council read and critiqued nursing research studies on topics such as:

- Technology and nursing practice
- Non-pharmacological methods to reduce pain and anxiety after orthopedic procedures
- Flu vaccine
- Experience of dying in advanced cancer patients
- Effects of therapeutic touch and massage

Evidence Based Practice Standards

The Nursing Research council continued to explore burning questions. Two questions culminated in the development EBP standards:

1. EBP Guideline on Blood pressure assessment in select populations:
AV Fistula and Mastectomy Patients
2. EBP Protocol on Selecting an Appropriately-Sized Cuff to Ensure Accurate BP Readings

Other topics the council worked on were related to perioperative oxygen to reduce surgical site infection, reducing noise in the hospital, and the evidence behind our routine vital signs practices (all ongoing work).

Council members also conducted a trendelenburg audit by surveying RNs on units about whether they continue to use this intervention when patients become hypotensive. The results of this small survey were positive with few nurses reporting frequent use of this intervention, a technique that has not been supported by research in effecting any clinically appreciable increase in either blood pressure or cardiac output.

The Nursing Research council hosted a booth at the Nurses' Week event, showcasing some of the EBP standards developed, as well as stimulated interest in research with a "Show me the Evidence" bookmark and "Searching for the Evidence" name badge with step-by-step instructions.



Nursing Research Studies

There were three active nursing studies in 2007, all at different phases of implementation:

The Effects of Essential Oils in Reducing Preoperative Anxiety in Surgical Patients

Investigators: Becky Braden RN, Sue Reichow RN and Margo Halm RN

Funding: Minnesota Nurses Association Foundation

Phase: Data collection

Characteristics of Frequent Users of Emergency Department Services

Investigators: Pat Milbrett RN and Margo Halm RN

Funding: Minnesota Nurses Association Foundation

Phase: Data analysis

The Effects of an Essential Oil Mixture in Reducing Acute Skin Reactions in Breast Cancer Patients undergoing Radiotherapy

Investigators: Lisa Baker CCAP, OTR/L NCTMB, Val Harshe R.T. (R) (T), and Margo Halm RN

Funding: Pending

Phase: Design

VOLUNTEER / COMMUNITY INVOLVEMENT

Nurses and caregivers from other disciplines value community collaboration and work toward the common goal of meeting the needs of patients and the communities we serve. United Hospital nurses share their nursing expertise locally, nationally and internationally:

Adopt a Family-Christmas (several nursing care areas participated)

African Women Connect-planner

American Cancer Society

American Heart Association-Heart Walk

Animal rescue

Assisted Living

Audubon Society

Big Brothers/Big Sisters

Blue Cross/Blue Shield BP checks at State Fair

Church nurse, helped build a church, community outreach

City park board

Concordia Academy

County extension

DARTS-reading buddies

Depression Screening during National Depression Day

Families moving forward organization

Feed My Starving Children

First Presbyterian Church — co-president of deacons

Food shelves

Golf classic

Healing Touch volunteer

Highland Friendship Club

Home hospice care

Humane Society

International Institute of Minnesota

Jaycees

Jobs for Justice

Liberian Women Initiative-mentor

Leukemia-Lymphoma Foundation

Loaves and Fishes

Mano a Mano

March of Dimes

Meals on Wheels-board member

Mission/Nursing trips

- Ecuador
- Guatemala
- Haiti
- Mongolia
- New Orleans
- Peru

Minnesota Disaster Medical Assistance-team member

Minnesota Ovarian Cancer Association — Silence No More run

Minnesota Nurses Association

VOLUNTEER / COMMUNITY INVOLVEMENT (CONT.)

Minnesota Nurses Association Foundation
Minnesota Research Foundation
Multiple Sclerosis Society
North Branch Hockey Association
Nursing home volunteer
Oakdale Fire Department-volunteer
firefighter/EMT
Philanthropic Education Organization
Planned Parenthood, clinic nurse
Ramsey County master gardener
Second Hand store
Stream Health Evaluation Project-
Rice Creek Watershed/Friends
of the Mississippi
Summer camp nurse
United Hospital Foundation-board member
United Hospital volunteer
University of Minnesota-student board
Well With In-energy work
Westside Community
YMCA
Zoo Boo

CULTURAL RESPONSIVENESS

Registered nurses are educated on care of a diverse population in nursing orientation. Objectives include to:

1. Discuss cultural differences in the healthcare setting
2. Identify cultural and religious sects/groups in our area
3. Discuss cultural and religious assessment techniques
4. Discuss experiences dealing with cultural and religious issues
5. Identify resources available in caring for patients of diverse ethnic backgrounds
6. Recognize the importance of cultural and religious considerations in each patient assessment.

Several resources exist at United Hospital to meet the needs of patients and families of diverse backgrounds and cultures:

- More than 8,000 instances of patients or families utilized Interpreter Services for more than 40 different languages (see list below).
- Patient education brochures translated into the four most requested languages: Spanish, Hmong, Russian and Somalian.
- Central nursing orientation includes cultural care expectations, resources and Interpreter Services information.
- Ongoing nursing staff education provided on culturally relevant topics, such as how to request an interpreter, the Hmong culture, care of the deaf patient, and generations in the workplace.



Interpreter Services Requests 2007

Spanish	2930
Hmong (Green)	1902
Russian	1092
ASL	476
Somali	326
Vietnamese	251
Cambodian	214
Arabic	118
Amharic	100
Tigrinyan	71
Oromo	58
Greek	54
Hindustani	54
Korean	52
Karen	37
Laotian	35
Egyptian	30

Ukrainian	28
Cantonese	22
Mandarin	21
Burmese	16
Burmise	16
Farsi	14
Hindi	9
Eritrean	8
French	8
Chinese	7
Romanian	6
Ashanti	5
Nuer	4
Pilipino	4
Tibetan	4
German	3
Italian	3

Japanese	3
Tagrinyan	3
Tamil	3
Ethiopian	2
Portugese	2
Serbo-Croatian	2
Croatian	1
Croatian/Serbian	1
Persian	1
Polish	1
Swahili	1
Taiwanese	1
Yourba	1

Annual Total 8,000



Anita Carteaux,
RN, BSN

CWOC



Julie Finch,
LPN

Unit 8940



Kelly Gannon,
RN, MSN, CNRN

CNS-BC



Marsha Guernsey,
RN, CCRN

Unit 3500



Patrick Lansing,
LPN

Unit 8900

CELEBRATIONS

2007 United Hospital Nursing Excellence Award Recipients

- Anita Carteaux, RN, BSN, CWOC
- Julie Finch, LPN, Unit 8940
- Kelly Gannon, RN, MSN, CNRN, CNS-BC
- Marsha Guernsey, RN, CCRN, Unit 3500
- Patrick Lansing, LPN, Unit 8900

Degrees Conferred

- Patience Ambe RN BSN, Birth Center
- Nora Friederichs RN, MA in management, SDIU/CV lab
- Angela Ikera RN, BSN, Unit 8940
- Laura Kojetin-Ingalsbe RN, BAN, Orthopedics
- Nicole Larson RN, BAN, Orthopedics
- Mike Sawyer RN, BSN, Unit 3900/3920/3940
- Katie Shamp RN, BSN Unit 4900/20/40
- Ekua Taylor Rengel RN, BSN, Birth Center
- Marge Van Roekel RN, Master of Organizational Leadership
- Jodi Welch RN, BSN, Same Day Interventional Unit (SDIU)
- Chelsie Wilson RN, BSN, Float Team

Specialty Certifications

- Erin Bell RN, BA, 4920/40, Medical Surgical Certified Registered Nurse
- Ann Caliguire RN, 7900/7920, Orthopedics Certified Registered Nurse
- Sue Dzubay RN, Pain Clinic, Medicolegal Death Investigator
- Christie Frid RN, 4500, Oncology Certified Registered Nurse
- Wanda Foster RN, ACM, 3400, Cardiovascular Certified RN
- Megan Garrity RN, 3500 Critical Care Certified Registered Nurse
- Katy Holets RN, ACM, 3900/3920/3940, Critical Care Certified Registered Nurse
- Laura Kelly RN, ACM, 4500, Oncology Certified RN
- Christy Larson RN, MSN, Gerontology Certified Clinical Nurse Specialist
- Jessica LeMay RN, 4500, Oncology Certified Registered Nurse
- Heather Lundberg RN, ACM, 4500, Oncology Certified Registered Nurse
- Kim Lyons RN, 4500, Oncology Certified Registered Nurse
- Sharon Minns RN, Rapid Response Team, Critical Care Registered Nurse
- Jeanetter Maruska RN, ACM, 3900/3920/3940, Critical Care Registered Nurse
- Tammy Quade RN, 4500, Oncology Certified RN
- Kathy Russell RN, Pain Clinic, Pain Management Certified Registered Nurse
- Beth Sawyer RN, 3900/3920/3940, Critical Care Registered Nurse
- Mike Sawyer RN, 3900/3920/3940, Critical Care Registered Nurse
- Megan Garrity, RN from 3500, Certified Critical Care Registered Nurse
- Laura Kelly, RN, ACM on 4500, Oncology Nurse Certification
- Tammy Quade, RN, 4500, Oncology Nurse Certification
- Kim Lyons, RN, 4500
- Wanda Foster, ACM on 3400, Cardiovascular Nursing
- Christy Larson, RN, APRN-BC, SMOONE, Gerontology Clinical Nurse Specialist
- Katie Westman, RN, 4920, 4940, Medical Surgical Nursing
- Polly Groshens, RN, ED director, recertification, Clinical Emergency Nursing
- Dan Halbakken, RN, ED, recertification, Clinical Emergency Nursing
- Denise Elling, RN, ED, recertification, Clinical Emergency Nursing
- Polly Groshens, RN, Director ED, re-certified in Clinical Emergency Nursing
- Dan Halbakken, RN, ED, re-certified in Clinical Emergency Nursing
- Denise Elling, RN, ED, re-certified in Clinical Emergency Nursing
- Christie Frid, RN, 4500, ONC certification.
- Ann Caliguire, RN, Neuro/Epilepsy, has completed her second certification, Neurology and Orthopedics

Professional Appointments

- Sue Dzubay RN, Medical Examiner for Pierce County Wisconsin
- Margo Halm RN, PhD, Director for Nursing Research & Quality, feature author of “Clinical Evidence Review”, American Journal of Critical Care
- Sue Penque RN, vice president of Patient Care and Operations, Magnet Appraiser Fellow with the American Nurses Credentialing Center of the American Nurses Association.
- Linda Sershon RN, MA, Minnesota Cancer Alliance 2007 Steering Committee
- Sharon Carlson was selected to participate on the American Nurses Credentialing Center (ANCC) Nursing Case Management Logical Analysis Panel.

Awards

United Hospital’s Nasseff Heart Center is also celebrating recognition as a Pulmonary Specialty Center of Excellence. Congratulations to the NHC staff, Critical Care units and St. Paul Lung Clinic for this recognition for two consecutive years now.

Susan Loushin, RN, MA, Professional Development Specialist, received the STAR Award at the state level from the Minnesota Organization of Leaders in Nursing for her contribution to the professional development committee and to the success of the Spring and Fall Conferences.

Kelly Gannon RN, MSN, APRN-BC, Neuroscience clinical nurse specialist, Densford Clinical Scholar through the Katherine Densford International Center for Nursing Leadership at the University of Minnesota.

Margo Halm RN, PhD, director of Nursing Research & Quality, Geriatric Research Scholar at New York University.

Honors, Scholarships and Awards

Kelly Gannon, RN, MSN, APRN-BC, Neuroscience Clinical Nurse Specialist, has been selected as a 2007-2008 Densford Clinical Scholar through the Katharine Densford International Center for Nursing Leadership at the University of Minnesota School of Nursing. Her clinical topic is “The Stroke Caregiver Assessment Tool: From Measurement to Intervention.”

Susan Loushin, RN, MA, Professional Development Specialist, received the STAR Award at the state level from the Minnesota Organization of Leaders in Nursing for her contribution to the professional development committee and to the success of the Spring and Fall Conferences.

Margo Halm, RN, Director of Nursing Research & Quality was recently selected as a Geriatric Research Scholar at New York University. Margo will attend a week-long research intensive in New York City to advance her research on the impact of coronary artery bypass surgery on caregiving and quality of life.



Publications

Halm M. (2007) "To strip or not to strip? Physiologic effects of chest tube manipulation." Am J Crit Care, 16(6): 609-612.

Halm M, Bakas T. (2007) "Factors associated with caregiver depressive symptoms, outcomes, and perceived physical health following coronary artery bypass surgery." J Cardiovasc Nursing, 22(6): 508-515.

Halm M, Lindquist R, Treat-Jacobson, Savik K. (2007). Caregiver burden and outcomes of caregiving of spouses of coronary artery bypass surgery patients. Heart Lung. 36 (3): 170-187.

Presentations

Becky Braden and Margo Halm co-presented a poster, "Ensuring Accurate Blood Pressure Monitoring for Bariatric Patients" at the 6th Annual Summer Institute on Evidence-Based Practice at the University of Texas in San Antonio, TX.

Becky Braden RN, BS Pre-op, Evidence-based Practice Seminar, San Antonio, TX.

Glenda Cartney RN, ACM 3900/20/40, MNA Convention, St. Paul, MN.

Bunny Engeldorf RN, ACM Mental Health, United American Nurses, MNA Health Care Reform/Staffing legislation, St. Paul, MN.

Mary Goering RN, MPH Birth Center, Situational Awareness in Fetal Monitoring, MN Perinatal Conference, St. Cloud, MN.

Margo Halm RN, PhD director nursing research and quality, Evidence-based practice: Passing fad or nursing's future? Augsburg Nursing Alumni, Minneapolis MN. Crossing the Quality Chasm: EB-P as new paradigm in healthcare, MOLN, Minneapolis MN.

Barb Knudtson RN, MOL, Informatics, Managing conflict, Rural Nurse Leaders Association,

Susan Loushin RN, MA Education Services, Technology in Nursing, Augsburg College, Minneapolis MN.

Natalie Lozano RN, ACM 8940, Stroke, Wabasso, MN Community Education

Victoria Michaels RN, Main Operating Room, Health Professions for high school students, Science Museum of Minnesota.

Pat Milbrett, RN, Staff Nurse ED and Margo Halm, RN, PhD, APRN-BC Director of Nursing Research/Quality presented on their study, "Frequent Utilizers of Emergency Department Services" at the Bedside Research in Action program sponsored by MNA this fall.

Christine Sanken RN, Emergency Department, Joy of Nursing, North Park University; Nursing in Mongolia at local area churches.

Maureen Smith RN, clinical nurse specialist, NHC, Preceptor Development, MNA Nurse Academy and Advanced Hemodynamics, CC and Progressive Care Conference, Mercy Hospital Coon Rapids MN.

“Unless we are making progress in our nursing every year, every month, every week, take my word for it we are going back.”

Florence Nightingale, 1914

United Hospital is the largest hospital in the Twin Cities east metro area, providing full range of health care services to more than 200,000 people each year. Commitment to patient care and technological advances has helped the hospital attract some of the most renowned practitioners in the nation.

Proud to bring the latest medical advances to our community:

- The first clinical magnetic source imaging facility in the state
- The first integrated heart hospital in the region
- The first mobile heart diagnostics in the state
- The first acute cardiac network with regional community hospitals
- Internationally renowned center for the treatment of epilepsy
- The first neuro-interventional biplane suite in the region
- United Hospital selected as one of the top 100 cardiovascular centers in the nation by Evanston, Ill.-based Solucient®
- United Hospital awarded Bariatric Center of Excellence designation
- United Hospital awarded national honors for cancer program
- United Pain Center the only program in the state accredited by the American Academy of Pain Management





UNITED
HOSPITAL

Allina Hospitals & Clinics

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