125 years
St. Alexius Medical Center
1885-2010

St. Alexius Medical Center

ANNUAL NURSING REPORT 2009-2010

MAGNET RECOGNITION
AMERICAN NURSES CREDENTIALING CENTER

St. Alexius PrimeCare
www.st.alexius.org

Message from the CNO

Rosanne Schmidt,
RN, MPA, CNHA, CAS
Vice President &
Chief Nursing Officer

I am pleased to present to you St. Alexius Medical Center's 2009-10 Annual Nursing Report. Each year the annual report showcases several of our many accomplishments. This report demonstrates our commitment to quality and professionalism, evidenced by the many stories of nursing excellence.

This past year has been a year of transition in nursing leadership. Linda Knodel, who was with us for 20 years as Chief Nursing Officer (CNO), resigned to pursue a new career opportunity. We thank her for her contributions to nursing and taking nursing to where it is today.

It is with great honor and privilege that I have accepted the CNO responsibility at St. Alexius. I am proud of the work nursing does each and every day. We have excellent nursing leadership in our nursing managers, in our committed shared governance staff and in our nursing staff. St. Alexius would not experience the high quality, outstanding patient care outcomes and the numerous clinical awards if it were not for you, the nurses. As you read this annual report, I hope you feel pride in what you have accomplished. In 2010, we are hopeful for a re-designation as a Magnet organization. We know we are Magnet worthy!

This year, St. Alexius celebrates its 125th anniversary. Imagine nursing 125 years ago! The unwavering spirit of our founders, the Sisters of Annunciation Monastery serves as the inspiration for what we have accomplished and what the future holds. Our mission and values guide us every day when we enter our sacred space of work. We focus on our Benedictine value of hospitality as we welcome and serve our patients, their families and our community such as our founders did 125 years ago. The support of the Sisters, the Board of Directors, physicians and staff of the organization is evident in the collaborative outcomes and relationships we have enjoyed.

Message from the President and CEO

Andrew L. Wilson
President & Chief
Executive Officer

For many nursing is a calling; a desire to make a difference through a career steeped in care giving and compassion. Our founders, the Benedictine Sisters of St. Joseph, Minn., came to our community 125 years ago to provide a level of nursing care which served the greater good. Times were not easy in 1885 and the work was difficult, but despite the sisters' lack of formal nursing training and basic medical equipment, St. Alexius thrived and grew.

Seeing the value in formalized health care training, in 1915, thirty years after they opened the doors to St. Alexius, the sisters established a school for nurses. Three year later, 11 nurses graduated from this program. Today, the foundation the sisters put down lives on through University of Mary's nursing program.

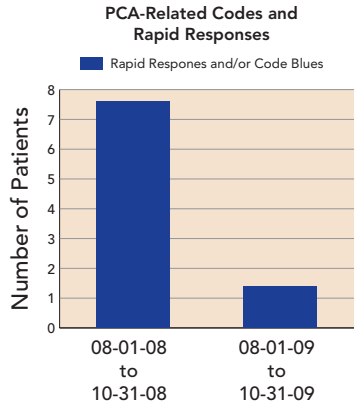
Given our ancestry, it is easy to understand why St. Alexius is a world-class medical center as we offer the latest in technology delivered by compassionate and caring individuals. In addition to being designated as the first Magnet facility in the state of North Dakota, our medical center has received other national accolades and awards for clinical excellence, quality of care and patient safety.

The Benedictine values - community, respect, stewardship, healing presence and personal and professional growth - and the sisters' humility and humanity to serve the residents of our community and beyond continues to inspire us to live our mission to "Let all be received as Christ."

New Technology at the Bedside

July 21, 2009, marked the date the new infusion pump system went live at St. Alexius Medical Center. During the implementation of the new infusion pump system, all units transitioned from the old IV pumps to the new infusion system. The transition was successful as evident by a large number of positive nursing comments and verbal patient satisfaction noted from nursing staff.

The Alaris Infusion System is monitored using the Continuous Quality Improvement (CQI) feature in the system to provide reports to nursing leadership, a multidisciplinary project team, and nursing quality council. The first CQI data from the infusion system was available October 2009. The project team and nursing education council also completed compliance rounds on each nursing unit to ensure proper use of the system.



The new devices included customized infusion-safety software to achieve a new level of safety with infusion programming oversight. The pumps assist nursing in identifying medication practices that deviate from evidence-based best practices, therefore, decreasing the risk for serious medication errors by alerting caregivers of a potentially hazardous dosage. Safety software periodically downloads device logs to a laptop for review. Planning for the implementation included the following disciplines: nursing, administration, pharmacy, respiratory therapy, bio med, purchasing and central supply.

New policies and procedures were developed for the use of the end tidal carbon dioxide monitoring (capnography). The Alaris EtCO2 (capnography) monitor is worn by a patient on intravenous PCA infusion for the first 18-24 hours after initiation dependent on patient status. Patient safety is ensured through continuous respiratory monitoring when using intravenous PCA infusion. PCA-related code blues and rapid responses decreased by 75 percent based on a three-month study of random patients using PCA and capnography at St. Alexius Medical Center.

St. Alexius Earns Certification for Stroke Care

Jolene Engelhart, FNP

St. Alexius earned advanced certification as a primary stroke center after The Joint Commission conducted an unannounced on-site review in March 2009.

"St. Alexius Medical Center demonstrated that its stroke care program follows national standards and guidelines that can significantly improve outcomes for stroke patients," said Jean E. Range, MS, RN, CPHQ, executive director, Disease-Specific Care Certification, The Joint Commission.

Stroke Center coordinator, Jolene Engelhart, an advanced practice nurse, assumed the primary leadership role and facilitated the courses of action toward certification. Nursing staff was required to complete an online education course using Healthstream, an online education product. The education was initiated by the stroke coordinator who attended four staff meetings on surgical, emergency and trauma center and medical units to ensure compliance.

Nursing Education Council assisted with the development of the education plan and communication among staff. The Nursing Care Council brought further information and updates to the unit staff meetings. Nursing staff was questioned by The Joint Commission on the required educational information during their visit.

The final outcome, after months of continuous communication, collaboration and education, resulted in St. Alexius earning the Gold Seal of Approval from The Joint Commission as a Certified Primary Stroke Center.

Awards and Recognition

Personal and professional growth is one of the core values of St. Alexius Medical Center. St. Alexius espouses to this value by recognizing staff for their commitment and professional involvement.

Nurse recipients of The Higher Standard Award

January, 2010
Cathy Dvorak, RN

March, 2010
Raumi Kudrna, CCRN
Clinical Coordinator, ICU

March of Dimes Awards: Nurse of the Year

The March of Dimes N.D. Chapter recognized nurses statewide by honoring those who demonstrate excellence in their profession at the Nurse of the Year awards ceremony on Sept. 23, 2009, in Fargo. Thirty-one healthcare professionals from across North Dakota were honored including eight from St. Alexius Medical Center.

Critical Care: *Karen Bergstad, BSN, RN*
Management – Orthopedic/Neurosurgical:
Stephanie Goroski, BSN, MSN, RN, Clinical Coordinator
Behavioral Health Nurse – Management:
Kathleen Johnson, BSN, RN, MBA, Director Psychiatry/PHP
Peri-Operative Nursing: *Wendy Johnson, RN*
Emergency Room: *Mary Scott, BSN, RN, CEN, Clinical Coordinator*
Management – ICU: *Raumi Kudrna, BSN, RN, CCRN*
Rehabilitation/LongTerm Care:
Tanya Moszer, BSN, MSN, RN, Director

Traveling Monarch Awards

The Traveling Monarch award is given to a department within St. Alexius Medical Center that demonstrates an outstanding group/team effort toward one or more of the established values: Community, Respect, Stewardship, Healing Presence, Personal and Professional Growth.

December 2009
PSCU –
Pre-Surgical Care Unit

January 2010
Rehabilitation

March 2010
Archway Mental Health Services

2009 Excellence in Nursing Awards

The 2009 Excellence in Nursing Awards were presented on Oct. 1, 2009, during the Nursing Research Day.

Excellence in Research
Diana Roloff, CRNA

Excellence in Practice
Jeri Matthews, RN

Nightingale Nursing Award
Karen Hogue, CRNA

Excellence in Research: Diana Roloff

Given to an individual for professional research contributions in nursing in practice, education and/or administration, this award honors a nurse who is recognized by peers as a mentor, teacher and role model. This person contributes professionally on a continuous basis and demonstrates a history of individual contributions to promote nursing practice, education and/or evidence based practice/research.

Excellence in Teaching: Kathy Mitzel

This award honors a nurse who has made significant contributions to the education of colleagues, students, patients or families. The recipient of this award demonstrates teaching expertise in roles such as mentor, preceptor or instructor and participates in the development of educational programs or instruction.

Excellence in Practice: Jeri Matthews

This award honors a nurse who exemplifies outstanding nursing practice as demonstrated through clinical skills, care and compassion. The recipient of this award improves patient/client experience through innovative nursing practices, is recognized by his/her peers as an expert in clinical nursing and participates in nursing programs, committees or projects contributing to nursing practice.

Excellence in Community Service: Peter Davidson

This award honors a nurse for his/her significant contributions to promote health in a community. The recipient of this award demonstrates a history of individual contributions to promote health while enhancing the image of nursing in a community.

Nightingale Nursing Award: Karen Hogue

Honors a nurse who exemplifies outstanding contributions, for 40 years, to nursing in practice, education, administration, and/or research and who continues to make contributions to the profession.

Excellence in Teaching
Kathy Mitzel, RN

Excellence in Community Service
Peter Davidson, RN

Spirit of Nursing

Community Service

St. Alexius nurses touched lives within the city borders to other communities within North Dakota and outside the United States through community service and volunteerism.

Haiti Earthquake Relief

Sarah Kaspari Baker, FNPc
Family Nurse Practitioner

St. Alexius trauma nurse Sarah Baker, FNPc, was providing missionary work in Haiti on Jan. 12, 2010, when the earthquake struck. Sarah is employed in the Emergency Department at St. Alexius Medical Center in Bismarck, as well as at Community Memorial Hospital in Turtle Lake.

On Jan. 7, 2010, she arrived in Haiti with a church group as part of a medical mission. Nobody in her group was injured during the earthquake.

St. Alexius staff donated funds to the relief effort through the Foundation or in the jars in the cafeteria. These donations were added to the St. Alexius Medical Center corporate donation and sent to the Catholic Relief Services on Jan. 28, 2010.

"I was part of a 12-member medical mission providing care on the island of la Gonave, Haiti, when the earthquake struck. Two days later, we began to see victims. Their injuries ranged from second- and third-degree burns, to crushed limbs, infected lacerations and infected, open, compound fractures.

I was immensely grateful for my 25 years of nursing experience, nurse practitioner education and ER skills, all of which enabled me to care for the Haitian people. Their enduring spirit and generosity in the face of overwhelming poverty, have expanded my heart and changed my life forever," Sarah said.

2009 Flood Relief Efforts

Nursing involvement in the community extended statewide in spring 2009. Due to local and statewide flooding, nursing staff at St. Alexius assisted in caring for patients who were evacuated from other facilities affected by the flooding. St. Alexius received multiple patients who were transferred from hospitals and nursing facilities in eastern North Dakota. St. Alexius established an incident command center, which included nursing leadership, to effectively assist the statewide efforts to reach out to the flooded communities.

Disaster Preparedness

New patient identification scanners were utilized during the city-wide disaster drill. The new scanners increase the safety and accuracy of the patient identification process in the event of a significant number of patient transfers.

Professional Development

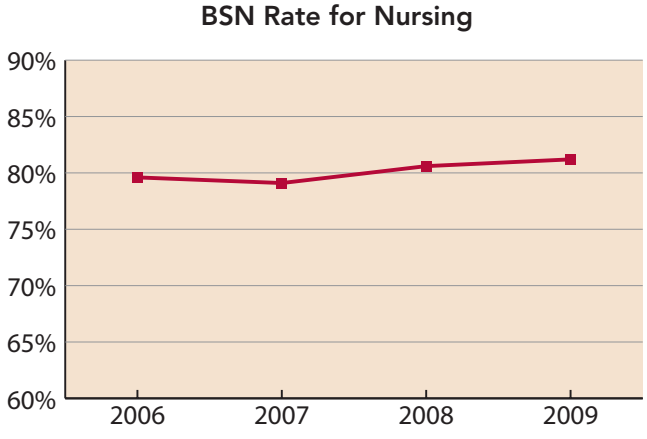
St. Alexius follows the scope and standards of practice for nursing professional development established by the American Nurses Association. Nursing professional development activities include off-site and on-site continuing education, on-site staff development and academic education. These activities assist in developing and maintaining continuing competence and enhancing professional practice. Examples include: presentations, publications and speaking engagements.

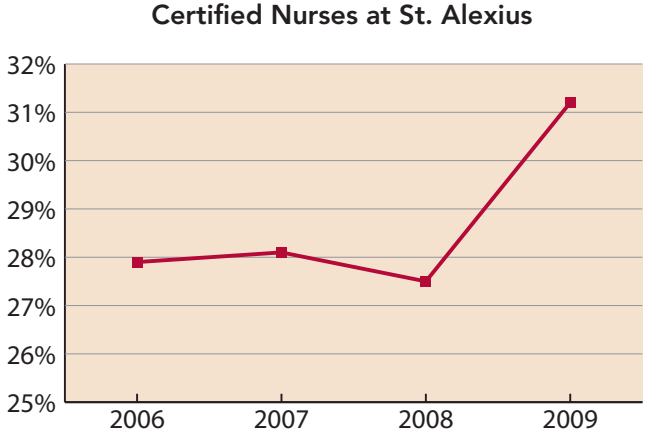
In 2009, the education center provided nurses and students with a variety of educational activities related to staff education, emergency services education and patient/community education.

Camille Meyhoff, FNP, and Shannon Driscoll, RN, provided medical support to WWII veterans that participated in a trip to Washington, DC, May 2009.

Nursing Demographics

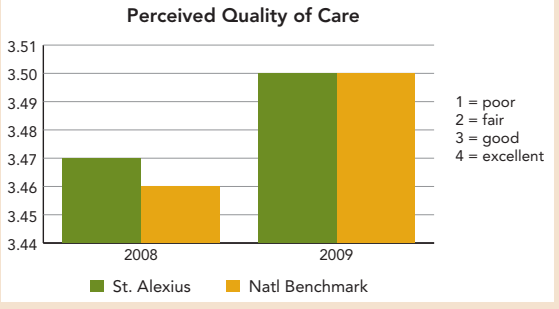
Nurse involvement in professional organizations and specialty nursing certification is highly encouraged and supported throughout St. Alexius. In 2009, through additional coaching and mentoring, the nursing education council assisted units to increase the number of certified nurses on their unit. The percentage of full-time equivalents (FTE's) certified nurses continues to increase over time at St. Alexius.

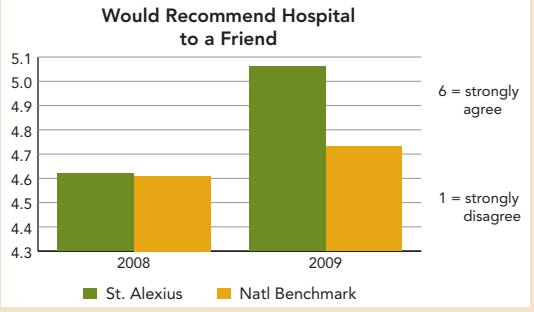


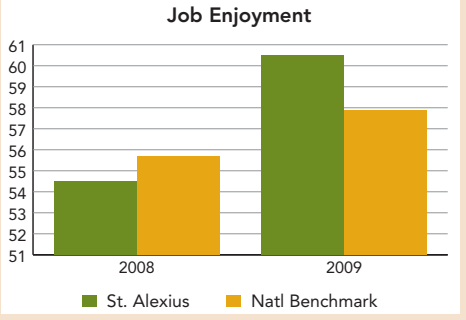


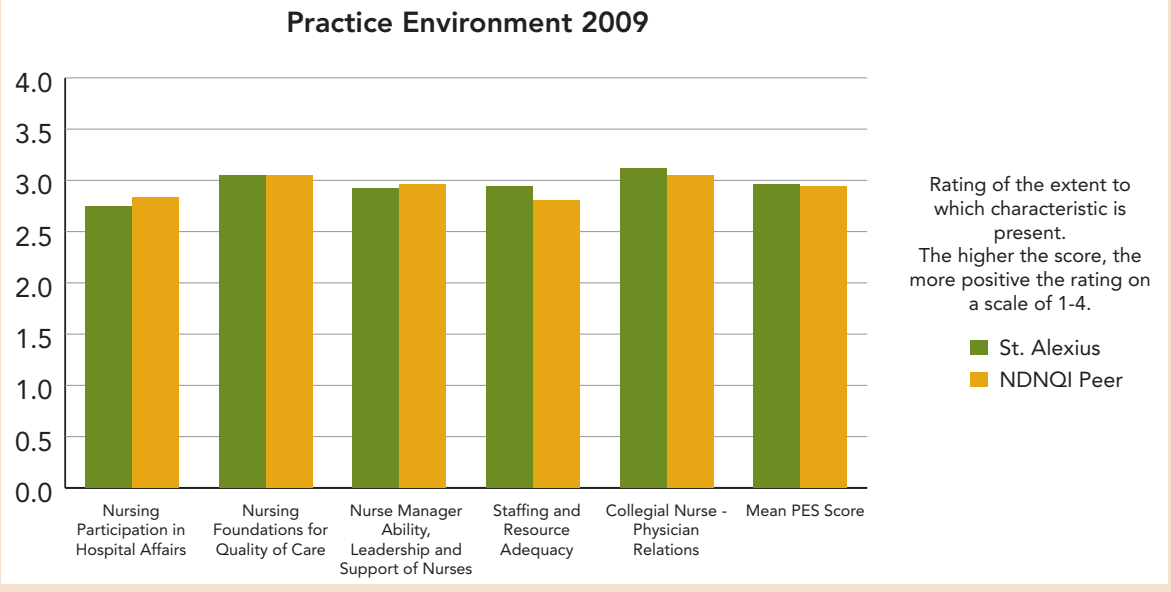
Nursing Satisfaction

St. Alexius Medical Center measures nurse satisfaction annually through the National Database of Nurse Quality Indicators (NDNQI). St. Alexius' scores are compared to other hospitals by work group and individual satisfaction scores, looking for areas that are statistically significantly different than the norm. Information is received on a unit basis as well as hospital-wide. Below are hospital-wide highlights from 2009.









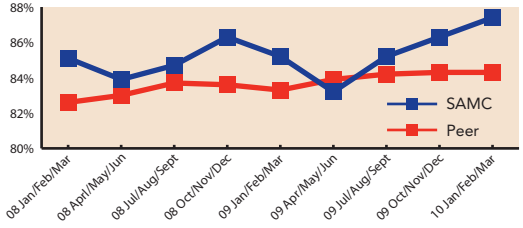
"I have worked at St. Alexius Medical Center for 27 years, 23 of those years being with the Neonatal Intensive Care Unit (NICU). I have been certified in neonatal nursing for 12 years. St. Alexius Medical Center is the only place I want to be. I am proud to be a part of the quality of physical nursing and spiritual care that the NICU provides. Being certified in neonatal nursing makes me strive to attend frequent workshops and conferences to keep up skills and learn of any advancements."

~ Angie Fleckenstein, RN-BC, NICU

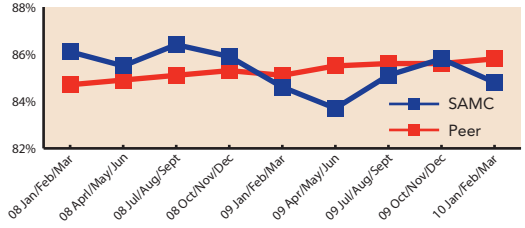
Press Ganey Patient Satisfaction

St. Alexius Medical Center (SAMC) utilizes Press Ganey as the national database for assessing and benchmarking patient satisfaction information for the inpatient departments. The surveys are sent out randomly by Press Ganey to discharged patients, aggregated by Press Ganey and obtained electronically by SAMC; Data Analyst with the SAMC score and the mean score of other comparative facilities. Results are reported as percentiles. St. Alexius nursing has consistently scored above the national average and receives wonderful comments from patients through the surveys.

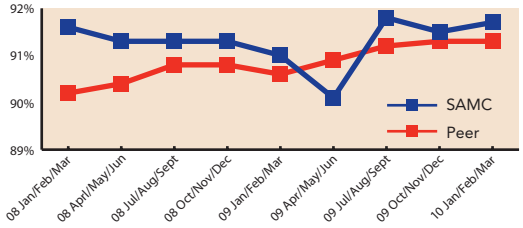
Prompt Response to Call



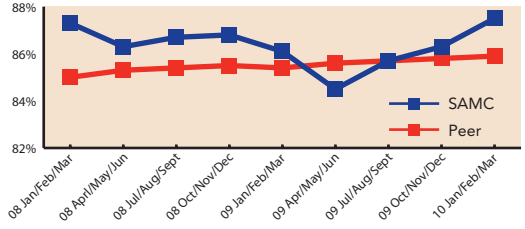
Instructions for Care at Home



Friendliness of Staff



How Well Pain Was Controlled



Examples of comments from the 2009 surveys include:

Inpatient Surgical
"The nurses that took care of me morning, noon, evening and night were the best anyone could experience."

Inpatient Telemetry
"I was a "code blue" heart attack. All people involved from the doctors, nurses and technicians were absolutely the best."

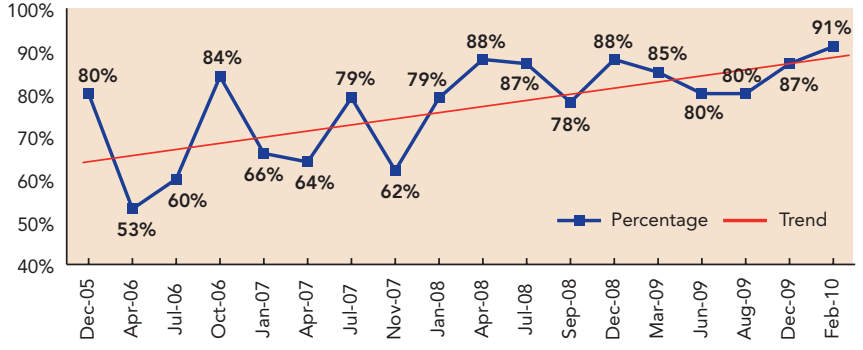
Inpatient Women's Surgery
"The nurses were excellent."

TCU Recognized for the Highest Handwashing Scores

Compliance with the hand hygiene policy and procedure has increased significantly which, according to the CDC Guideline for Hand Hygiene in Healthcare Settings, reduces the incidence of healthcare associated infections.

Feb. winner

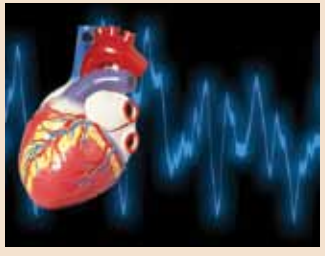
SAMC Handwashing Trend
December 2005 to February 2010



Improved Patient Outcomes

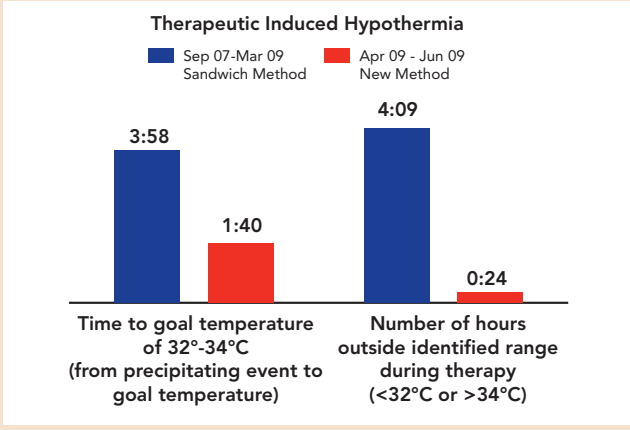
In May 2008, two ICU nurses, who are members of the American Association of Critical Care Nurses (AACN), attended the National Teaching Institute and Critical Care Exposition (NTI). NTI is the AACN's premier conference for critical care nurses and provides information from the nation's leading nurse experts. The St. Alexius nursing staff in attendance were exposed to different protocols and products focused on induced hypothermia following cardiac arrest.

St. Alexius initially developed a therapeutic hypothermia protocol in September 2007. The purpose of induced hypothermia is to protect the brain from ischemic neurological injury following a cardiac arrest. The protocol St. Alexius was using since 2007 was a manual process using a cooling blanket above and below the patient. This method of cooling had several limitations including difficulty reaching the 33° Celsius (C) goal temperature, maintaining temperature within 32°C-34°C goal range, and re-warming too quickly causing rebound hyperthermia.

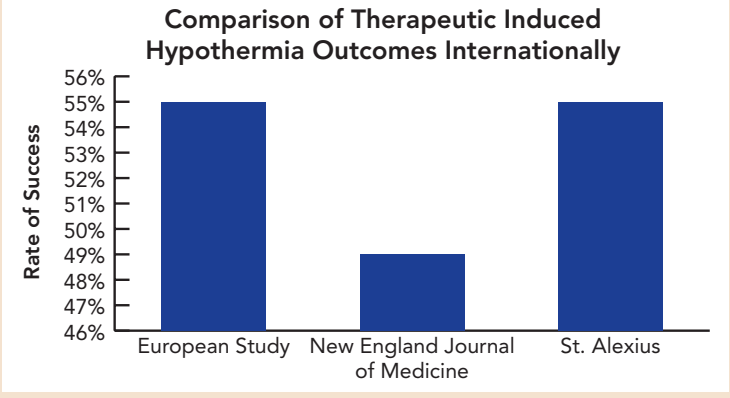


Knowledge and research the nurses gained at NTI identified an immediate opportunity for improving patient safety. In March 2009, two product representatives from the conference exhibits were brought to St. Alexius Medical Center to demonstrate their therapeutic hypothermia temperature management systems. ICU staff nurses and intensivists reviewed each system and trialed their preferred temperature management system for a period of three months.

The trial period was successfully completed in June 2009 based on input regarding ease of use from staff nurses, physicians and data collected from patient case studies. The automatic temperature management system decreased the amount of time it took to reach the goal body temperature from an average of three hours and 58 minutes to one hour and 40 minutes. Additionally, the number of hours spent out of the identified range (32°C-34°C) during the 24 hour therapy decreased from four hours and nine minutes to 24 minutes. Based on the findings from the trial and research, the system was approved for purchase.



St. Alexius has experienced overall success using the induced hypothermia protocols. Based on an European study cited in the 2003 Advanced Life Support Task Force of the International Liaison Committee on Resuscitation advisory statement, 55 percent of eligible hypothermia patients had a favorable neurological outcome at six months compared with 39 percent in the normothermia group. Moreover, a 2002 randomized study published in the New England Journal of Medicine reported a 49 percent survival rate for those patients treated with hypothermia. St. Alexius has shown similar success using this therapy. Seventeen patients have received induced hypothermia since August 2007, with 53 percent of the patients returning home independently.



Research Day

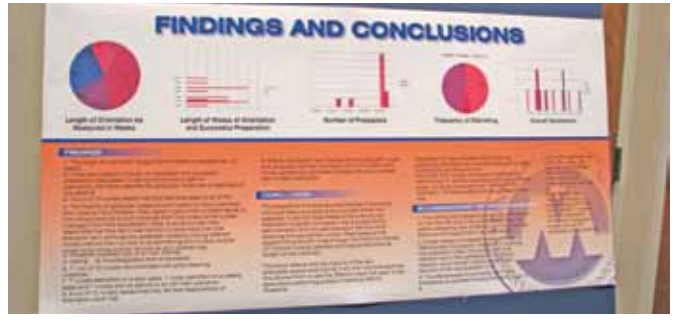
Research Day held at St. Alexius on Oct. 1, 2009, in the Boniface Auditorium was a great success. Approximately 60 nurses were in attendance and two to three hour sessions were offered with a combined luncheon at noon. Nursing Excellence awards were distributed during the combined luncheon.

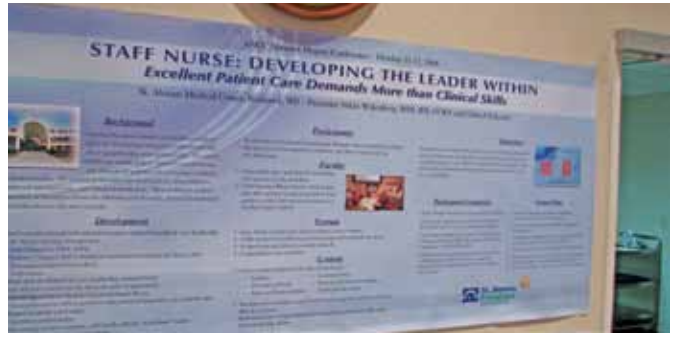
The Nursing Research Council facilitates nursing research through mentoring, education and guidance in evidence-based practice and the research processes. Proceeds from events and contributions from donors enable nursing staff to apply for grants to advance clinical practice at St. Alexius Medical Center.

Name of Study or Research	Principle Investigator
Comparative study following the implementation of the Bair Paws units.	Sherry Fetch, RN, BSN, PSCU
Trends and Influences on Breastfeeding for Mothers who Deliver at St. Alexius Medical Center	Penny Welk, RN, CLC, Labor & Delivery Unit
EBP Study on Ted hose: Thigh high versus knee high stockings	Jerri Mathews, RN
Total Knee Post Care	Vi Schwind, RN-BC, Home Care

Penny Welk, RN

Penny Welk, RN, Labor & Delivery Unit, received funds from the St. Alexius Division of Nursing Institute for her research project in 2009 entitled "Trends and Influences on Breastfeeding for mothers who deliver at St. Alexius Medical Center." Her research includes trends and behaviors of nursing mothers who gave birth at St. Alexius. The Division of Nursing Institute was established to enhance professional nursing practice and encourage research at St. Alexius Medical Center.





Core Measures

Core Measures track a variety of evidence-based, scientifically-researched standards of care which have been shown to result in improved clinical outcomes for patients. CMS (Centers for Medicare & Medicaid Services) established Core Measures in 2000 and began publicly reporting data relating to Core Measures in 2003.

ACUTE MYOCARDIAL INFARCTION

2009	St. Alexius	Joint Commission Upper Target
ACEI/ARB for LVSD	90%	95%
Aspirin on Arrival	99%	95%
Aspirin on Discharge	100%	95%
Beta Blocker on Discharge	100%	95%
Adult Smoking Cessation	100%	95%
PCI (90 Min)	85%	73%

PNEUMONIA

2009	St. Alexius	Joint Commission Upper Target
Initial Antibiotic Timing - 6 Hours	97%	95%
Pneumococcal Vaccination	88%	95%
Blood Cultures (ER)	98%	95%
Adult Smoking Cessation	100%	95%
Antibiotic Selection	94%	94%
Influenza Vaccination	80%	92%

SURGICAL CARE IMPROVEMENT

2009	St. Alexius	Joint Commission Upper Target
Prophylactic antibiotic received within 1 hour prior to surgical incision	96%	96%
Prophylactic antibiotic selection for surgery	97%	92%
Prophylactic antibiotic stopped within 24 hours after surgery	98%	84%
Appropriate beta blocker administered before and after surgery	91%	TBD
Cardiac Surgery patients with controlled AM glucose	91%	85%
Venous thromboembolism prophylaxis ordered	93%	84%
Venous thromboembolism prophylaxis administered within 24 hours before or after surgery	93%	81%

HEART FAILURE

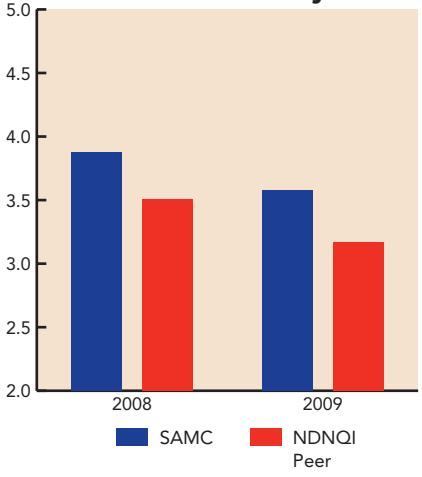
2009	St. Alexius	Joint Commission Upper Target
Discharge Instructions	74%	93%
LVF Assessment	100%	95%
ACEI/ARB for LSVD	89%	95%
Adult Smoking Cessation	100%	95%

Nurse Sensitive Indicators

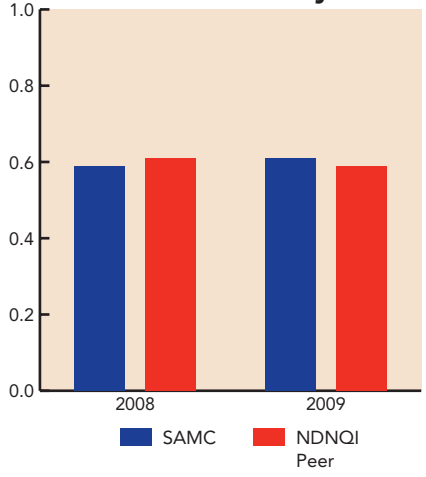
One of the ways St. Alexius Medical Center measures nurse sensitive indicators is through National Database of Nurse Quality Indicators (NDNQI). Nursing-sensitive indicators reflect the structure, process and outcomes of nursing care.

NDNQI reports nursing indicators quarterly for intensive care, medical/oncology, telemetry, rehabilitation and surgical inpatient units.

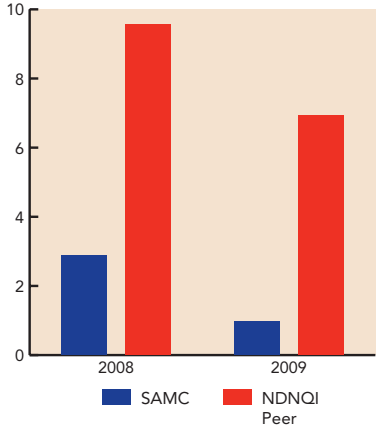
Total Falls per 1000 Patient Days



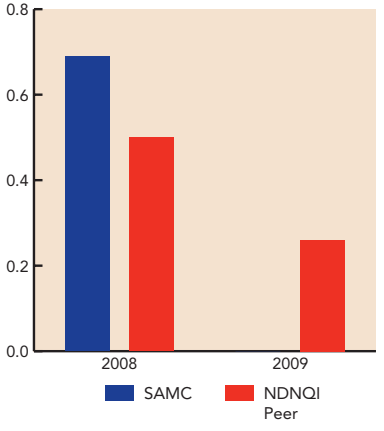
Injury Falls per 1000 Patient Days



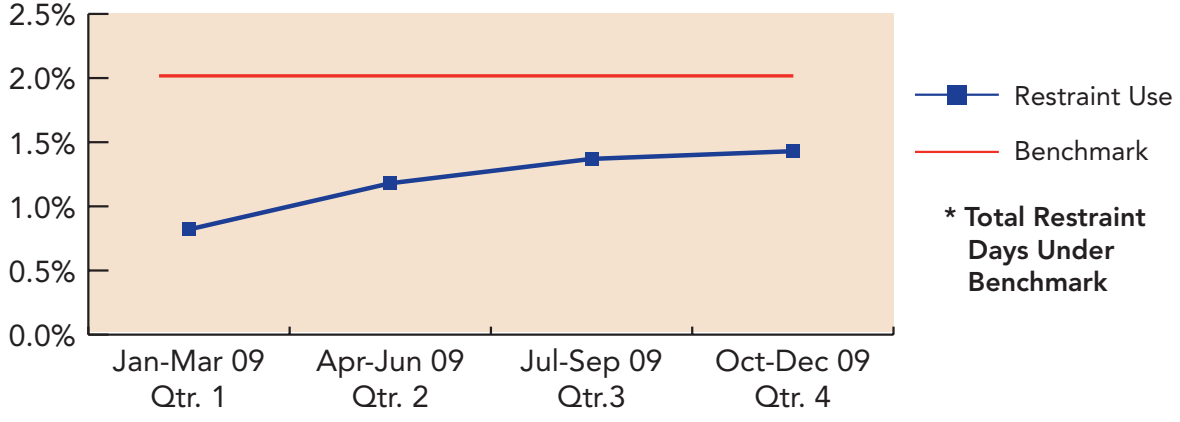
Percent of Surveyed Patients with Pressure Ulcers on Admission



Percent of Surveyed Patients with Hospital Acquired Pressure Ulcers



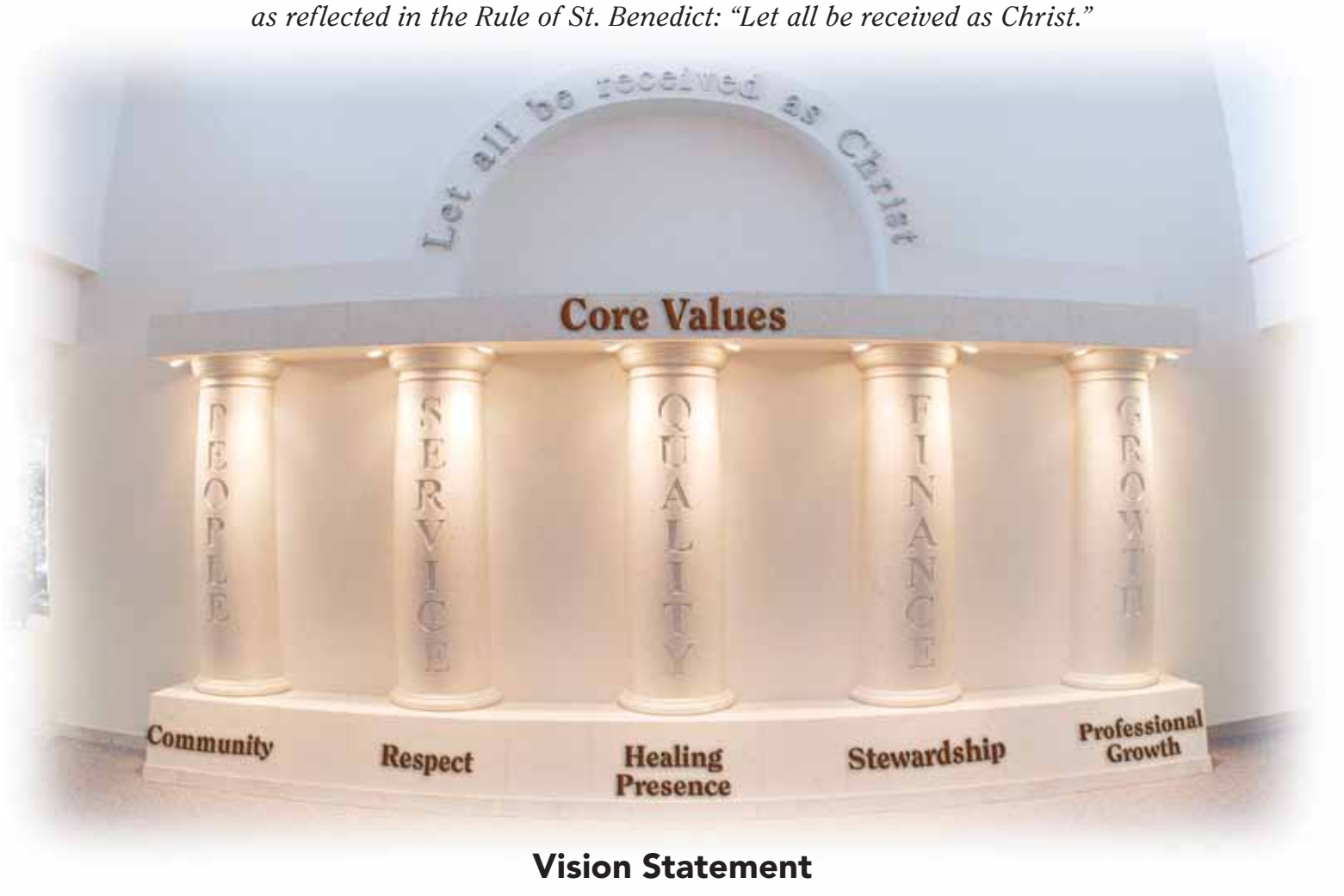
Restraint Use



*** Total Restraint Days Under Benchmark**

Mission Statement

Based on the Gospel values and our own heritage of healing, the mission of St. Alexius Medical Center is to use our presence as a means of touching and caring for people in a Christ-like manner, and to always exhibit the hospitality as reflected in the Rule of St. Benedict: "Let all be received as Christ."



Vision Statement

The vision of St. Alexius Medical Center is to use our presence to extend Christ's healing ministry through excellence of services, collaborative relationships and a commitment to those we serve.

St. Alexius Medical Center
PrimeCare
www.st.alexius.org