

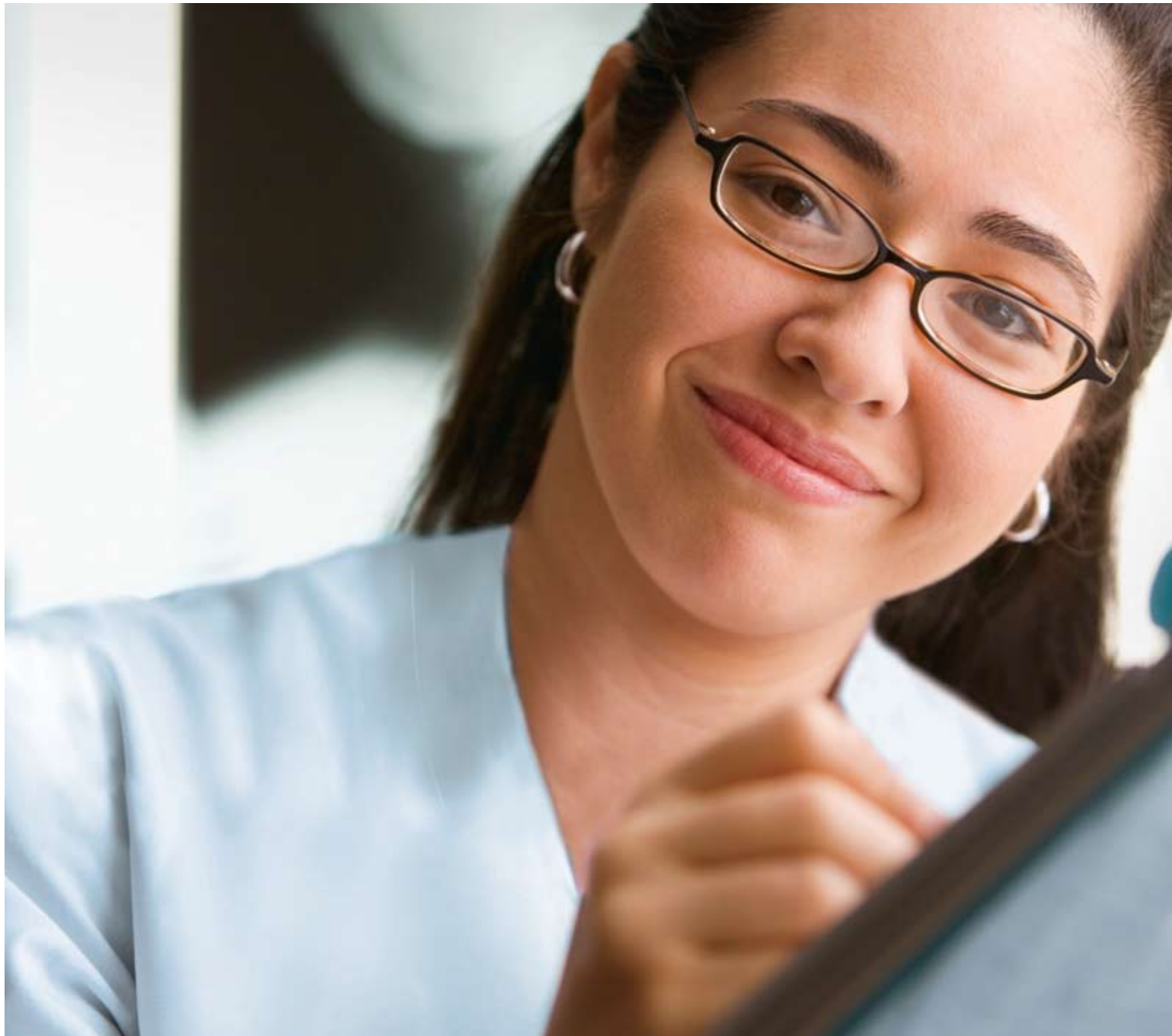


UNITED HOSPITAL

2010 Nursing Annual Report



**UNITED
HOSPITAL**
Allina Hospitals & Clinics



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.*

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Greetings from United Hospital's Chief Nursing Officer



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

What a year 2010 was! There was significant change at both the Federal and State level with the passing of President Obama's health care reform act and changes to the GMAC program. There was also considerable change at United Hospital due to the labor negotiations with the Minnesota Nurses Association, which resulted in a one-day work stoppage. This was significant on multiple levels for all United employees. Fortunately, we reached a mutual agreement on July 6, 2010.

Despite all this change, one thing remains true for United Hospital; our unwavering commitment to quality care for our patients. This is evidenced by our first Joint Commission accreditations for disease-specific conditions of diabetes and heart failure. These accreditations show our commitment to the community by using an evidenced-based approach to provide quality patient outcomes.

We've seen a significant decrease in patient falls with harm rate across United. The 2009 falls with harm (E-I) rate was 1.26 compared to the 2010 rate of 1.02. This resulted from the great work of each and every nurse focusing their efforts through hourly rounding and timed toileting. This was most evident on station 2600 where staff went 206 days without a fall after implementing timed toileting. Additional dedicated work of the falls group is aimed toward ensuring a consistent approach with assessment and identification of those at risk, as well as a post-fall huddle process.

In December, station 4500 began a pilot on Bedside Barcoding with a focus on decreasing adverse events regarding medications. This was the first unit in all of Allina to begin this process. This pilot was a multidisciplinary approach with work between pharmacy, Information Services/Information Technology and nursing. I'm happy to report this was a successful implementation, and we will continue to move forward throughout United inpatient units.

In January, we began "Schwartz Rounds" at United and are one of only two hospitals in Minnesota to facilitate these types of discussions. The focus of Schwartz Rounds is to allow care providers an opportunity to openly discuss difficult patient care situations and retrospectively look at how they and other providers were affected by the case. This is a great opportunity for staff, and I would like to thank Marge Van Roekel, Verlyn Hemmen and Eric Anderson, MD, for their work on establishing and continuing to provide this important venue.

The level of commitment to the care of our patients and professional nursing continued throughout 2010 by an additional 26 RNs who obtained certification.

As you can see, each and every one of you did a lot of great work in 2010 to ensure exceptional patient care through professional nursing practice. It is my pleasure to work with all of you, and I look forward to much success in 2011!

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.*

National Database of Nursing Quality Indicators

2010 Roll-Up

National Database of Nursing Quality Indicator (NDNQI) Unit Report: Nurse-Sensitive Indicators MEAN Standards on All Data Points - Legal Sized Print Requirement

NURSING HOURS		PRESSURE ULCERS		FALLS		RESTRAINT USE		VAP	CA-UTI	CR-BSI	INJURY ASSAULT		RN Certification		RN EDUCATION - Highest Degree			
Unit	NHPPD Total # hours	RN Hours % Total Nsg Hours by RNs	Hospital- Acquired % Patients	Unit-Acquired % Patients	Total Fall Rate # all falls 1000 pt. days	Harmful Fall # injury falls 1000 pt. days	Limb/Vest only % Patients	#VAP ventilator days	#BSI # Foley cath days	#BSI # central line days	(Physical/sexual)	Diploma %	ADN %	BSN/BSN %	Master's/PhD %			
2200	31.95	87.70			0.77	0.01												
2300	9.03	84.57			0.24													
2400	8.87	84.89			0.02	0.00												
2500	11.15	7.68	81.15	67.32	6.06	2.04	0.90											
2600	9.92	8.79	74.70	67.77	3.26	2.34	0.52											
3300	10.94	10.34	76.58	73.95	2.78	4.59	1.25											
3400	10.27	10.34	73.95	5.97	4.59	5.97	1.91											
3500 (UH)	9.55	80.67			2.10	0.03	5.00											
3620/40	17.93	17.06	80.09	90.32	4.00	7.39	21.84	19.10	2.63	2.42	0.35	1.25						
4500	9.73	32.75	70.69	65.66	4.89	3.20	4.89	2.64	6.21	4.07	1.88	0.73	5.93	0.99				
4400/4340	10.67	10.34	73.43	73.95	2.27	4.59	2.27	2.74	3.16	3.17	0.86	0.75	2.23	1.91				
5900/20	7.48	7.05	68.55	55.98		6.48	2.18	0.21										
5940	6.58	9.83	74.33	55.05		0.94	0.00	0.93										
5900/40	10.20	8.80	74.44	67.67	3.55	2.34	3.55	1.90	5.03	2.92	0.78	0.63	1.75	0.51				
7900/20	10.19	7.68	73.22	67.32	1.32	2.60	0.00	2.04	6.10	3.60	0.32	0.84	7.92	0.90				
8900	10.00	9.16	66.76	51.89	0.00	2.08	0.00	1.95	12.08		1.99		4.36	2.25				
8940	9.08	8.44	79.36	59.44	0.00	3.24	0.00	2.33	9.49	6.63	1.81	1.27	0.00	0.47				

Data for this NDNQI indicator is *not trending* toward the national benchmark for like-sized hospitals.

Development & timely implementation of unit action plans are needed to improve patient outcomes.

Data for this NDNQI indicator is *within 10%* of the national benchmark for like-sized hospitals.

Continue modifying and implementing unit action plans to improve patient outcomes.

Data for this NDNQI indicator has *met or exceeded* the national benchmark for like-sized hospitals.

Cause for unit celebration! Keep up the good patient care interventions!

*Birth Center Units have no NDNQI benchmark data

3500 has no benchmarks because it is a "mixed acuity" unit
(has both critical care & critical care beds)

n.d. = No data



Patient Experience

In support of Patient Experience as a core strategy for United Hospital, the Patient Experience Steering Committee was formed in September 2010.

This committee, consisting of various team leads, met monthly to review current initiatives and coordinate activities house-wide focusing on the following core goal areas:

- the voice of patients and families
- foundational and differentiating elements
- education, development, and communications
- measurement and analysis

Major Patient Experience Committee Initiatives

Pain Management

2010 Year end score = 66.3%. Goal for 2011 = 68.0%.

The score is a composite of two questions and indicates the percent of patients that selected “always” for these two questions on the survey:

1. How often was your pain well controlled?
2. How often did the hospital staff do everything they could to help you with your pain?

2010 Accomplishments:

- Pain Committee restructured to optimize work of the committee through involvement of nursing staff to accomplish goals and initiatives set forth by Allina and United Hospital.
- Implemented additional use of Rapid Response Team as a pain resource at the bedside
- Utilized Positive Deviance (PD) Approach to address improvement in pain management. PD is a problem solving, asset-based approach grounded in the fact that communities have assets or resources they have not accessed. It enables a community or organization to amplify uncommon behaviors or strategies discovered by community members among the least likely to succeed (positive deviants), develop some activities or initiatives based on these findings and measure outcomes. The PD approach brings about sustainable behavioral and social change by identifying solutions already existing in the system.
- RN Pain Education Session (e.g. Acute on Chronic Pain by Katie Westman; Principles of Pain Management by Dr. Willenbring)



Patient Experience Steering Committee (L-R): Lori Amundson, RN; Cindy Betz, RN; Kim Sorbel, Katie Westman, RN; Mary Jo Wolters, RN, Steering Committee Co-chair; Kathy Schoenbeck, RN; Scott Tongen, MD, Steering Committee Co-chair and Deb Raptis, RN. Not shown: Ann Rusch, RN, Rich Schreiner and Georgia Taggart, MD.

Noise Reduction

2010 Quietness of the Environment year end score = 49.11.
Goal for 2011 is 54%.

The score represents the percent of patients that selected “always” on their satisfaction survey for the following question:

1. During this hospital stay, how often was the area around your room quiet at night?

The United Nursing Research Council (NRC) presented evidenced-based interventions to lower the noise levels in the hospital setting. Interventions included: being aware of one's own noise levels and keeping conversational volumes down, turning pagers and phones to vibrate when possible, providing ear plugs to patients, having noisy equipment serviced, and observation of “Quiet Time” from 1445-1545 and 2245-2345 on inpatient units.

The Council continued to reinforce the importance of respecting quiet time efforts by posting fliers on the units to remind staff, patients, and families about “Quiet Time”. In addition, large posters were displayed in the United main lobby and hospital entrances, so all visitors and staff are aware of the efforts to impact the quietness of the hospital environment.

Unit Accomplishments



Birth Center

In an effort to decrease the negative affects for antepartal patients on bedrest, the Birth Center nurses collaborated with physical therapists to develop a DVD titled *Moms-To-Be Exercise*.

The exercise DVD enables the Birth Center staff to better promote exercises that may help ease both physical and psychological stresses associated with bed rest, while increasing the patient's perception of control. The DVD was designed for easy use as patients can independently perform the exercises at a time that is convenient for them, by simply watching DVD and following along as the model demonstrates each exercise. The Birth Center staff has found that bed rest patients tend to feel more empowered about their role in maintaining a healthy lifestyle even while on bed rest if they are instructed on body mechanics, positioning for comfort, and bed mobility.

The Birth Center assisted families in the delivery of 3,544 babies in 2010.



Breast Center

United Hospital's Breast Center received a three-year full accreditation designation by the National Accreditation Program for Breast Centers (NAPBC), a program administered by the American College of Surgeons in November 2010. United Hospital's Breast Center is one of only three in Minnesota to have earned this distinction.

Accreditation by the NAPBC is only given to those centers that have voluntarily committed to provide the highest level of quality breast care and that undergo a rigorous evaluation process and review of their performance.

The NAPBC report on the United Hospital's Breast Center survey congratulated the center for its strong leadership and multidisciplinary program.



Day Surgery Center

The Day Surgery Center (DSC) is a "shared service" between United and Children's hospitals and provides ambulatory surgical, minor procedure and radiation services for patients ages six months to geriatric.

All DSC RNs and staff are cross-trained to care for both pediatric and adult patients and required to complete all Mandatory Education for both United and Children's Hospitals.

The DSC has eight operating rooms, both adult and pediatric preoperative and phase II areas, and two post-anesthesia units for adult and pediatric patients. The DSC RN scope of practice includes ear, nose, throat, eye, general gynecology, orthopedics, podiatry, neurology, urology, plastics, dental and endoscopy services.

The DSC nurses and staff cared for 4,504 patients and provided surgical service to more than 200 surgeons.

Emergency Department

The Emergency Department's (ED) 2010 accomplishments included Stabilization (STAB) team implementation, Level III Trauma designation site visit and reducing the number of patients leaving without being registered.

The STAB team consists of nurses, doctors, and patient care attendants, with specific job duties, to care for critically ill patients. The STAB team has improved communication and overall care for these patients because one leader, the physician, oversees the entire care process and each team member knows and understands their duties.

The ED nurses, staff and physicians did a wonderful job during a Level III Trauma designation site visit in November. The official notice on designation is expected in March.

The ED reduced the number of patients being discharged without being registered to 3.9% from 8% by increasing communication between the ED and registration staff, analyzing and reporting on accurate data, and strong collaboration by the ED and registration leadership.

In 2010, the ED staff attended to 43,432 patients.



Endoscopy and Interventional Radiology Departments

The Endoscopy (GI Lab) and Interventional Radiology Departments co-exist and exemplify teamwork and collaboration.

Endoscopy managed patient flow for procedural areas on two different areas in the hospital to accommodate the ED expansion project. To better manage and communicate between the two Endoscopy areas and Interventional Radiology (IR), the nurses and staff created a process where all charge RNs and patient care associates carry wireless phones. This improved communication and increased efficiency of patient admissions, lab draws, procedures, and transportation, which resulted in a seamless admission process.

Endoscopy staff cared for 4,400 patients in 2010.

In 2010, highly technical advanced therapeutic procedures were added to both gastrointestinal and pulmonary Endoscopy.

- Endoscopic Bronchial ultrasound procedures > 100 this year.
- Bedside tracheotomy utilizing the bronchoscope to assist the surgeon in performing tracheotomies.
- Added the newest technology, a cholangioscopy that is used during ERCP by the endoscopist to visualize the interior of the bile duct and to take biopsies if necessary.

Interventional Radiology has collaborated with surgery to perform more than 40 abdominal aortic aneurysm (AAA) stent grafts this year. This procedure is an endovascular procedure versus an open surgery which reduces length of stay, improves patient comfort and outcomes. The team for this procedure involves, surgeon, Radiologist, IR nurses and technologists and OR nursing staff and anesthesia.

Interventional Radiology provided service to nearly 200 patients per month in 2010.





Float Pool

The Rapid Response Team (RRT) is one of the interventions launched in December 2004 by the Institute for Healthcare Improvement (IHI) in their Save 100,000 Lives Campaign.

RRTs have proven to decrease out-of- ICU/ER Code 99s, as well as in-hospital mortality rates. At United, the RRT consists of a Critical Care Nurse and Respiratory Therapist, who work in conjunction with either a resident physician from the UHS Family Practice program, or the UHS House Officer MD.

From October 1, 2009-October 31, 2010, the RRT at United answered 1,435 calls and decreased the number of calls for Code Blue (outside of the intensive care units) by 37%. The RRT also responded to in-house stroke codes and assisted in the facilitation of family member presence during a code.

The IV Resource Team was very active in 2010. The team started 8,049 IVs and 1,321 peripherally inserted central catheters from November 2009-2010.

An IV start pilot began on November 6, 2010. For the pilot, IV Resource began starting all inpatient IVs in the hospital and now provides 24/7 coverage. A total of 1,094 IVs were placed in November of 2010. This initiative continues in 2011.



Infusion Center

The infusion center staff RNs recently completed chemotherapy training class to advance their skills and provide a much needed service in the Infusion Center. This new skill allows the staff to provide three types of chemotherapies for a population of patients. All Infusion Center RNs are now certified in chemotherapy.

Patient Voices

I want to let you know what a wonderful job the staff in Geriatric Psychiatry is doing. They are very hard working nurses and doctors. I have observed how hard they work and think they should receive some recognition.

I tried to take care of my mom and could not do it anymore. The staff are taking care of about 10 to 12 patients a day, all patients who have mental health problems, which sometimes escalate into bigger problems that the patient cannot control. The nurses are wonderful at calming them down.

My mother's doctor, a fantastic doctor, he told me my mom was severely depressed. I was so thankful for a diagnosis. Every doctor I took her to said they did not know what was wrong with her. One doctor wanted to send her to the nursing home and let her sit there. I am so thankful I came across your website and called.

The Case Manager is a great asset to your group also. She was able to understand my frustration of taking care of a sick elderly person and took the time to talk to me and was able to get her to the correct doctor.

Mental Health Services

Mental Health Services (MHS) major initiatives for 2010 included clinical work focused on the depressed patient, de-escalation and research efforts with the University of Minnesota.

MHS began utilizing the Patient Health Questionnaire (PHQ-9) to measure severity of depression of inpatients, which allows for comparison/outcome measurement in the outpatient setting. The unit has 91% compliance for eligible patients. Plans are being developed for optimizing care through discharge planning and transitions in primary care clinics.

MHS at United served as the pilot site for a new model of de-escalation training in an effort to reduce incidences of restraint and seclusion. The Barbara Schneider Foundation grant was received to develop tools and skills, using real actors for practice, for de-escalation. The MHS staff is 100% trained in these techniques and is working toward training the Emergency Department.

The MHS staff participated in a research project with the University of Minnesota with MHS staff nurses Kristine Faschingbauer and Wendy Tempel as the principle investigators. The study, *The use of seclusion: finding the voice of the patient to influence practice*, focuses on recovery and healing capacities of individuals and families. Identifying patient perceptions associated with the experience of seclusion enables these stories to be shared with mental health clinicians in an effort to change the culture. As a result, this research may lead to proactive interventions to prevent, and therefore, reduce the use of seclusion in hospitalized psychiatric inpatients allowing for faster recovery.

MHS patient satisfaction increased by 15% in 2010.



Nasseff Heart Center

The Nasseff Heart Center (NHC) 2010 highlights include Joint Commission certification of the Heart Failure Program, sponsoring an education fair, technology upgrades and community outreach efforts.

The NHC is the first hospital in the state of Minnesota to receive Joint Commission certification for its Heart Failure Program!

The NHC RN Unit Council sponsored the first education fair, which was attended by approximately 50 staff members. It was a joint effort between the telemetry and critical care units. The telemetry units provided educational posters on cardiac anatomy and procedures, revisions to the telemetry acuity descriptions and assignment guidelines, pre-procedural checklists, development of a care map for patients undergoing coronary angiograms, and a summary of the RN Unit Council activities for 2010.



Several technological upgrades, including new telemetry monitors, have been implemented to better serve patients.

The NHC staff demonstrated a commitment to supporting and giving back to the community through several volunteer activities such as Coats for Kids through the Salvation Army, a towel drive for Bridges, and preparing meals at the Ronald McDonald House.



SMOONE

(Surgical Medicine Oncology Orthopedics Neuro-Epilepsy)

Post Surgical (2600)

Unit 2600 worked on reducing falls in 2010. In these efforts, 2600 noted the majority of falls are associated to toileting needs and more falls occur during the shift change. An action plan was developed based on those trends and scoring fall risk and taking the appropriate routine measures were continued. In addition, more safety rounds by the PCAs at shift change times (0700,1400,2300) were implemented. Timed toileting and noting patients on timed toileting on assignment sheets was also implemented. This has resulted in a significant decrease in falls related to toileting.



The 2600 nursing staff was also committed to positively impacting the future of the nursing profession. The 2600 staff hosted nursing students for clinical rotations from Chippewa Valley, University of St. Catherine (two and four year programs) and University of South Dakota. Several nurses provided a variety of experiences for senior nursing students completing capstone projects. In addition, two nurses served as adjunct clinical instructors for students from the University of South Dakota.

In an effort to give back to the community, 2600 staff focused on making a difference in the fight against hunger. See Community Involvement on page 23 for details of these efforts.

4500 Medicine

4500 Medicine was the first unit/department within Allina facilities to adopt bedside barcoding for medication administration. The automated technology assists caregivers with verifying the five rights of medication administration, thereby acting as a safety net for patient and caregiver. The remainder of inpatient areas at United and Allina go live in 2011.

In addition, 4500 partnered with Ecolab on a hand hygiene compliance monitoring system. The technology promotes the importance of handy hygiene giving the staff and patient protection against hospital acquired infections. 4500 will continue this partnership with Ecolab in 2011.



Oncology

The 2500 Nursing staff continually demonstrated an engaging spirit and professionalism in striving for exceptional patient care experience.

The Oncology Care Center developed unit specific use of integrated therapies to include massage therapy and aromatherapy. The nursing staff was educated and informed on resources for patient symptom management in collaboration with the use of integrated therapies, palliative care and aromatherapy. The 2500 Nursing staff actively participated in developing partnership with the patient pain management through participation in the Pain Communication pilot designed to provide responsiveness to patient's pain management needs.

Accomplishments:

- First to participate in the Pyxis blind narcotic count test of change
- Served as preceptors to nursing students with capstone projects
- Improved patient satisfaction scores for service and care
- Participated in linen and wireless communication pilots
- Served the community through outreach/support: Hope Lodge donations and Making Strides for Breast Cancer

Orthopedics

The Orthopedic Unit Council developed and provided educational resources for staff that helped the unit achieve goals for quality measures for Surgical Care Improvement Project (SCIP) and Core Measures for Heart Failure. This was a collaborative effort with Pharmacy.

The resources included a handout on medications related to the heart failure core measures and SCIP were developed in collaboration with pharmacy for the nursing staff. In addition, the staff instituted the SCIP indwelling catheter removal guidelines.

7900/20 Neuro-Epilepsy

A 2010 goal for the Neuro-Epilepsy (NE) RNs was to improve patient and staff satisfaction. The NE RNs initiated a form for taking report and re-instituted meetings with the Minnesota Epilepsy Group (MEG) for better communication. In addition, new equipment was added to improve the delivery of care. The equipment included a bladder scanner, blanket warmers, coffee machines for both units, EEG wiring on 7920, and a handicapped accessible bathroom on 7900.



Patient Voices

I want to let you know how appreciative and thankful I am for the outstanding care I have received from the staff at United Hospital and Sister Kenny Rehabilitation Institute.

Last year, I was brought to United Hospital when I suffered a stroke and then also had grand mal seizures when I arrived in the Emergency Treatment facility. I spent about a week in Intensive Care, and the remainder of the month in the Sister Kenny Rehab unit. Everyone, without exception, who treated me was kind and considerate and very professional. Without such excellent care I most likely would not be functioning at all today. I am still receiving follow-up care from Sister Kenny Rehab Center – at United Hospital -- who continue to be professional and outstanding in their services. I am fortunate to have been taken to your hospital when I was very sick.

Today I am doing very well both physically and cognitively --- Thanks to the outstanding professional care I received from you.

Most of us tend to quickly complain when we think that things are not as we would like --- So I thought that when things are done so well it would be appropriate to express thanks and appreciation just as quickly.

I always now highly recommend United Hospital to anyone who unfortunately may need medical care services.



Sister Kenny Rehabilitation Institute

Recently 8940 staff received an award from HealthPartners for facilitating timely discharges. An increase in patient satisfaction and patient flow has resulted from nearly 50 percent of discharges occurring by 11 a.m. To prepare patients for discharge, the staff implemented an "Achievement Day" certificate, which is given to patients the day of discharge. It has become highly regarded by patients.

Due to specific rehabilitation accreditation requirements, it is mandated the unit demonstrates an evacuation from the 8th floor to the street level via the stairs. The Rehabilitation Unit Council, along with the Safety Department, developed a scenario and performed an evacuation drill using the brand new Evaculyde™. The drill was a huge success and the unit council was impressed with the ease of the Evaculyde™.



Surgical Services, Pre op, PACU

The pre-op unit and post-anesthesia units (PACU) have been merging to form one "peri-operative" unit throughout the previous two years.

Although challenging, cross-training staff to both units will improve patient satisfaction through continuity of care and further staff training and skill level. As one of the first RNs to become a perioperative nurse, Sharon Bjella stated, "I have really enjoyed meeting and admitting patients in the pre-op area and then being able to care for that same patient in the recovery room. It is very rewarding and the patients are grateful to see a familiar face.

United Hospital Surgical Services successfully met the 2010 Surgical Care Improvement Project (SCIP) goals with zero wrong site surgeries and procedure surgery counts. The overall score for SCIP is an impressive 90.6%. Robotic cases totaled 540 in 2010, which is an increase from 358 in 2009. A second robot was added in late 2010.

The Surgical Services cared for 16,102 patients and acted as the training site for surgeons learning robotic surgery.



United Pain Center

It was a year of change for outpatient pain management practice in 2010. Patient education received the highest attention.

- RNs were instrumental in obtaining a Flare book and tailoring it to the needs of our pain patients. This book will be a resource for action our patients can use when desiring options for pain flare.
- Healing education was initiated in our recovery room area with a quality improvement (QI) project on the impact of positive words posted as a border on the wall. This QI project included asking patients to fill out a questionnaire about the words. The results from the questionnaire indicated a resounding positive effect of the words on patients' post procedural pain, calmness and healing.

United Pain Center cared for 14,050 patients during 2010.

Nursing Leadership

Nursing Leadership accomplishments for 2010 included:

- Initiated daily morning huddle to focus on patient flow and staffing.
- Focused weekly reviews of falls and patient satisfaction.
- Six nursing leaders volunteered at Service to Humanity Gala hosted by the United Hospital Foundation.
- Volunteered in the community and other outreach initiatives.



Patient Voices

I am emailing you because your "Tell us how we're doing" card did not have enough space to send my message.

I arrived at your hospital on 8/25/10 with a client of mine scheduled for surgery. We were greeted by smiles and welcomes from everyone from admissions to housekeeping.

I thought, "Well, they must be having a good day." As the day progressed we were assisted by the desk coordinators, surgical teams, staff walking in the hallway, the cafeteria staff and on and on. I could not believe how kind and friendly your staff was!

I worked for many years in a hospital and take clients in my current position to several different medical facilities. I can honestly say I have never been treated so well and seen such professionalism and kindness throughout.

I recently was treated for a heart attack at United Hospital. I would like to thank your excellent staff for the speed and efficiency your heart team provided me during the procedure.

I was quickly transported to United by ambulance and given immediate care. While a stent was placed in my heart, a very caring nurse looked after my worried husband. She even assisted my husband with a phone call to our daughter relating the news.

In the ICU, I was continually monitored. The nursing staff always assured me I was in good hands. There were no beds available for a room, so I needed to stay an extra day in the ICU. The staff arranged for me to have family, friends and flowers during that time. The nurses on 3400 were terrific! I took a special liking to Judy, as she was extremely informative and personable with my care.

The Rehab department took time to discuss my lifestyle change and encourage daily workouts.

Thank you again for providing a safe and quality hospital with such excellent patient care.

Consultation and Resources



L-R: Kathy Leveroos, RN; Cheryl Grams, RN and Judy Schwarz, RN.

Administrative Supervisors

The administrative supervisor provides leadership at United Hospital on evening, night, weekend and holiday shifts when department managers are not on-site. Administrative supervisors collaborate with patient care staff to determine what resources are needed for patients and to establish an admission plan that facilitates patient flow to ensure that patients in our community have access to care.

A key to meeting United's mission is accepting all direct admissions from the Emergency Department. The administrative supervisors assess and plan for emergent needs as they arise, whether it is a patient care concern or a winter snowstorm that significantly impacts the number of available staff.

Administrative Supervisors include Bruce Bogaard, RN; Cheryl Grams, RN; Kim Kocur, RN, Mary Ricci, RN; Judy Schwarz, RN and Paulette Szurek, RN. Casual Administrative Supervisors include Charlene Diegnau, RN; JoAnn Hardegger, RN; Susan Koch, RN; Dan Richie, RN, and Florida Stevens, RN.

Admission Nurses

The admission nurse role is to help facilitate patient flow through the Emergency Department and assist unit nursing staff with the admission process. In addition, they assist with the admission process as patients are transferred to inpatient units. The admission nurses, Arlene Simones, RN, and Linda Aydt, RN, averaged approximately 12-15 admissions per day.



Susan Rainey



Lynn O'Donnell, RN



Molly Kaiser, RN



Gretchen Behrens

Allina Learning & Development, United Hospital

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 2010 accomplishments included:

- RN/LPN Mandatory Education Day — 13 sessions
- PCA Mandatory Education Day — 9 sessions
- Quarterly self-study for nurses — now provided through e-learning; topics include new product implementation
- Facilitation of Allina-wide orientation and site specific orientation for nursing staff — 11 sessions
- Maintaining core initial assessment of competency forms
- BLS Certification/recertification classes — 19 sessions

Care Management

RN Care Coordinators are vital links who collaborate with the interdisciplinary team to ensure services are coordinated so patients receive the right care at the right time in the right setting.

Care Coordinator accomplishments in this past year included:

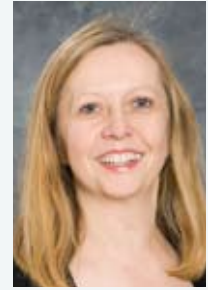
- Adding Care Coordinator services to the Emergency Department
- Completing facilitator training for advance care planning
- Completing training in use of InterQual criteria to ensure patients were appropriately classified as IP, OP or OBS
- Managing the care for approximately 3,400 observation and outpatients
- Coordinating care for approximately 7,200 complex medical patients
- Facilitating about 250 family conferences
- Participating in about 1,400 multidisciplinary care rounds
- Triaging and assigning about 5,200 admissions to UHS Hospitalists
- Participating in hospitalwide strategies to optimize length of stay resulting in an estimated cost savings of more than \$1 million
- Developing and implementing a program to reduce heart failure readmissions from skilled nursing facilities. This exemplary professional practice was presented as a poster at the 2010 ANCC Magnet™ Conference.
- 8 of the 15 RN Care Coordinators hold national certification in their nursing specialty area or care management



Ernest J. Bennett,
BSN, RN-BC



Rebecca Braden,
BSN, RN-BC



Sharon Carlson,
BNS, RN-BC



Lisa Chute, RNC



Jane DeSignor, RN,
BAN



Wendy Dording, RN



Cindy Godfrey, BNS,
RN-BC



Kathleen Grabowski,
BSN, RN-BC



Stephen Heselton,
RN, BSN



Barbara Jacobs, RN,
BSN, MHA



Kay Peterson,
RN-BC



Lisa Ponto, RN, BSN



Catherine Salchow,
BSN, OCN



Mary Schiltgen,
BSN, RN-BC



Peggy Speaker, RN,
BSN

RN Utilization Management Specialists



Utilization Management Specialists: Robin 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, length of stay, discharge practices, use of professional medical and hospital services and related factors contributing 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 or patterns of overutilization, underutilization or ineffective scheduling of resources. The UM specialists review and process payer denials, continued stay reviews and UtMedicare discharge appeals. Quarterly reports of utilization activities are reported to the Best of Practice Quality Council.

Clinical Nurse Specialists (CNS)

The clinical nurse specialists (CNS) are advanced practice nurses with graduate preparation at the master's level. They are clinical experts in specialty areas of nursing practice and the delivery of evidence-based nursing interventions. They are a valuable resource for clinical practice, teaching, research, consultation, assessment and management of patient needs.

EDUCATIONAL OFFERINGS

- Advanced topics in critical care
- Adjunct faculty for the University of St. Catherine's
- At the bedside: A review of a Birth Center patient's story
- Deep Brain Stimulation/Vagal Nerve Stimulator Lunch-n-Learn
- Hosted presentation by Barbara Drew, MD, at Nurses' Week
- Neuro assessment for nurses at River Falls Area Hospital
- Novice to expert presentation
- Planner for the National Association of CNS Affiliate conference
- Magnet National Conference
- Preceptorship of nursing students
- Schwartz Rounds panel participant
- Therapeutic communication skills
- tPA education for the ICU
- United Hospital NRP coordinator

CARE

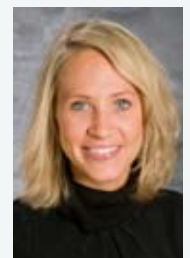
- Co-chair Holistic Nursing Council
- Decreasing length of stay and evaluating therapeutic pass use on MH
- Facilitate interdisciplinary rounds
- Falls prevention work on MH and Medicine
- ICU Family Support Group
- Initiating the Merry Walker on 8900
- Site investigator for the PULSE trial



Laura Donatelle, RN



Christie Frid, RN



Melissa Fritz, RN



Susan Gatzert-Snyder, RN



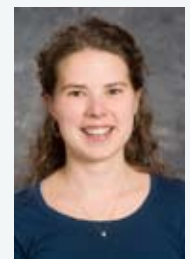
Mary Goering, RN



Jody Liese, RN



Julie Sabo, RN



Katie Westman, RN

(CNS) continued

POLICIES/PROCEDURES/ ADMINISTRATIVE

- Content lead for policies/procedures within specialty areas
- Credentialing for Allied Health

QUALITY IMPROVEMENT COMMITTEES:

- Allia OB Optimization Steering Team and Workgroup chair
- Allina Induction of Labor Subcommittee, Chair and UH lead
- ED Ischemic & Hemorrhagic Stroke Review, chair
- Formation of Trauma Program
- Diabetes
- Heart failure
- Lead for core measures
- MN Department of Human Services: MN Perinatal Practices Advisory Group, member
- Neuroscience Best of Practice, chair
- Pyxis implementation on DSC
- Septic shock consultation

Diabetes Resource

The diabetes resource RNs, as part of the diabetes management group, focused on reducing the length of stay for patients with diabetes by more than a half day in 2010.

The diabetes management group has also worked with volunteers to assess the needs of the patients who have diabetes, specifically regarding education, knowing and understanding their A1C lab results. More than 90 percent of the surveyed patients have reported their needs are being met regarding diabetes education, and an understanding of their lab results.

In 2010, the Diabetes inpatient care program received accreditation by the Joint Commission.



Patty Long, RN, CDE and Richard Shank, MD. Not pictured: Sue Truhler, RN, CDE

Palliative Care

Palliative care is a multidisciplinary specialty focused on relieving pain and symptoms and emotional and spiritual suffering of advanced illness while supporting individuals and their families with complex medical decision making.

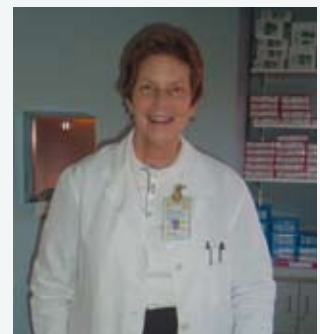
Integration of palliative care principles in the ICUs is being worked into the communication around care goals and symptoms and nursing documentation on the daily rounding template. This was the doctoral work of Laura Lathrop and a nurse-led quality improvement project. The United team is also advancing supportive care consults for persons with heart failure to clarify ongoing care goals and advanced care planning. The palliative team is a bridge to the community palliative care providers as well as end-of-life care provided by hospice.

The United Hospital Palliative Consult Service providers include Eric Anderson, MD, Laura Lathrop, DNP, NP, Darla Lindquist, NP, and Tom Davis, MDiv.

Wound Ostomy Nurse Clinicians

The Wound Ostomy nurse clinician strives to improve patient outcomes by providing pre and post operative education and collaborating on research and evidence-based practice, innovation and education. Anita Carteaux is certified in wound and ostomy.

The Wound Ostomy Nurse Clinician cared for 185 inpatients and had 85 outpatient visits in 2010.



Anita Carteaux, RN, BS, CWOC

Quality and Safety Department

Quality Case Consultants

Two quality case consultants were hired in 2010 to provide quality improvement service to the clinical departments in addition to the medical staff function. Anne Kelly, RN, and Angie Meillier, RN, join April Christensen, RN, and Pat Dillinger, RN, to provide expertise in data, analysis and quality improvement to assist in achieving quality improvement goals.

They also work with the medical staff departments on physician quality indicators for credentialing, ongoing professional practice evaluation and focused professional practice evaluation. These quality case consultants also support the regulatory work to achieve our Joint Commission certifications of diabetes, stroke and heart failure.

Patient Experience

Mary Jo Wolters, RN, leads the Patient Experience team to use patient satisfaction survey results to improve the satisfaction of our patients. Wolters works with staff and leaders across Allina to improve patients' experience as measured by HCAHPS and AVATAR patient satisfaction survey scores.

Risk and Patient Safety Manager

Anne Rusch, RN, is the Risk and Patient Safety manager at United. Rusch works with the patient representatives Jennifer Abraham and Lori Amundson, to respond to patient concerns and identify trends for improvement in patient interactions. Rusch is United's liaison to the law department for any legal issues or potential litigation case.

As critical events may occur, Rusch leads the key stakeholders in an event review that includes discussion of lessons learned and action plans that will prevent recurrence. She is a leader in patient safety and identifies opportunities for improvement using data that are submitted by staff via the Patient Visitor Safety Report.



Front row (left to right): Angie Meillier, RN, QCC, Claudia Gray, project specialist, and Jennifer Abraham, patient representative. Back row: Lori Amundson patient representative; Anne Rusch, RN, Risk & Safety manager, Lenore Day, director, Mary Jo Wolters, RN, site lead patient experience, Anne Kelly, RN, QCC, April Christensen, RN, QCC, and Patricia Dillinger, RN, QCC (quality case consultant)

Infection Preventionists

Cindy Bryant, RN, and Cheri Talsness, RN, are United's infection preventionists. They partner with staff and physicians to implement the best practices to keep patients safe from infection.



Cindy Bryan, RN, BS, CIC, and Cheri Talsness, RN, MA, CIC

RN Demographics

Number of Registered Nurses at United Hospital1,171

Advanced Practice Registered Nurses

Clinical Nurse Specialists/Clinical Practice Coordinators

Cardiovascular	1
General.....	1
Medical Surgical:	1
Perioperative.....	1
Mental Health	1
Neuroscience	1

Nurse Practitioners

Breast Center.....	1
Emergency Deaprtment.....	3
NHC	2
Pain Clinic.....	3
Palliative Care.....	2

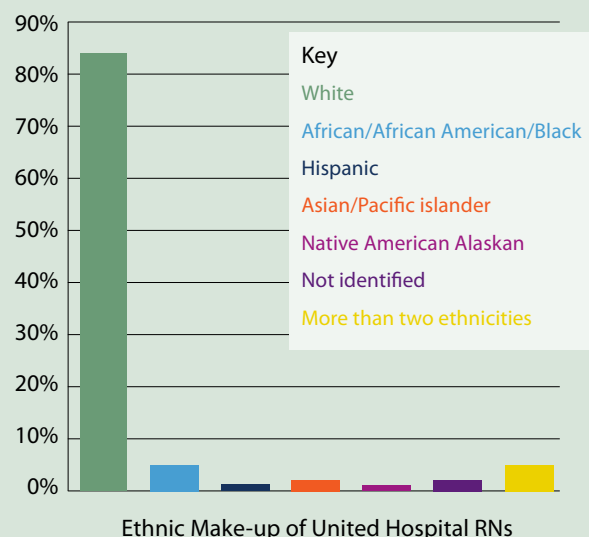
Certifications from Specialty Nursing Organizations:.....245

Registered Nurse Vacancy and Turnover rates (12-month average)

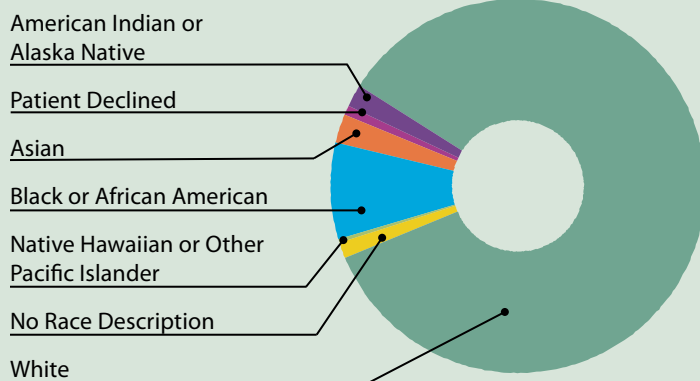
Vacancy:	6.2 %
Turnover:57 %

Registered Nurses by Degree

Associate degree/diploma:.....	563
Baccalaureate degree:.....	488
Master's degree:	23
Doctorate degree:	1

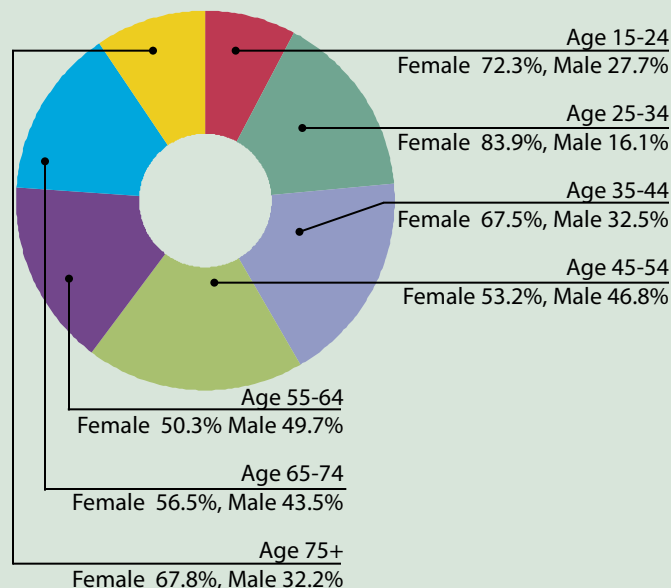


Patient Demographics



2010 Statistics

Total Number of Inpatients	24,779
Total Female Inpatients	15,739
Total Male Inpatients	9,040



Celebrations

2010 Excellence in Nursing Awards

Excellence in Nursing Recipients

Leadership



Pat Stoj, RNC
2600

LPN Practice and Teamwork



Mickie Fischbach, LPN
2600

Jane Kostecka Teaching and Mentoring



Christie Frid, RN, OCN
Oncology,

RN Practice and Service



Nancy Ingham, RNC
Birth Center

Ann Shiely Community Involvement



Karen Argo, RN
Float

2010 EXCELLENCE IN NURSING NOMINEES

Karen Argo, RN, Float
Amy Bidinger, RN, Float
Jean Bonn, RN, Float
Jolyn Brakke-Johnson, RN, MHS
Connie Brewer, RN, Ortho
Linda Brockway, LPN, MHS 8900
Dawn Burdette, RN, 4400/4940
Annah Carlson, RN, Float
Lisa Chute, RN, Care Coordinator
Allan Dahl, RN, MHS 8900
Linda DuBe, RN, ICU
Bunny Engeldorf, RN, MHS
Kristine Fashingbauer, RN, MHS
Mickie Fischbach, LPN, 2600
Heidi Framsted, RN, 2600
Chris Frank, RN, CMT/ICU
Christie Frid, RN, Oncology
Melissa Fritz, RN, Neuroscience
Ruth Gichuru, RN, Float
Cindy Godfrey, RN, Care Coordinator
Mary Goering, RN, Birth Center
Shari Hague, RN, 2300
Deanna Hoehn, RN, 3400
Mary Hoffman, RN, SKI 8940

Christine Hunter, RN, 2600
Jackie Ikobe, RN, 4400/4900
Nancy Ingham, RN, 2300
Barb Jacobs, RN, Care Coordinator
Carol Kelly, RN, 4400/4940
Laurel Kloskin, RN, 2400
Jeanne Krypzel, RN, ICU
Julie Larson, RN, ICU
Riva Larson, RN, Float
Pacsha LeBarron, RN, ICU
Margaret (Maggie) Lecy, RN, 3300
Jenna Majewski, RN, OR
Justin Maki, RN, IV Resource
Georgine Malone, RN, ICU
Porichia Manley, LPN, SKI, 8940
Dawn Matter, RN, ICU
Edwin Mekenye, RN, ICU
Clareen Metcalf, RN, ICU
Alicia Miller, RN, ICU
Mary Milligan, RN, Float
Lisa Mills, RN, 2400
Sue Nelson, RN, Endoscopy
Vickie Nguyen, RN, 2400
Pema Norbu, RN, 4500

Jeff Nordell, RN, Float
Queen Obasi, RN, Float
Ann O'Boyle, RN, Infusion Center
Cindy O'Brien, RN, 4500
Ginny Oskey, RN, MHS
Tammy Quade, RN, 2500
Cheryl Regan, RN, 2400
Kathy Rivard, RN, 3300
Dale Russ, RN, MHS
Suad Saleh, RN, Float
Marilyn Sales, RN, MHS
Catherine Sanders, RN, Float
Coleen Scheffknecht, RN, 4500
Kathy Shimada, RN, 3500
Nicole Sickmann, RN, 4500
Ruth Sirek, RN, 2500
Pat Stoj, RN, 2600
Kathy Thompson, RN, 2600
Chris Tupy, RN, 3300
Anna Uremovich, RN, 2400
Cynthia Van Osdale, RN, 2400
Colleen Vance, RN, ICU
Julie Wynn, RN, Float

RN Certifications New in 2010

ANCC-American Nurses Credentialing Center, Cardiac Vascular

- Wanda Foster, NHC Telemetry

ANCC-American Nurses Credentialing Center, Adult Clinical Nurse Specialist

- Melissa Fritz, Neuroscience
- Jody Leise, Perioperative
- Katie Westman, Med-Surg

ANCC-American Nurses Credentialing Center, Med-Surg Certification

- Carol Kelly, NHC Telemetry

ANCC- Pain Management Certification

- Chris Timm-Hughes, Pain Center
- Jessica LeMay, Oncology

ANCC-Psych-Mental Health Certification

- Sherry King, MHS

Aromatherapist

- Denise Joswiak, Birth Center

CCRN-Critical Care Registered Nurse

- Lisa Larson, ICU

CNOR-Certified Nurse Operating Room

- Tara Peacock, Main OR
- Joanne Villard, Main OR
- Lucy Zeilinger, Main OR

CRNI-Certified Registered Nurse Infusion

- Linda Phalen, Float Pool

HNC-Holistic Nurse Certification

- Natalie Lozano, SKI Rehab



Nursing specialty certification is another way for nurses to demonstrate their commitment to advancing their knowledge and skills to provide excellent patient care and promote the profession of nursing.

ICBE-International Childbirth Educator

- Rebecca Hauser, Birth Center

NCC-Inpatient Obstetrics Nursing

- Pam Benert, Birth Center
- Kim Braeger, Birth Center
- Robin Fontaine, Birth Center
- Theresa Logajan, Birth Center
- Corrie McKeen, Birth Center
- Ann Olson, Birth Center
- Tami Schribner, Birth Center

NCC-Maternal Newborn

- Lisa Tran, Birth Center

OCN-Oncology Certified Nurse

- Kelly Young, Oncology

TCNN-Trauma Certified Nurse

- Diane Tveten, ED

Education Advancement

Associate Degree

Chippewa Valley Technical College

- Cathy Seifert, SKI Rehab

Baccalaureate Degree

Augsburg College

- Kristine Faschingbauer, MHS
- Suzanne Haider, Main OR
- Jacqueline Ikobe, NHC Telemetry
- Jessica LeMay, Medicine
- Laura Mitricska, Neuro/Epilepsy
- Lisa Savard, Medicine
- Sonia Schaeffer, Medicine
- Elizabeth Stockton, Allina Home Care

Metro State

- Linda Anderson, Main OR

Master's Degree

Bethel University

- Ekua Taylor Kregel, Birth Center MS, Nursing Leadership & Education

University of Minnesota

- Melissa Fritz, MS, Advanced Practice Nursing-Adult CNS
- Katie Westman, MS, Advanced Practice Nursing-Adult CNS

University of St. Thomas

- Anne Rusch, Quality & Safety, Mini-MBA

Walden University

- Tarloh Quiwonkpa, Emergency Dept., MS Nursing Informatics

Winona State University

- Christie Frid, MS, Advanced Practice Nursing-Adult CNS
- Jody Leise, MS, Advanced Practice Nursing-Adult CNS

Doctorate

University of Minnesota

- Laura Lathrop, Palliative Care, Doctor of Nursing Practice

Honors/Scholarships

- | | | |
|--|---|---|
| <ul style="list-style-type: none"> • Kristine Faschingbauer, RN, Katherine Dendford Dreves Research Grant from MNAF and United Nursing Education Fund • Teresa French, RN, CCU, United Nursing Education Fund • Melissa Fritz, RN, Practice & Research, United Nursing Education Fund • Mary Goering, RN, Practice & Research, United Nursing Education Fund • Beth Hall, Genetic Counselor Maternal Fetal Medicine, United Nursing Education Fund • Lisa Haviland, RN, Endoscopy, United Nursing Education Fund | <ul style="list-style-type: none"> • Robin Henderson, RN, Main OR, United Nursing Education Fund • Denise Joswiak, RN, Birth Center, United Nursing Education Fund • Lisa Smith, RN, BS, 2009 MNAF Scholarship • Wendy Tempel, RN, MHS, Katherine Dendford Dreves Research Grant from MNAF • Angela Ikeri, RN, SKRI 8940, United Nursing Education Fund • Jessica LeMay, RN, Oncology, United Nursing Education Fund • Susan Loushin, RN, Practice & Research, United Nursing Education Fund | <ul style="list-style-type: none"> • Kristen Rydberg, HUC, Emergency Department, United Nursing Education Fund • Wendy Tempel, RN, MHS, United Nursing Education Fund • Katie Westman, RN, Practice & Research, United Nursing Education Fund • Tina Olson, RN, Birth Center, United Hospital Foundation Grant • Deb Tschida, RN, ED, Uncommon Caring Award 2010 |
|--|---|---|

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.

Adopt-a-family

Advocate House

AFL/CIO

Africa Diet

American Cancer Association

American Cancer Society Making
Strides Against Breast Cancer Event

Augsbyrg Nursing Center

Backpack drive for school supplies

Band at Confirmation Camp

Big Brother Big Sister

Boy Scouts

Breast Cancer Walk

Bridging

Camp Nurse

Camp Tamarack

Caring Bridge

Caring Hands

Children's Center

Coats for Kids

Community emergency response teams

Community canoe trips

Course Marshal at a local triathlon

Crocheting prayer shawls

CURE Ministry

Dorothy Day Center

East Metro Project Homeless Connect

Family Place

Feed My Starving Children

Food Drive

- Friends in Need Food Shelf
- Hugo Good Neighbors
- Merriam Park Food Shelf
- Salvation Army

Foot Care ministries

Gave blood

Girl Scout Brownie Troop 53205

Healing Touch

Highland Friendship Club

Hockey

Holiday Helper

Homeless

Hugo Business Association

Hugo Lions Club

Humane Society

Listening House

Lymphoma Leukemia Multiple
Myeloma Support Group

Lymphoma Research Foundation

Lyngblomsten Senior Apartments

Massage Therapy

Meals on Wheels

Medical Missions

- Guatemala
- Haiti
- Namibia
- Nigeria
- Peru
- Pine Ridge, South Dakota
- Uganda

Metrodome First Aid Team

Minnesota Holistic Nursing

Minnesota Nurses Association

Minnesota Ovarian Cancer Alliance

Minnesota Stroke Association

Minnesota Teen Challenge

Multiple Sclerosis Society

National Night Out

Open Arms

Operation Christmas Child

Pancreatic Cancer Network

Project Homeless Connect

Purple Ride

Ramsey County Medical Reserve Corps

Red Cross

Relay for Life

Religious organizations

- Crosse Pointe Community Church
- Falcon Heights United Church of Christ
- First Baptist Church of Hudson
- Grace of God Lutheran Church
- King of Kings
- St. Andrews Lutheran Church
- St. Patrick's Church
- St. Odilia's Community Church
- Svea Lutheran Church
- Transfiguration Catholic School & Church
- Unity Unitarian Church
- Unnamed Churches

Ronald McDonald House

Schools

- East Ridge High School Girls soccer
Ellsworth School system
- E.P. Rock Elementary School (book fair
coordinator)
- Expo Elementary
- High School volleyball concessions
- Highland Elementary
- Hudson Middle School

SEAS bell choir

Second Harvest Heartland

St. Mary's Health Clinics

Summer Stretch

Susan Komen's Run for the Cure

Three Angels Fund

Twin City Marathon

United Hospital Foundation

Warm Hearts for Charity

Washington County jail

Well With In advisory committee

Women's Advocates

Float Pool Volunteers at Feed My Starving Children

Float Pool staff, leaders and their families and friends volunteered with Feed My Starving Children (FMSC) in packing formula-enriched food to be shipped to children throughout the world. FMSC is a nonprofit organization whose mission is to provide a meal formulated specifically for starving children and ships food to more than 70 countries.

Nasseff Heart Center Collects Towels for Bridges and Coat Drive

Nasseff Heart Center (NHC) collected more than 500 towels for Bridges of Bloomington and Roseville. Bridges is a nonprofit organization that provides the economically disadvantaged with a one-time gift of quality furniture and household items. They serve 15 families a day, five days a week. NHC also collected 78 coats for a Coats for Kids drive. In addition, fifteen staff members volunteered at the Salvation Army to help give the coats to the kids. They distributed 600 coats that day!

2600 Fight Against Hunger

Del Conrad, RN, staff nurse, traveled to the impoverished neighborhood of Tramo in the Philippines. Conrad and her family provided 150 families with a week's worth of food and held a spaghetti feed for the children. This is now an annual event.

Linda Clute, RN, ACM, traveled to Namibia, Africa, on a health care mission trip. The trip included feeding large numbers of children, providing formula for dozens of infants of HIV positive women and providing food parcels to approximately 175 families. Donations totaling nearly \$2,000 from 2600 staff members helped make this possible.

A Thanksgiving food drive was held on 2600 for local food shelves of Second Harvest Heartland. The unit's goal of 300 pounds of food was surpassed. Food was collected and delivered to Second Harvest Heartland by 2600 staff.

Birth Center Collaborates with Women's Advocate Center

The United Hospital Birth Center, led by Labor and Delivery staff nurse Mary Ann Russo, is collaborating with the Women's Advocate Center that serves abused and homeless women and children of St. Paul.

The families served by the Women's Advocate Center usually arrive at the shelter without any belongings. The shelter provides a safe place for families to stay, along with food, personal hygiene products, clothing, linens and baby supplies. They are connected with an advocate to help them get back on their feet. The Birth Center staff has found this collaboration a meaningful opportunity to make a difference in the lives of women and children experiencing a time of crisis.





Project Homeless Connect

The 2010 East Metro Project Homeless Connect (PHC), held at the Saint Paul River Centre, gave the opportunity for individuals experiencing homelessness or at risk for homelessness to connect with health care professionals, legal services and other social services they may otherwise not be able to receive.

Thirteen United Hospital employees, including nurses and interdisciplinary staff, volunteered their time and talents to provide a Wellness Fair for the one-day, one-stop event. United staff worked in partnership with Health Care for the Homeless and provided blood pressure, BMI and blood glucose screenings, stroke education, foot care and wellness education. More than 1,500 individuals attended PHC and the United Hospital Wellness Fair served approximately 200 of the guests.

National Night Out

Millions of people celebrate National Night Out across the nation with festivals and block parties. This year, for the first time, more than 100 of our neighbors in the Irvine-Pleasant-Ramsey Block Club took over the street to celebrate National Night Out.

Fourteen United Hospital nurses volunteered their time that evening, providing blood pressure screening and educating our neighbors about a healthy lifestyle.



Making Strides Against Breast Cancer

In celebration of Breast Cancer Awareness Month in October, United Hospital Breast Center sponsored the Survivor Tent at the 2010 American Cancer Society Making Strides Against Breast Cancer walk. On a personal note, an oncology nurse shares her personal reasons for why she supports the event.

Every night I go to work and help patients deal with their cancer diagnosis, the effects of their chemo, the emotions of why me and dealing with their own mortality. By joining the American Cancer Society on their Making Strides Against Breast Cancer walk, I was able to be on a different side of cancer. I was able to be a part of trying to prevent breast cancer by providing public awareness and raising money to find a cure. This walk brought my fellow teammates and I closer together. As we walked and shared our stories with one another we grew as friends, as co-workers, and there is a bond that makes us want to work better together, and gives us a new perspective of where the other is coming from.



Cultural Responsiveness



United Hospital Hosted Educational Opportunity on IV Therapy for Latin American Clinicians

A group of seven Latin American nurses and physicians recently spent half a day at United Hospital observing and learning about IV therapy protocols, equipment and best practices.

Linda Phalen, RN, CRNI, assistant clinical manager of the Float Pool, presented "Save the Line: Preventing Catheter-Related Bloodstream Infections" and demonstrated the equipment and supplies utilized by United. The group then went on a hospital tour for the group and arranged shadowing experiences with nurses in the CV Lab/SDIU, GI Lab/IR, Infusion Center and with the IV resources nurses. The clinicians were very impressed with the skill and knowledge of the staff nurses.

"I only have words of thanks and appreciation for the marvelous learning opportunity that you provided to several Latin America clinicians on May 13 at United Hospital. The Latin America clinicians were very impress (sic) with the patient safety approach and IV therapy standards in your Institution. You should be proud of your team and health care organization. Thank you so much for your professionalism, educational skills and availability," said Gaston Cartagena, skin and wound care international educator, 3M.



Emerging Trends in Health Care Sponsored by the MNA Labor Management Committee

United Hospital employees had a special opportunity to dialogue with Kao Kalia Yang, author of *The Latehomecomer: A Hmong Family Memoir*, on Dec. 17, 2010. Ms. Yang captivated the audience with the story of her family's heartbreaking history through the bomb-infested forests of Laos to a refugee camp in Thailand and finally through treacherous territory as a first generation Hmong family in America.

The Latino Gang Unit of the St. Paul Police Department presented *State of the Streets: An overview of Latino gangs and gang culture* for the second part of the day. Officers Tony Spencer, Tim Pinoiemi and Matt St. Sauver shared their experiences and knowledge about Latino gangs. They illustrated, through stories and pictures, the risk factors for gang membership, current Latino gang trends and culture, importance in identifying gangs and gang activity and impact of gang violence on community health.



Emergency Department and Birth Center Implement Computer Interpreter, Martti

The Emergency Department (ED) and Birth Center were introduced to Martti, a computer provided by Interpretive Services used when patient information is needed in order to emergently deliver proper care to non English speaking patients. There are approximately 150 languages and dialects available through this service to aid in quick communication with patients and families. This eliminates waiting for an interpreter to arrive on site. Martti has been a wonderful addition to the ED and Birth Center teams.

Allina Interpreter Services

Linguistic Support for United Hospital



<u>Spanish</u>	<u>3,347</u>	<u>Chinese Cantonese</u>	<u>46</u>	<u>Malayalam</u>	<u>5</u>	<u>Flemish</u>	<u>1</u>
<u>Hmong</u>	<u>1,955</u>	<u>Korean</u>	<u>44</u>	<u>Swahili</u>	<u>5</u>	<u>Italian</u>	<u>1</u>
<u>Russian</u>	<u>818</u>	<u>Burmese</u>	<u>38</u>	<u>Farsi</u>	<u>4</u>	<u>Kisii</u>	<u>1</u>
<u>Somali</u>	<u>549</u>	<u>Hindi</u>	<u>22</u>	<u>Filipino</u>	<u>4</u>	<u>Kono</u>	<u>1</u>
<u>ASL</u>	<u>496</u>	<u>Egyptian</u>	<u>21</u>	<u>Georgian</u>	<u>4</u>	<u>Krahn</u>	<u>1</u>
<u>Arabic</u>	<u>211</u>	<u>French</u>	<u>19</u>	<u>Bosnian</u>	<u>3</u>	<u>Latvian</u>	<u>1</u>
<u>Tigrinya</u>	<u>210</u>	<u>Portuguese</u>	<u>17</u>	<u>Croatian</u>	<u>3</u>	<u>Mada/Cameroonian</u>	<u>1</u>
<u>Vietnamese</u>	<u>204</u>	<u>Arabic/Lebanese</u>	<u>14</u>	<u>Romanian</u>	<u>3</u>	<u>Mongolian</u>	<u>1</u>
<u>Amharic</u>	<u>182</u>	<u>Tibetan</u>	<u>12</u>	<u>Serbian</u>	<u>3</u>	<u>Nepali</u>	<u>1</u>
<u>Karen</u>	<u>177</u>	<u>Ukrainian</u>	<u>10</u>	<u>Bassa</u>	<u>1</u>	<u>Portuguese</u>	<u>1</u>
<u>Cambodian</u>	<u>160</u>	<u>Italian</u>	<u>9</u>	<u>Bengali</u>	<u>1</u>	<u>Telugu</u>	<u>1</u>
<u>Oromo</u>	<u>91</u>	<u>Nepalese</u>	<u>8</u>	<u>Creole</u>	<u>1</u>	<u>Twi/Akan</u>	<u>1</u>
<u>Chinese Mandarin</u>	<u>68</u>	<u>Gujarati</u>	<u>6</u>	<u>Croatian</u>	<u>1</u>	<u>Yiddish</u>	<u>1</u>
<u>Lao</u>	<u>48</u>	<u>Turkish</u>	<u>6</u>	<u>Dutch</u>	<u>1</u>		

Number of on-site requests: 8,858

Number of telephone interpretations: 1,328

Video Remote Interpretation: 400

Total number of requests: 9,186

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.



Susan Loushin, RN, professional development specialist

Enrichment classes are not mandatory but instead assist the professional nurse in enhancing knowledge and skills. The classes met the Minnesota Board of Nursing requirements for contact hours toward re-licensure and the American Nurses Credentialing Center (ANCC) continuing education requirements toward re-certification in a nursing specialty.

Many of the enrichment classes are also available on SABA so that nurses unable to attend a program could take advantage of the learning opportunities. Here are some of the enrichment offerings in 2010:

2010 Enrichment Offerings

- 12-Lead ECG Interpretation and Case Studies with Barbara Drew, RN, PhD, University of California, San Francisco
- International Nurses Night (May and December)
- Pain Management with Todd Hess, MD
- The Ghost in the Room (sepsis) with Lee Toman, MD
- Abdominal Pain-bowel obstruction and incarcerated bowel with Judith Grisard, MD
- Refworks and Literature Searches with Allina Librarians
- Trends in Bariatric Surgery with William Rupp, MD
- Robotic Prostatectomy with John Savage, MD, and Eric English, MD
- Neurorestoration: past present and future with Peter Pahapill, MD
- Stroke Imaging Update with Tedd Passe, MD
- Emotional and Behavioral Changes after a Stroke with Niloufar Hadidi, PhD, RN, ACNS-BC, FAHA
- Brain Tumor Education with Kathy Maier, RN, CNRN
- Taking the Mystery out of Bone Marrow Transplants with Craig W.S. Howe, MD
- Deep Brain Stimulation with Jody Leise, RN, MS, ACNS-BC
- Vagal Nerve Stimulator with Kathy Maier, RN, CNRN
- Developing Resiliency with Verlyn Hemmen, DMin
- Ways of Knowing Transcultural Herbal Healing with Kristin McHale, RN, MA, PHN, LSN
- Health Literacy with Susan Loushin, RN, MA
- IV Therapy: The Road to Successful IV Starts with Linda Phalen, RN, CIRC
- Educational Groups: Becoming an Effective Group leader with Susan Gatzert-Snyder, RN, MS, PMHCNS-BC
- Distress Tolerance Toolkit with Jean Serksen, MA, LPC
- Introduction to Dialectical Behavioral Therapies with Jeannine Myrvik, LICSW
- The Emotional Mind: The Limbic System with Nadya Trytan, MA, RDT/BCT
- Autism: Update on Definition with Frances Go, MD

Professional Development Fairs

United Hospital nurses had several opportunities to explore ways to enhance their nursing careers in 2010.

- Each month a different college or university from the Twin Cities Adult Education Association (TCAEA) hosted a table outside the cafeteria.
- The TCAEA hosted three education fairs where more than 10 college and university representatives offered information on nursing programs from the associate degree level through the doctorate level.
- Nursing specialty certification was promoted through two fairs and a table outside the cafeteria. Nurses had an opportunity to learn more about how certification benefits nurses, patients and the profession. Ten different certification preparation classes or study groups were offered through Allina and United in 2010.

Nursing Grand Rounds

The purpose of nursing grand rounds (NGR) is to provide a forum for sharing clinical expertise, research and evidence-based education on trends and issues that effect nursing care and practice. Each NGR is 30 minutes in length and repeated several times during the day. In addition, many topics were recorded and placed on the Allina Learning Management System so nurses could still take advantage of the enrichment education even if unable to attend in person. The 2010 topics were:

- "Save the Line" with Linda Phalen, RN, CIRN
- "Unraveling Pain" with Katie Westman, RNC, MS, ACNS-BC
- "Aromatherapy" with Denise Joswiak, RNC, CCAP
- "Differentiating Delirium from Dementia" with Jody Leise, RN, MS, ACNS-BC, and Susan Gatzert-Snyder, RN, MS, PMHCNS-BC



Schwartz Care Rounds

Schwartz Center Rounds is a multi-disciplinary forum where clinical caregivers discuss difficult emotional and social issues that arise in caring for patients. The forums remind caregivers of how to practice compassionate medicine and help in strengthening the relationship between patients and caregivers. United Hospital was the first hospital in the Twin Cities to implement these rounds. United Hospital facilitated the first session, of seven, Schwartz Center Rounds on March 25, 2010.

An average of 92 participants attended each session and included staff from all disciplines throughout the hospital ranging from nurses, physicians, residents, social workers, care coordinators, nurse practitioners, clinical nurse specialists, respiratory therapy, pharmacy, chaplains, dietitians, security, management, etc. The forum is Dr. Eric Anderson, Medical Director of the Palliative Care Program and Chair of the Ethics Committee at United Hospital and moderated by Verlyn Hemmen, D. Min., Program Manager of Spiritual Care and Pastoral Education at United Hospital. Topics/Themes covered in 2010 included:

- Young mother with fatal illness and concerns related to culture and young children
- Renal failure: Wegener's Granulomatosis resulting in end stage renal disease in a 20-year-old
- Sharing tragic news with patients and families
- OB Surgical Emergency
- Working with families to determine end of life care
- Discharging patients: Why I don't stop worrying
- When staff feel threatened

"The attendees have commented about how important it is to express their feelings, relate it to their own experience, and reinforce the common humanity of caregivers as well as patients and families," said Jeff Wicklander, Vice President, Patient Care. The evaluations from the 2010 Schwartz Center Rounds were overwhelmingly positive with 83% participants saying it is valuable and they plan to attend another session.

Tuition Reimbursement

Tuition reimbursement allows eligible nurses to obtain, maintain or improve their professional capacities through participation in courses of study at accredited colleges or universities, attendance at seminars and conferences and at accredited organizations for specialty nursing certification. United Hospital staff nurses used a total \$550,399.47 in tuition, seminar and certification course work reimbursements for 2010.

United Nursing Education Fund

The United Nursing Education Fund (NEF) was established with a matching grant from an anonymous donor in 2008. This fund supports United Hospital nurses and other staff who are furthering their nursing education or pursuing an education that leads to a degree in nursing. The fund was a giving option for the 2010 Employee & Community Giving Campaign, which resulted in raising \$26,000 in funds.

RN to BSN Program

United Hospital and Augsburg College developed a partnership in 2002 for a United/Augsburg RN to BSN completion program. To date 70 have graduated from that program (8 in 2010). There are 37 United/Allina nurses currently enrolled in the program. The partnership will continue through the summer 2011.

UH nurses were enrolled in various other nursing programs (from AD to doctorate programs) at schools, including:

- Augsburg College
- Bethel University
- Chamberlain Online
- Metro State University
- St. Catherine University
- University of Minnesota
- Walden University
- Inver Hills Century College
- Minnesota School of Business and Global University

Nurses as Faculty at Nursing Schools

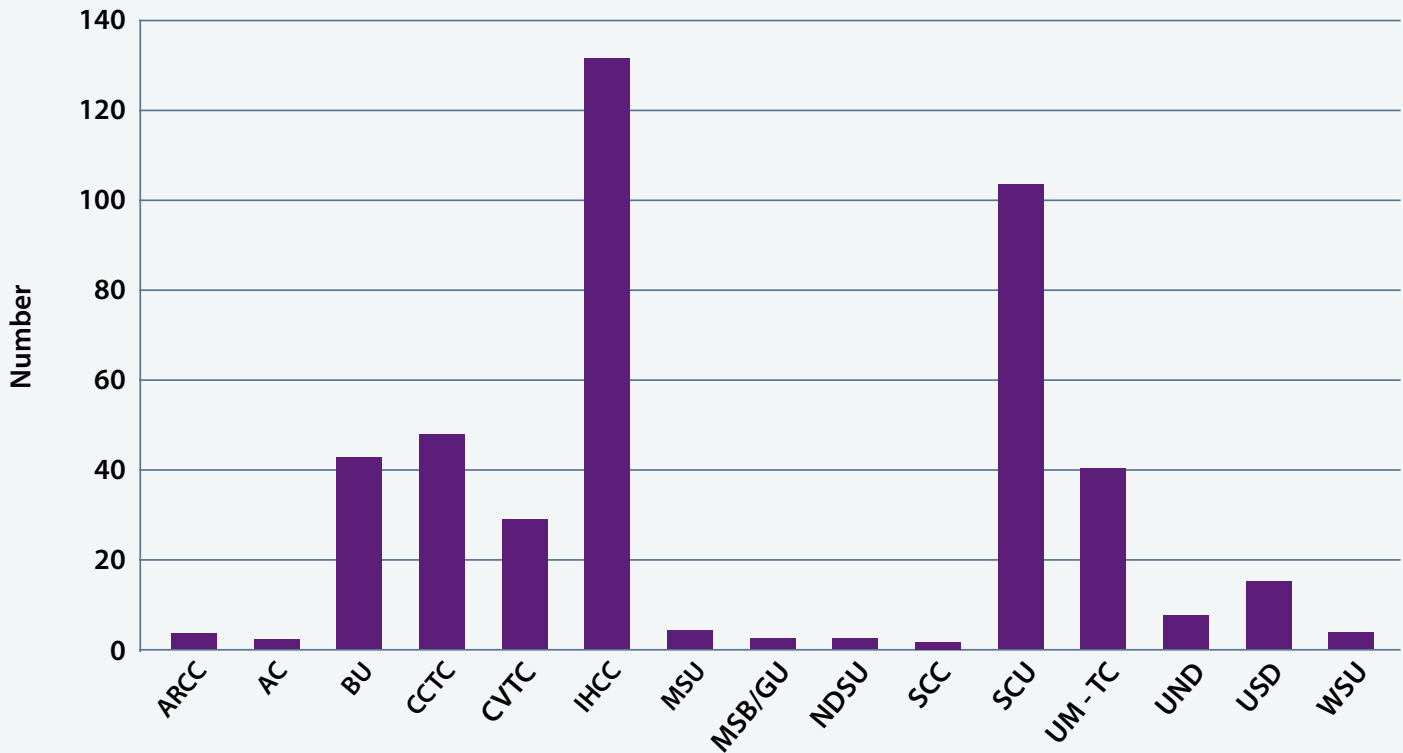
- Augsburg College
- Baylor University Texas
- Bethel University
- Globe University
- Hennepin Technical College
- Metro State University
- North Dakota State University
- St. Catherine University
- St. Olaf College
- St. Paul College
- University of Minnesota
- University of South Dakota
- University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



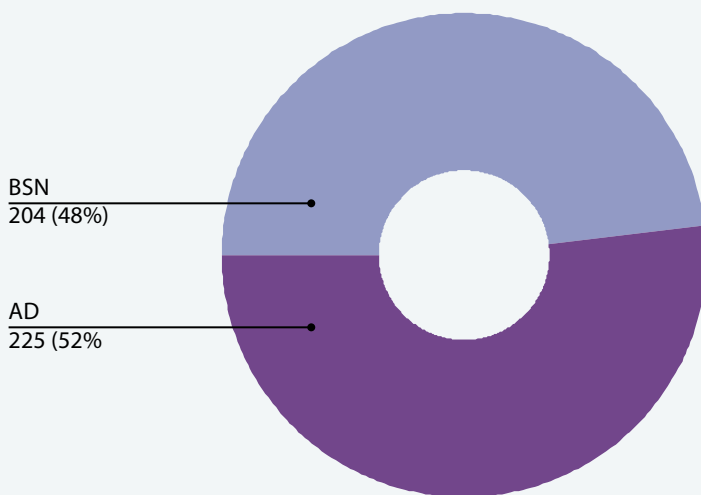
University of South Dakota students with Del Conrad, RN, 2600, Clinical Instructor.

Academic Affiliations and Preceptorships

UHI 2010 Undergraduate Nursing Student Experiences = 429



2010 Undergraduate Nursing Students by Degree



Key

ARCC	Anoka Ramsey Community College
AC	Augsburg College
BU	Bethel University
CCTC	Century College and Technical College
CVTC	Chippewa Valley Technical College
IHCC	Inver Hills Community College
MSU	Metropolitan State University
MSB/GU	Minnesota School of Business/Globe University
NDSU	North Dakota State University
SCC	South Central College
SCU	St. Catherine University
UM-TC	University of Minnesota - Twin Cities
UND	University of North Dakota
USD	University of South Dakota
WSU	Winona State University

Professional Organizations United Hospital Nurses Participated In

- American Association of Critical Care Nurses
- American Academy of Nurse Practitioners
- 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 Psychiatric Nurses Association
- 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
- Doctor of Nursing Practice, LLC
- Emergency Nurses Association
- Filipino Nurses Association
- International Parish Nurse Association
- Minnesota Administrative Supervisors Association
- Minnesota Nurses Association
- Minnesota Organization of Leaders in Nursing
- 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



The Rothenberger Riders, a group of United Hospital CV lab staff members, participated in the 2010 PurpleRide Twin Cities in an effort to raise money to support Pancreatic Cancer. This ride was in loving memory of their co-worker, Susan Rothenberger.

- Oncology Nurses Society
- Preventative Cardiovascular Nurses Association
- Sigma Theta Tau
- Society of Gastroenterology Nurses and Associates
- Transcultural Nursing Society
- United American Nurses
- United National Nurse

Research at United

Publications

Barbara Jacobs, MHA, BSN, PHN, RN case manager (2011).
Reducing heart failure readmissions from skilled nursing facilities. *Professional Journal of Case Management: the leader in evidence-based practice.* 16(1), 18-26

Presentations

Poster

Laura Lathrop, DNP, NP Palliative Care.

Integrating Palliative Care into the Intensive Care Unit: a nurse lead quality improvement project. Minnesota Nurse Practitioners 2nd Annual Conference, November 2010.

Melissa Fritz, RN, MS, ACNS, and Katie Westman, RNC, MS, ACNS Clinical Nurse Specialists.

Growing Your Own CNS. ANCC National Magnet Conference, October 2010.

Susan Loushin, RN, MA professional development specialist.

Connecting Nurses with the Community to Improve Healthcare: The Caring Connection. Inaugural virtual poster session for the ANCC National Magnet Conference, July 2010.

Susan Loushin, RN, MA professional development specialist.

The Caring Connection: using leadership mētis to facilitate community outreach with hospital-based nurses. 3rd National Doctorate of Nursing Practice Conference, September 2010.

Podium

Katie Westman, MS, RN-C, Medicine CNS

Metabolic Syndrome

Infusion Nurses Society Annual Meeting, May 2010.

David Hall, RN, MHS

The Enneagram of Psycho-Spiritual Rebirth

International Enneagram Association Conference, August, 2010.

Mary Goering, RN, MPH, Clinical Practice Coordinator

Complex Cases in Fetal Monitoring

Minnesota Perinatal Organization, September 2010.

Research

Principle investigators: Kristine Faschingbauer, RN, and Wendy Tempel, RN, MHS

The Use of Seclusion: Finding the Voice of the Patient to Influence Practice.



The Use of Seclusion: Finding the Voice of the Patient to Influence Practice investigators Deb LeMay, LSW; Kristine Facshingbauer, RN and Wendy Tempel, RN.

Principle investigator: Lisa Smith, RN, BS

Development and Validation of a Risk Assessment Model for the Prevention of Clostridium Difficile Infection.

Principle investigators: Julie Sabo, RN and Steve Horstmann, RN
Ecolab Automated Hand Hygiene Field Test

Evidence-based/Quality Improvement Projects

Laura Lathrop, RN, DNP, CNP

Integrating Palliative Care into the Intensive Care Unit: a nurse lead quality improvement project

Susan Loushin, MA, RN

The Caring Connection: using leadership mētis to facilitate community outreach with hospital-based nurses

Tina Olson, RNC and Mary Goering, RN, MPH

Moms-to-Be Bed Rest Exercise DVD: Empowering Women to Take Charge

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

—Florence Nightengale





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