



UNITED HOSPITAL

# 2009 Nursing Annual Report



**UNITED  
HOSPITAL**  
*Allina Hospitals & Clinics*



# Greetings from United Hospital's Chief Nursing Officer



## **Jeff Wicklander, RN, MS, APRN, NE-BC, vice president of patient care**

Welcome to the fourth edition of the United Hospital Nursing Annual Report. Year after year, the nursing staff at United Hospital achieves many wonderful accomplishments, so the Annual Report was created to record and share those accomplishments benefitting our patients, hospital and community.

Through the care we delivered and compassion displayed to our patients and families, I am proud, and you should be too, of how the nursing staff lived out our mission at United Hospital in 2009. Here are just a few major accomplishments in which nursing led or was a critical factor for success.

- Magnet designation status
- Successful Joint Commission visit and other Centers for Medicare and Medicaid surveys
- Core Measures: Exceeded our goals with the following results for third quarter: Pneumonia (92.3%), Surgical Care Improvement Project (93.0%), and Acute Myocardial Infarction (95.7%) and Heart Failure (91.5%)
- Service: Exceeded our Patient Experience Goal of 60%
- Improvement in Linen Utilization and Supply Chain
- Efficiency improvements in ED and the OR
- Exceeded goal for Length of Stay
- Achieve product standardization goals in partnership with physicians
- Growth in Urology and Orthopedic services
- Smooth transition of Aspen providers

Whether it is in pursuing Magnet, Core Measures, accreditation surveys or day-to-operations, I view my role as eliminating barriers so nursing staff and leadership can be successful. All leaders, to be effective, need the essential elements of professionalism, accountability, visibility, transparency and consistency. My hope is you feel that I, along with the other nursing leaders, have provided those elements to you in 2009. As I mentioned before, we should all be proud of what we've accomplished this past year.

Congratulations, United Hospital nurses on a great year!

## **OUR MISSION:**

*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 DELIVERY MODEL

*Outcome-based Relationships is an inter-professional,  
patient and family-centered care model that is grounded  
in RN accountability for establishing therapeutic relationships  
with patients and families and collaborative  
relationships with coworkers.*



## Our journey to Magnet Recognition Program® designation

By Naomi English, RN, Float Pool

I knew that we could do it! When I first learned about the Magnet Hospital designation, I knew that nurses at United Hospital give excellent care and immediately thought that United could easily earn this prestigious national award.

When we started on the Magnet Journey we were a group of nurses whose focus was mainly on our hospital. Some of us have never worked anywhere else and many of us have worked here for years. Now that we've attained Magnet we have shown ourselves to be an excellent and sophisticated nursing staff that has arguably brought United Hospital the greatest notoriety it has ever enjoyed.

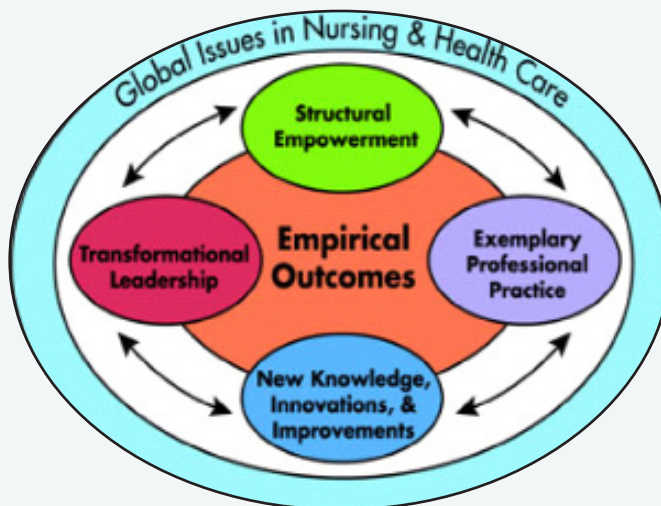
### There are four phases to the Magnet appraisal process:

1. **Application:** United Hospital submitted its application on Oct. 31, 2007
2. **Submission of written documentation:** A narrative, four volumes, was submitted on October 1, 2008.
3. **Site visit:** The Magnet appraisers spend several days at the facility in January 2009.
4. **Award:** United Hospital received Magnet designation on April 16, 2009.

So, the journey goes on and United Hospital nurses will continue to grow. More nurses will earn BSN or Master's degrees or become certified in a nursing specialty. United nurses will continue developing innovative, research-based ways to care for an increasingly complex patient population and supporting the community through various outreach efforts. Through it all, the entire United Hospital nursing staff delivers excellent care to patients every day.

## Redesignation

United Hospital continues working toward re-designation by raising the bar and focusing on outcomes. Demographic data and monitoring requirements are continually submitted to ANCC at regular intervals. The focus is the new Magnet model, which places more emphasis on outcomes from the structure and processes that create excellence in nursing. The five components are transformational leadership, structural empowerment, exemplary professional practice, new knowledge, innovations and improvement, and empirical outcomes.



American Nurses Credentialing Center (2008). Recognizing nursing excellence: application manual Magnet Recognition Program®. Silver Spring MD: ANCC.



# Nursing leadership is Transformational Leadership in action

*Transformational leadership (Burns, 1978) is leadership that is uplifting, open and reaches beyond the limits of one ones experience. Leadership acts with a strong moral code and has great influence on the institution. Nursing leadership synthesizes nursing practice, many dimensions, the nursing process, and relationships with other health care professionals, families and patients, case management and finding and allocating resources to all.*

## Nursing leadership is based on:

- Empirical knowledge, the best evidence, in essence the science of nursing
- Aesthetics of nursing, which is nursing presence with the patient, family or nursing staff, the non-verbal therapeutic nature of nursing
- Personal knowing is an expression of self knowledge, insight into ones behavior and confidence in ability
- Ethical leadership encompasses accountability, responsibility, self respect and respect of others needs and capabilities
- Sociopolitical leadership is the understanding of the impact society, economics and politics has on the nursing profession and nursing practice.

United nursing leadership exhibits many aspects of transformational leadership. In 2009, accountability was stressed throughout. Nursing leaders are accountable for the clinical outcomes on their units such as falls, pressure ulcers, and nurse outcomes such as RN satisfaction.

Financial stability has been a focus also with nursing mangers, directors and the senior management team collaborating together on numbers day. Visibility is a strength on United Hospital nursing leadership. Nursing managers routinely round on patients and nursing staff daily, hearing the day to day frustrations, joys of nursing practice, and accomplishments of staff.

Leadership strives to seek out those who go above and beyond and recognize staff in many ways; e-spot awards, uncommon caring and thank you notes have become integrated into daily practice. Many of the nursing leaders are certified within their specialty area and recognize staff for their certification. Staff are supported in continuing their education through flexible schedules and recognized for graduations. In 2009, nursing leadership participated in the United Hospital Leadership Institute by working in the community delivering meals to those with serious illnesses, sorting and packing medical supplies for less fortunate countries, and serving the homeless. Each year, nursing leadership participates in giving to the community by donating meat and perishable items to local food shelves. Through transformational leadership nursing has become stronger and a force of excellence.

Burns, J. (1978) Leadership. New York: Harper & Row.  
Jackson, J., Clements, P., Averill, J., Zimbardo, K. (2009) Patterns of knowing: Proposing a theory for nursing leadership. Nursing Economics, 27(3); 149-159.



# 2009 Nursing Goals

Serving Patients	Accomplishments	Enhancing Nursing Nursing Excellence and Innovation	Accomplishments	Strengthening Nursing Leadership and Infrastructure	Accomplishments
<ul style="list-style-type: none"> <li>• All nurses can articulate the revised care model, its rationale and its relationship to their daily practice by June 2008.</li> <li>• All nurses can identify and describe unit-based quality problems and their role in improvement</li> <li>• United Nursing will enhance strong partnerships between nursing and the community.</li> </ul>	<ul style="list-style-type: none"> <li>• Patient satisfaction scores of 64%!!!</li> <li>• Recertified as Stroke and Bariatric Center of Excellence</li> <li>• Joint Commission Certification site visit for Inpatient Diabetes</li> <li>• Core measure goals achieved!</li> <li>• Specialty Shop (patients can call Gift Shop for items they may need)</li> <li>• Aromatherapy available on selected units</li> <li>• Valet services</li> <li>• Music Mondays- music in the lobby</li> <li>• Hand massage by volunteers</li> <li>• Nurse leaders participated in volunteering in the community through ULI</li> <li>• Listening House and health clinics donations &amp; supported by UH nurses</li> </ul>	<ul style="list-style-type: none"> <li>• United Nursing will improve collaborative relationships with other disciplines.</li> <li>• Every center has access to an advanced practice registered nurse.</li> <li>• 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.</li> <li>• 65% of nurses can identify one or more conflict management tools/strategies used within the organization by fall 2010.</li> <li>• The number of nurses earning specialty nursing certifications will increase by 10% (including leadership)</li> </ul>	<ul style="list-style-type: none"> <li>• Added 3 Nurse Clinicians</li> <li>• Conflict management offered in 2009 Mandatory Education Day</li> <li>• Increased certified nurses by 14%</li> <li>• Recognized ANCC National Nurse Certification Day-March 19th</li> <li>• Nurse Executive Certification review course resulted in 4 nurse leaders certified as NE-BC</li> <li>• NHC participation in PULSE trial- one of 17 in the US</li> <li>• Gum Chewing QI project on 2600 to reduce post op ileus</li> <li>• Restraint and Seclusion study on MH</li> <li>• Aroma therapy implementation</li> <li>• Elective induction of labor and RN management of uterine tachysytale.</li> </ul>	<ul style="list-style-type: none"> <li>• Decisions that affect nursing go through RN Unit Council/ Nursing Practice Care Delivery and decisions are disseminated to all affected nurses.</li> <li>• All nurses are surveyed and can identify the primary mechanisms for receiving communication from their leaders by January 2009.</li> </ul>	<ul style="list-style-type: none"> <li>• Daily huddles</li> <li>• Integration of Mental Health into the SMOONE area</li> <li>• Weekly director meetings</li> <li>• Core measures goal achieved</li> <li>• Senior Management and leader rounding</li> <li>• Staff nurse chaired RN Unit Councils</li> <li>• United Leadership Institute to continue leadership development</li> <li>• Shared decision making structure clarified and on AKN</li> <li>• All leader meetings</li> <li>• Mandatory Staff meetings with similar template based on All Leader meetings</li> <li>• Nursing Dashboard emailed to nurses with monthly message from Jeff Wicklander</li> </ul>

[illegible]



## Birth Center

The annual Birth Center (BC) RN Unit Practice Fair provided nurses with “what’s new” in procedures, policies, practice, and equipment. In addition, nurses learned about quality improvement initiatives effecting patient care, such as breast feeding, management of oxytocin, and induction of labor.

The BC increased patient education on aromatherapy and evaluated patient satisfaction associated to the therapy in 2009. Specifically the Birth Center nurses:

- Created a laminated card describing the six essential oils based on the desired outcome so patients could choose the one most suited to their needs.
- Created a bath salts recipe so patients could make it at home.
- Conducted a questionnaire with patients who used aromatherapy. The questionnaire helped identify aromatherapy benefits. The most often cited benefits were increased relaxation, decreased pain and nausea and a refreshed feeling. One patient stated they felt relaxed, mind and body and head to toe. Four patients stated



they were undecided which hospital to give birth and chose United Hospital because of its aromatherapy.

- The Birth Center now has a nurse certified as a Clinical Aromatherapy Practitioner.

The Birth Center started offering hand massage and also trained hand massage volunteers to provide this therapy to patients and guests throughout the hospital.

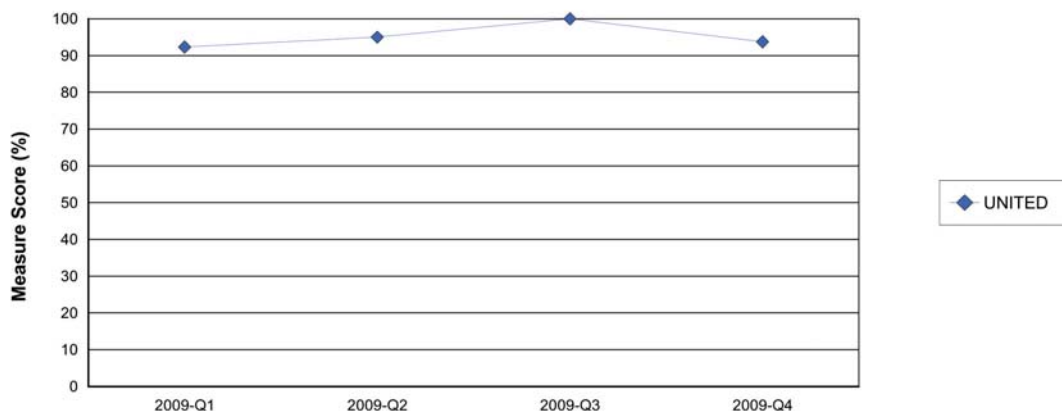
## Emergency Department

Emergency Department (ED) nurses continued their eight-year tradition of hosting an annual “Weenie Day” during National EMS Week to honor the east metro EMS providers. The ED staff served more than 200 hot dogs, along with various other treats, which were donated by the ED staff.

The ED implemented a process change in how blood cultures are obtained in pneumonia patients. The chart below illustrates the statistical data and the positive impact of nursing intervention on patient outcomes.



**Blood Culture in Emergency Department Before First Antibiotic (PN-3b)**  
**Discharge Quarters Q1: 2009 to Q4 2009**



## Day Surgery Center

The Day Surgery Center staff initiated and helped develop a practice change in patient education on crutch training. The nursing staff collaborated with physical therapy to provide

crutch training pre-operatively instead of after surgery, which is safer for patients. The change also improved patient satisfaction and interdepartmental relationships.



## Endoscopy and Interventional Radiology (GI lab/IR)

This unique special procedures department provides care to outpatients and inpatients undergoing all types of endoscopy procedures by a specially trained RN staff. Endoscopy RN experience at United Hospital totals more than 408,000 hours.

Nurses provided the patient care associates with additional hands on and classroom training in the care maintenance, infection control issues and cleaning and disinfection of highly technical endoscopy equipment.

Interventional procedures performed at United Hospital were:

- GI Endoscopic Ultrasound: ~350 procedures
- Endoscopic Bronchial Ultrasound for Diagnosis of Lung Cancer: ~80 procedures
- ERCP with Biliary manometry and Therapeutic Pancreatic procedures for chronic pancreatitis and pancreatic Cancer: ~50 procedures
- Interventional Radiology: ~1800 patients



## Float Pool

The float pool allows nurses to work in a variety of areas throughout United Hospital including: surgical, medicine, critical care, pain clinic and many other areas. Float pool nurses are noted for their ability to quickly adapt to unpredictable situations. In 2009, seven float pool nurses were nominated for Nursing Excellence awards and one float pool nurse received the nursing excellence award in nursing practice and service. Other float pool accomplishments include:

Pre-assignment of:

- 2 RNs to pre-op
- 1 RN to Birth Center to screen visitors for H1N1 virus during the outbreak
- Partial assignments to Mental Health, Endoscopy, DSC, Rehab, PACU and the ED
- 2 RNs have assisted 7900, 6900, and 3300 by taking charge positions on the night shift
- 6 RNs are rotating into the new role of Patient Flow RNs to assist with admissions to the units from the ED

### The Rapid Response Team (RRT):

- Responded to 907 calls
- Assisted 49 families wanting to be present during a code
- Implemented a policy allowing family members to call the RRT

### IV Resource Team (IVT)

- Started 6523 IVs
- Provided opportunities to nursing students and staff RNs to improve IV skills
- Inserted 1150 PICCs, changed 1103 PICC dressings, trouble shot 874 PICC complications, and assessed 546 patients for PICC insertions
- Taught nurses ongoing education on PICC line management
- Participated on the Allina-wide Vascular Access Device workgroup





## Nasseff Heart Center

The Nasseff Heart Center of United Hospital provides a broad range of integrated treatments based on the most up-to-date therapies and services, resulting in the best choices for each patient's individual needs.

The Intensive Care Unit implemented the Lean Ventilator project, which resulted in:

- Decreased ventilator hours for patients on the vent > 96 hours
- Improved process for sedation reduction (RN driven)
- RN/Respiratory Care Practitioner driven ventilator weaning protocol
- Improved transfer process to long-term acute care (spell out)

Multidisciplinary care rounds, "walking care rounds", were facilitated by the staff RN caring for the patient to involve the patient family and interdisciplinary care team. The documentation of the rounds provides team members with all the information, in one spot, needed to safely care for the unique needs of each patient and family. This approach has had a significant, positive affect on the quality of care and patient satisfaction.

Charge nurses on 3400 participated in a shadow project between patient placement and ED to build relationships and understanding between departments.

### Intensive Care Unit



### Step Down Units



## Post Surgical

The 2600 nursing staff achieved re-designation as a Bariatric Center of Excellence. This award demonstrates the focused efforts of nursing, physicians, and multidisciplinary staff to create a collaborative environment that serves a diverse patient population in a caring and appropriate manner.



## Medicine

4500 Medicine was chosen to serve as United Hospital's metabolic focus unit to care for the increasing diabetes population. Throughout the past six months, the Medicine nurses received various education and training from endocrinology doctors and the Diabetes Resource nurses. In addition to their unit, the 4500 nurses are resources to other areas in the hospital for patients with diabetes.



## Oncology

The Oncology Care Center initiated the use of essential oils as an independent nursing intervention in 2009. The nursing staff educated patients on the benefits of essential oils, which are used for symptom management for pain, anxiety, fatigue, nausea, and insomnia. The unit utilized essential oils intervention more than 200 times since its implementation. Patient feedback has been overwhelmingly positive and the unit is exploring expanding essential oils utilization in 2010.

All United Hospital oncology nurses have chemotherapy/biotherapy certification from the Oncology Nursing Society.



## Orthopedics

The Orthopedic staff began a Quiet Time Study to provide patients with uninterrupted quiet time once a day based on supportive data indicating that sleep deprivation's adverse effects on the body can lead to longer recovery times. The Nursing Research Committee, with support from the unit Patient Satisfaction Committee, initiated interdisciplinary collaboration with Physical Therapy and Occupational Therapy. As part of the study, education was provided to patients, families, and visitors on quiet time.







## Neuro/Epilepsy

Neuro/Epilepsy combined with the Orthopedic committees and council in 2009. This change increased teamwork, camaraderie and collaboration and improved patient satisfaction scores.

Other 2009 accomplishments include:

- Designed Welcome Bags for orthopedics and neuro/epilepsy patients
- Created and published a monthly newsletter Neuro/Epilepsy Times featuring hospital information, unit updates, and staff accomplishments and milestones
- Provided a four-hour class on seizures, stroke rehabilitation and surgical treatment of cervical and lumbar spines



## Mental Health

United Mental Health's nursing accomplishments for 2009 show a commitment to enhance patient care.

- Holistic health: The MHS program therapy department, through collaboration with nursing, introduced yoga, spiritual care on 5900, and aromatherapy on 8900.
- Research: Approval was received by the IRB to conduct a nursing research study on patient perceptions regarding seclusion. Two staff nurses initiated the study and are the principle investigators.
- Facility Operations: The MHS unit council, in collaboration with Security, extended visiting hours during the Christmas and New Year holidays. The extension allowed visitors to spend more time with their loved ones.



*With all the controversy surrounding health insurance and medical care today, I would like to inform one and all that health care at United Hospital in St. Paul and United Neurosurgery Associates is truly top-notch.*

*Dr. Kennedy, his staff, the pre-op nurses and physical therapy folks and the nurses and aides on 720 Neuroscience at United were all incredibly professional, responsive and as friendly as one could ever expect.*

*They all made an unpleasant experience (third back surgery) as pleasant as it could possibly be. My thanks to all.*

*-Mike C., Dellwood*

## Sister Kenny Institute Rehabilitation

The nurses on 8940 initiated more nursing involvement in team conferences. New templates were created that allowed nurses to enter pertinent data and a new work flow was started beginning at admission. The results include improved conference notes, greater nursing influence on discharge planning and a stronger voice for nurses leading to improved patient care.

Sister Kenny Institute Rehabilitation is proud of the nursing staff's professional development. Fifty-six percent of nurses are certified rehabilitation registered nurses and six nurses are in the process of advancing their nursing degrees.



## Surgical Services

The Surgical Services nurses achieved outstanding core measure score of 93.4 percent in the Surgical Care Improvement Program. Perioperative Services focused on reducing incidents of skin breakdown in patients. They also focused on operational efficiencies by:

- increasing pre-op order compliance
- reducing turnaround time by three minutes between cases
- assigning swing rooms to surgeons 633 times improving surgeon and nurse satisfaction
- reducing wait time in PACU to floor
- improving rate of case cart completeness
- improving on start times in the OR (from 30% to 56%)
- Go Green was initiated by a nurse in the UH OR to reduce waste and is now an Allina-wide initiative to reduce waste in the entire system.



A 2500 patient wrote a heartfelt thanks and commented that "being a patient at United Hospital is the next best thing to being in your own home." The patient gave high marks for excellent care to Laurie Bergum & Addis Woldgioris. The patient distinguished United from others in the following areas as well: free valet parking for handicapped individuals, keeping a patient informed, hourly rounding, quiet environment, room service-high quality food, and a thorough, instructive, helpful discharge plan!

Wow, thank you for setting your standards high and exceeding our patient's expectations!

## United Pain Center

United Pain Center RN staff focused on quality improvement for patient care and response to patient needs, outside of clinic visits, in 2009.

A Refill Clinic, where a Nurse Practitioner sees patients needing a narcotic medication refill, was created to assist with the 1,255 monthly phone calls for refills. The Refill Clinic is held once a week and allows for pre-planned, rapid access for patients with medication refill needs.

The RN Practice Council devised a Nurse Encounter visit, which included RN work of coordination coupled with the on-call provider, to expedite the treatment plan. This quality improvement functions as a bridge between provider visits.



## United Patient Care Excellian Workgroup

United Patient Care Excellian workgroup assisted in developing documentation improvements, while at the same time, learned about new and existing functionality and determination of effect on workflows.

Some of the changes to Excellian in 2009 include:

### Flowsheet Revisions

- MedSurg Flowsheet Phase II build
- LDA (lines, drains, airways) Functionality implemented

### Medication Administration Record (MAR)

- MAR changed to 10 hr view
- Double checks documented on the MAR

### Best Practice Alerts and Banners

- Vaccine best of practice Alerts
- Fall Risk Banner
- Safety Overview Report

On August 28 and 29, I was hospitalized at United Hospital due to a fainting episode at the Minnesota Fair. I was in Room 4412 and was cared for by the staff of Station 4400. I want to commend everyone I came in contact with during my stay. The people in the Emergency Room, those who transported me to various places within the hospital, nurses and nurses' aides, the custodian on my floor, and those who conducted the tests I needed were in every case kind, competent, and totally committed to the best care possible. They all went "the extra mile" and were unfailingly pleasant while they were helping me. Thank you so much!

Thanks also should go to Dr. Walid A. Mikhail with whom I met prior to my release. His warm and caring manner inspired confidence and quieted concerns. My eleven year-old grandson was visiting when Dr. Mikhail came in, and the doctor spoke very kindly to him, which I so appreciated.

Your hospital is to be commended for the professional and compassionate way you took care of an Atlanta visitor to your state. Thank you again.



## Admission Nurses

The admission nurse role is to help facilitate patient flow through the Emergency Department (ED) and assist floor nursing staff with the admission process. Their role primarily consists of doing the admission process in the ED, but also includes assisting with admission as patients are transferred to the floors. The Admission Nurses, Arlene Simones, RN and Linda Aydt, RN, average approximately 10 admissions per day and 2,600 admissions a year.

## Administrative Supervisors

The administrative supervisors are a valuable resource to staff nurses by facilitating discussion and developing interventions to improve patient care. Supervisors are present on all shifts to manage the variable staffing plans for patient flow. They assess emergent needs, problem solve, and send necessary nursing resources to areas to ease or prevent Emergency Department divers.

Supervisors: Bruce Bogaard, RN; Charlene Diegnau, RN; JoAnn Hardegger, RN; Susan Koch, RN; Kim Kocur, RN; Robert Leach,

RN; Mary Ricci, RN; Daniel Richie, RN; Judy Schwartz, RN; Florida Stevens, RN and Paulette Szurek, RN

## Care Coordinators

The RN Care Coordinators are a vital link to ensuring United Hospital provides quality patient care. They collaborate with staff nurses, physicians, social workers and other members of the interdisciplinary team. Their work throughout this past year includes:

- Completing ~ 71,000 quality audits
- Mentoring ~ 850 staff nurses regarding core measures, care plans and/or gaps in documentation
- Coordinating care for ~ 5,900 complex medical patients
- Facilitating ~ 1,000 family conferences
- Participating in ~7100 multi-disciplinary care rounds
- Triaging and assigning ~ 5200 admissions to UHS Hospitalists
- Participating in ~ 150 committee meetings

Eight out of the 14 care coordinators hold national certification in their nursing specialty area or care management.

## Care Coordinators



### Nasseff Heart Center

### Care Coordination

### Birth Center



Ernest J Bennett, BSN, RN-BC, Nursing Case Management, Adult CCRN



Sharon Carlson, BSN, RN-BC, Nursing Case Management, CCM



Jane DeSignor, RN, BAN



Barbara Jacobs, RN, BSN, MHA



Kay Peterson, RN-BC, Nursing Case Management



Mary Schiltgen BSN, RN-BC, Nursing Case Management



Lisa Chute, RNC Inpatient Obstetric Nursing

### SMOONE

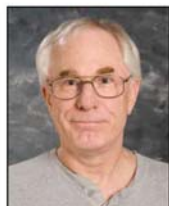
### Float



Cindy Godfrey, BSN, RN-BC, Nursing Case Management



Wendy Dording, RN



Stephen Heselson, RN, BSN



Kathleen Grabowski, BSN, RN-BC, Medical Surgical Nursing



Catherine BSN, OCN



Peggy Speaker, RN, BSN



Lisa Ponto, RN, BSN



## Care Management RN Utilization Specialists



(left to right): Robyn Riggs, RN; Glory Shackett, RN and Michelle Swenson, Administrative Assistant

The Utilization Management (UM) Specialists are RNs who guide and evaluate appropriateness and medical necessity of admissions, lengths of stay, discharge practices, use of professional medical and hospital services, and related factors that contribute to effective resource and service utilization.

The UM Specialists also ensure compliance with regulatory standards and third-party payer requirements for utilization management. The UM Specialists conduct concurrent patient care reviews utilizing InterQual utilization review criteria. Utilization Management activities include identification of cases and or patterns of over-utilization, under-utilization or inefficient scheduling of resources. The UM Specialist also reviews and processes payer denials, continued stay reviews, and Medicare discharge appeals. Quarterly reports of utilization activities are reported to the Best of Practice Quality Council.

## Clinical Nurse Specialists/Nurse Clinician II

The CNS/Nurse Clinicians are knowledgeable experts and a valuable nursing resource. They provide consultation and interprofessional support to guide best of practice.

Initiatives and outcomes led by CNS practice at United Hospital and Allina-wide include:

- Multidisciplinary Emergency Simulation sessions; "Shoulder Dystocia"



*Back row (left to right):* Julie Sabo, MN, RN, CS-BC Director; Christie Frid, BSN, RN, OCN Nurse Clinician II Oncology; Katie Westman, BSN, RN-BC, Nurse Clinician II Med/Surg; Maureen Smith, MSN, RN, CCNS Clinical Nurse Specialist Critical Care and Nasseff Heart Center *Front row (left to right):* Mary Goering, MPH, RN-C Clinical Leader Birth Center; and Melissa Fritz, BSN, RN Nurse Clinician II Neuroscience

- Co-chair Allina Pregnancy Care Council
- Leading Best Practice Initiative around Reducing Elective Births < 39 weeks gestation, and Best Practice in Induction of Labor
- CNS' lead Allina Perinatal Orientation
- Core measure - Heart Failure
- Critical Care Course
- Advanced Topics in Critical Care
- Allied Health Professional Credentialing for Nasseff Heart Center
- Facilitation of clinical rounds on Nasseff Heart Center and Critical Care
- Standardization of walking care conferences (or care rounds)
- Proactive fall rounds
- Creation of holistic therapies council at United
- Coordination of the Community Acquired Pneumonia Core Measure
- Reduction in restraint usage
- Facilitation of Neuroscience Best of Practice Meetings
- Facilitation of Ischemic Stroke Meetings (review stroke cases and look for improvements that can be made)
- Creation of a stroke discharge phone call service for follow up with stroke patients discharged home to self care
- Stroke Education designed specifically for different units/areas
- Facilitation of nursing certification study groups

## Diabetes Resource



Patty Long, RN, CDE, and Sue Truhler, RN, CDE

The diabetes resource RNs developed and delivered education on diabetes management to RNs for United Hospital. The diabetes resource RNs also provided education to newly hired nursing staff on diabetes and blood glucose monitoring.

## Education Services

Education Services at United Hospital integrated with the education function across Allina to become part of Allina Learning and Development in 2009. United Hospital maintains a site-based, central education department to meet system and local needs. Education Services continues to support and promote nursing excellence through mandatory education, orientation, competency assessment, new product implementation, and staff development.

Some core 2009 accomplishments include:

- RN-LPN Mandatory Education Day – 11 sessions were held throughout the year, with less than 1200 attendees
- Quarterly self study for nurses – now provided via e-learning, topics included policy and practice changes, Excellian updates, safety topics and an in-depth review of skin management
- New product implementation – new products included epidural pumps, chest tubes, oximeters, and supply charge conversion



Manager:  
Susan Rainey  
Learning and Development  
Specialists: Lynn O'Donnell, RN  
and Jen Moberg, RN  
Program Coordinator: Gretchen  
Behrens

## Quality, Risk and Infection Control

Anne Rusch, RN is the Risk Manager at United. Anne and the Patient Representatives respond to patient concerns and identify trends for improvement in patient interactions. Anne is our liaison to the law department for any legal issues or potential litigation case. Anne is a leader in patient safety and identifies opportunities for improvement using data that is submitted by staff via the Patient Visitor Safety Report. As critical events may occur, Anne leads the key stakeholders in an event review that includes discussion of lessons learned and action plans that will prevent recurrence.



April Christensen, RN and Pat Dillinger, RN are Quality Specialists. Their current role is to work with physicians on quality improvement. They work with the Medical Staff departments on physician quality indicators for credentialing, Ongoing Professional Practice Evaluation (OPPE), Focused Professional Practice Evaluation (FPPE), and facilitate the process of Requests for Medical Staff Peer Review (RMSPR). They also support the quality improvement efforts in the Core Measures. Pat is the coordinator for all of the surveys from external agencies that request quality data such as Leapfrog, BlueCross, and Medica. These quality specialists also support the regulatory work to achieve our certifications such as Diabetes, Stroke, Heart Failure and Chest Pain.

Lisa Smith, RN is our Infection Control Practitioner. Lisa works with staff to implement the appropriate barriers to the spread of infection. Much of the infection control work is reporting our infection data to external sources such as the State of Minnesota. Lisa makes sure that the data is accurate and then works to improve the care of our patients to prevent infections.

## Wound Ostomy Nurse Clinicians

The Wound Ostomy Nurse Clinicians (WONC) at United Hospital strive to improve patient outcomes using research based practice, innovation and education. Both WONC, Anita Carteaux and Scott Church, are certified in wound and ostomy.



WONC 2009 activities included:

- Received 2,086 inpatient referrals inpatients for wound care and ostomy teaching
- Provided pre and post-operative ostomy education to 162 outpatients
- Taught newly hired nursing staff skin breakdown prevention during orientation and brought education to staff meetings
- Collaborated with nurses and physicians in the management of complex wounds.
- Conducted quarterly pressure ulcer prevalence and incidence studies
- Participated in the Allina-wide initiative for pressure ulcer prevention

*A patient came to us from the MSP airport after visiting a son in Arkansas and having a cerebral vascular accident (stroke). The patient was going home to Shanghai, China when medical care was needed here. The patient did not speak English, but the son who was accompanying the patient did. After the patient was treated and stabilized, the team of providers felt the patient could be discharged if he could go home on a direct flight. The son was only able to arrange a flight that would require a change in Atlanta. The Care Coordinator talked w/Mgmt at Delta and Northwest to arrange for the patient and son to get on a direct flight to Shanghai. The flight was leaving the same afternoon, so she also made urgent arrangements for all the necessary tube feedings, medical supplies for the trip home.*

# RN Demographics

**Number of Registered Nurses at United Hospital..... 1,240**

## Advanced practice Registered Nurses/Nurse Clinicians

Birth Center:.....	1
Breast Center:.....	1
Emergency Department: .....	3
Medical Surgical: .....	1
Nasseff Heart Center:.....	2
Neuroscience:.....	1
Oncology: .....	1
Palliative Care:.....	1
United Pain Center: .....	3

**Certifications from specialty nursing organizations: .....236**

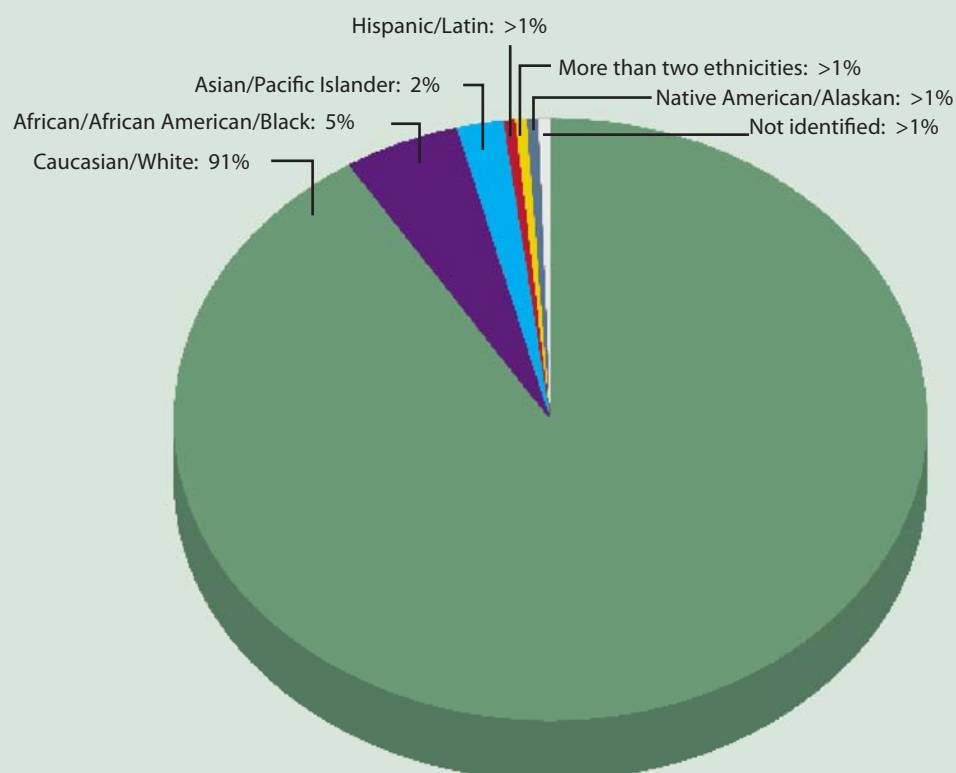
## Registered Nurse vacancy and turnover rates (12 month average)

Vacancy: .....	5 %
Turnover: .....	8 %

## Registered Nurses by degree

Associate degree/diploma:.....	639
Baccalaureate degree:.....	484
Master's degree: .....	24
Doctorate degree:.....	1

## Self-identified ethnicity of United nursing staff





# Patient Demographics

## Race/Ethnicity United Hospital Patient Distribution 2009

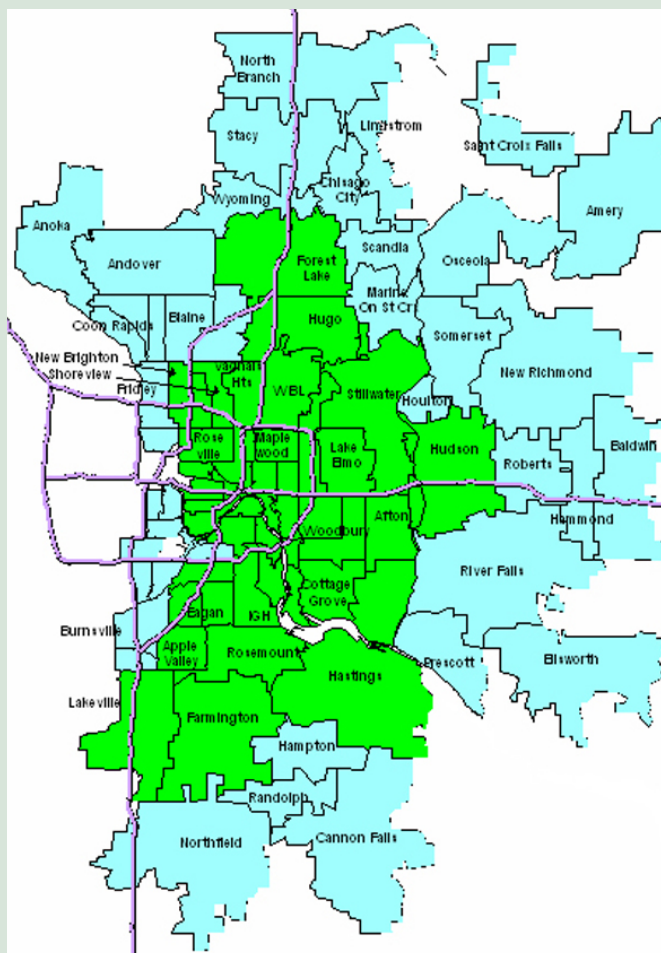
Race/Ethnicity	2009 UH Patient Population	% of Total
White Non-Hispanic	12,708	79%
Black Non-Hispanic	1,349	8%
Hispanic	565	3.5%
Asian & Pacific Is. Non Hispanic	499	3%
Native American	132	.08%
All Others	988	3%
<b>Total</b>	<b>16,006</b>	<b>100.0%</b>

## United Hospital 2009 Statistics

FTE's	2,094
Adult IP Admits	26,364
Newborns	3,689
OP Admits	136,302
Surgeries	14,155
CV/EP Lab Procedures	13,986
Open Heart Surgeries	271.2
Ed Visits	44,213
Pain Ctr. Visits	13,882

## United Hospital's Service Area

■ Primary Service Area
 ■ Secondary Service Area



## Age/Gender United Hospital Patient Distribution 2009

Patient Age Group	Female	Male	Total
0-14	59	45	104
15-17	186	74	260
18-24	872	187	1,059
25-34	1,972	330	2,302
35-54	2,647	1,593	4,240
55-64	1,236	1,203	2,439
65+	3,225	2,377	5,602
<b>Totals</b>	<b>10,197</b>	<b>5,809</b>	<b>16,006</b>

## 2009 Excellence Awards



Barb Salter, LPN  
Sister Kenny Institute



Jeannette Maruska, RN  
Intensive Care Unit



Tina Anderson, RN  
Medicine



Naomi English, MPH, RN  
Float



Robin Henderson, RN  
Main Operating Room

### 2009 RECIPIENTS

- LPN Excellence in Nursing Practice and Service: Barb Salter, LPN, SKI 8940
- Excellence in Nursing Leadership: Jeannette Maruska, RN, CCRN, NHC Critical Care
- Excellence in Nursing Jane Kostecka Teaching and Mentoring: Tina Anderson, RN, 4500 Medicine
- Excellence in Nursing Practice and Service: Naomi English, MPH, RN, Float Pool
- Excellence in Nursing Ann Shiely Community Involvement, Robin Henderson, RN, Main OR

### 2009 NOMINEES

#### LPNs

- Terry Humphrey, 2400 Birth Center
- Barb Salter, SKI Rehab
- Vivian Straumann, 2400 Birth Center

#### RNs

- Tina Anderson, 4500 Medicine
- Kristin Baltes, 2600 Post Surgical
- Cathy Battaglia, PACU
- Paula Boeckmann, 5900 Mental Health
- Nancy Eells Richards, 4500 Medicine
- Naomi English, Patient Care Float
- Mary Feist, 3500 Cardiac Special Care
- Wanda Foster, 3400 NHC Step-down
- Teresa French, NHC Critical Care
- Christie Frid, 2500 Oncology
- Ruth Gichuru, Patient Care Float
- Kevin Halverson, 3500 Cardiac Special Care

- Robin Henderson, Main Operating Room
- Katy Holets, 2500 Oncology
- Cheri Hudella, 3400 NHC Step-down
- Katie Krisko-Hagel, Education Services
- Leah Kuipers, 3400 NHC Step-down
- Jena Laessig, 3400 NHC Step-down
- Natalie Lozano, SKI Rehab
- Jeanette Maruska, NHC Critical Care
- Maureen McGowan, 2300 Birth Center
- Mary Milligan, Patient Care Support Services
- MHS RN Council (Steve Erickson, James Tczap, Jolynn Brakke-Johnson, Wendy Tempel, Lynn Falk, Allan Dahl, Joan Felion, Krisitine Faschingbauer, Laurie Brodersen, Brenda Gieser, and Heidi Bredemeier)
- Corrina Nelson, Patient Care Float
- Louann Nelson, Patient Care Float
- Lynn O'Donnell, Education Services
- Laurie Post, 2500 Oncology

- Jeff Roach, Patient Care Float
- Mary Ann Russo, 2200 Birth Center
- Sonia Schaeffer 4500 Medicine
- Rita Shalander-Klinger Orthopedics
- Barb Shore, 3500 Cardiac Special Care
- Lisa Smith, 4400 NHC Step-down
- Pat Stoj, 2600 Post Surgical
- Judy Sweeney, 3500 Cardiac Special Care
- Mary Swenson, 2200 Birth Center
- Wendy Tempel, 5900 Mental Health
- Christine Tupy, 3300 NHC Step-down
- Marge Van Roekel, NHC Critical Care
- Stephanie Veldman, Critical Care Float
- Lori Voigtlander, 2200 Birth Center
- Kathleen Warkel, 4500 Medicine
- Carrie Waulters, 3400 NHC Step-down
- Paula Wicker, Day Surgery Center
- Megan Widmer, 2600 Post Surgical
- Lynn Zak, Clinical Monitoring Team

# RN Certifications

## ANCC NE-Nurse Executive

- Nora Friederichs, patient care manager CV/SDIU

## ANCC Med-Surg Certification

- Elaine Braun, 4500
- Lynne Blomquist, 2600
- Norma Roberts-Hakizimana, 4500
- Jeff Roach, float
- Patricia Ball, 4500
- Lisa Savard, 4500

## Aromatherapy

- Denise Joswiak (Birth Center Parent Educator)  
clinical aromatherapy practitioner

## CCRN – Certified Critical-Care Registered Nurse

- Erica Anderson, ICU
- Carla Fowler, ICU
- Paul Haas, ICU
- Alicia Hartquist, ICU
- Renee Hillesheim, ICU
- Melissa McLaren, ICU
- Nancy McGillivray, ICU
- Rebecca Seibenaler, ICU
- Michelle Radtke, ICU
- Marg Grittner, ICU
- Deanne Lange, DSC
- Deb Roberts, CMT
- Shelly Wick, ICU
- Mark Chlebeck, ICU
- Judy Sweeny, 3500
- Barb Hauer, ICU
- Diane Sequin, recognized for 30 years  
of continuous CCRN certification

## CEN-Certificate in Emergency Nursing

- Deb Raptis, director, Emergency Department

## CRRN-Certified Rehabilitation Registered Nurse

- Mary Hoffman, 8940
- Kofi Boa Amponsem, 8940

## PCCN-Progressive Cardiac Care Nurse

- Jessica Weimert, 3500

## CNOR—Certified Nurse Operating Room

- Amanda Motter, Main OR

## CLC-Certified Lactation Consultant

- Rozann Reyerson, 2300

## Inpatient OB

- Mary Ann Russo, Labor and Delivery
- Melissa Bahlmann, Labor and Delivery
- Kim Braeger, Labor and Delivery
- Cheri Brazelton, Labor and Delivery
- Vanessa Armstrong, Labor and Delivery
- Ginelle Petrie, 2300
- Kim Heerema, Labor and Delivery
- Kelly Permann, Labor and Delivery
- Pam Benert, Labor and Delivery
- Monica Richards, Labor and Delivery
- Tina Olson, ACM, 2300
- Terri Halby, 2300
- Nancy Ingham, 2300
- Danette Silman, 2300

## OCN – Oncology Certified Nurse

- Monica Cook, 2500
- Tricia Johnson, 2500
- Linda Sershon, director, oncology, robotics, and bariatric programs

## Massage Therapy

- Gael Horner, Birth Center, certified massage therapist and infant massage instructor

## Education Advancement

### AD

- Kathleen LaTourneau, Birth Center Associate labor and Delivery, obtained her RN from Inver Hills College

### BSN

#### *Augsburg*

- Amy Clark, Birth Center
- Mary Feist, patient care manager 3500
- Meredith Klein, Birth Center
- Shannon Lacktorin, ICU
- Nancy Richards, Medicine
- Kelly Young, Oncology

#### *Bethel University*

- Hossein Alimohammed, ICU
- Laticia Christensen, ICU

#### *College of St. Scholastica*

- Michelle Shultz, MHS

### Master's

#### *Augsburg*

- Cynde Leas, UPC, Master of Arts in Nursing
- Annie Retter, Float, Master of Arts in Nursing
- Rose Nambozo, 5900, Master of Arts in Nursing

#### *University of Minnesota*

- Barbara Jacobs, RN, Care Coordinator, Master of Health Care Administration
- Linda Christensen-Rengel, Nurse Clinician Breast Center, Master of Science in Nursing and Women's Health Nurse Practitioner

#### *Walden University*

- Patience Mbonifor Master of Science in Nursing Leadership & Management
- Susan Huehn, 2200, Master of Science in Education

### Doctorate

#### *University of Minnesota*

- Katie Krisko-Hagel, Allina Learning & Development, PhD in Nursing

## Honors and Scholarships

- Melissa Fritz, BSN, RN, Nurse Clinician II Neuroscience, 2009 MNAF Rose Dhein Scholarship
- Kristine Faschingbauer, RN, MHS MNAF scholarship and United Nursing Education Fund
- Wendy Tempel, RN, MHS, MNAF scholarship and United Nursing Education Fund
- Susan Loushin BS, MA, RN, Professional Development Specialist Minnesota Organization of Leaders in Nursing scholarship
- James Tczap, RN, MHS Health Care Hero by *Twin Cities Business* magazine
- Naomi English, RN, MPH, float, Exceptional Care Award-Allina
- Georgann Johnson, RN, ICU, presented UH with a flag that flew in Iraq
- Lisa Haviland, RN, CGRN, and Sandy Braun, RN, CGRN received educational scholarships from the Minnesota Society of Gastroenterology Nurses and Associates.
- Christine Frank, RN, Clinical Monitoring Team received the Allina Uncommon Caring Award



On October 27th, my father Denis came to United for valve replacement surgery. Nine years prior he had bypass surgery here, and we were certain we should return to United and Dr. Lillehei. Unfortunately, due to unpredictable complications, the procedure lasted more than 10 hours. The surgical team overcame many obstacles - not giving up to get Dad's heart beating again when it was unresponsive off the bypass pump, and stopping significant bleeding when his blood would not clot.

On unit 3500, Dr. Lillehei and a team of nurses were such a well oiled machine; all working together to save the life of my father - the most wonderful man I have ever known.

Throughout the night we stayed at the hospital and a nurse was in Dad's room every minute... My dad made it through the night, and although he was heavily sedated, I am certain he could hear my voice and feel me holding his hand. I am so grateful I could tell him how much I loved him and let him know I was there. We often take for granted the time and words we share with our loved ones, until we feel that time and those words may be the last we have together.

Erin was caring for him so well when he took a turn for the worse. His heart stopped, and we were faced with losing the man we loved so dearly.

Even with his death, my family and I are so pleased and touched by the efforts of the team here at United. They did everything in their power. I am especially grateful for the time I had with Dad during the night, and for being able to express my love and appreciation in some of the last hours of his life. Even after his death, we were allowed as much time with him as we needed. That was so important for all of us.

Today my sister and I are both proud to work at United, and I am so grateful to everyone here for the work they do. If it weren't for Dr. Lillehei and his team 9 years ago, we are almost certain we would have lost Dad to a heart attack long ago.

I believe United gave my father more years with his family than he may have had otherwise - years of teaching his grandsons about baseball and being able to walk his youngest daughter down the aisle just one month before his passing. For that we are eternally grateful. We are comforted by the belief he is now in a better place, and we're dedicated to keeping the memory of a wonderful man alive.

With sincere gratitude,

Denis's family:

Daughters Jackie & Jodie, son-in-law Tony, wife Rose, & grandsons Michael & Dominic

# Community Involvement

*United Hospital nurses and nursing leadership are committed to helping the community we serve. Here are just a few examples of local and global outreach demonstrating that commitment.*

American Cancer Society  
American Diabetes Association  
American Heart Association  
Animal Shelter-foster care for kittens  
Augsburg Central Nursing Center  
Awana International (faith-based organization)  
Big Brothers/Big Sisters  
Book Club  
Bowling for Veterans  
Boy and Girl Scouts  
Bridges Organization (connecting art and math)  
Bridging (serving families in transition)  
Camp Counselor/Nurse  
Charis Prison Ministry  
Christmas in May (rehabilitation of homes in Chaska)  
Community Care Team  
Community outreach  
Como Zoo Boo  
C.U.R.E. Ministry  
East Metro Project Homeless Connect  
Emergency Response Team-local church  
English as a Second Language tutor  
Faith Ministries  
Families Moving Forward

Feed My Starving Children  
Food Shelves  
Free Clinic nurse  
Global Health Ministries  
Grade/Middle/High School volunteer  
Guard Family Network for National Guards  
Guardian for adult with downs syndrome  
Habitat for Humanity  
Healthcare Missions:  
• Appalachia  
• Cambodia  
• Fiji  
• Guatemala  
• Haiti  
• Mexico  
• Nigeria  
• Peru  
• Philippines  
• Pine Ridge Reservation-South Dakota  
• Thailand  
Homeless Health Activities/Nurse  
Hospice  
Hospital District Board Member  
Hugo Business Association



Nursing leaders were among more than 70 United Hospital leaders who volunteered at local non profit organizations as part of the annual United Leadership Institute.



The nurses and staff of NHC 3400 participated prepared and served a "Mexican Fiesta" meal to the families and patients staying at a local Ronald McDonald. The nurses and staff even raised \$300 in food.

Hugo Good Neighbors Food Shelf  
 Humane Society  
 Infant Massage Instructor  
 Job Shadowing  
 Juvenile Diabetes Research Foundation  
 Library Board of Trustees  
 Lion's Club  
 Listening House Homeless Shelter  
 Living out Love  
 Living with Breast Cancer  
 Loaves and Fishes  
 Love Grows Here  
 Lymphoma Research Foundation-MN Chapter  
 Lyngblomsten Care Center  
 Master Gardener  
 Meals on Wheels  
 Media Research Center  
 Memorial Blood Bank  
 Metrodome First Aid Team  
 Military Wives Support Group  
 Minneapolis Institute of Arts  
 Minnesota Boys Choir  
 Minnesota Nurses Association/United American Nurses  
 Minnesota-1 Disaster Medical Assistance Team  
 Moms in Touch International  
 Mothers of Multiples  
 Multiple Sclerosis Society  
 National Cancer Society Gala  
 Newport City Council  
 Oakdale Firefighters/EMT  
 Obama Campaign for Health Care Reform and Initiatives  
 Open Arms  
 Operation Christmas  
 Parish Nurse Program

Parent Teacher Organizations  
 Park Board  
 Professional Bike Race Medical Tent- California  
 Project Home  
 Publishing children's writings  
 Race for the Cure  
 Ramsey County Mass Immunization Drill  
 Ramsey County Medical Reserve Corp  
 Ramsey County Sheriff's Department  
 Reading Glasses-collection for homeless shelters  
 Red Cross instructor  
 Relay for Life  
 Religious organizations  
 Ronald McDonald House  
 School Health Fairs  
 School Nurse  
 Sharing and Caring  
 Social Justice Committee  
 Sports booster clubs  
 St. Mary's Clinic nurse volunteer  
 Summer Stretch  
 Ten Thousand Villages (fair trade store)  
 The Gathering Alzheimer's Support Group  
 Twin Cities Marathon  
 UNIDOS (against domestic violence)  
 Mano a Mano (family resource center)  
 Volunteers of America  
 Warm Hearts for Charity  
 Wellness Center  
 Westside Community  
 White Bear Lake Historical Society  
 Women's Shelter  
 Woodbury Emergency Preparedness



Several United Hospital nurses hosted a Wellness Fair for Listening House guests, a daytime homeless shelter in November 2009 and at the Project Homeless Connect east metro event in June 2009.



United Hospital OR nurses joined other nurses, physicians, and family members to provide much needed surgical services to the people of Guatemala in October 2009.



# Cultural Responsiveness

*United Hospital nurses outlined their commitment to cultural responsiveness through the Outcome-based relationships care model. A person's culture greatly influences the standards used to assess self and others. Cultural responsiveness is an awareness and capability of functioning in the context of cultural differences. United Hospital nurses built their capacity to make a difference in a culturally diverse workplace through several opportunities.*

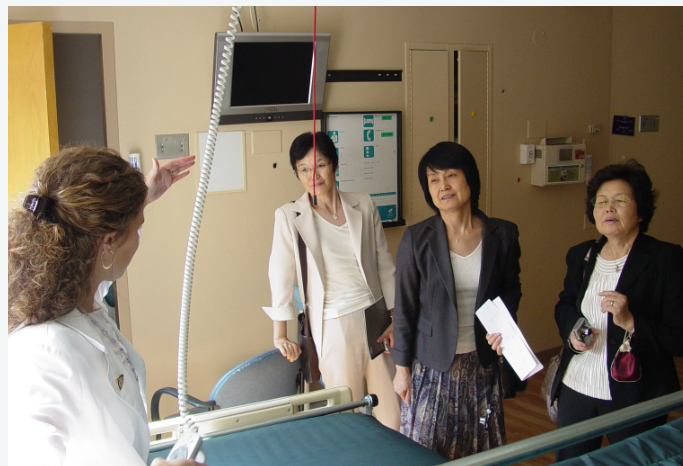
*Caring for Survivors of Sexual Violence within the Hmong Community*, presented by Megan Close and Der Her during Nurses Week 2009, was so powerful the Birth Center and Emergency Department RN Councils requested presentations during their meetings. It was a great opportunity for nurses to learn more about Hmong culture, gain a better understanding of why sexual assault is often not reported and how to improve care for sexual violence survivors.

*Emerging Trends Workshop* featured presentations on micro inequities (little things mean a lot) by Henry Lee, generations in the workplace by Lisa Lynn, and Hmong culture through the comedy of Tou Ger Xiong. Nearly 70 RNs and other healthcare professionals attended the 2009 workshop, which was developed based on the evaluations of previous workshops.

*International Nurses Nights (INN)* were an opportunity for nurses to come together, learn about each other and hear of the wonderful outreach done by United Hospital nurses in local, national and international communities. INN were held in February and May 2009.

- Queen Obasi, RN, float pool, presented on the effect culture has on health beliefs and her journey as a culturally diverse nurse entering the Midwestern nursing culture. She also shared information on her healthcare mission trips to Nigeria.
- Karen Argo, RN, float pool, spoke eloquently of her work with the homeless and how that outreach has changed her nursing practice
- Chris Tupy, RN, NHC step-down, described her healthcare mission experience in Haiti
- Del Conrad, RN, post surgical, shared her childhood experiences in the Philippines and her journey into nursing as well as the opportunities she's given back to her native country
- Suad Saleh, RN, shared her personal story of immigrating from Eritrea and her experience as a foreign born, but US educated, nurse.
- Stephanie Veldman, RN, ICU and Kathy Shimada, RN, 3500, NHC described their experience volunteering in Nigeria, accompanied by Dr. Tahlberg and Queen Obasi, RN.

*Nursing Professors from Japan* visited United Hospital in September 2009. The Japanese nurses contacted Kathy Shimada, RN, 3500 NHC, for a tour and visit with nursing leadership and staff because two years prior they had met several United Hospital nurses at a holistic healing conference.



Nursing professors from Japan

United Hospital welcomed the nurses with a luncheon followed by a facility tour that included seeing some of the hospital's specialized equipment, such as ceiling lifts. The visiting nurses expressed their gratitude to the staff and leadership of United Hospital for making them feel so welcomed.

United Leadership Institute incorporated volunteering at various non profit organizations for this year's annual meeting in acknowledgment that our mission of exceptional care goes beyond the bedside. More than 70 leaders from throughout the hospital volunteered at these area non-profit organizations:

- Bridging--provides the economically disadvantaged with a one-time gift of quality furniture and household items
- Mano a Mano International Partners--creates partnerships with impoverished Bolivian communities that improve health and increase economic well-being
- Global Health Ministries--continues the healing ministry by enhancing health care programs of Lutheran churches in other countries
- Open Arms--prepares and delivers free meals tailored to meet the nutrition needs of individuals living with serious and life-threatening diseases
- Family Service Center--provides temporary housing for Ramsey County families seeking permanent housing

# Allina Interpreter Services

## Linguistic Support for United Hospital

### Language Requests

Spanish	2,714	Oromo	20	Croatian	3	Bengali	1
Hmong	1,808	Burmese	14	Filipino	3	Ewe	1
Russian	726	Egyptian	11	Nepali	3	Farsi	1
Somali	335	Swahili	10	Twi	3	Farsi (Persian)	1
ASL	285	Tibetan	10	Armenian	2	Gio	1
Vietnamese	189	Chinese Cantonese	9	Bereber	2	Greek	1
Cambodian	130	Romanian	9	Chuukese	2	Gujarati	1
Arabic	128	Bosnian	6	Hindi	2	Latvian	1
Amharic	109	Lao	6	Ibo (Igbo)	2	Nuer	1
Tigrinya	104	Tagalog	6	Karen	2	Oromiffa	1
Laotian	100	Chinese Mandarin	5	Nepalese Dialect	2	Polish	1
Karen	99	Ethiopian	5	Punjabi	2	Serbian	1
Turkish	47	Portuguese	5	Tamil	2	Taiwanese	1
Cantonese	39	Amharic	4	Telugu	2	Thai	1
Korean	39	Bulgarian	4	Ukrainian	2	Yiddish	1
Mandarin	37	Japanese	4	Ashanti	1		
French	21	Tigrinya	4	Bahasa	1		

Number of on-site requests 7,093 | Number of telephone interpretations 1,155 | Total number of requests 8,258



# Professional Development

*Professional development encompasses all types of facilitated learning opportunities, ranging from college degrees to formal coursework, conferences and informal learning opportunities situated in practice. United Hospital employs a professional development specialist who works with leadership and staff to offer a wide variety of opportunities for the personal and professional growth and development of the nursing staff.*

## Professional Development Fairs

United Hospital nurses had several opportunities throughout 2009 to explore ways to enhance their nursing career.

- Two nursing specialty certification fairs *Get Hooked on Nursing* and *Cracking the Code: deciphering the secrets of professional development* were held.
- Certified nurses shared how nursing certification can benefit nurses, their practice, and patient care.
- Allina librarians introduced nurses to conducting a literature search and how to manage the search in RefWorks®, the electronic bibliography program.
- Two education fairs, with more than 12 colleges and universities represented, offered information on nursing programs (from associate degree to doctorate level degrees).

## Nursing Grand Rounds

Nursing Grand Rounds (NGR), which provides United Hospital staff nurses with a forum to share clinical expertise and best of nursing practice, implemented a new “Brown Bag” format. The program is repeated every 30 minutes during breakfast, lunch and dinner breaks. Attending nurses receive ANCC continuing education credit through MNA. The following topics were presented during 2009:

- *Wiping out C-diff* with Lisa Smith, BSN, RN
- *Pulse Trial* with Kristin Sandau, RN, PhD
- *Medication Safety* with Lisa Gersema, PharmD

## Enrichment Offerings (self-directed learning)

United Hospital is committed to life-long learning. The enrichment classes are not mandatory but instead assist the professional nurse in enhancing knowledge and skills. The classes meet the Minnesota Board of Nursing requirements for contact hours toward re-licensure and the American Nurses Credentialing Center requirements for ANCC continuing education toward re-certification in a nursing specialty.

*On May 5, 2009, at 8:43 am,  
Annie was born here in United Hospital.  
Annie passed into the hands of God at 10:07 am.  
When our family was brought to the Post Partum 2300 wing,  
we had just started to experience the incredible loss. Your gentle  
words, compassion, and care started the healing.*

*My wife received such excellent care. As I watched, I realized I did not have to worry  
too much about her healing since your dedicated focus was on her. This allowed me to cradle  
and treasure my little Annie while her body was still with us. Each nurse was unique, but you all  
had one goal. From personal stories you shared, to sympathetic inquiries, we really felt that you cared  
about our family.*

*I realize that, over the years, each of you have studied medicine, spent years healing people, endured difficult  
schedules, sacrificed family and personal time, and have witnessed the heights of pure joy and the depths of sorrow.  
For whatever reason, our path, that led you to be present in 2300 while Kathy was healing, we are truly Thankful.*

*Please know that while we grieve deeply for our loss, our love for Annie is so deep that her short life was such  
an incredible gift; a gift that our family will carry with us for the rest of our lives.*

*Thank you for helping us on our journey.*



Some classes offerings included:

- Diabetes Management
- Emergency Response in the Peri-operative Area
- Caring for Survivors of Sexual Assault within the Hmong Community
- Emerging Trends in Healthcare
- International Nurses Night
- Oncology Nursing Month Education Topics
- Breast Cancer Screening and Treatments
- Trends in Robotic Urologic Surgery

### The Tuition Reimbursement Plan

Tuition reimbursement allows eligible nurses to obtain, maintain, or improve their professional capabilities through participation in courses of study at accredited colleges and universities, seminars and conferences, and accredited organizations for specialty nursing certification. United nursing and other employees used a total of \$683,287 in tuition, seminar, and certification course work reimbursements in 2009.

### Nursing Education Fund

The Nursing Education Fund, established in 2008, supports all United Hospital employees who are furthering and/or pursuing education, leading to degrees in nursing. The Nursing Fund was a giving option for the 2009 Employee & Community Giving Campaign. Along with the 50 employees who contributed to the fund, the United Hospital Foundation matched contributions (up to \$20,00) resulting in raising more than \$12,800.

To date, six employees have received grants from the fund and furthered their clinical and professional development, which may not have been otherwise possible.

Nursing Education Fund recipients include Mary Goering, Clinical Nurse Specialist II; Jane Carlson Korba, RN; Melissa Fritz, Nurse Clinician III; Kristine Fachingbauer, RNI; Wendy Tempel, RN and Beth Hall, Genetic Counselor.

*I have been honored to receive a United Hospital Nursing Education Fund grant to help me complete my Bachelor's and Masters degree in nursing, all in effort to become a Nurse Practitioner. The funds allowed me to focus exclusively on furthering my education, rather than how I might pay for tuition, books and other clinical fees. I could place my focus on what is most important, obtaining the needed knowledge and skills allowing me to achieve my personal mission, which is driven to better the lives of every person who receives my care.*

*-Kristine Faschingbauer, RN*



Augsburg College 2009 Commencement Procession

*Being awarded funding for school through the UH Nursing Education Fund was truly a gift. It is difficult to work, go to school and care for others and worry about picking up extra shifts to pay for school. This money helped decrease the burden. Thanks to the UH Nursing Education Fund.*  
-Wendy Jo Tempel, RN

### On-site RN to BSN completion program

Allina/United has partnered with Augsburg College to provide on-site classes for nurses to advance their nursing degree since 2001.

In 2009

- 28 UH nurses were in various stages of completion of their degrees.
- Six nurses received their BSN degree
- Three UH nurses have received a masters of arts in nursing (three in 2009)
- one UH nurse is enrolled in the newly accredited doctorate in nursing practice program through Augsburg College

UH nurses were enrolled in various other nursing programs including:

- Bethel University
- Chamberlain Online RN to BSN
- Concordia College- Moorhead
- Metro State University
- Minnesota State University-Mankato
- St. Catherine's University
- University of Minnesota Twin Cities
- University of Wisconsin Eau Claire
- University of Wisconsin Green Bay online
- Walden University
- Winona State
- Winona State University

## Nursing specialty certification exam preparation

Professional development is not limited to educational degrees. Nursing specialty certification is another way for nurses to advance their skills and knowledge. There are more than 230 nurses with specialty nursing certification (new in 2009). In addition, more than 20 nurses have more than one certification. United Hospital celebrated, for the second year, National Certified Nurse Day on March 19, 2009 to recognize nurses for this professional achievement. The “Walls of Fame” or “Plaques of Honor”, which prominently displayed for viewing by co-workers, patients, and families, is another way United recognizes nurses for achieving specialty nursing certification.

The following nursing certification review courses or study groups were hosted by Allina and United during 2009. Allina-wide: Certified Emergency Nurse (CEN), Certified Critical-Care Nurse (CCRN), Certified Nurse Operating Room (CNOR), ANCC Psychiatric Certified Nurse (RN,C), In-patient Obstetrics (NCC) and Opthopedic Certified (OCN). United-specific: ANCC Cardiac Vascular Certified Nurse (RN,C) and ANCC Medical-Surgical Certified Nurses



## Professional Organizations

United Hospital RNs continue to be active members of many professional organizations including but not limited to the Minnesota Nurses Association. The following is a list of some of those organizations:

- American Association of Critical Care Nurses
- American Diabetes Educators
- American Heart Association
- American Holistic Nurses Association
- American Nurses Association
- American Nurses Credentialing Center
- American Nursing Informatics Association
- American Organization of Nurse Executives
- American Red Cross
- Association of Peri-operative Nurses
- Association of Rehabilitation Nurses
- Association of Vascular Access
- Association of Women's Health Obstetrics and Neonatal Nurses
- Augsburg Nursing Alumni Association
- Emergency Nurses Association
- International Parish Nurse Association
- Minnesota Administrative Supervisors Association
- Minnesota Nurses Association
- Minnesota Ovarian Cancer Society
- National Alliance on Mental Illness
- National Association of Clinical Nurse Specialists
- National Association of Orthopedic Nurses
- National League of Nursing
- Nigerian Nurses Association
- Oncology Nurses Society
- Sigma Theta Tau
- Society of Gastroenterology Nurses and Associates
- Transcultural Nursing Society
- United American Nurses

Many have taken a leadership role in the following organizations:

- Chemotherapy SIG group for Oncology Nursing Society
- GI Nursing Regional Conference Planning Committee for the GI Nursing Regional conference

- Minnesota Chapter of Case Management Society of America
- Minnesota Nurses Association, Second Vice President
- Saint Paul Regional Labor Federation Board, Director
- MN Staffing for Patient Safety Task Force, Director
- MNA Membership committee
- MNA Convention Planning
- St. Paul Regional Labor Federation
- Labor History Committee
- MN AWHONN - Education Chair
- MNA Economic and General Welfare Commission Chair
- Member HPSP Advisory
- MNA/ANCC
- MNA Education Commission Continuing Education Provider Unit (Nurse Planner) Committee
- MNAF (Minnesota Nurses Association Foundation)
- MOLN (Minnesota Organization of Leaders in Nursing) Professional Development Committee

## Nurses as faculty at schools of nursing

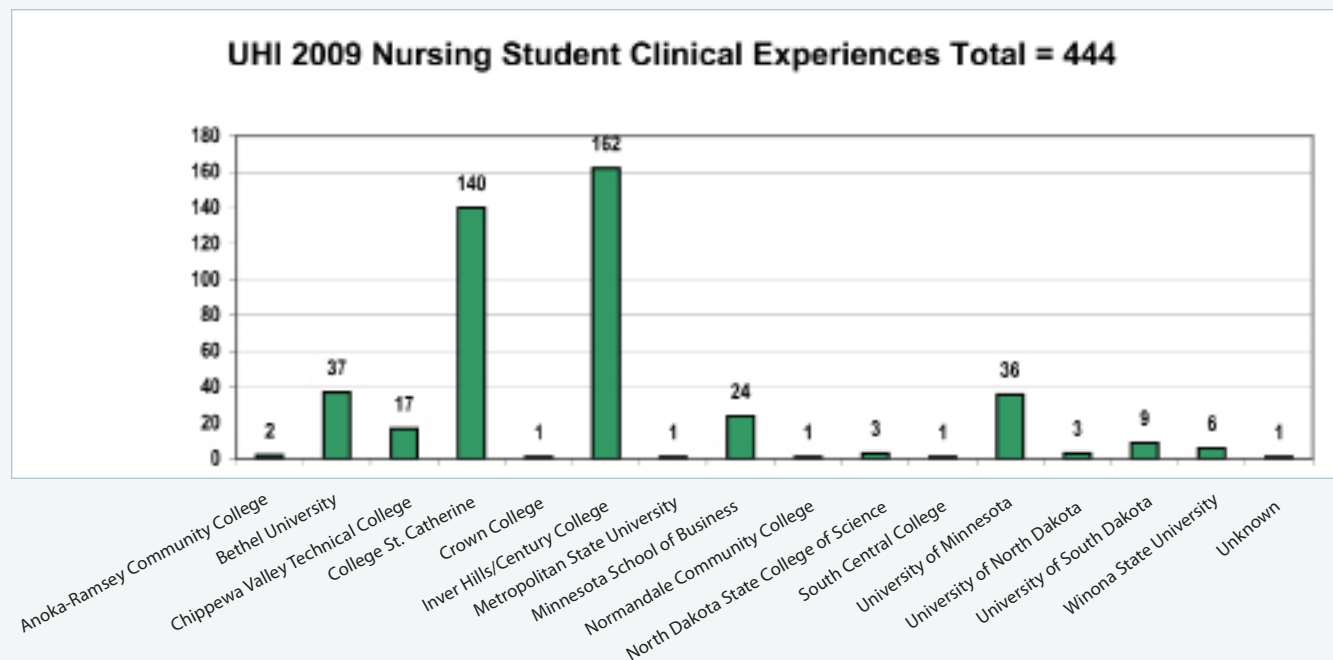
UH nurses continue to give back to the profession of nursing by serving as faculty at a school of nursing. Listed are some of the colleges and universities where UH RNs served as faculty:

- Augsburg College
- Baylor University Texas
- Bethel University
- Globe University
- Hennepin Technical College
- Metro State University
- North Dakota State University
- St. Catherine's University
- St. Olaf College
- St. Paul College
- University of Minnesota
- University of South Dakota
- University of St. Thomas

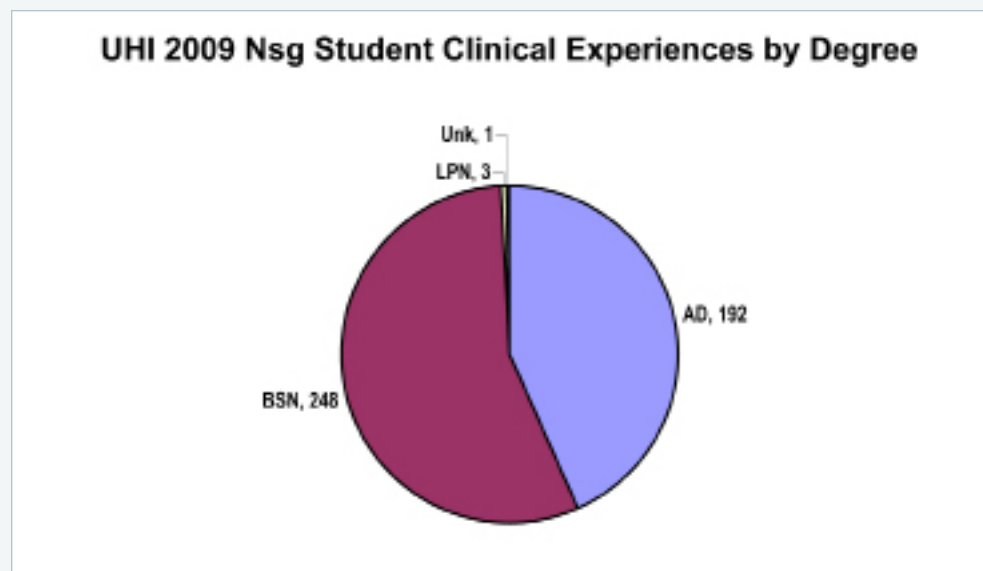


## Academic Affiliations and Preceptorships

United Hospital has a long history of giving back to and partnering with the nursing community. United nurses have provided clinical experience for nursing students, preceptorships (capstone), senior nursing students, as well as hosting a summer nurse intern program.



United Hospital had 15 interns with 17 preceptors in 2009. There are more than 130 active United Hospital preceptors who take students in the fall and spring. United offered approximately 100 senior capstone preceptorships in 2009.





# Research at United

## Presentations

- Becky Braden and Sue Reichow displayed a poster presented the results of their research study, *The use of essential oils to alleviate preoperative anxiety in surgical patients*, at the National ASPAN (Association for Perianesthesia Nurses) conference in Washington D.C. April 17-22, 2009. The article has been accepted for publication.
- Annette Klein "Birth planning for families with terminal diagnosis" Baylor University Texas
- Bernadine Engeldorff, Linda Slattengren, Carolyn Heidemake Michigan Nurses Association, Kathleen Gettes Alaska Nurses Association. "Safe Staffing" United American Nurses and NLA
- Mary Goering RN MPH "Beyond the baby blues" Minnesota Perinatal Organization Conference
- Maureen Smith RN MSN, CCNS "Level I Stemi" Apple Valley Medical Clinic
- Natalie Lozano BSN RN CRRN "Interdisciplinary Care of the Stroke Patient" Bloomington MN with Henry Lozano DPT

## Publications

Braden B, Reichow S, & Halm, M.

**The use of the essential oil Lavandin to reduce preoperative anxiety in surgical patients.**

*Journal PeriAnesthesia Nursing*. 2009; 24(6):348-355.

Kristin E. Sandau and Maureen Smith

**Continuous ST-Segment Monitoring: Protocol for Practice**

The purpose of continuous ST-segment monitoring is to provide an alert for potential ischemia.

*Critical Care Nurse* 2009 29(4) 39-49, doi: 10.4037/ccn2009703

Kristin E. Sandau and Maureen Smith

**Continuous ST-Segment Monitoring: 3 Case Studies in Progressive Care**

Three case studies in this article demonstrate the use of a protocol for continuous ST-segment monitoring among patients in intensive care units and progressive care units.

*Critical Care Nurse* 2009 29(5) 18-27, doi: 10.4037/ccn2009953

Margo A. Halm and Melissa Gleaves

**Obtaining blood samples from peripheral intravenous catheters: Best practice?**

Published online <http://www.ajcconline.org>. *Am J Crit Care*. Sept. 2009;18: 474-478 doi: 10.4037/ajcc2009686

## Research Studies

### Current

*Restraint & seclusion: The voice of the patient* Initial stages  
Kristine Faschingbauer, Wendy Temple

*PULSE Trial: Implementation of Practice Standards for ECG Monitoring*  
Kristin Sandau & Maureen Smith

*Anxiety Self-Management for Patients Receiving Mechanical Ventilatory Supp*  
Linda Chlan

*Effects of an Essential Oil Mixture on Acute Skin Reaction in Patients Undergoing Radiotherapy for Breast Cancer*  
Lisa Baker, Margo Halm & Christie Frid

*Connecting hospital-based nurses with the homeless population within the community.*  
Doctoral project, Susan Loushin

### Completed studies

*Probabilities and Predictors for Participation in a Cardiac Rehabilitation Program*  
Katie Krisko-Hagel

# United Hospital Committees

## Nursing Practice and Care Delivery

Tina Anderson, RN, 4500  
Kristen Bentley, RN, Ortho  
Cheryl Blair, RN, 2500  
Glenda Cartney, RN, NHC  
Stephanie Cook, RN, SMOONE  
Bernadine Engledorf, RN, Mental Health  
Naomi English, RN, Float Pool  
Mary Gag, RN, DSC  
Heather Jax, RN, Surgical  
Joan Kidd, RN, Surgical Services  
Liana Land, RN, 4400/4940  
Mary Lester, RN, 4400/4940  
Kim Love, RN, 3500  
Amanda Moberg, ED  
Deb Myhre, 2600  
Cindy Petty, RN, BSN, Birth Center  
Linda Phalen, RN, Float Pool  
Deb Raptis, RN, ED  
Pat Ryan, RN, Patient Care Support  
Julie Sabo, RN, Director  
Lonna Schmidt, RN, MNA  
Kathy Schoenbeck, RN, Birth Center  
Julianne Scott, RN, Director  
Jeff Wicklander, RN, Administration

## Care Rounds

Tina Anderson, RN, Medicine  
Sharon Carlson, RN, Care Coordinator  
Wanda Foster, RN, 3400, NHC  
Cindy Godfrey, RN, Care Coordinator  
Denise Hassel-Goewey, Social Worker  
Anna Hermmann, RN, Patient Care manager  
Paula Holbrook, Clinical Dietitian  
Russ Meyers, Chaplain  
Richard Shank, MD  
Peggy Speaker, RN, Care Coordinator  
Cheryl Waldman, Social worker

## Core Measures

Deb Dullinger, RN, 3300,  
Patient Care Manager  
Lisa Gersema, PharmD, pharmacy  
Steve Horstmann, RN, Medicine Patient Care  
manager  
Doris Nordbye, RN, infection control  
practitioner  
Maureen Smith, RN, Clinical Nurse  
Specialist, NHC  
Deb Raptis, RN, ED, Patient Care Manager  
Omar Sanan, MD  
Richard Shank, MD

Scott Tongen, MD  
Jay Westwater, MD

## Diabetes Management Team Committee

Richard Shank, MD, Chair  
Luke Benedict, MD, Endocrinologist  
Brian Swiglo, MD, Endocrinologist  
Christine Chua, MD, Hospitalist  
Maureen Smith, RN,  
Clinical Nurse Specialist  
Patti Long, RN, Diabetic Educator  
Sue Truhler, RN, staff RN and Diabetic  
Educator  
Debra Myhre, RN, staff RN  
Paula Holbrook, RD, Director Nutrition  
Services  
James Flink, MD, CC Intensivist  
Victor Corbett, MD, Endocrinologist  
Shane Madsen, Pharm D, Pharmacy Manager  
Steve Horstman, RN, Patient Care Manager  
Unit 4500  
Tressa Lemler, RD  
Julie Sabo, RN, MN, CNS-BC  
Pat Dillinger, RN, Quality Specialist  
Sue Hulbert, Lab

## Ethics

Eric Anderson, MD  
Glenda Cartney, RN, ICU  
Laura Cole, RN, Oncology  
Stephanie Cook, RN, director, SMOONE MH  
Leon Corpuz, Chaplain  
Christie Frid, RN, Oncology nurse clinician II  
Cindy Godfrey, RN, surgical care coordinator  
Verlyn Hemmen, Chaplain  
Laurel Hernandez, Community  
Irving Lerner, MD  
Jeanette Maruska, RN, ACM, ICU  
Beverly Ryan, Social Worker  
Debbie Sapp, RN, patient care manager  
Care Coordinators  
Elizabeth Smith, general legal counsel Allina  
Kathleen Tuenge, operations leader  
Mental Health  
Marjorie A Van Roekel, RN, patient care  
manager ICU  
James Wall, MD

## Falls Committee

Mary Jo Wolters, RN, 4400/4940  
Rozann Reyerson, RN, Birth Center  
Becky Johnson, RN 2600

Rebecca Rahm, RN, 3300  
Gloria Weyandt, RN, 3500  
Dr. Margo Halm, RN, PhD, research scientist  
Nancy Richards, RN, 4500  
Laura Kelly, RN, 2500  
Dawn Burdette, RN, 4400, 4940  
Tara Trager, RN, 4400, 4940  
Allan Dahl, RN, Geriatric MHU  
Missy Reichert, RN, 6900/40  
Deb Donndelinger, RN, Neuro/Epilepsy  
Barb Bonsteel, RN, SKI  
Christie Frid, RN, Nurse Clinician,  
SMOONE Admin  
Jennifer Sherman, Physical Therapist, SKI  
Anne Rusch, RN, Risk Management  
Cory Wray, RN, ICU  
Katie Westman, RN, Nurse Clinician  
Laurie Thomsen, RN, 3400  
Julie Sabo, RN, CNS  
Mary Goering, RN, CNS, Birth Center

## Holistic Nursing Steering Committee

Mary Goering, RN, chair, Clinical  
Leader BC  
Susan Loushin, RN, professional  
development specialist  
Kathy Schoenbeck, RN, director,  
Birth Center  
Kathy Shimada, RN, staff nurse 3500  
Katie Westman, RN, Nurse  
Clinician II SMOONE

## MNA Health and Safety

Cheryl Blair, RN Oncology  
Glenda Cartney, RN, ICU  
Sue Dewaele, RN, Post surgical  
Julie Kaul, RN, DSC  
Sheila Knight, RN, OR  
Karey Mason, RN, Mental Health  
Cindy Petty, RN, Birth Center  
Arlene Simones, RN, Care Management  
Sue Truhler, RN, Medicine and  
diabetes resource

## MNA-Labor Management Committee (MNA-LMC)

Elayne Best, RN  
Glenda Cartney, RN  
Stephanie Cook, RN  
Bernadine Engeldorf, RN  
Naomi English, RN  
Steve Horstmann, RN

Jane Larson, RN  
 Diane Lemay, RN  
 Georgine Malone, RN  
 Jim McGlade, Human Resources  
 Mary Milligan, RN  
 Cindy Petty, RN  
 Deb Raptis, RN  
 Pat Ryan, RN  
 Julianne Scott, RN  
 Linda Slattengren, RN

## Nursing Research Council

Sharon Carlson, RN, care coordinator NHC  
 Amy Clark, RN, Birth Center  
 Christie Frid, RN, nurse clinician II, Oncology  
 Melissa Fritz, RN, nurse clinician II, Neuroscience  
 Melissa Gleaves, RN, 3500, NHC  
 Mary Goering, RN, clinical leader, Birth Center  
 Laura Ingalsbe, RN, 6900  
 Sharon Kambeitz, Allina librarian  
 Stephanie Leininger, RN, Mental Health  
 Kris Lindell-Madsen, RN  
 Jennifer Maresch Conley, RN  
 Mary Milligan, RN, patient care manager, Float Pool  
 Erika Paasch, RN, Medicine  
 Linda Phalen, RN, IV resource  
 Julie Sabo, RN, director Practice and Magnet Program  
 Megan Savage, RN, 3500, NHC  
 Kathy Schowalter, RN, DSC  
 Maureen Smith, clinical nurse specialist NHC  
 Sue Reichow, RN, Pre-op  
 Ekua Taylor Kregel, RN, Birth Center  
 Katie Westman, RN, nurse clinician II, Medicine  
 Jeff Wicklander, RN, vice president, patient care

## Pain Steering Committee

Eric Anderson, MD  
 Ann Berndtson, RN, patient care manager Ortho  
 Linda Clute, RN, ACM, post surgical  
 Christie Frid, RN, Oncology nurse clinician II  
 Mary Goering, RN, clinical leader, Birth Center  
 Todd Hess, MD, pain clinic  
 Katy Holets, RN, patient care manager, Oncology

Darlene Kamrath, RN, PACU  
 Carol Kelly, RN, Medicine  
 Leah Kuipers, RN, 3400, NHC  
 Patty LaShomb, RN, Emergency  
 Darla Lindquist, CNP, Palliative Care  
 Lois Iepson, CNP, pain clinic  
 Shane Madeson, PharmD, pharmacy  
 Erin Miemiertz  
 Laura Mitricska, RN, Neuro/Epilepsy  
 Pema Norbu, RN, Medicine  
 Theresa Pollnow, administrative assistant, Pain Clinic  
 Alicia Prisch  
 Michelle Radtke, RN, ICU  
 Omer Sanan, MD  
 Mary Schiltgren, RN, care coordinator  
 Richard Shank, MD  
 Deborah Stroot, RN, 2200, Birth Center  
 Michael Tahlberg, MD  
 Chris Timm-Hughes, CNP, Pain Clinic

## Patient Education

Connie Akins, RN, Medicine  
 Ann Berndtson, RN, patient care manager Ortho  
 Debra Donndelinger, RN, Neuro/Epilepsy  
 Sue Dzubay, RN, Pain Center  
 Wanda Foster, RN, NHC, 3400  
 Janet George, RT, Respiratory Care  
 Laura Kelly, RN, Oncology  
 Deborah Klein, Pharmacy  
 Denise Joswiak, RN, Birth Center  
 Deborah Steele, RN, clinical practice coordinator, SKI Rehab  
 Carol Morgan, PT, SKI Rehab  
 Ginny Oskey, RN, patient care manager Mental Health  
 Natalie Pieper, RN, Day Surgery Center  
 Kathy Rivard, RN, NHC 3300  
 Deb Seipp, RN, Phase II pre-op  
 Bette Sisler, RN, Emergency Department  
 Maureen Smith, RN, Clinical Nurse Specialist NHC  
 Pat Stoj, RN, Surgical 2600

## Patient Loyalty

Tim Bollig, Medical Imaging  
 Sandy Braun, RN, Endo/IR, patient care manager  
 Kathy Forbes, RN, Surgical, patient care manager  
 Pat Hanzal Manager, volunteer services  
 Anna Herrmann, RN, 3400, Patient care manager  
 Meg Hokes, Community Member

Susan Loushin, RN, professional development  
 Jim McGlade, Executive Sponsor  
 Cindy Osborn, RN, BC, patient care manager  
 Ben Pries, manager, Transport Services  
 Kathy Schoenbeck, Director Birth Center

## Patient Care Excellian Work-group (PCEW)

Connie Akins, RN, 4500  
 JoAnn Arney, Respiratory Therapy  
 Kristin Berr, RN, 2500  
 Julie Bugg, Radiology  
 Chris Carlin, HUC  
 Trevor Carlson, Rehabilitation  
 Glenda Cartney, RN, CCRN  
 Lenore Day, Quality  
 Deb Diko, Lab  
 Sharon Dimmick, RN, SDIU  
 Steve Erickson, RN, Mental Health  
 Wanda Foster, RN, 3400  
 Lisa Gersema, Pharmacy  
 Kathy Grabowski, BSN, RNC, Care Coordinator  
 Denise Hassel-Goeway, Social Services, Care Coordination  
 Jennifer Hauk, RN, 3900/20/40  
 Lisa Haviland, RN, Endoscopy  
 Marie Hiteguy, Interpretive Services  
 Liz Hoelscher, RN, Workflow Specialist  
 Paula Holbrook, Nutrition Services  
 Kristin Kapaun, RN, 4400/4940  
 Carol Kelly, RN, 4400/4940  
 Cindy Lange, RN, Interventional Radiology  
 Bill Larson, RN, 3500  
 Erin Lefebvre, RN, 6900/40  
 Diane LeMay, RN, 3300  
 Darla Lowell, RN, 2400/Nursery  
 Natalie Lozano, RN, 8940  
 Maureen McGowen, RN, 2300  
 Russ Myers, Pastoral Care  
 Shannon Murphy, RN, 7900/20  
 Linda Phalen, RN, Float Pool  
 Eileen Nikolas, RN, Pre-op  
 Julie Sabo, RN, Professional Practice  
 Molly Schact, RN, 4400/4940  
 Kathy Schowalter, RN, DSC, Care Coordination  
 Lynn Schuman, CV Lab  
 Mary Schwartzbauer, RN, OR  
 Bette Sisler, RN, ED  
 Linda Slattergren, RN

## COMMITTEES

Pat Stoj, RNC  
Scott Tongen, MD  
Marie Trepanier, RN, 2200  
Chris Tupy, RNC, 3300  
Marycel Wagner, RN, Workflow Specialist  
Christine Wallner, HIM  
Lisa Waytulonis, RN, MNA,  
Workflow Specialist

### Restraints Committee

Connie Akins, RN, Medicine  
Stephanie Cook, RN, Director  
Jeanette Maruska, RN, ICU  
Ginny Oskey, RN, Patient Care manager  
Anne Rusch, RN, Risk Manager  
Marge VanRoekel, RN, Patient Care Manager

### RN Council Chairs

Kathy Adamski, RN, DSC  
Connie Akins, RN, 4500  
Barb Bentley, RN, Ortho  
Kristin Bentley, RN, Ortho  
Anita Carteaux, RN, Wound Ostomy  
Glenda Cartney, RN, NHC  
RayAnn Davis, RN, ED  
Debbie Donndelinger, RN, Neurology  
Susan Dzubay, RN, Pain Cetner  
Steve Erickson, RN, MHS  
Bernandine Engledorf, RN, MHS  
Mary Gag, RN, DSC  
Sara Honsa, RN 2500 Oncology  
Larry Himbaugh, ED  
Kris Holm, RN, Neurology  
Cari Huby, RN, Surgical  
Cheryl Kaschke, RN, NHC  
Laura Kelly, 2500 Oncology  
Natalie Lozano, RN, 8940  
Christine Mazanec, Pre-op/PACU  
Deb Mhyre, RN, 2600  
Cindy Petty, RN, BC  
Linda Phalen, RN, Float Pool  
Julie Sabo, CNS  
Deb Sapp, RN, Care Coordinators  
Nate Scottum, RN, Float Pool  
Pat Stoj, RN, 2600  
Lori Voightlander, RN, BC  
Lisa Waytalonis, PCEW

### RN Pharmacy Committee

Gayle Barenz, RN, Interventional Radiology  
Amy Clark, RN, ACM, Birth Center  
Lisa Gersema, PharmD, BCPS (Co-Chair),  
Pharmacy Director  
Anna Herrmann, RN, BAN, Operations  
Leader 3400  
Katie Holets, RN, Operations Leader, 4500  
Doug Hum, Pharmacy Operations Manager  
Deb Klein, PharmD, Clinical  
Pharmacy Manager  
Diane Lemay, RN, 3300  
Shane Madsen, Pharm D, Clinical  
Pharmacy manager  
JoAnne Myhre, CPhT, BA, Pharmacy  
Operations Manager  
Anne Rusch, RN, BSN, Risk Management  
Specialist  
Julie Sabo, RN (Co-Chair), Director of  
Nursing Practice  
Mary Cel Wagner RN, Excellian  
Cory Wray RN, BSN, CCRN, ACM, Critical  
Care

### RN Engagement Committee

Connie Akins, RN, Medicine  
Ann Berndtson, RN, Ortho patient  
care manager  
Cindy Betz, RN, BC, patient care manager  
Bernadine (Bunny) Engeldorf, RN, ACM  
Mental Health  
Anna Herrmann, RN, NHC 3400, patient  
care manager  
Susan Loushin, RN, professional  
development specialist  
Christy Mader, Human Resources generalist  
Christine Mazanec, RN, ACM, Periop-PACU  
Mary Milligan, RN, Float Pool, patient  
care manager  
Julie Sabo, RN, director practice and  
Magnet program  
Cathy Wagner, RN, Birth Center  
Stephanie Veldman, RN, ICU, float

### Staffing Advisory Council

Ann Berndtson, RN, Ortho  
Elayne Best, MNA  
Glenda Cartney, RN, MNA  
Debra Dullinger, RN, NHC  
Robin Henderson, RN, OR  
Jodi Johnson, RN, 2600  
Christy Mader, HR  
Jennifer Michelson, RN, SDIU  
Cindy Osborn, RN Birth Center  
Ginny Oskey, RN, Mental Health  
Pat Ryan, RN, Director  
Linda Schaefer, RN, ED  
Linda Slattengren, RN, MNA  
Sue Truhler, RN, NHC



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

*—Florence Nightengale, 1914*





UNITED  
HOSPITAL

*Allina Hospitals & Clinics*

333 North Smith Avenue  
Saint Paul, MN 55102