



# 2018-2019 Nursing Annual Report

**UT** THE UNIVERSITY OF TENNESSEE<sup>®</sup>  
**MEDICAL CENTER**

Wisdom for Your Life.



**MAGNET**  
RECOGNIZED



AMERICAN NURSES  
CREDENTIALING CENTER

## Chief Nursing Officer's Message



As Chief Nursing Officer of The University of Tennessee Medical Center (UTMC), it gives me great pride to present our 2018 - 2019 Nursing Annual Report. These years proved to be outstanding for nursing and the organization who always steps up, as the challenges seemed endless. This annual report reflects on the past two years accomplishments which captures the essence of who we are; compassionate, innovative, and exceptionally dedicated to the mission of this organization.

I am proud to say we are making a difference! Because of you and the entire nursing team, we have accomplished many things. As you can see in this report there are several things highlighted from the past few years that are reflective of our Magnet excellence and your contributions. So many of the nurses have fully embraced Shared Governance, engagement in professional development and education, and participated in quality improvement and evidence-based practice. I would like for you to note that the Shared Governance Councils have recorded many accomplishments. These councils lead by clinical nurses continue to drive autonomy and nursing practice at UTMC. Let me mention, we have achieved very high Nurse Satisfaction results and our Nurse Sensitive Quality Indicators continue to show improvement.

As you know our Magnet journey continues and we are well on our way for our third designation. To that end in August 2019, we have received an approved application from the American Nurses Credentialing Center. Our Magnet document will be due third quarter of 2020. Our story is a good one. As we prepare to write our third document, we are anxious to illustrate to ourselves and others that we continue to be focused on our vision, live our mission, and practice the science and art of nursing.

Thank you for exceptional years and to your continued commitment to our profession, patients, families, and the community. I am proud to be a part of your team and acknowledge that I am fortunate to work with team members as talented as you are.

With My Sincerest Appreciation,

A handwritten signature in black ink that reads "Janell Cecil". The signature is written in a cursive, flowing style.

Janell Cecil, MSN, RN, NEA-BC

Sr. Vice President & Chief Nursing Officer

## Table of Contents

Message from the Chief Nursing Officer .....	2
Magnet.....	5
Transformational Leadership .....	7
Structural Empowerment .....	10
Exemplary Professional Practice.....	16
New Knowledge, Innovations and Improvements.....	20
Empirical Outcomes.....	26
Professional Recognition and Awards .....	29
Professional Certifications.....	35

## Fiscal Years 2018 - 2019 Nursing Annual Report

### Author and Editor

Cathy Kerby, MSN, RN, NE-BC  
Magnet Program Director

### Content Experts

UTMC Nurses  
Emily Niswonger, BSN, RN, C-EFM (MSN student)

### Data

Theresa Renfro, MSN, RN  
Cynthia Williams, MHA, BScN, RN, RNC-MNN

### Graphic Design and Photography

Tim Neal and Dean Baker

# 2018-2019 Nursing Annual Report



The Medical Center has

**1,851** Nurses  
**424** Nursing Technicians  
**161** HUCs

**5.5 Years**

Nurses average years of service at the Medical Center

**38**

Average age of our nurses



**86.6%**  
Female

**13.4%**  
Male

Chemotherapy provided to **30,580** patients on main campus

**14,520** patients in satellite offices

**12.94%**

Nursing Turnover Rate



**58.8%**

Nurse Leaders have a Master's Degree

**65.76%** Certified Nurse Leaders

**20.17%** Certified Clinical Nurses

Degrees for Clinical Nurses

**68.21%**  
BSN

**24.43%**  
ADN

**72%** Full Time

**28%** Part Time (<0.9FTE)

**2.49%**  
MSN

**1.87%**  
Diploma



Registered Nurse participation in NDNQI Nurse Satisfaction Survey

**81%**  
2018

**79%**  
2019

## Year end 2019

We are one of approximately 500 Magnet designated organizations! We are 1 of 5 in Tennessee

In 2018, We cared for

**29,876** Inpatient Admission  
**150,589** Inpatient days  
**1,343,530** Outpatient Days

**2,243** students came in 2019

US News and World Reports ranked UTMC as #2 in Tennessee and #1 in Knoxville

In 2019, We cared for

**31,689** Inpatient Admission  
**157,546** Inpatient days  
**1,452,996** Outpatient Days

Assisted with **24,780** surgeries in the main OR and UTDS

Treated **84,954** patients in the Emergency Room



**2,359** aeromedical transports in 2019

**4,710** babies delivered

**685** licensed beds

**5.0** Average length of stay

**560.2** Average daily census

**596** Physicians in UPA

**5,162** Team members

# Magnet is the Authentic Culture of Nurses at The University of Tennessee Medical Center



## Our Magnet Journey Continues

The American Nurses Credentialing Center's (ANCC) Magnet Recognition Program® is the most prestigious distinction a health care organization can receive for nursing excellence and quality patient outcomes. Organizations that achieve Magnet recognition are part of an esteemed group that demonstrates superior nursing practice and outcomes. Currently there are approximately 500 organizations with this Magnet credential, which is only 8% of the nation's hospitals. There are 5 (one system) organizations in Tennessee with Magnet status.

The University of Tennessee Medical Center (UTMC) is a twice-designated Magnet organization. It is what drives nursing's shared pursuit to be excellent. UTMC, which employs over 1,800 nurses, was first designated in 2011 and the first redesignation was in 2016, demonstrating sustained excellence in nursing practice and adherence to national standards.

## Well on the Road to Our Next Magnet Designation

Magnet status is a four-year designation and to maintain the benefits of the Magnet distinction, the organization must continue with the rigorous standards throughout the duration of the recognition. The Magnet designation does not expire while the re-appraisal process is being carried out. The Magnet document is due August 2020. The Magnet leaders and writers have been reviewing the requirements and collecting examples of nursing excellence, interprofessional practice and quality outcomes. It is UTMC's culture!

Cathy Kerby, MSN, RN, NE-BC  
Magnet Program Director

### About UTMC

- Only Level 1 Trauma Center in the area
- Only Magnet Designated in East Tennessee
- Only Academic Medical Center in Knoxville
- State Designated Regional Perinatal Center
- "First" Level 3 Neonatal Intensive Care Nursery in Region with Private Rooms

## ANCC National Magnet Conference

Each year, ANCC provides nurses from around the country, the opportunity via a conference to mingle with and learn from other Magnet facilities and experience new ideas, products, and innovations. UTMC provides nursing leaders and the upcoming shared governance council chairs the opportunity to attend and learn alongside their peers and colleagues.

### Attendees for the 2018 ANCC Magnet Conference (Denver, CO)

- Janell Cecil, MSN, RN, NEA-BC, Sr. VP & CNO
- Cathy Kerby, MSN, RN, NE-BC, Magnet Program Director
- Allison Marcum, MSN, MBA, RN, NE-BC, Nurse Manager 9 East
- Kayla Daugherty, MSN, APRN, RN, ACCNS-BC, RN-BC, APRN Council Chair
- Jessica Stiles, MSN, RN, CNL, Practice Council Chair
- Samantha Hopper, MSN, RN, PCCN, Professional Development Council Chair
- Conner Brown, BSN, RN, Quality and Safety Council Chair
- H. Sid Baker, BSN, RN, Recruitment and Retention Council Chair
- Britney Kandel, BSN, RN, Research and Evidence-Based Practice Council Chair

### Attendees for the 2019 ANCC Magnet Conference (Orlando, FL)

- Janell Cecil, MSN, RN, NEA-BC, Sr. VP & CNO
- Cathy Kerby, MSN, RN, NE-BC, Magnet Program Director
- Jennifer DeBow, MBA, BSN, RN, Executive Director, Clinical Services
- Whitney Owen, MSN, RN, CMSRN, Nurse Manager 7 East
- Kelly O'Dell, MSN, APRN, RN, ACNS-BC, CMSRN, APRN Council Chair
- Krista Robinson, BSN, RN, CMSRN, CCRN, Practice Council Chair
- Josh Collins, BSN, RN, CMSRN, Professional Development Council Chair
- Bailey Lohr, BSN, RN, Quality and Safety Council Chair
- Candice Brickey Smith, BSN, RN, Recruitment and Retention Council Chair
- Britney Kandel, BSN, RN, Research and Evidence-Based Practice Council Chair

# Transformational Leadership

## Nurse Executive Committee

The UTMC Nurse Executive Committee (NEC) consists of executive nurse leaders, as well as others in administration where nurses answer directly to them. The team plans, develops and executes nursing priorities across the organization working to leverage categories of human resources, clinical practice, work environment and leadership, operational development and strategic initiatives. NEC is chaired by the Sr. VP & CNO, Janell Cecil.



Debbie Barton,  
MPH, BSN, RN,  
Administrative Director



Janell Cecil,  
MSN, RN, NEA-BC,  
Senior VP & CNO



Jennifer DeBow,  
MBA, BSN, RN,  
Executive Director,  
Clinical Services



Blaine Enderson, MD,  
VP Emergency & Trauma



Jennifer Henry,  
MSN, RN, CNRN, SCRNP,  
NVRN-BC, Director  
Comprehensive Stroke Center



Becki Morrison,  
MSN, RN, E-CFM,  
Executive Director  
Women's & Infants



Karen Pryor, MSN, RN, Executive  
Director Emergency & Trauma,  
Critical Care



Solon Snyder,  
MSN, RN, NEA-BC,  
VP Medical Surgical



Jeanne Wohlford,  
MBA, BSN, RN, FACHE,  
VP HLVI

## Transformational Leaders

- Visible and accessible to nurses
- influence change
- advocate for resources
- mission, vision, values align with organization
- ongoing leadership development
- involvement in strategic plans for organization and nursing
- CNO strategically positioned in organization
- communicates effectively
- supports nursing goals
- involved in organizational decision-making

## Leaders Selected for AONL Fellowship

Several UTMC nurse leaders completed a rigorous application process and were selected by the American Organization for Nursing Leadership (AONL) to participate in a year-long professional development program. They attended five face-to-face sessions with a cohort of peers and completed a capstone project designed to benefit UTMC. The AONL Nurse Manager Fellowship targets the unique leadership development needs of the nurse manager to strengthen current skills, master new competencies and continue the life-long learning needed for the next generation of successful nurse leaders. The AONL Nurse Director Fellowship targets the professional leadership development needs of individuals accountable for the planning, directing and coordinating the operations of multiple units/ departments or service lines in support of the strategic direction of nursing and the organization.

### 2018 Attendees

- AONL Nurse Director Fellowship
  - Tammy Seay, MSN, RN, CNOR, Director PeriOperative Services
  - Solon Snyder, MSN, RN, NEA-BC, Vice President Medical Surgical
- AONL Nurse Manager Fellowship
  - Kristi Boggess, MSN, RN, NE-BC, Nurse Manager CVICU

### 2019 Attendees

- AONL Nurse Manager Fellowship
  - Bill Shingler, MSN, RN, Nurse Manager NCC

## Leaders Attend UTCN Nurse Leader Workshops

An annual nurse leader opportunity for professional development is a two-day workshop by the University of Tennessee College of Nursing. The Nurse Leadership Workshops are specifically designed to provide new and aspiring nurse leaders the tools needed to be successful as they begin their leadership journey. The workshops are also beneficial to seasoned nurse managers and directors who want a fresh look at current leadership hot topics.

### 2018 Attendees

- Daniel Vickery, MSN, APRN, RN, AGCNS-BC, RN-BC, Nurse Manager, ASU/POU
- Amanda Groover, MSN, RN, Nurse Manager 9 East
- Melissa McDonald, MSN, MBA, RN, Nurse Manager 6 East
- Megan Elliott, BSN, RN, Nurse Manager 4 East
- Catie Millsaps, MSN, RN, CNOR, Nurse Manager OR

### 2019 Attendees

- Alisa Poe, MSN, APRN, RN, AGCNS-BC, CNOR, Director Nursing Education and Professional Development Department
- Shannon Cusick, MSN, RN, RN-BC, Nurse Manager, 8 West

## Nurse Leaders Attend the UTMC Management Development Program

The University of Tennessee Medical Center Management Development Program is directed by Melissa Winchenbach, MBA, LSSBB the Manager of Organizational Development. The program consists of a three-day event full of information and fun. It is designed with the concept that continuous learning and development are key to the organization's success. Nurse leaders who attended the UTMC Management Development Program include:

- Cindy Addleman, Nurse Manager Preadmission Testing
- Jennifer DeBow, Manager Interventional Radiology
- Brandy Herbert, Manager Office of Clinical Trials
- April Humphrey, Clinical Director University Orthopaedic Services
- Melissa McDonald, Nurse Manager 6 East

## Nurses Attend UTMC Trails to Wisdom Program

Trails to Wisdom is a 5-month leadership development program provided by UTMC, directed by Melissa Winchenbach, MBA, LSSBB, Manager of Organizational Development and sponsored by the senior leadership team. This program is designed to assist formal and informal leaders in identifying their own strengths and weaknesses, developing their own abilities and how to inspire others. Since its inception in 2010, more than 200 team members have completed the program, with some of them moving into leadership positions within the organization. The nursing participants follow.

### 2018 Spring/Fall RN participants

- Daniel Carpenter, Endovascular
- Christy Clark, Cancer Center
- Lizzie Duffy, HLVI
- Kelsey Echols, UTDS
- Heidi Ellison, OR
- Donna Gardner, UTDS
- Megan Givens, 4 West
- Erin Goode, Endoscopy
- Maggie Greer, PCU
- Lisa Lisle, 11 East
- Lanny Martin, CVICU
- Liz Miller, TSICU



- Teresa Sikes, NCC
- Elizabeth Tissot, Cancer Center

**2019 Spring/Fall RN participants**

- Lindsey Barnett, 8 West
- Melody Chellino, 3 West
- Val Contri, IR
- Jazmine Cresap, 4 South
- Kelly Danielson, UTDS
- Adrienne Hathaway, NCC
- Allison Herron, CVICU
- Erica Hill, 7 South
- Mahogany Jackson, UTDS
- Brittany Kandel, 4 West
- Kevin Lowe, 9 West
- Terkila McKissick, Ortho
- Valetta Miller, HDU
- Kathryn Nelson, L&D
- Danielle Nesbitt, NCC
- Amy Owens, ED
- Ally Roach, HR
- Candice Brickey Smith, TSICU
- Tina Vinsant, PCU
- Jason Williams, CVICU

**Nurse Leaders Earn Masters Degrees**

Congratulations to these nurse leader colleagues who demonstrated the exceptional commitment to professional development by achieving this academic accomplishment.

**2018 Leader Graduations**

- Jessica Flanary, MHA, BSN, RN, NE-BC, 8 East
- Laura K. Gilmore, MSN, APRN, RN, ACCNS-AG, Critical Care - NCC, MCC, TSICU
- Samantha Hopper, MSN, RN, PCCN, 5 East
- Lindsey Jerkins, MBA, BSN, RN, OCN, Cancer Center
- Melissa McDonald, MSN, MBA, RN, 6 East
- Whitney Pickel, MSN, RN, CCRN, Patient Safety

**2019 Leader Graduations**

- Scott Branch, MSN, RN, CMSRN, 10 East
- Shannon Cusick, MSN, RN, RN-BC, 8 West
- Julie Daniels, MSN, RN, 4 South/HDU
- Jo Ellen Moore, MSN, RN, Endoscopy
- Rebecca Newport, MSN, RN, RN-BC, Cath Lab/CVR
- Donna Patterson, MSN, RN, NE-BC, 11 East
- Kristine Rodriguez, MSN, RN, 12 East

## Structural Empowerment

David Price, DNP, APRN, RN, ACNS-BC, CEN Earns Doctor of Nursing Practice Degree



David has been employed with UTMC since September 2008. He received both his BSN and MSN degrees from the University of Tennessee College of Nursing, Knoxville. His professional experiences have included critical care, emergency, flight nursing, BSN program faculty and as a full time Clinical Nurse Specialist in the medical-surgical service line. Professional memberships include American Academy of Medical-Surgical Nurses, American Nurses Association, Tennessee Nurses Association, Emergency Nurses Association, Air and Surface Transport Nurses Association, National Association of Clinical Nurse Specialists, and Sigma Theta Tau International.

Approximately six years ago, he began to seriously consider a terminal degree in nursing and requested information on admission requirements and tuition from various schools. After considering all options, he chose Walden University's DNP program to begin his doctorate journey because of its CCNE accreditation, reputation, and affordability. Because of the flexibility of the program structure, he was able to focus on his unique professional interests, strengthen his advanced practice foundation, consider best evidence-based strategies to address current practice issues, and enhance his leadership abilities. David completed a Doctor of Nursing Practice (DNP) degree from Walden University in May 2018. He is board certified as an Adult Health Clinical Nurse Specialist by the American Nurses Credentialing Center. His current position at UTMC is as a Coordinator in the Nursing Education and Professional Development Department. David is a lifelong resident of the foothills of beautiful East Tennessee. He currently shares his home with three large rescue dogs (Gus, Buddy, and Shep) and a goofy cat named Iggy.

### Shared Governance

Shared governance is founded on the principles of partnership, equity, accountability, and ownership. It is a format for nurses to own their practice and to advance the value and quality of health care. The purpose of shared governance is to:

- Empower staff
- Increase professional autonomy
- Increase job satisfaction
- Provide more effective clinical practice
- Improve quality of patient care

### Coordinating Council

**Chair: Janell Cecil, MSN, RN, NEA-BC,**

**Facilitator: Mickey McBride, MSN, RN**

The Coordinating Council coordinates, integrates and oversees the activities of all the UTMC shared governance councils.

This council facilitates communication between councils in a decision-making framework and supports the mission, vision, and values of UTMC. In addition to the chair and facilitator, members include the chairs of each nursing council and the Magnet Program Director.

### Nursing Leadership Council

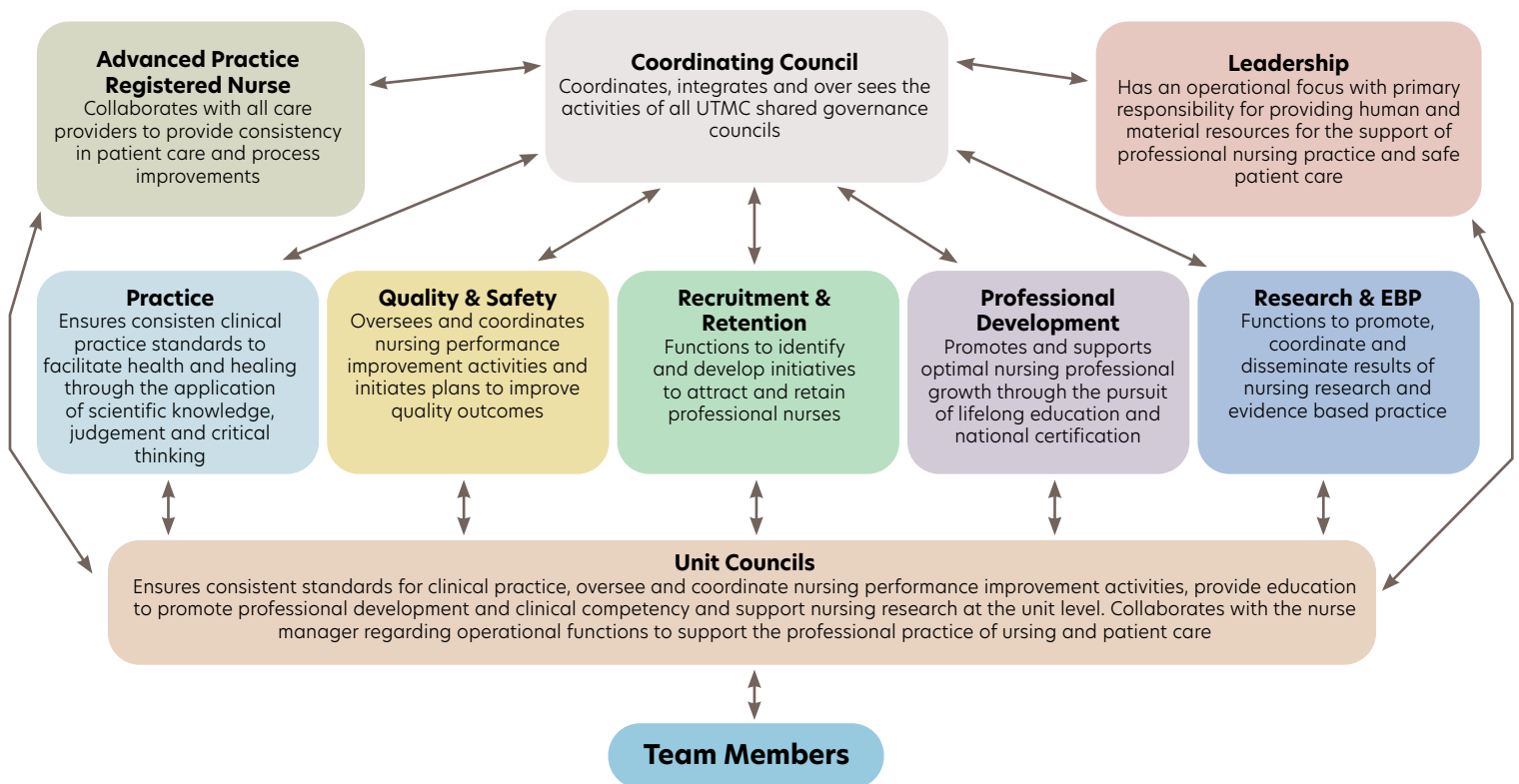
**Chair: Janell Cecil, MSN, RN, NEA-BC**

The Nursing Leadership Council has an operational focus with primary responsibility for providing human and material resources for the support of professional nursing practice and

### Structural Empowerment

- Professional organizations
- continuous professional development
- nursing education
- transition to practice
- preceptors
- community outreach
- teachers of patients and families
- interprofessional decision-making
- certifications
- advanced nursing degrees

## Shared Governance Communication Algorithm



safe patient care. The nursing members include VP's, directors, nurse managers, CNS's and others in leadership positions.

### 2018 and 2019 Council Highlights

#### APRN Council

The Advanced Practice Registered Nurse Council (APRN) enhances, promotes, and supports the contribution of the APRN, practicing under the "Nursing" Practice Model, to improve the quality and safety of patient care and patient outcomes through the utilization of evidence-based practice. The council collaborates with all care providers to provide consistency in patient care and process improvements. Members provide leadership and collaboration within all nursing councils through recommendation of process changes and strategies for clinical practice improvement.

#### 2018 Accomplishments - Chair: Susan Toberman, MSN, APRN, RN, ACCNS-AG, CCRN, CFRN, CPEN, EMT

- Established relationship with Quality and Safety Council to work with Unit Safety Coaches in continued measurement, assessment and performance of initiatives such as SCD hose, PRN pain medication and administration

- Led the house-wide initiative for "March Out CLABSI"
- Conducted monthly Code Blue reviews with involvement of Chad Still, Training Specialist, to provide timely feedback to team members in bedside conversation and through AHA courses
- Podium Presentations
  - o Role of Clinical Nurse Specialist at the AORN conference in Nashville, TN
  - o Role of the Clinical Nurse Specialist in the Transport Environment at Nursing Grand Rounds
  - o DUC Team at Nursing Grand Rounds

#### 2019 Accomplishments

##### Chair: Kelly O'Dell, MSN, APRN, RN, ACNS-BC, CMSRN

- CAUTI Education
- Revamp EKG Course (Orientation, Post class and Follow-up tests)
- CNS Branding - Presented at UTMC Nursing Research Day
- Partnership with Schools for CNS Succession and Enrollment
- Complete NE/CNS Proposal

# 2018-2019 Nursing Annual Report

## Practice Council

The Practice Council ensures consistent clinical practice standards to facilitate health and healing through the application of scientific knowledge, judgment, and critical thinking.

### 2018 Accomplishments

**Chair: Lisa Lisle, BSBA, BSN, RN, RN-BC**

- Daily weights
  - Flagged as task
  - Weight based meds now weight in task list and dosing weight now on patient banner bar
  - Weight discrepancy alert to nurse
- Insulin pilot advanced to Omnimed on pilot floors
- Standard work to include obtaining oral temp if temporal outside normal limits prior to MD notification
- Changed outside IV lines to every 24 to 48 hrs. per Nursing Infusion Society guidelines
- Vascular Access Tool electronic and house wide

### 2019 Accomplishments

**Chair: Jessica Stiles, MSN, RN, CNL**

- Insulin pilot rollout July 2019 (Critical / Acute Care)
- Heparin Task Force
- Collaboration on Telemetry policy and CMU Standard Work
- Electronic Pre-Op Checklist
- Chronic Pain Assessment in admission history to improve compliance with pain score reassessment
- Discharge documentation will notify MD if RN prints DEPART prior to changes being made
- CHG dressings for peripheral IV's

## Professional Development Council

The Professional Development Council promotes and supports optimal nursing professional growth through the pursuit of lifelong education and national certification.

### 2018 Accomplishments

**Chair: Megan Givens, BSN, RN, RN-BC**

- Nursing Professional Practice Model education by a Poster Contest and Crossword Puzzle Contest
- Certification Recognition Breakfast (Chick-fil-A) and provided "Certified" badge backers
- DAISY/IRIS and Team DAISY Awards
- Wellness points for Nursing Grand Rounds (NGR)

### 2019 Accomplishments

**Chair: Samantha Hopper, MSN, RN, PCCN**

- Tried changing NGR times to 2:00 & 2:45pm

- 12 new team members participated in QUEST program from previous year
- Bonus increased for obtaining certification and option of getting lab jacket
- Successful Certification Breakfast
- Monthly Wellness Challenges
- CMSRN exam prep session in the library
- ASN to BSN Education Fair
- Offering CEU's by the Nursing Education and Professional Development Dept.

## Quality & Safety Council

The Quality & Safety Council oversees, and coordinates nursing performance improvement activities and initiates plans to improve quality outcomes.

### 2018 Accomplishments

**Chair: Stephen Vath, BSN, RN, CCRN**

- Advocated and assisted APRN Council with addressing SCD documentation of refusal
- Addressed and assisted in correcting charting / IT issues with SCD hose, PRN pain medication and administration and weights for Heparin dosing
- Addressed issues of current council layout - will fix the issue at hand then address the next issue

### 2019 Accomplishments

**Chair: Conner Brown, BSN, RN**

- PRN Pain assessment
  - Multiple interventions
    - Identification of "fall out" areas
    - Added to ED's charting system
    - Education for nurses
    - Coordination with Pain Committee (Chronic Pain)
  - Medications being administered more frequently than intended was 0% after education
  - Identified that 80% of "fall outs" opened the correct screen but selected the wrong area to chart
- Hand hygiene education: 68% compliance pre and 80% after education
- Restraints use increase - Busy box content list refined, collected supplies and dispensed to inpatient areas that use restraints
- Meal documentation standard work created after seeing decreased documentation from tracers
- Tracer changes resulted in increased compliance:
  - Changed the wording of advanced directive question and eye wash question

## Research & Evidence Based Practice Council

The Research & Evidence Based Practice Council functions to promote, coordinate, and disseminate results of nursing research.

### 2018 Accomplishments

**Chair: Colleen Bruno, BS, BSN, RN, CMSRN**

- Sacred Cow Contest resulted in five abstracts/posters submitted and displayed at University of Tennessee College of Nursing Research Day
- Two EBP Newsletters published
- DUC findings and presentation

### 2019 Accomplishments

**Chair: Brittany Kandel, BSN, RN**

- 5 approved projects
- 1 published project - David Price/Leslie McKeon
- Sponsored UTMC Nursing Research Day
- Hiring of a Nurse Scientist - Leslie McKeon, PhD, RN, NEA-BC
- Two EBP Newsletters published

## Recruitment & Retention Council

The Recruitment & Retention Council functions to identify and develop initiatives to attract and retain professional nurses.

### 2018 Accomplishments

**Chair: John Clark, BSN, RN**

- Clinical RN Chair - inaugural year
- Implemented Appreciation Bulletin Boards for all units/departments with slogan "Simply the Best/Ultimately Terrific". The Appreciation Slogan Contest was won by Helen Ward, NT, 7 West
- HR Team Member Panel (Nurses that had terminated and then returned to UTMC)
- Preceptor Pay (Discussion presented to Sr. Team)

### 2019 Accomplishments

**Chair: H. Sid Baker, BSN, RN**

- Pet-A-Palooza (Yammer)
- Smokies baseball outing for fun, engagement and networking
- Student Loan Forgiveness - Proposal to HR
- Updated "All About Me Form"

## Unit Councils

The purpose of the unit council is to ensure consistent standards for clinical practice, oversee and coordinate nursing performance improvement activities, provide education to promote professional development and clinical competency, and support nursing research at the unit level. The unit councils collaborate with the nurse managers regarding operational

functions to support the professional practice of nursing and patient care. Each unit has a clinical nurse chair and a nurse manager who assists and supports the council. Best practices from select unit councils are shared twice a year at the Unit Council Chair/NM Meeting. The best practice presentations from 2018 and 2019 are listed below.

### April 24, 2018

- Hemodialysis Project Improvement  
Jessica Carey, Chair & Julie Daniels, NM - HDU
- Performance Improvements  
Beth Absher, 2017 Chair & Cynthia Williams, VP - 4E
- 10 East Unit Council Projects  
Jessica Poulsen, Chair & Scott Branch, NM  
Sabrina Robbins, RN - 10E
- Outpatient Bedded Project for ACDF Patients  
Angela Karnes, Chair & Beverly Parker, NM  
Rachel Johnson, CNS - 6S

### December 4, 2018

- Emergency Room Unit Council  
Lauren Couch, Chair & Myala Hendricks, NM- Emergency Department
- Contingency Discharges  
Susan Cothran, Chair & Melissa McDonald, NM - 6E
- Improving Medical Critical Care Unit Council Participation  
Beth Talbott, Chair & Whitney Pickel, NM- Medical Critical Care

### April 25, 2019

- Nurse Lead Rounds  
Eric Smith, Chair & Bill Shingler, NM - NCC
- 7S UBC Cost Saving's Project  
Donna Rose, Chair, Zachary Hall, Co-Chair & Josh Hawkins, NM - 7S
- Job Enjoyment in the Cardiac Cath Lab  
Sharon Sprague, Chair & Becky Newport, NM - CVL/CVR
- 4S Yard Sale 2018  
Jazmine Cresap, Chair & Julie Daniels, NM - 4S
- Buckets, Not Bags  
Rhonda Leuch, Chair, Theresa Gregg, QUEST & Donna Gardner, NM - UTDS

### December 5, 2019

- ASU/POU 2019 Unit Council  
Pauline Bushman, Chair & Daniel Vickery, NM - ASU/POU
- Unit Project Cardiovascular and Pulmonary Rehabilitation  
Maija Bell, Chair & Emily Hayes, RN - Cardiopulmonary Rehab
- Improving Overall Job Satisfaction in Interventional Radiology  
Sandy Teffeteller, Chair & Jennifer DeBow, Executive Director - IR

# 2018-2019 Nursing Annual Report

## QUEST Nursing Professional Development Program 2018-2019

QUEST is a professional development program offered annually for clinical registered nurses. The program offers four clinical levels based on clinical experience, professional contributions, and achievements. QUEST helps encourage and support professional growth and development of clinical nurses, as well as helps enhance the quality of patient care and patient outcomes at UTM. The program is coordinated by Nicole Simmons, MSN, APRN, RN, ANP-BC. There were 16 nurses that completed the program in 2018 and 19 nurses in 2019.

Registered nurses providing direct patient care with at least one year of nursing experience are eligible to participate. Advancement through the different levels requires additional experience, professional certification, nursing education and time invested in professional activities. There are three domains that encompass the QUEST program. These domains are aligned with organizational strategic priorities. Participants

complete required and elective activities in each domain as well as a QUEST project aimed at impacting nursing practice.

## National Certified Nurses Day

Professional nursing certification is a way for nurses to demonstrate that they have met nursing specialty standards for excellence in their practice area. UTM values professional nursing certification and supports eligible nurses through multiple methods to include some on-site review courses, testing, monetary bonus, payment for first recertification, lab jacket with credentials and a badge backer with "Certified" placed behind name tag.

Each year in March, the Nursing Professional Development Council works to acknowledge the nurses who have worked diligently to become and stay certified by offering them a small token of appreciation. In 2018 and 2019 the council provided Chick-fil-A chicken biscuits for UTM certified nurses.

## 2018 QUEST Recipients

**2018**

# QUEST

QUEST, the professional development program for clinical registered nurses, focuses on clinical nursing practice, patient care management, nursing research/evidence-based practice and professional development behaviors.

**QUALITY**  
Exemplary patient outcomes through evidence-based Practice

**UNITY**  
Patient & family centered care model; clinical teamwork

**EXCELLENCE**  
Nationally recognized for nursing excellence

**SERVICE**  
Patients, families, co-workers and community

**TRANSFORM**  
Professional development and recognition of achievements



**UT MEDICAL CENTER**  
Wisdom for Your Life.

### CLINICAL EXPERTS

 <b>Daniel Carpenter</b> BSN, RN, CEN Endovascular Suite	 <b>Sarah Ellsworth</b> BSN, RN, RN-BC Cardiac Cath Lab	 <b>Heather Hiltbold</b> BSN, RN, CCRN CVICU	 <b>Christina Johnson</b> BSN, RN, RNC-OB, C-EM Labor and Delivery
 <b>Jacque Kirk</b> BSN, RN, CNOR Operating Room	 <b>Kimberly Perkins</b> BSN, RN, CMSRN 12 East	 <b>Sharon Sprague</b> BSN, RN, RN-BC Cardiac Cath Lab	 <b>Amy Swaffer</b> BSN, RN, CNOR Operating Room

### CLINICAL LEADERS

 <b>Sydney Taylor</b> BSN, RN, CNOR Operating Room	 <b>Scott Warden</b> BSN, RN, RN-BC Cardiac Cath Lab	 <b>Jazmine Cresap</b> BSN, RN, CMSRN 4 South	 <b>Lindsey Duran</b> BSN, RN, PCCN Progressive Care Unit
--	--	---	---

### CLINICAL CHAMPIONS

 <b>Erin Kennedy</b> RN, CCRN Medical Critical Care	 <b>Lisa Lisie</b> BSN, RN, RN-BC 11 East	 <b>Samantha Hooper</b> BSN, RN, PCCN Progressive Care Unit	 <b>Sharon Spiane</b> BSN, RN PACU
---	---	---	--

## 2019 QUEST Recipients

**2019**

# QUEST

QUEST, the professional development program for clinical registered nurses, focuses on clinical nursing practice, patient care management, nursing research/evidence-based practice and professional development behaviors.

**QUALITY**  
Exemplary patient outcomes through evidence-based practice

**UNITY**  
Patient & family centered care model; clinical teamwork

**EXCELLENCE**  
Nationally recognized for nursing excellence

**SERVICE**  
Patients, families, co-workers and community

**TRANSFORM**  
Professional development and recognition of achievements



**UT MEDICAL CENTER**  
WISDOM FOR YOUR LIFE

### CLINICAL EXPERTS

 <b>Pauline Bushman</b> BSN, RN, CCRN ASU/POU	 <b>Sarah Ellsworth</b> BSN, RN, RN-BC Cardiac Cath Lab	 <b>Theresa Gregg</b> BSN, RN, CAPA UT Day Surgery	 <b>Heather Hiltbold</b> BSN, RN, CCRN CVICU
 <b>Christina McMahon</b> BSN, RN, NVRN 6 South	 <b>Kimberly Perkins</b> BSN, RN, CMSRN 12 East	 <b>Melissa Quick</b> BSN, RN, RN-BC PMT	 <b>Teresa Sikes</b> BSN, RN, CCRN NIC
 <b>Sharon Sprague</b> BSN, RN, RN-BC Cardiac Cath Lab	 <b>Amy Swaffer</b> BSN, RN, CNOR OR	 <b>Evangeline Tant</b> BSN, RN, RN-BC 8 West	 <b>Scott Warden</b> BSN, RN, RN-BC Cardiac Cath Lab

### CLINICAL LEADERS

 <b>Lisa DeVault</b> RN, CCRN 3 South	 <b>Erin Kennedy</b> RN, CCRN MCC	 <b>Tina Vinsant</b> BSN, RN, PCCN PCU
---	---	--

### CLINICAL CHAMPIONS

 <b>Melissa Gheen</b> BSN, RN, CCRN TSCU	 <b>Hayley Goldman</b> BSN, RN, RN-BC CCU	 <b>Kevin Lowe</b> RN 8 West	 <b>Daniel Thompson</b> BSN, RN, CCRN CVICU
--	---	--	---

## Transition to Practice - Nurse Residency Program

As a Magnet recognized hospital, UTMC strives to provide the best patient care. Numerous research studies support the positive impact nurse residency programs have on new graduate nurse retention and patient outcomes. The Nurse Residency Program was implemented in 2016 at UTMC in partnership with Vizient's Nurse Residency Program. The goal of the residency program is to support the new graduate nurse's transition from advanced beginner to competent professional. The 12-month program fosters critical thinking, clinical knowledge, leadership, and utilization of research-based evidence into practice.

At the end of 2019, some accomplishments include:

- Overall program first year retention rate = 90%
- 97 completed Evidence-Based Practice (EBP) projects
- 1 Institutional Review Board (IRB) approved grant funded study
- 258 current nurse residents

### **Some responses from 2019 residents from the survey question - How did the residency program most positively impact your role as a professional nurse?**

"It gave me a place to learn about the structure of the hospital and the various roles within. It also expanded on experiences that were common for nurses which allowed me time to reflect on my practice"

"It gave me a network of people who experience the difficulties of being a new nurse"

"Enhanced my knowledge to work as a nurse. Small groups discussions help develop connection with other new nurses"

"It made me realize that everyone struggled with the same things I did, and everyone makes mistakes"

"Gave me the confidence to know other nurses were exactly where I was developmentally in our nursing career"

"Gave more insight into different situations"

"I was scared and with the support of the NRP I felt more at ease with each passing month"

## UTMC Approved Provider for CNEs

In September 2019, UTMC became an approved provider of nursing continuing professional development by the Tennessee Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. In 2019 the medical center provided 89 continuing education events and awarded 3450.5 contact hours. Accredited continuing education hours give nurses opportunities to learn and grow professionally, assist nurses with obtaining certification and recertification, and provide continued competence for licensing renewal. The Nursing Education and Professional Development Department is responsible for maintaining accreditation standards.

## Exemplary Professional Practice

### David Trout: Healthcare Hero 2018

In 2018, one of UTMC's own, David Trout, RN, CMSRN was awarded one of the East Tennessee Health Care Heroes by Knox.biz, a local business association.

He was included in a spotlight piece in their publication showcasing the excellent care David provides for the patients at The University of Tennessee Medical Center. During a celebration on September 6, 2018 at The Foundry, he was honored alongside six other local honorees.



David has been at UTMC since 1998, working in various roles and departments from oncology, trauma ICU, administrative supervisor and even an office job as a nurse recruiter. Currently, he serves as a clinical resource nurse to the nightshift nurses throughout the hospital. He is an asset to the night shift care of the patients. As a clinical resource nurse, he is on call for various departments throughout the facility covering a wide range of patient types. He comes to the bedside to assist with procedures, provide information to the bedside nurses and help them problem solve what the next step should be. He's widely known throughout nightshift as, "the best IV stick in the hospital!" Specifically for the new graduate nurses, he is an excellent resource for on-the-job education in the moment they need it; whether it's a new medication they are administering or a new disease process they are encountering, he will guide them patiently and with such kindness that they never feel like they have asked a dumb question.

Quote from nurse: "David (as well as all of the clinical resource nurses) was my favorite resource to introduce to my new hires

during orientation. No matter what your position was, he could teach you something, every single night. In fact, we often joked on the unit that when we grew up we wanted to become David Trout, continuing to be a resource for all nurses."

### Nursing Professional Practice Model

UTMC developed the Nursing Professional Practice Model based on the Tennessee state tree, the Tulip Poplar. It is a schematic description of a system that depicts how nurses' practice, collaborate, communicate, and develop professionally to provide the highest quality care for those served by the organization. This model illustrates the alignment and integration of nursing practice with the organizations mission, vision and values. In support of the organizational mission, the nurses are committed to providing evidence- based care that promotes safe and compassionate healing, educating team members and those we serve, and exploring new practices that improve patient outcomes and influence future nursing practice.

**Roots:** The foundation is the organizational values that support nursing.

**Trunk:** This includes the entire health care team, not only nursing, but all who affect the patient outcomes.

**Center:** The focus of the facility's nursing care is on patient and family centered care. Each ring surrounding the center reflects varying ways the model supports this concept.

**Inner ring:** These four core concepts of patient and family centered care spell out the acronym DPIC (depiction). This tree is a depiction of UTMCs model of care.

**Next layer:** The first ring is the practice guidelines that support the nurses and their daily work - evidence-based practice, ANA code of ethics, professional standards and practice acts, and service excellence.

**Outer ring:** The following layer reflects the entities that support and empower UTMC nursing practices. As a Magnet recognized facility, we pride ourselves in a shared governance model, encouraging accountability and professional development for all levels of nurses and then recognizing those nurses and their accomplishments.

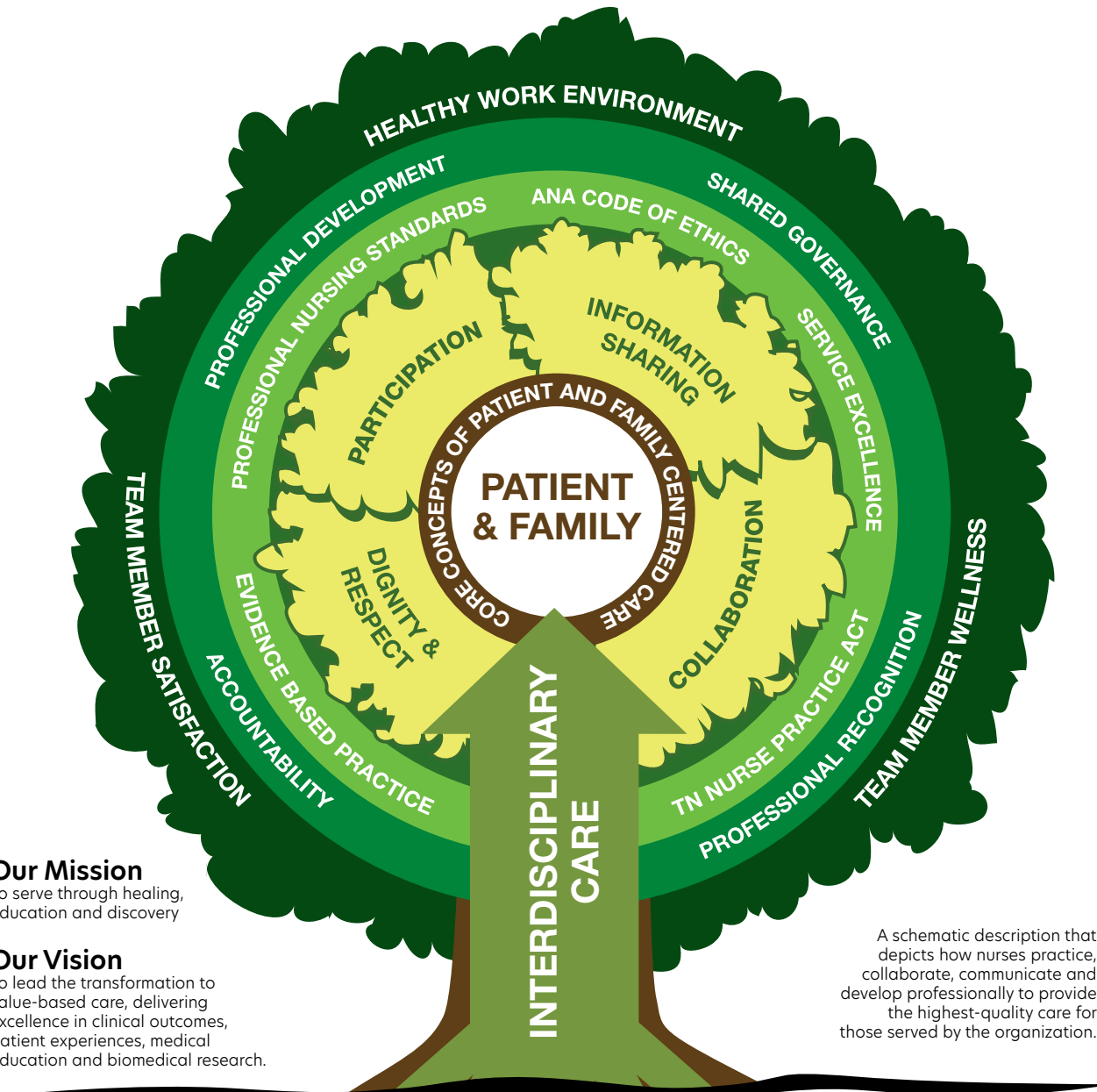
**Leaves:** The outside leaves reflect how the organization works to improve the workplace environment. These factors improve the health and engagement of the team members and promote a healthier and safer work environment.

### Exemplary Professional Practice

- Professional Practice Model
- care delivery system
- professional standards of practice
- workplace safety
- nurse-sensitive clinical indicators
- nurse satisfaction
- partner with patients/families
- interprofessional collaboration
- quality improvement
- improved nurse turnover/retention
- formal performance review
- resources for ethical and security issues
- patient satisfaction



# Nursing Professional Practice Model



**Our Mission**  
To serve through healing, education and discovery

**Our Vision**  
To lead the transformation to value-based care, delivering excellence in clinical outcomes, patient experiences, medical education and biomedical research.

A schematic description that depicts how nurses practice, collaborate, communicate and develop professionally to provide the highest-quality care for those served by the organization.

**ORGANIZATIONAL**

**STRUCTURE**

- Organizational Values
- Health Care Team
- Focus of Nursing Care
- Concepts of Patient/Family Centered Care
- Guides the Practice of Nursing
- Support and Empowers Nursing
- Healthy and Satisfying Environment



# 2018-2019 Nursing Annual Report

## Good Catch Program

The Good Catch Program is intended to promote a positive patient safety culture through identifying safer practices. This program, directed by the Patient Safety Manager, Whitney Pickel, MSN, RN, CCRN encourages the identification of potential system errors or problems before they reach the patient and cause harm. It recognizes team members for identifying and reporting these issues, leading to safer

practices. The team members who report these safety concerns have the chance via drawing to win a monthly Good Catch recognition along with a \$25 movie gift card. Additionally, each quarter a winner is selected by a subcommittee of the Patient Safety Council to receive a Good Catch trophy, recognition from senior leadership, and a \$50 Visa gift card. Nurses who were acknowledged in the Good Catch Program in 2018 and 2019 follow.

2018 Monthly (RN) Winners:			
Month	Name	Department	Event Type
January	A. Lanny Martin, BSN, RN, CCRN	CVICU	Medication related
April	Katrina Slover, BSN, RN	7 Heart	Wrong patient
September	Victoria Slusher, BSN, RN	Emergency Department	Medication related
November	Sabra Bruce, RN	UT Day Surgery	Related to surgical procedure

2019 Monthly (RN) winners:			
Month	Name	Department	Event Type
April	Nancy Eubank, RN, RN-BC	University Infusion Services	Medication related
May	April Braden, BSN, RN	PACU	Medication/Wrong patient
September	Andrea DeMaria, BSN, RN	6 South	Medication related
November	Theresa Geissler, BSN, RN, RNC-OB, C-EFM	Delivery Room	Complications of care
December	Haley Davis, BSN, RN	4 East	Medication related

2019 Quarterly (RN) Winner:			
Quarter	Name	Department	Event Type
1st	Ralph Norman, RN, CCRN	Endovascular	Event relating to surgery or invasive procedure

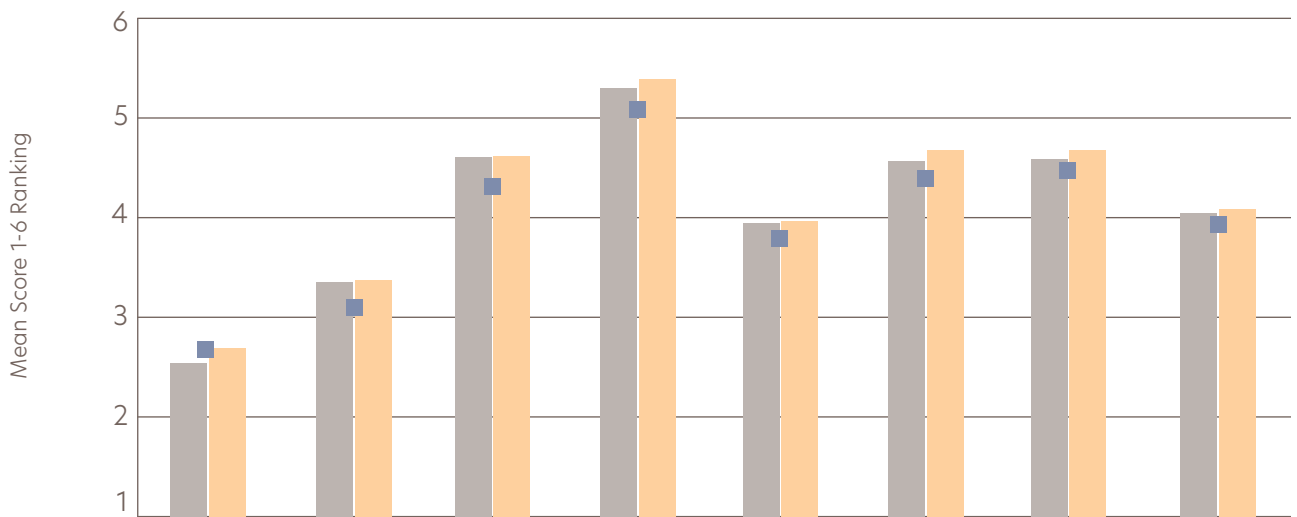
## QUEST Project to Change in Nursing Practice

In December 2018 at the end of a clinical nurse's year long QUEST project, Sharon Splane, RN (PACU) presented a poster on her findings on the use of a pink RESTRICTED EXTREMITY armband. Ms. Splane knew patients with some conditions, such as an arteriovenous (AV) fistula or graft, mastectomy, deep vein thrombosis, or axillary lymph node dissection should not have an IV insertion, lab draw, or blood pressure reading on the affected extremity. The only methods being used at UTMC to identify affected extremities were tape with "Do Not Use" attached to the extremity or a wall sign above the patient's bed. The tape was often overlooked, and the wall sign was

ineffective if the patient traveled off the unit. Ms. Splane conducted a pilot using a bright pink armband to identify the affected extremity. Her work on this project led to a hospital-wide policy change in June 2019 with implementation of the armband in all admission areas for any patient in need of restriction to a limb. This was a nurse-led initiative which resulted in a more standardized approach to identification of restricted limbs. Most importantly, this change has provided patients with greater peace of mind knowing someone won't inadvertently use their arm during an emergent procedure. Sharon congratulations on your success!

## RN Satisfaction & Engagement

2018 and 2019 NDNQI RN Survey Scales-R Overall  
The University of Tennessee Medical Center-Adapted Work Index



	Adeq Staff	Foundation for Quality & Care	Autonomy	RN-RN Interactions	Nursing Administration	Professional Development Opportunity	Professional Development Access	Interprofessional Scale-Rollup
2018 Overall UTMC	2.59	3.22	4.52	5.24	3.97	4.57	4.47	4.04
2019 Overall UTMC	2.71	3.25	4.57	5.33	3.99	4.63	4.61	4.09
2019 NDNQI* AMC Mean	2.68	3.05	4.37	5.11	3.81	4.34	4.39	3.95

\* Academic Medical Center Mean (2019)

## New Knowledge, Innovations and Improvements

### Dr. Leslie McKeon, Nurse Scientist

In February 2019, Leslie McKeon joined the nursing division as the Nurse Scientist. Dr. McKeon has served senior nursing leadership positions in practice and academia. Her expertise is in quality improvement and clinical leadership.



Dr. McKeon has practiced in a variety of health care settings, including home health, acute rehabilitation, hospice, long term care, and ambulatory surgery. She earned her PhD in 2004 from the University of Tennessee Health Science Center (UTHSC) in Memphis, TN. As an Associate Professor at UTHSC, she was awarded a \$750,000 grant from the Health Research and Services Administration to develop, implement, and evaluate a Master's Entry Clinical Nurse Leader program. During that time, she was also an active member of the Institute for Healthcare Improvement Health Professions Education Collaborative, a group dedicated to promoting interprofessional high-reliability health care practice.

Dr. McKeon's teaching experiences encompasses all levels including PhD, DNP, MSN, BSN and RN-BSN. Her passion is teaching nurses how to evaluate care. One of her first projects after joining UTMC was to assist Sue Toberman, MSN, APRN, RN, ACCNS-BC, CFRN, CCRN, CPEN, EMT and Julie Herzfeldt, BSN, RN, CEN, CFRN from LIFESTAR in designing a study to measure the impact of tranexamic acid during aeromedical

transport. She also enjoys helping nurses publish their studies. She co-authored an article with Dr. David Price on outcomes of UTMCs Difficult Urinary Catherization (DUC) program. It was accepted for publication in the Journal of Nursing Care Quality this past fall with planned publication October 2020.

Dr. McKeon continues to advance nursing practice at UTMC through her work with the Nursing Research and Evidence-Based Practice Council and adoption of the Johns Hopkins Nursing Evidence-Based Practice Model in professional development activities. Her enthusiasm for learning increases with each nursing project led by our dedicated exemplary nurses.

### Nursing Research Day 2019: Innovations in Clinical Practice

The UTMC Nursing Research Day was held on November 5, 2019 in Wood Auditorium and sponsored by the Nursing Research & Evidence-Based Practice Council. The program consisted of nurse researchers - external and internal and presenters on EBP projects. The topics and presenters include:

- Collaborative Research at UTMC: Speak for Myself • Rebecca Koszalinski, PhD, RN, CRRN, CMSRN, UTCO and UTMC Panelists: Theresa Day, MSN, RN, CCRN, Heather Hiltbold, BSN, RN, CCRN & Clay Kyle, MSN, RN, PCCN
- Evaluation of a Difficult Urinary Catheterization (DUC) Team in an Academic Medical Center • David Price, DNP, APRN, RN, ACNS-BC, CEN
- Blending QI and Research to Enhance Nursing Innovation Leslie McKeon, PhD, RN, NEA-BC, and Melissa McDonald, MSN, MBA, RN
- The Role of the Clinical Nurse Specialist: Translating Research into Evidence-Based Practice • Kelly O'Dell, MSN, APRN, RN, AGCNS-BC, CMSRN • Susan Marti, MSN, APRN, RN, ACNS-BC, CMSRN • Lauren Ade, MSN, APRN, RN, AGCNS-BC, RN-BC • Sue Toberman, MSN, APRN, RN, ACCNS-AG, CCRN, CFRN, CPEN, EMT • Kris Jackson, MSN, APRN, RN, AGCNS-BC, RN-BC
- Participant Evaluation of the Advance Trauma Care for Nurses (ATCN) Certification in Africa • Debbie Tuggle, RN, CEN • Theresa Day, MSN, RN, CCRN

### Nursing Research Fellowship

The Nursing Research Fellowship at UT Medical Center provides one to two clinical nurses an opportunity to serve as a principle investigator for a research study with ongoing mentorship by Dr. Leslie McKeon, Nurse Scientist and support from the Nursing

### New Knowledge, Innovations, and Improvements

- Evidence-based practice
- nursing research
- disseminate to internal and external audiences
- innovation
- design of workflow
- work environment
- improved outcomes
- adoption of technology

Research and Evidence Based Practice Council.. The program allows the fellows to develop a research proposal, implement the study and disseminate the findings over an 18-month period. The fellow is supported with professional research time of up to 12 hours of pay per month if eligibility criteria is met.

**2017 - 2018**

Desiree Wright, BSN, RN, 3 West Mother Baby Unit completed her research fellowship on Effectiveness of Contact versus Standard Nipple Shields for Increasing Breastfeeding Duration.



**2018**

Beth Talbott, BSN, RN, CCRN, Medical Critical Care, completed a research fellowship on Evaluation of EHR Charting Compliance With and Without Prompting and Nursing Perspective of the Change. She presented her findings externally with a poster presentation at the Tennessee Hospital Association in October of 2019.



**2018 Nursing Presentations (Poster, Podium & Publications)**

**External Presentations**

Umberger, R., Todt, K., Talbott, E., Sparks, L, & Thomas, S. (2018, February). Experiences of informal caregivers of sepsis survivors in Appalachia (poster). Presented at Critical Care Congress: San Antonio, TX.

Eckleberry, M., Sawyer, S., & Freeman, N. (2018, February). Ventilator LOS reduction post isolated coronary artery bypass grafting: Phase 1 (poster). Presented at NACNS National Conference: Austin, TX.

Henry, J. (2018, February 13). CSTAT, ELVO, MER RACE: Making sense of the new stroke alphabet soup (podium). Presented at ENA Smokey Mountain Chapter: Knoxville, TN.

Lawson, C. & Ingram, M. (2018, March 18). Escaping the lecture (podium). Presented at Vizient Nurse Residency Conference: Savannah, GA.

Swaffer, A. (2018, March). Creating a successful online journal club (poster). Presented at AORN Global Surgical Conference and Expo: New Orleans, LA.

Swaffer, A. (2018, March). Implementing AORN recommended practices for autologous bone (poster). Presented at AORN Global Surgical Conference and Expo: New Orleans, LA.

Tate, S. (2018, March). Surgery based preceptor program (poster). Presented at AORN Global Surgical Conference and Expo: New Orleans, LA.

Henry, J. (2018, March). Implementation of code stroke APRN and RN roles: Nurses driving process improvement (podium). Presented at: American Association of Neuroscience Nurses AANN: San Diego, CA.

Radtke, J. (2018, April 10). Spores no more: A Clostridium Difficile reduction initiative (podium). Presented at Tennessee Center for Patient Safety Regional Meeting: Knoxville, TN.

Rasnake, N. (2018, May 1). Doing more with less: One TPM struggle to keep a trauma program running (poster). Presented at TCAA Annual Conference: New Orleans, LA.

Tuggle, D. (2018, May 1). Collaboration and creativity coupled with can-do=success (poster). Presented at TCAA Annual Conference: New Orleans, LA.

Taylor, G. (2018, May 1). Improving submission of EMS electronic patient care records to trauma centers (poster). Presented at TCAA Annual Conference: New Orleans, LA.

Cecil, J. & Epps, J. (2018, May). Pain management in the midst of an opioid epidemic: One medical center's response (podium). Presented at Becker's Hospital Review Health IT and Clinical Leadership 2018 Conference: Chicago, IL.

Coggins, D. (2018, May 18). Cryptogenic stroke basics and panel discussion (podium). Presented at 10th Annual Stroke Symposium: The Heart of Stroke-Current Treatment Trends: Knoxville, TN.

Humphrey, A. (2018, May 20). From spectator to performer in the bundle payment arena (podium). Presented at National Association of Orthopedic Nurses: Albuquerque, NM.

Taylor, G. (2018, May 24). Recognizing incomplete spinal cord injuries (podium). Presented at Roane State Community College—EMS week.

Dalton, B. (2018, August). When less is more—A smaller city's approach to crisis intervention team (podium). Presented at 2018 Crisis Intervention Team International Conference: Kansas City, MO.

Poe, A., & Jackson, K. (2018, August). What a clinical nurse specialist can do for you (podium). Presented at OR Today Live Surgical Conference: Nashville, TN.

Ward, A., Jerkins, L., Noe, S., Lewis, J., & McLoughlin, J. (2018, September). Impact of team based surveillance on outcomes for patients with Melanoma (poster). Presented at 2018 American Society for Clinical Oncology Survivorship: Chicago, IL.

# 2018-2019 Nursing Annual Report

- Addleman, C.J., & Robinson, K. (2018, September). Creating or revising a preoperative assessment clinic (podium). Presented at OR Manager Conference: Nashville, TN.
- Dalton, B. & Smoak, M. (2018, September 24-29). Tennessee Delegates to National Emergency Nurses Association Conference: Pittsburg, PA.
- McBride, M. (2018, October). A Facebook and social media alternative: It's Yammer time! (poster). Presented at 2018 Tennessee Hospital Association Annual Conference: Franklin, TN.
- Sloan, B., van Zyl, J., Indranoi, Y. & Fladd, D. (2018, October 10). Designing healthcare across the continuum: Traveling behind the veil of post-acute world (podium). Presented at Cerner Health Conference 2018: Kansas City, MO.
- Cecil, J. & Epps, J. (2018, October 16). Synergy as strategy (podium). Presented at CMO-CNO Tennessee Hospital Association Conference: Franklin, TN.
- Taylor, G. & Tuggle, D. (2018, October 23). Stop the bleed (panel discussion). Presented at Emergency Management Agencies of TN Conference: Chattanooga, TN.
- Snyder, J.C., Osman, M., Clark, C.T., & Rains, A.W. (2018, October). Appropriateness of red blood cell transfusion following computerized provider order entry alerts (poster). Presented at AABB Annual Meeting: Boston, MA.
- Henry, J. (2018, October). CSTAT, ELVO, MER RACE: Making sense of the new stroke alphabet soup (podium). Presented at Tennessee Association of Rescue Squads Annual Symposium: Pigeon Forge, TN.
- Cecil, J. (2018, October 25). Introduction of a K9 program at a Magnet hospital. Who let the dogs out? (podium). Presented at 2018 ANCC National Magnet Conference: Denver, CO.
- Niswonger, E. & McGill, T. (2018, November 5). Don't overcheck the baby: Are we monitoring too much? (poster). Presented at UTCOON Research Day: Knoxville, TN.
- Caldwell, L. & Flanary, J. (2018, November 5). Head covering for central line dressing changes (poster). Presented at UTCOON Research Day: Knoxville, TN.
- Geissler, T. (2018, November 5). Decreasing perineal lacerations in childbirth (poster). Presented at UTCOON Research Day: Knoxville, TN.
- Hartsell, R. & Airhart, K. (2018, November 5). Umbilical cord care (poster). Presented at UTCOON Research Day: Knoxville, TN.
- Truex, M., Forester, D., & Day, T. (2018, November 5). Tube feeding costs down the tube (poster). Presented at UTCOON Research Day: Knoxville, TN.
- Clevenger, M., Dalton, B., Henry, J. & Toberman, S. (2018, November). Acute ischemic stroke EMS simulation: From 911 to reperfusion (podium). Presented at Tennessee Region II EMS Directors Association Fall Conference: Gatlinburg, TN.
- Radtke, J. (2018, December 4). Conducting a situational risk assessment (podium). Presented at Smoky Mountain Association for Professional in Infection Control and Epidemiology.
- Taylor, G. & Tuggle, D. (2018). Stop the bleed. Presented at 77 locations in Community and East Tennessee: Knoxville, TN and ET Region.

## Publication

- Rowe, A.S., Hawkins, B., Hamilton, L.A., Ferrell, A., Henry, J., Wiseman, B.F., Skovran, S.A., Mosadegh, M.S., Hare, M.E., Kocak, M., & Tolley, E. (2018). Contrast induced nephropathy in ischemic stroke patients undergoing computed tomography angiography: CINISter Study. *Journal of Stroke and Cerebrovascular Diseases* 28(3), 649-654. doi: 10.1016/j.jstrokecerebrovasdis.2018.11.012.

## Internal Presentations

### Nursing Grand Rounds

- Partin, S. (2018, January 11). Managing difficult encounters (podium). Presented at The University of Tennessee Medical Center: Knoxville, TN.
- Radtke, J. (2018, February 8). The scoop on poop—A C. Difficile reduction initiative (podium). Presented at The University of Tennessee Medical Center: Knoxville, TN.
- Bruno, C., Clark, J., Givens, M., Lisle, L., & Vath, S. (2018, June 14). How shared governance impacts the bedside nurse (podium). Presented at The University of Tennessee Medical Center, Nursing Grand Rounds: Knoxville, TN.
- Sprague, S. & Warden, S. (2018, July 12). In-house STEMI: A tale of three patients (podium). Presented at The University of Tennessee Medical Center, Nursing Grand Rounds: Knoxville, TN.
- Price, D. (2018, August 9). Evaluation of a difficult urinary catheterization in an academic medical center (podium). Presented at The University of Tennessee Medical Center, Nursing Grand Rounds: Knoxville, TN.
- Daugherty, K. & Vath, S. (2018, October 11). Venous thromboembolism prophylaxis refusal algorithm: A shared governance collaborative project (podium). Presented at The University of Tennessee Medical Center, Nursing Grand Rounds: Knoxville, TN.
- Toberman, S. (2018, November 8). The clinical nurse specialist in the transport environment: What is a CNS? (podium). Presented at The University of Tennessee Medical Center, Nursing Grand Rounds: Knoxville, TN.

Patty, D. & Daniels, J. (2018, December 13). Recognizing an impaired provider and taking action to keep patients safe (podium). Presented at The University of Tennessee Medical Center, Nursing Grand Rounds: Knoxville, TN.

### **Nursing QUEST Program**

Carpenter, D. (2018, December). Standardized flow coordinator (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.

Cresap, J. (2018, December). Positively affecting staff moral on 4 south medical nephrology (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.

Duran, L. (2018, December). Reducing waste through visual cues (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.

Ellsworth, S. (2018, December). Introducing AORN cleaning standards to the cardiac cath lab (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.

Hiltbold, H. (2018, December). Clinical alarms (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.

Hopper, S. (2018, December). Making nurse assignments based on patient acuity to increase nurse satisfaction (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.

Johnson, C. (2018, December). Removing barriers to the implementation of mobility and upright positioning during labor (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.

Kennedy, E. (2018, December). Decreasing unit acquired pressure injuries in medical critical care (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.

Kirk, J. (2018, December). Urology service reorganization: Standardization of doctor preference cards (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.

Lisle, L. (2018, December). Reduction in PICC CLABSI risk on 11 east (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.

Perkins, K. (2018, December). Protecting our immunosuppressed (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.

Splane, S. (2018, December). Implementation of RESTRICTED EXTREMITY wristbands-protecting patients with AV accesses and breast cancer surgery (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.

Sprague, S. (2018, December). Optimizing job enjoyment (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.

Swaffer, A. (2018, December). Starting on time is a no-brainer (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.

Taylor, S. (2018, December). First case on time surgery starts (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.

Warden, S. (2018, December). Device table set-up in the cath lab (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.

### **Sacred Cow, Evidence-Based Practice Posters**

Caldwell, L. & Flanary, J. (2018, October). Head coverings for central line dressing changes (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.

Geissler, T. (2018, October). Decreasing perineal lacerations in childbirth (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.

Hartsell, R. & Airhart, K. (2018, October). Umbilical cord care (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.

Niswonger, E. & McGill, T. (2018, October). Don't overcheck the baby: Are we monitoring too much? (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.

Truex, M., Forester, D., & Day, T. (2018, October). Tube feeding costs down the tube (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.

### **Nursing Residency, Evidence-Based Practice Posters**

On March 26, July 18 and October 10, 2018 there were 33 posters by residents presented at completion of the Nurse Residency Program.

## **2019 Nursing Presentations (Poster, Podium & Publications)**

### **External Presentations**

McBride, M. (2019, January). A Facebook and social media alternative: It's Yammer time! (podium). Presented at Knox Council Tennessee Organization of Nurse Executives (TONE) Meeting: Knoxville, TN.

Tuggle, D. (2019, January). Concussions and TBI in children (podium). Presented at Grainger County Schools: Rutledge, TN.

Taylor, G. (2019, January). Recognizing incomplete spinal cord injury (podium). Presented at Anderson County EMS education day: Clinton, TN.

# 2018-2019 Nursing Annual Report

- Flanary, J., & Marti, S. (2019, March). Vols against falls (poster). Presented at NACNS Annual Conference: Orlando, FL.
- Johnson, R., & Toberman, S. (2019, March). The role of the clinical nurse specialist in acute stroke: From field to bedside (poster and oral presentation). Presented at American Association of Neuroscience Nurses: Denver, CO.
- Taylor, G. & Tuggle, D. (2019, March). When all the puzzle pieces fit perfectly: A successful mass casualty incident (podium). Presented at Society of Trauma Nurses TraumaCon 2019: Lexington, KY.
- Swaffer, A. (2019, April). Surgery on time starts (poster). Presented at AORN Global Surgical Conference and Expo: Nashville, TN.
- Tuggle, D. (2019, June). Pediatric trauma (podium). Presented at Covenant Health LLD, Nursing Orientation: Knoxville, TN.
- Taylor, G. (2019, August). Recognizing incomplete spinal cord injury (podium). Presented at Morgan County EMS Education day: Sunbright, TN. Presented at Campbell County EMS education day: LaFollette, TN. Presented at Union County EMS education day: Maynardville, TN.
- Shiple, L. & Dalton, B.S. (2019, August 26). Let's Tango: Emergency nurses and crisis intervention team (podium). Presented at Crisis Intervention Team International Conference: Seattle, WA.
- Taylor, G., McNutt, K., & Dalton, B.S. (2019, September 28-30). Tennessee Delegates to Emergency Nurses Association Conference: Austin, TX.
- Taylor, G. (2019, September). Seizures and epilepsy (podium). Presented at Roane State Community College, Critical Care Paramedic Course: Knoxville, TN.
- Taylor, G. (2019, September). TBI and other neurologic injuries (podium). Presented at Roane State Community College, Critical Care Paramedic Course: Knoxville, TN.
- Taylor, G. (2019, October). Recognizing incomplete spinal cord injury (podium). Presented at Tennessee Association of Rescue Squads (TARS) Annual Conference: Pigeon Forge, TN. Presented at Sevier County EMS education day: Sevierville, TN.
- Talbott, E. (2019, October). Evaluation of charting compliance with and without prompting and nursing perspective of the change (poster). Presented at the Tennessee Hospital Association Leadership Summit: Nashville, TN.
- LePhong, C.D., Rains, A.W., & Clark, C.T. (2019, October). Effects of dual platelet inventory and secondary bacterial testing of platelets on available platelet inventory (poster). Presented at AABB Annual Meeting: San Antonio, TX.
- Collins, G.L., Clark, C.T., & Rains, A.W. (2019, October). Effectiveness of provider education in reduction of inappropriate plasma transfusion (poster). Presented at AABB Annual Meeting: San Antonio, TX.
- Price, D. & McKeon, L. (2019, November 4). Outcomes of a nurse-led difficult urinary catheter team in an academic medical center (poster). Presented at University of Tennessee College of Nursing Research Day: Knoxville, TN.
- Day, T. & Tuggle, D. (2019, November 4). Evaluation of Advanced Trauma Care for Nurses certification training in Africa (poster) Presented at University of Tennessee College of Nursing Research Day: Knoxville, TN.
- Toberman, S. (2019, November). Transport of the neurocritical patient: What jet fuel can do for you (podium). Presented at 11th Annual UTMC Brain and Spine Institute's Stroke Symposium: Knoxville, TN.
- Priestly, M. (2019, November). Management of subarachnoid hemorrhage in the neuro critical care unit (podium). Presented at 11th Annual Brain and Spine Institute's Stroke Symposium: Knoxville, TN.

## Internal Presentations

### Nursing Grand Rounds

- Tuggle, D., Day, T., Taylor, G., & Rasnake, N. (2019, January 10). Improving trauma care in Africa (podium). Presented at The University of Tennessee Medical Center: Knoxville, TN.
- Kerby, C. (2019, February 14). I am a magnet nurse (podium). Presented at The University of Tennessee Medical Center: Knoxville, TN.
- Chesney, S., Guinn, S., & Goderich, R. (2019, April 18). MRI safety: Keeping you informed (podium). Presented at The University of Tennessee Medical Center: Knoxville, TN.
- Bushman, P. (2019, May 9). Your path to becoming certified (podium and panel). Presented at The University of Tennessee Medical Center: Knoxville, TN.
- Ade, L. & Bullock, L. (2019, August 8). Breaking the cycle of heart failure readmissions (podium). Presented at The University of Tennessee Medical Center: Knoxville, TN.
- Ward, A. (2019, September 12). Hereditary risk: The role of nursing in oncology genetics (podium). Presented at The University of Tennessee Medical Center: Knoxville, TN.
- Mendola, A., Parrish, T., Partin, S. (2019, November 14). Caring for patients with addiction: Pearls and pitfalls (podium). Presented at The University of Tennessee Medical Center: Knoxville, TN.



### **Nursing QUEST Program**

- Bushman, P. (2019, October). Increasing the number of certified nurses in POU/ASU (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.
- DeVault, L. (2019, October). Inconsistency and lack of communication with ISBAR handoffs from PACU to Phase 2 (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.
- Ellsworth, S. (2019, October). Changing block time and procedure scheduling in the cath lab (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.
- Gheen, M. (2019, October). TSICU book of knowledge improvement (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.
- Goldman, H. (2019, October). New medication education (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.
- Gregg, T. (2019, October). Maximizing day of surgery scheduling efficiency (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.
- Hiltbold, H. (2019, October). Sternotomy cart (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.
- Kennedy, E. (2019, October). Pressure injury prevention in medical critical care (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.
- Lowe, K. (2019, October). 8 heart bedside monitor programming (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.
- McMahan, C. (2019, October). Subcutaneous heparin administration (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.
- Perkins, K. (2019, October). Gold standard for hand hygiene (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.
- Quick, M. (2019, October). Increasing the number of patients coming to pre-anesthesia testing: An orthopedic pilot (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.
- Sikes, T. (2019, October). Nonverbal alcohol withdrawal screening (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.
- Sprague, S. (2019, October). Outpatient customer satisfaction (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.

- Swaffer, A. (2019, October). Are flip rooms successful? Case scheduling analysis neurosurgical service (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.
- Tant, E. (2019, October). Development of a temporary dialysis catheter (VasCath) pathway (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.
- Thompson, D. (2019, October). Improving patient outcomes with bedside reporting (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.
- Vinsant, T. (2019, October). Drug use associated infection (DUAL) patient education (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.
- Warden, S. (2019, October). Cardiac academy: Education driven (poster). Presented at The University of Tennessee Medical Center: Knoxville, TN.

### **UTMC Nursing Research Day 2019**

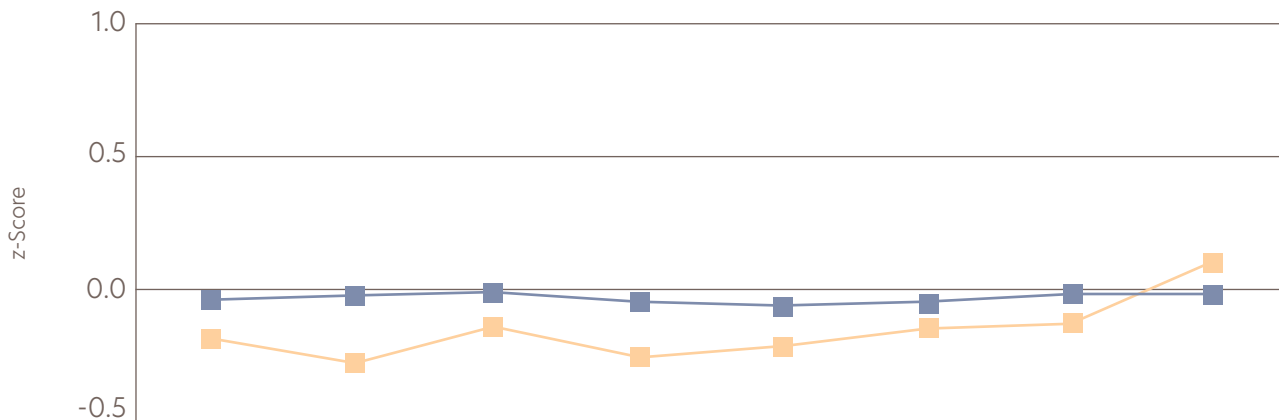
- Day, T. & Tuggle, D. (2019, November 5). Evaluation of Advanced Trauma Care for Nurses certification training in Africa (podium). Presented at UTMC Nursing Research Day: Knoxville, TN.
- Koszalinski, R., Day, T., Hiltbold, H. & Kyle, C. (2019, November 5). Speak for myself (podium). Presented at UTMC Nursing Research Day: Knoxville, TN.
- McKeon, L. & McDonald, M. (2019, November 5). Blending QI and research to enhance nursing innovation (podium). Presented at UTMC Nursing Research Day: Knoxville, TN.
- O'Dell, K., Marti, S., Ade, L., Toberman, S., & Jackson, K. (2019, November 5). The role of the clinical nurse specialist: Translating research into evidence-based practice (podium). Presented at UTMC Nursing Research Day: Knoxville, TN.
- Price, D. (2019, November 5). Evaluation of a difficult urinary catheterization (DUC) team in an academic medical center (podium). Presented at UTMC Nursing Research Day: Knoxville, TN.

### **Nursing Residency, Evidence-Based Practice Posters**

On March 25, July 1, August 2 and November 18, 2019 there were 40 posters presented by residents at completion of the Nurse Residency Program.

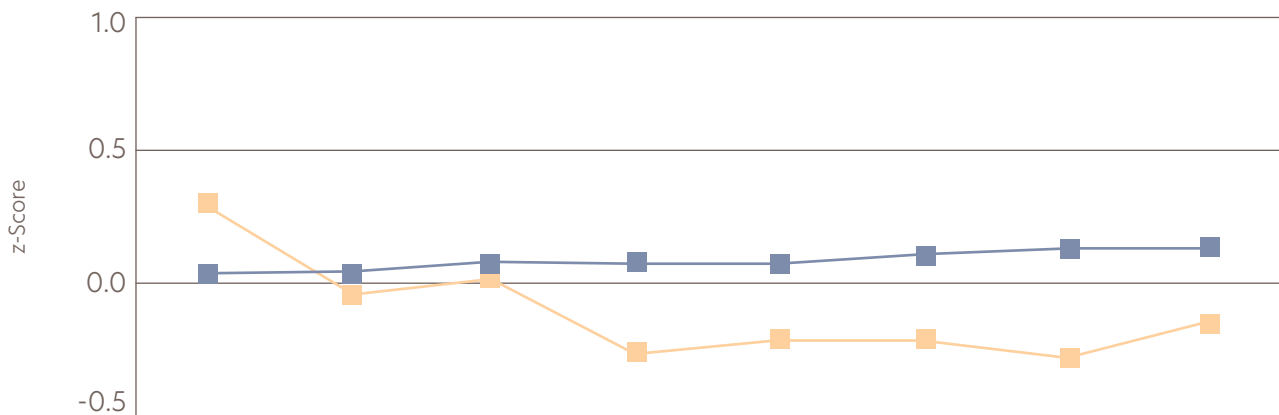
## Empirical Outcomes

### Overall Inpatient Patient Falls with Injury per 1,000 Patient Days



	1Q18	2Q18	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19
The University of Tennessee Medical Center	-0.19	-0.28	-0.10	-0.27	-0.20	-0.10	-0.06	0.13
NDNQI Academic Medical Center Mean	-0.04	-0.03	-0.01	-0.05	-0.07	-0.07	-0.02	-0.02

### Percent of Overall Hospital Surveyed Patients with HAPI Stage II or Greater

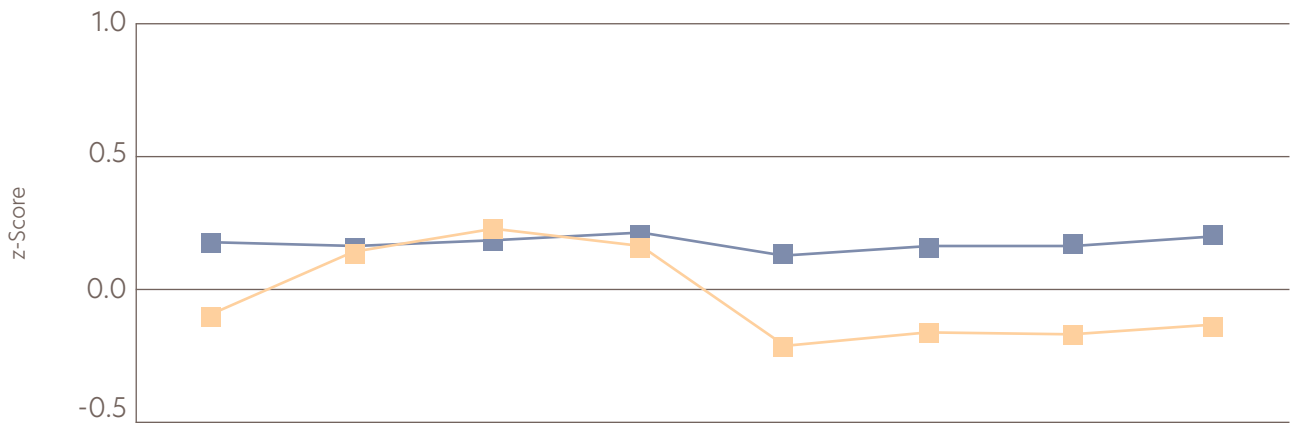


	1Q18	2Q18	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19
The University of Tennessee Medical Center	0.30	-0.08	0.02	-0.22	-0.17	-0.19	-0.29	-0.18
NDNQI Academic Medical Center Mean	0.07	0.05	0.08	0.08	0.06	0.09	0.10	0.10

## Empirical Outcomes

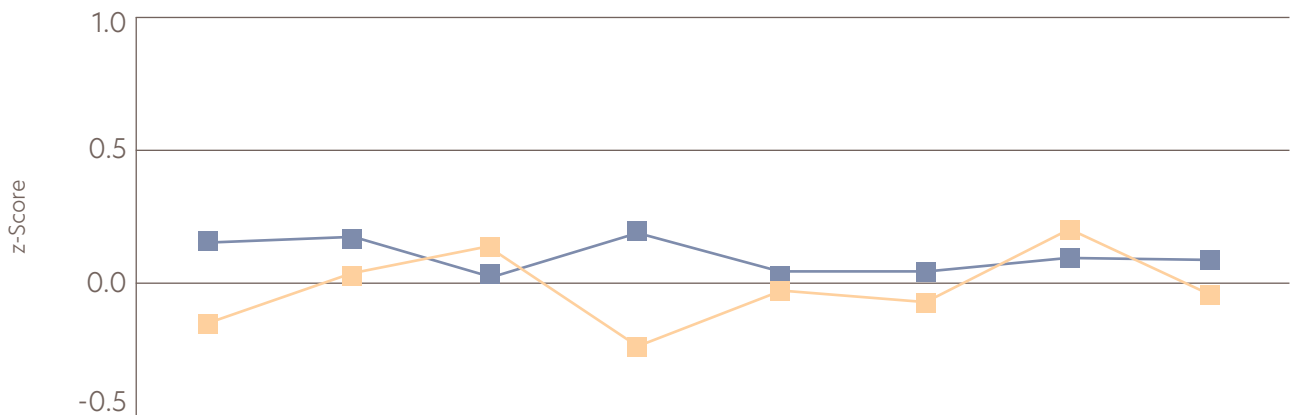
- Outcome measures
- graphs
- trended data
- nurse-sensitive clinical indicators
- patient satisfaction
- nursing education
- certification
- nurse satisfaction

### Overall CLABSI per 1,000 Central Line Days



	1Q18	2Q18	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19
The University of Tennessee Medical Center	-0.09	0.13	0.24	0.14	-0.19	-0.17	-0.17	-0.14
NDNQI Academic Medical Center Mean	0.19	0.15	0.18	0.20	0.15	0.16	0.16	0.19

### Overall CAUTI per 1,000 Catheter Days



	1Q18	2Q18	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19
The University of Tennessee Medical Center	-0.12	0.06	0.15	-0.19	-0.02	-0.09	0.22	-0.04
NDNQI Academic Medical Center Mean	0.13	0.13	0.04	0.15	0.04	0.04	0.08	0.09

# 2018-2019 Nursing Annual Report

## 2019 Outpatient Falls with Injury

Care Area	2018 Total Falls	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019	2019 YTD
Recovery/Phase II	0	-	-	-	-	-	-	-	-	-	-	-	-	0
Ambulatory Surgery 2N	0	-	-	-	-	-	-	-	-	-	-	1	-	1
Ambulatory Surgery 3S	0	-	-	-	-	-	-	-	-	-	-	-	-	0
6 North/COU	2	-	-	-	-	-	-	-	-	-	-	-	-	0
Emergency Department	7	-	-	-	-	1	-	-	2	1	-	-	-	4
Endoscopy Center	0	-	-	-	-	-	-	-	-	-	-	-	-	0
Radiology/X-ray/MRI	2	-	-	-	-	-	-	-	1	-	1	-	2	4
Radiotherapy	0	-	-	-	-	2	-	-	-	-	-	-	-	2
Cardio. & Pulm. Rehab	1	-	-	-	-	-	-	-	1	-	-	-	-	1
Sleep Center	0	-	-	-	-	-	-	-	-	-	-	-	-	0
Hallway/Common Area	0	-	-	-	-	-	-	1	-	-	-	-	-	1
Lobby/Restroom	0	-	-	-	-	-	-	-	-	-	-	-	-	0
Other/Offsite Facilities	8	2	-	-	1	1	2	-	1	-	1	-	1	9
Cafeteria	0	-	-	-	-	-	-	-	-	-	-	-	-	0
EEG/Neurology Lab	1	-	-	-	-	-	-	-	-	-	-	-	-	0
Parking	2	-	-	-	-	-	-	-	-	-	-	-	-	0
Day Surgery	0	-	-	-	-	-	-	-	-	-	-	-	-	0
Wound Care Center	0	-	-	1	-	-	-	-	-	-	-	-	-	1
Endovascular Suite	0	-	-	-	-	-	-	-	-	-	-	-	-	0
Pre-Op/Holding	0	-	-	-	-	-	-	-	-	-	-	-	-	0
Nuclear Medicine	0	-	-	-	-	-	-	-	-	-	-	-	-	0
Endo (Outpatient)	0	-	-	-	-	-	-	-	-	-	-	-	-	0
Pul. Function Lab (Outpatient)	0	-	-	-	-	-	-	-	-	-	-	-	-	0
NIVL (Outpatient)	0	-	-	-	-	-	-	-	-	-	-	-	-	0
CVR (Outpatient)	1	-	-	-	-	-	-	-	-	-	-	-	-	0
EVR (Outpatient)	0	-	-	-	-	-	-	-	-	-	-	-	-	0
Cath Lab	0	-	-	-	-	-	-	-	-	-	-	-	-	0
Medical Office Buildings	1	-	-	-	-	-	-	-	-	-	1	-	-	1
Pre Admission Testing	0	-	-	-	-	-	-	-	-	-	-	-	-	0
3 South OR	0	-	-	-	-	-	-	-	-	-	-	-	-	0
SUR	0	-	-	-	-	-	-	-	-	-	-	-	-	0
Cancer Institute	1	-	-	-	-	-	-	-	-	-	-	-	-	0
Cole Neuroscience Center	0	-	-	-	-	-	-	-	-	-	-	-	-	0
<b>Total Outpatient Falls</b>	<b>26</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>24</b>

## Recognition & Awards

### Nurse Excellence Awards

Nurse Excellence Awards are awarded annually during Nurses Week. Nominations are submitted by nurse managers or peers and winners are chosen based on their dedication, exceptional clinical practice, and distinguished contributions to the nursing profession. In 2018, the Tennessee Organization of Nurse Executives (TONE) Knoxville Council inaugurated the East Tennessee Nursing Excellence Awards. These awards are selected by a blinded process from submissions by regional facilities to recognize nurses who provide exemplary care. In 2018 UTMC had seven nurses and in 2019 had fourteen recipients for this East Tennessee nursing award.

#### EAST TENNESSEE NURSING EXCELLENCE AWARD RECIPIENTS



**Nurse Excellence & East Tennessee Nursing Excellence**  
**Kara Bradshaw**  
BSN, RN, CCRN  
S East - Ortho/ Trauma



**Nurse Excellence & East Tennessee Nursing Excellence**  
**Corinne Merrill**  
PhD, RN, NAC  
Neonatal Intensive Care Unit



**Nurse Excellence & East Tennessee Nursing Excellence**  
**Alan "Lenny" Martin**  
BSN, RN, CCRN  
Cardiovascular Intensive Care Unit



**Nurse Excellence & East Tennessee Nursing Excellence**  
**Melissa Yates**  
BSN, RN  
Pulmonary Care Unit



### 2018 NURSING EXCELLENCE AWARDS

EXCELLENCE, QUALITY, COMPASSION

As part of the annual Nurses Week celebration, we honor our best professional nurses with an annual Nurse Excellence Award. Nominated by their managers or peers, each winner is chosen based on their dedication, exceptional clinical practice and distinguished contributions to the nursing profession.

In 2018, the Tennessee Organization of Nurse Executives inaugurated the East Tennessee Nursing Excellence Award to recognize nurses who provide exemplary care. In addition to their Nurse Excellence Award, seven nurses also received this prestigious regional recognition.




THE UNIVERSITY OF TENNESSEE  
**MEDICAL CENTER**  
Wisdom for Your Life.



**Nurse Excellence**  
**Glenn Brackett**  
RN  
Operating Room



**Nurse Excellence**  
**Kelly Craft**  
BSN, RN  
4 East - Gynecology / Antepartum



**Nurse Excellence**  
**Lindsey Duran**  
BSN, RN, PCCN  
S South - Progressive Care Unit



**Nurse Excellence**  
**Sarah McClain**  
BSN, RN, NIA-BC  
12 East - Oncology



**Nurse Excellence**  
**Shannon Malone**  
BSN, RN, CCRN  
12 East - Oncology



**Nurse Excellence**  
**Amber Ward**  
BSN, RN, CCRN  
Cardiovascular Intensive Care Unit



**Nurse Excellence & East Tennessee Nursing Excellence**  
**Amanda Yeary**  
BSN, RN, CCRN  
Trauma Surgical Intensive Care Unit



### 2019 NURSING EXCELLENCE AWARDS

EXCELLENCE, QUALITY, COMPASSION

As part of the annual Nurses Week celebration, we honor our best professional nurses with an annual Nurse Excellence Award. Nominated by their managers or peers, each winner is chosen based on their dedication, exceptional clinical practice and distinguished contributions to the nursing profession.

The Tennessee Organization of Nurse Executives selects the regional East Tennessee Nursing Excellence Awards to recognize nurses who provide exemplary care. In addition to their Nurse Excellence Award, 14 nurses also received this prestigious regional recognition.




THE UNIVERSITY OF TENNESSEE  
**MEDICAL CENTER**  
WISDOM FOR YOUR LIFE

#### NURSE EXCELLENCE AND EAST TENNESSEE NURSING EXCELLENCE AWARD RECIPIENTS



**H. Sid Baker**  
BSN, RN  
9 East



**Hannah Bellamy**  
BSN, RN, CRRN  
S East



**Richard Bernardi**  
BSN, RN, NIA-BC  
Neuro Critical Care



**Jill Carro**  
BSN, RN, CRRN  
10 East



**Rachel Coleman**  
BSN, RN  
PCU



**Jeanie Diden**  
BS, RN, CEN  
LIFESTAR



**Theresa Grogg**  
BSN, RN, CRRN  
UT Day Surgery



**Angelo Latham**  
RN, RNC-NIC  
NCU



**Lisa Lisle**  
BSBA, BSN, RN  
RN-BC  
11 East



**Leah McIntire**  
BSN, RN  
Ambulatory Surgery



**Donna Patterson**  
BSN, RN, NE-BC  
Nurse Manager  
11 East



**Paul Stacy**  
RN, CRRN  
S East



**Stephanie Tebo**  
BSN, RN  
11 East



**Tina Vinsant**  
BSN, RN, PCCN  
PCU

#### NURSE EXCELLENCE AWARD RECIPIENTS



**Lauren Ade**  
MSN, RN, APRN  
ACCN-BC  
HLVI



**Cassie Bivens**  
BSN, RN, CCRN  
CVICU



**Lindsey Caldwell**  
BSN, RN, RN-BC  
8 East



**Sandy Chesney**  
BSN, RN  
MRI Radiology



**Freddy Garcia**  
BSN, RN  
11 East



**Allison Herron**  
BSN, RN, CCRN  
CVICU



**Lori Shumaker**  
RN  
8 East

# 2018-2019 Nursing Annual Report

## DAISY Awards 2018 - 2019

The DAISY (Diseases Attacking the Immune System) Award was founded by the family of J. Patrick Barnes, who died at age 33 of complications of Idiopathic Thrombocytopenic Purpura (ITP). The care Patrick and his family received from nurses while he was ill inspired this award. It is a unique means of thanking nurses for making a profound difference in the lives of their patients and the patient families. The award recognizes the super-human work nurses do every day all over the country. Nurses can be nominated by their peers, patients, families and physicians. Nominees are:

- caring and compassionate
- an effective communicator and team member
- ones who exemplify nursing professionalism
- a passionate patient advocate and liaison
- able to use critical thinking and intuitive judgment skills

These nurses received a certificate of recognition, a DAISY Award pin, and a Healer's Touch sculpture. They were recognized at Nursing Leadership Council and during a special ceremony on their unit.



1st Quarter 2018  
Cassie Bivens, BSN, RN,  
CCRN, CVICU



2nd Quarter 2018  
Samantha Carley, BSN,  
RN, CCRN, CVICU



4th Quarter 2018  
Whitney Rogers, RN,  
CVICU



1st Quarter 2019  
Lauren Evans, BSN,  
RN, NICU



2nd Quarter 2019  
Ilesha Tucker, BSN, RN,  
6 South



3rd Quarter 2019  
Catherine Winchell, BSN,  
RN, RNC-NIC, NICU



4th Quarter 2019  
Hugh Friar, BSN, RN,  
RN-BC, 7 West

## The Iris Awards 2018-2019

The IRIS Award was created at UTMC to recognize contributions by nursing support team members that promote excellent and compassionate care. These team members include nursing technicians, health unit coordinators, monitor techs, patient care attendants (sitters), and other nursing transport/tech staff. IRIS is an acronym for Individual Recognition for Incredible Service. These recipients are valued, integral members of the health care team. Nominations may be made by their peers, patients, families and physicians. The award recipients receive a certificate of recognition, the IRIS

Award pin, and a Willow Tree figurine. They are recognized at Nursing Leadership Council and at a special ceremony on their unit. Nominees are:

- a passionate patient advocate
- caring and compassionate
- an effective communicator and team member
- ones who report significant information to nurses in a timely manner
- able to use intuitive judgment skills to ensure patient safety
- those who exceed expectations in a consistent manner



1st Quarter 2018  
Teresa Davis, NT, PCU



2nd Quarter 2018  
Derek Wakefield, NT,  
7 South



3rd Quarter 2018  
Cory Kellogg, NT,  
12 East



4th Quarter 2018  
Delana Swafford,  
NT, NCC



1st Quarter 2019  
Jacqueline Hunnicutt, NT,  
6 East



2nd Quarter 2019  
Joyce Risin, NT, PCU



3rd Quarter 2019  
Travis Delk, NT, HDU



4th Quarter 2019  
Marshall Nelson, 6 South

# 2018-2019 Nursing Annual Report

## The DAISY Team Award

### 2018 DAISY Team Winner-CVICU

The DAISY Team Award is designed to honor an extraordinary collaboration between two or more people. An award that must be led by a nurse, recognizes that while an idea may start with one individual it often takes an entire team to implement it successfully. The DAISY Team Award is presented annually during Nurses Week. A customized plaque is displayed in the Nursing Administration hallway. All members of the team receive certificates and DAISY Team Award pins.



Heather Hiltbold, BSN, RN, CCRN, Samantha Aikens, NT, Patti Rhyne, RN, Abigail Coffelt, BSN, RN; Kristi Boggess, MSN, RN, NE-BC. Not Pictured: Angela Mills, BSN, RN (Clinical RN Leader)

There are no words to describe how this team worked together to give precious memories to a mourning family. The patient, a young mother, was admitted in critical condition for targeted temperature management. When the news was delivered to the family that she would not recover from this event, the nurses gathered together to brainstorm ideas and decided to gather mementos and preserve memories for the family. They obtained handprints from the patient and added poems to the artwork. They provided Precious Prints (Program that uses fingerprints to create jewelry) for the children. The family was gifted these gifts when they came back to say their last goodbyes. They share that the nurses were wonderful, amazing, caring, compassionate, patient and kind. While the family reports the impact the nurses made on them, the nurses also say they were greatly impacted by the love of her family and community. They say, it's unfortunate that we could not save her life, but we know she was able to give life to others. Our hope is that we can give her family some peace, comfort and an everlasting memory of her life.

### 2019 DAISY Team Winner-CVICU

A patient was admitted post Video-Assisted Thoracoscopic Surgery (VATS) for a right total pneumonectomy. In just a short time the primary nurse assessed the patient and noticed an

acute change in oxygenation needs and an increased need for blood pressure support. The nurse notified the appropriate members of the medical team and worked to develop a plan of treatment that was best for the patient and the family. The patient was in a critical situation that required treatment outside of UTMC's scope of service. The team collaborated on the next steps for this patient in order to ensure safe care and eventually transition to another facility. On day 2 of admission the team was able to collaborate with the



Kristi Boggess, MSN, RN, NE-BC, Abigail Coffelt, BSN, RN, Valentin Korniyenko, RN, Braxton Douglas, BSN, RN, CCRN (Clinical RN Leader), Kayla Lee, MSN, RN, CCM (Case Manager), Heather Hiltbold, BSN, RN, CCRN

University of Kentucky (UK) to enable this patient to receive the Extracorporeal Membrane Oxygenation (ECMO) treatment that he needed. Case Management, Critical Care Medicine (CCM) and other nursing team members worked quickly to acquire the needed equipment, labs, paperwork and central venous lines needed for this process. Later that night the patient was transferred to UK. Each team member had a valuable role in the care of this patient and the family stated they were thankful to the team for their hard work. The physicians on this case reported that "this was a very labor intense time and we had excellent support from the nursing staff who worked above and beyond the normal requirements of their shift to see this through. I am very grateful to be working with such a wonderful group of people."

## Trinity Health Foundation of East Tennessee Silver Lamp Healthcare Continuing Education Scholarship Awards

The Silver Lamp Awards are given by Trinity Health Foundation of East Tennessee to deserving employees for the purpose of enhancing the health care service capabilities and quality by providing training opportunities for exceptional employees. These awards are to be used to defray the cost of health care training for individual employees determined by a standing selection committee at each hospital.



### 2018 Silver Lamp Awards

- Alisa Poe, MSN, APRN, RN, AGCNS-BC, CNOR
- Cynthia Williams, MHA, BScN, RN, RNC-MNN



### 2019 Silver Lamp Awards

- Nicole Simmons, MSN, APRN, RN, ANP-BC
- Elizabeth Talbott, BSN, RN, CCRN

### Lisa McCarty Kennedy Oncology Nursing Merit Education Award

The Lisa McCarty Kennedy Oncology Nursing Merit Education Award is awarded in honor of Lisa McCarty Kennedy, niece of the late Richard A. Obenour, MD, who battled Lymphoma for two years. The award is given to an outstanding oncology nurse who provides compassionate patient care, is dedicated to acquiring knowledge resulting in improved patient care, and who serves as a positive role model.

The 2018 recipient of this award was Adrienne Wiest, RN, CMSRN, 12 East. Adrienne was nominated by her peers and was awarded \$1,000 towards furthering her oncology education.

### The Donate Life Transplant Games

The Donate Life Transplant Games is a multi-sport festival event produced by the Transplant Life Foundation for individuals who have undergone life-saving transplant surgeries. Suzy Sawyer, MSN, APRN, RN, ACNS-BC, RN-BC went to the transplant games in August 2018 with Team Tennessee Donor Services that were held in Salt Lake City, Utah. This 16-member team won 23 Gold, 18 Silver and 12 Bronze. They came in 2nd in the Team Cup standing which averages the number of athletes by number of medals won. In her age group, Suzy won Bronze in the 5K and 400 meter and Silver in the 800 meters.



### Serving 2nd Term on Stroke Certified RN Test Development Committee

Jennifer Henry, MSN, RN, CNRN, SCRNP, NVRN-BC is currently serving her 2nd term on the American Board of Neuroscience Nursing Stroke Certification Test Development Committee. She began her 1st term in 2015 and her 2nd term followed in 2019.

### The University of Tennessee Medical Center Alumni and Retired Nurse Society (UTMCARN)

The society began in March 2009 and meets monthly in the UTMC Heart Hospital Conference Room. The group includes graduates of the University of Tennessee Memorial Research Center and Hospital School of Nursing and registered nurse retirees from UTMC. The society supports nursing education and has provided volunteer help for various medical center events. UTMC is fortunate to have a group of retired nurses who keep in touch and have given so much to the hospital for so many years. For example, during Nurses' Week in May, they recognized and served cookies to the current nursing team members. In 2018 and 2019, they baked hundreds of cookies and hand delivered an assortment of them to each nursing unit throughout the hospital. Their presence was encouraging as nurses witnessed them catch up with old friends and welcome new nurses to enjoy a sweet, homemade treat during a busy shift.

- President - Darlene Barger, RN
- Vice-President - Letha Lehman, RN
- Recording Secretary - Radie Ball, RN
- Corresponding Secretary - Faye Reynolds, RN
- Treasurer - Jo Ann Cornelius, RN

In 2019 a dream of this society resulted into a successful accomplishment. This dream was to publish a book to preserve the history of the University of Tennessee Memorial Research Center and Hospital School of Nursing that existed for 17 years. The title of the publication is Our Nursing School Journey Remembered. This book was compiled by the "History Committee", a group of nurses from the society. The committee consisted of Chairman, Dottie McElyea, Norma Reynolds, Mary Lee Isley, Joyce Maxwell, Mary Alice Bozeman, Shirley Dunn, Jama Mandrell and Cathy Kerby. The book is about memories, stories and pictures from the graduates of each class and memories from nurses who retired from UTMC but were not alumni of this school. Radie Ball was instrumental in getting this book published. It is available for purchase on Amazon.

## John W. "Jack" Lacey, III, MD Wall of Distinction

The Lacey Wall of Distinction recognizes physicians, administrators, and team members who contributed to the mission and vision of UTMC and UT Graduate School of Medicine and helped it achieve prominence in health care.

### The RN honorees are:

2018

Jeanne Alley, RN was a dedicated nursing leader with a drive for excellence which led her to many pioneering roles at the facility. She participated in the development of the medical center's first heart catheterization laboratory as well as the first heart catheterization performed!

2019

Jean Fitzgerald, RN, was instrumental in developing pulmonary nursing into a specialty at UTMC. She was a devoted patient advocate and educator to both nurses and residents.

## Recognition for 55+ Years of Service and Caring for Patients - Mary Alice Bozeman, RN

### Mary Alice Bozeman

As a graduate of the 1963 class at the University of Tennessee Memorial Research Center and Hospital School of Nursing, Mary Alice Hall never foresaw her future here lasting that long. As her first and only workplace, she surpassed the 55-year mark prior to her "retirement" in 2018.

She started as a nursing student and paid \$410, including room and board, for her entire 3-year educational experience. Her nursing school dormitory, that now serves as an administrative building (University Family Physicians, Graduate School of Medicine and administrative offices) on the UTMC campus, was a place for many memories and laughter. When she started on the patient floor as a staff nurse, nurses weren't allowed to wear pants. The requirement of dresses for nurses consisted of starched long-sleeved white uniforms,



caps, seamed white hose and polished white shoes. "In 1963 there were no critical care units," Ms. Bozeman explained. "When I became a nurse manager, I'd just be sure to put the most critical patients near my desk so I could keep a close watch on them and get to them more quickly. It's amazing how many lives we're saving today because of the advancements in technology, nursing and medicine." Mary Alice held numerous positions throughout her career and even served as the Chief Nursing Officer for several years. "I never intended to be here this long, however the people I work with and the patients I care for just keep drawing me back in. It always seems like there's one more thing I want to do before I retire. To be able to provide comfort and guidance to the patients and their families through some of their most difficult times is so important."

On March 14, 2018, the team members of UTMC celebrated the retirement of Mary Alice Bozeman, RN - a longtime nurse and administrator. At the time of her retirement, she was the Nursing Executive Director, however we still see her from time to time "filling in" from the Patient Advocate Office, where she's needed to better the patient's experience. Mary Alice smiles and reflects on her career, "It has been such an honor and privilege to be a part of the nursing profession and watch the medical center grow to be the fine institution it is today. Through all the advancement, what hasn't changed is the heart of nursing, the compassion for patients and the quest for quality care. Through these years God has blessed me with a wonderful supportive family both at home and at the medical center." Thank you, MAB, for your many years of service, dedication and leadership!

# Certified Registered Nurses

(Listed by Accounting Unit/As of December 2019)

## Accreditation & Patient Safety

Anita Lively, CJCP  
Whitney Pickel, CCRN  
Anna Rains, RN-BC

## Advanced Orthopaedic Center

April Humphrey, CMSRN, ONC  
Terkila McKissick, CMC

## Aeromedical Services

Hailey Bickers, CEN, CFRN  
Timothy Claiborne, CEN  
Kellee, Cronan, CEN  
Jeanie Diden, CEN  
Aaron Fox, CEN  
Jonathon Gentry, CEN, CFRN  
Miranda Goltz, CCRN, CFRN  
Rebecca Greene, CEN  
Marty Griffith, CEN, CFRN  
Wendy Henninger, CCRN  
Julianne Herzfeldt, CEN, CFRN  
George Long, CFRN  
Jacquelyn Maffeo, CFRN  
Gary Reams, CEN  
Lesley Roberts, CEN  
Joel Snyder, CEN  
Jared Spencer, CEN  
Samuel Sweet, CEN  
Zackary Switzer, CEN  
Susan Toberman, ACCNS-BC, CFRN,  
CCRN, CPEN  
Kenneth Walker, CEN  
Michelle Ward, CCRN

## Ambulatory Infusion Center

Rhonda Clark, CGRN  
Nancy Eubank, RN-BC

## Ambulatory Surgery Center

Pauline Bushman, CCRN  
Sharon Hickman, CNOR  
Dianne Kelly, CAPA  
Mary Lindstrom, CAPA  
Emily Niswonger, C-EFM  
Kathleen Riddle, CAPA  
Cynthia Tucker, CAPA  
Theresa Turner, CAPA  
Daniel Vickery, AGCNS-BC, RN-BC

## Cancer Center

Melanie Thomas, OCN  
Kim Allen, OCN  
Christy Clark, OCN  
Natalie Ellis, OCN  
Mary Hooker, OCN  
Lindsey Jerkins, OCN  
Anne-Marie Kirkland, OCN  
Cheryl Kolatorowicz, OCN

Sandra Martin, OCN  
Shanna Overbey, OCN  
Melanie Priode, CBPN  
Elaine Rector, OCN  
Sandra Shelton, OCN  
Elizabeth Wilder, OCN  
Christopher Yandell, CCRN  
Laura Collins, OCN  
Phillip Burgess, OCN  
Sarah Murillo, ONC  
Melissa LeMense, OCN

## Cardiac Cath

Samantha Carley, CCRN  
Daniel Carpenter, CEN  
Sarah Cox, CEN  
Sarah Ellsworth, RN-BC  
Victoria Feaster, PCCN  
Allison Mittlestat, RN-BC  
Rebecca Newport, RN-BC  
Melanie Simpson, CCRN  
Sharon Sprague, RN-BC  
Scott Warden, RN-BC

## Cardiac Rehab Program

Miaja Bell, RN-BC

## Cardiology 4H

Megan Givens, RN-BC  
Tammy Jones, RN-BC  
Kristen Martini, RN-BC  
Laura Harper, NE-BC  
Donna Tekell, RN-BC

## Cardiothoracic Surgery 7H

Jada Bates, RN-BC  
Donna Boxell, RN-BC  
Amanda Brown, CMSRN  
Hugh Friar, RN-BC  
Heather Jessee, CCM  
Andrew McNeese, RN-BC  
Kayla Miller, RN-BC  
Sharon Newman, CMSRN  
Paula Pribble, CMSRN, RN-BC  
Margaret Suttles, CMSRN  
Jennifer Trentham, RN-BC  
Karen Watson, CMSRN

## Cardiovascular Intensive Care

Cassie Bivens, CCRN  
Courtney Bohanan, CCRN  
Rachel Bowling, CCRN, CSC  
Edward Bradley, CCRN  
Ryan Cochran, CCRN  
Mackenzie Cornelius, CCRN  
Brandt Crawford, CCRN  
Mark Cresap, CCRN  
Kelsey Deason, CCRN

Steven Halcomb, CCRN  
Allison Herron, CCRN  
Thomas Hickey, CCRN  
Heather Hiltbold, CCRN  
Christy Kooch, CCRN  
HannaRae Larsen, CCRN  
Chad McClure, CFRN  
Michaela, Plowman, CCRN  
Parrish Simpson, CCRN  
Daniel Thompson, CCRN  
Stephen Vath, CCRN  
Sara Verzi, CCRN  
Megan Viens, RN-BC  
Andrew Whitfield, CEN, CCRN  
Eli Woods, CCRN

## Cardiovascular Recovery

Rhonda Franklin, CMSRN  
Cecilia Helton, RN-BC  
Erin Long, RN-BC  
Lanny Martin, CCRN  
Victoria Meloy, CMSRN  
Janice Pryor, RN-BC  
Jennifer Ward, CMSRN

## Case Management

Rosie Allmon, CCM  
Cassandra Boleyn, CCM  
Liz Broach, CCM  
Sandra Davis, CCM  
Diana Goad, CCM  
Kayla Lee, CCM  
Jane Lewis, CCM  
Rose Thompson, CCM

## Chief Quality Officer

Heather Bennett, CPHQ, HQCC, CCM

## Critical Care Administration

Laura Gilmore, ACCNS-AG, CCRN  
Chadrick Sims, NVRN-BC

## Critical Care Registry

Kaleb Henry, CCRN, CEN

## Delivery Room

Emily Baugh, C-EFM  
Kellie Botts, C-EFM  
Britanny Carter, C-EFM  
Keslee Chessor, C-EFM  
Brittany Clendenen, C-EFM  
Courtney Crook, C-EFM  
Kari Cummins, C-EFM  
Claire Drake, C-EFM  
Tanika Edwards, C-EFM  
Leslie Frantom, C-EFM  
Theresa Geissler, RNC-OB, C-EFM  
Judith Gerrity, RNC-OB

Kirby Ginn, C-EFM  
Elizabeth Gore, C-EFM  
Haley Hance, C-EFM  
Jennifer Hill, RNC-OB, C-EFM  
Lindsey James, C-EFM  
Christina Johnson, C-EFM  
Rosa Mayor, CCRN  
Melissa McAmis, C-EFM  
Treva Miller, C-EFM  
Kelsie Otten, RNC-OB  
Samantha Parker, C-EFM  
Margaret Pfeifer, C-EFM  
Taylor Pressley, RNC-OB, C-EFM  
Olivia Riley, C-EFM  
Julia Sale, C-EFM  
Mary Sheahan, C-EFM  
Abbey Taylor, C-EFM  
Kathleen Thompson, C-EFM  
Christine Thorsen, C-EFM  
Emily Walker, C-EFM  
Kelsey Walker, C-EFM  
Ann Watson, C-EFM  
Sydney Whaley, C-EFM  
Christine Williams, C-EFM  
Lashonna, Willis, C-EFM  
Chelsey Wills, C-EFM

## Echo/Vascular

Sara Cunningham, RN-BC

## Emergency Room

Rachel Cloyd, CEN  
Becky Dalton, ACCNS-BC, CEN  
Sarah Lanagan, TCRN  
Jessica Naismith, CEN  
Amy Owens, CEN  
Tori Patterson, CEN  
Ryan Scarborough, CEN  
Jonathan Spurlock, CEN  
Laura Williams, CEN

## Endoscopy Center

Rebecca Stoehr, CMSRN  
Heidi Wallace, CGRN

## Endovascular Recovery

Dawn Patterson, RN-BC

## Endovascular Suite

Ralph Norman, CCRN  
Terry Ray, CEN

## Enterostomal Therapy

Linda Barnes, CNML  
Karen Gallagher, CWS

## Ethics & Compliance Program

Donna Patty, RN-BC

# 2018-2019 Nursing Annual Report

## **GYN Antepartum 4E**

Tammy Boals, C-EFM  
Rose Fuller, RNC-ON, C-EFM  
Melinda Kennard, C-EFM  
Terry McGill, C-EFM  
Julie Mills, C-EFM  
Yvonne Williams, CMSRN

## **Hanna Cancer Associates**

Kelly Myrick, OCN  
Christina Welch, OCN

## **Health System Regional Dev.**

Rhonda McAnally, CEN  
Darlene Weaver, RN-BC

## **Heart Lung Vascular Institute**

Lauren Ade, AGCNS-BC  
Krystal Boggess, NE-BC  
Kristie Jackson, AGCNS-BC, RN-BC  
Susan Marti, ACNS-BC, CMSRN  
Jennifer Roberts, FNP-BC  
Suzanne Sawyer, ACNS-BC, RN-BC

## **Infection Prevention**

Harriett Bennett, CIC  
Portia Greenlee, CCRN  
Jennifer Radtke, CIC, CEN, TCRN  
Tarry Samsel, CIC

## **Interventional Radiology**

Amber Ward, NVRN-BC

## **Joint Center 7E**

Cally Daley, ONC  
Mellissa Gilliam, ONC  
Whitney Owen, CMSRN

## **Magnet Status**

Debbie Bell, CASC

## **21st Century Gift Fund**

Leslie McKeon, NEA-BC

## **Medical Critical Care**

Perla Allen, CCRN  
Bailey Baker, CCRN  
Jordan Bentz, CCRN  
Susan Bohanan, CCRN  
Amelia Bowman, CCRN  
Hannah Braddy, CCRN  
Kelly Brooks, CCRN  
Dustin Clark, CCRN  
Hannah Fruechtel, CCRN  
Sophie Jones, CCRN  
Erin Kennedy, CCRN  
Annie Malone, CCRN  
Hannah Pinion, CCRN  
Hannah Reagan, CCRN  
Megan Schleigh, CCRN  
Elizabeth Talbott, CCRN

William Thomas, CCRN  
Kasey Wyer, CCRN

## **Medical Registry**

Erann Bulman, RN-BC

## **Medical Surgical Administration**

Kayla Daugherty, ACCNS-AG, RN-BC  
Kelly Odell, AGCNS-BC, CMSRN

## **Medical/Surgical Telemetry 8E**

Lindsey Caldwell, RN-BC  
Jessica Flanary, NE-BC  
Ethel Lawson, CMSRN  
James Owen, CMSRN

## **Medical/Surgical Telemetry 5E**

Amanda Baskin, RN-BC  
Samantha Hopper, PCCN  
Amanda McClanahan, RN-BC

## **Medical/Surgical Telemetry 6E**

Whitney Carroll, CMSRN  
Lori Shumaker, CMSRN  
Deborah Williams, CMSRN

## **Medicine-Pulmonary 8H**

Lindsey Barnett, CMSRN  
Shannon Cusick, RN-BC  
Keri Meade, CMSRN  
Florence O'Fire, CMSRN  
Chua Powers, CMSRN  
Jeanie Ratliff, CMSRN  
Taylor Rouch, CMSRN  
Melody Tarin, CMSRN

## **Med-Nephrology 4S**

Thomas Burns, CMSRN  
Nirssa Cresap, CMSRN  
Whitney Curtis, CMSRN  
Kaci Newlin, FNP-BC  
Janelle Thompson, CMSRN

## **Neonatal Intensive Care**

Stephanie Adams, RNC-NIC  
Regina Bounds, RNC-NIC  
Valeria Brown, RNC-NIC  
Amanda Evans, RNC-NIC  
Rita Ferguson, RNC-NIC  
Amber Foshie, RNC-NIC  
Denise Gabriel-Ohagan, RNC-NIC  
Connie Harrill, RNC-NIC  
Rebecca Hartsell, RNC-NIC  
Jamilyn Johnson, RNC-NIC  
Abby Kelsey, CCRN  
Loren Knox, RNC-NIC  
Kellie Langston, RNC-NIC  
Angela Latham, RNC-NIC  
Laura Lovelace, RNC-NIC  
Boni Maness, RNC-NIC  
Pamela Marcum, RNC-NIC  
Kim Massey, NE-BC

Julie McClung, RNC-NIC  
Brandy McCumsey, RNC-NIC, CCRN  
David Patty, RNC-NIC  
Mervyn Robles, RNC-NIC  
Rebecca Shreve, RNC-NIC  
Pamela Smith, RNC-NIC  
Kati Steiner, RNC-NIC  
Jami Ward, RNC-NIC  
Heather Weidner, RNC-NIC  
Catherine Winchell, RNC-NIC

## **Neuro 7S**

Joshua Hawkins, NVRN-BC

## **Neuro Critical Care**

Kelly Boring, CCRN  
Zackary Burnett, CCRN  
Maureen Calvin, SCRN  
Tucker Devore, CCRN  
Kailee Gibbons, CCRN  
Megan Lyons, CCRN  
Summer Perry, CMSRN  
David Rosati, CCRN  
Angela Scarbrough, CCRN  
Teresa Sikes, CCRN  
Elizabeth White, SCRN  
Ashlie Wolfenbarger, CNRN

## **Neuro/Spine 6S**

Frances Fernald, CMSRN  
Christina McMahan, C-EFM

## **Nursing Administration**

Colleen Bruno, CMSRN  
Anna Ellison, CMSRN  
Robin Keen, CMSRN  
Cathy Kerby, NE-BC  
Shannon Mulcrone, CMSRN  
Jeannie Sims, CPAN  
Sarah Taylor, CCRN  
David Trout, CMSRN  
Cynthia Williams, RNC-MNN

## **Nursing Education**

Alisa Poe, AGCNS-BC, CNOR  
David Price, ACNS-BC, CEN  
Nicole Simmons, ANP-BC  
Laura Thompson, RN-BC

## **Obstetrics 3H**

Melody Chellino, RNC-MNN  
Rebecca Collins, RNC-MNN  
Deborah Cross-Lee, IBCLC  
Deanna Dailey, RNC-MNN  
Jessica Farmer, RNC-MNN  
Robin Gantte, IBCLC, RNC-OB  
Alexis Hadden, RNC-MNN  
Kathleen Jones, RNC-MNN  
Heather Ledbury, RNC-MNN  
Shih Lin-Mwangi, RNC-MNN  
Sandra Maner, RNC-MNN  
Barbara Murray, RNC-OB, IBCLC

Donna Nicely, C-EFM  
Lydia Perry, IBCLC  
Neila Powers, RNC-MNN  
Melissa Wallace, RNC-MNN  
Melissa Weyer, IBCLC  
Carrie White, C-EFM

## **Oncology/Urology 12E**

Hannah Coleman, CMSRN  
Jenna Lukis, CMSRN  
Marie Mattus, RN-BC  
Kimberly Perkins, CMSRN  
Marisa Schultz, CMSRN  
Carolyn Singer, CMSRN  
Adrienne Wiest, CMSRN

## **Organ Acquisition**

Rebecca Jarvis, CCTC  
Adrienne McGee, CCTC

## **Orthopedics 9E**

Andrea Bell, CMSRN  
Hannah Bellamy, CMSRN  
Kara Bradshaw, CMSRN  
Danielle Drews, CMSRN  
Allison Marcum, NE-BC  
Suzanne Neubert, CMSRN  
Paul Stacy, CMSRN

## **Patient Placement Center**

Robert Smith, CCRN

## **Performance Improvement**

Debra Vittetoe, CPHQ, HQCC

## **Perfusion Services**

Jacqueline Conzemius, CCP  
Linda Tallent, CCP

## **Peri Op Administration**

Kimberly Fain, CNOR  
Sherri Tate, CNOR

## **Pre-Admit Testing**

Cynthia Addleman, RN-BC  
Kathy Maples, CMSRN  
Melissa Quick, RN-BC

## **Progressive Care Unit**

Christina Hamilton, PCCN  
Azeb Kifle, PCCN  
Clay Kyle, PCCN  
Tina Vinsant, PCCN

## **Recovery Room**

Julie Claiborne, CPAN  
Cynthia Clapp, CMSRN  
Lisa Devault, CPAN  
Joan Fedrigo, RN-BC  
Kristy Jones, CMSRN  
Elizabeth Peters, CCRN

### Renal Dialysis

Marjorie Barr, CNN  
 Valetta Miller, CDN  
 Nancy Mingie, CCRN  
 Shirley Robbins, FNP-BC, CNRN

### Sterile Processing

Tiffany Braden, CNOR

### Stroke Center

Haley Bernard, CMSRN  
 Jennifer Henry, SCRN, NVRN-BC, CNRN  
 Lori Potts, NVRN-BC

### Surgery

Hiedi Carson Carpenter, CNOR  
 Deanna Elliott, CNOR  
 Deborah Hubbard, CNOR  
 Kimberly Johnson, CNOR  
 Jacqueline Kirk, CNOR  
 Kassandra McDaniel, CNOR  
 Alicia Meryweather, CNOR  
 Catherine Millsaps, CNOR  
 Gina Muncy, CNOR  
 Amy Swaffer, CNOR  
 Lauren Thomas, CNOR  
 Joseph Zabel, CNOR

### Surgery 11E

Stacie Dalton, RN-BC  
 Katie Jenkins, CMSRN  
 Stephanie Lewallen, RN-BC  
 Lisa Lisle, RN-BC  
 Maggie Maze, RN-BC  
 Donna Patterson, NE-BC  
 Amy Payne, CMSRN

### Surgical Registry

Tiffany Farmer, RN-BC

### Trauma Services

Kelly McNutt, TCRN  
 Niki Rasnake, CEN  
 Jennifer Taylor, TCRN, CEN  
 Deborah Tuggle, CEN

### Trauma Surgical 10E

Scott Branch, CMSRN  
 Jill Carro, CMSRN  
 Melissa Raley, CMSRN

### TSICU

Rebecca Bellis, CMSRN  
 Hailey Carman, CCRN  
 Benjamin Davis, CCRN  
 Theresa Day, CCRN  
 Melissa Gheen, CCRN  
 Angela Gonda, CCRN  
 Eli Griffin, CCRN  
 Alexandra Koenig, CCRN  
 Conner Lawrence, CCRN

Cameron Lee, CCRN  
 Melissa Leftrick, CCRN  
 Ada Lindsay, CNRN, CCRN  
 Lindsey Miles, CCRN  
 Gail Miller, CCRN  
 Michael Moore, CCRN  
 Sierra Morgan, CMSRN  
 Dorilynn Nicol, CCRN  
 Rachel Parker, CCRN  
 Rebekah Richardson, CCRN  
 Vannie Robinson, CCRN  
 Rachel Shaughnessy, CCRN  
 Halie Spontak, CCRN  
 Gail Swartz, PCCN  
 Randi Tutton, RN-BC  
 Tammy Winborne, CCRN

### UHS Administration

Tami Anderson, CPHQ, HQCC  
 Janell Cecil, NEA-BC  
 Rebecca Morrison, C-EFM  
 Solon Snyder, NEA-BC  
 Ginger Thomann, ONC  
 Jeanne Wohlford, FACHE

### UT Day Surgery

Robert Barile, CNOR  
 Sabra Bruce, CNOR  
 Kelsey Echols, CAPA  
 Stephanie Frome, CMSRN  
 Donna Gardner, CNML  
 Theresa Gregg, CAPA  
 Mahogany Jackson, CNOR  
 Nancy Nolen, ONC  
 Bulah Partin, CNOR  
 Emily Sacco, CNOR  
 Kristen Schoolcraft, ONC

### Vascular Access

Melissa Bennett, CNOR

### Vascular Transplant 8H

Jessica Stiles, CNL  
 Evangeline Tant, RN-BC

### Women's Health & Wellness

Vicki Bradfield, RNC-NIC

### Women's Registry

Tiffany Cole, C-EFM  
 Jessica Elliott, C-EFM

### Wound Care Center-Sevierville

Erin Murrell, WCC



**THE UNIVERSITY OF TENNESSEE®  
MEDICAL CENTER**

---

Wisdom for Your Life.



The University of Tennessee Medical Center is the home of the Knoxville campus of UT Graduate School of Medicine, UT College of Pharmacy and University Health System, Inc. Together, these entities embody the medical center's philosophy and mission to serve through healing, education and discovery.

[UTMedicalCenter.org](http://UTMedicalCenter.org)

**We Value** | Integrity • Excellence • Compassion  
Innovation • Collaboration • Dedication

RN0320005 EEO/Title VI/Title X/Sec.504/ADA