About NewYork-Presbyterian Hospital

NewYork-Presbyterian Hospital, based in New York City, is the nation’s largest not-for-profit, non-sectarian hospital, with 2,242 beds. The Hospital sees nearly 2 million inpatient and outpatient visits in a year, including nearly 240,000 visits to its emergency departments — more than any other area hospital. NewYork-Presbyterian provides state-of-the-art inpatient, ambulatory and preventive care in all areas of medicine at five major centers: NewYork-Presbyterian Hospital/Weill Cornell Medical Center, including the Phyllis and David Komansky Center for Children’s Health; NewYork-Presbyterian Hospital/Columbia University Medical Center; NewYork-Presbyterian Morgan Stanley Children’s Hospital; NewYork-Presbyterian/The Allen Hospital; and NewYork-Presbyterian Hospital/Westchester Division.

One of the largest and most comprehensive health care institutions in the world, NewYork-Presbyterian Hospital is committed to excellence in patient care, research, education, and community service. NewYork-Presbyterian is the #1 hospital in the New York metropolitan area and is consistently ranked among the best academic medical institutions in the nation, according to U.S. News & World Report. The Hospital has academic affiliations with two of the nation’s leading medical colleges: Weill Cornell Medical College and Columbia University College of Physicians and Surgeons.

For more information about NewYork-Presbyterian Hospital, visit www.nyp.org
WELCOME

The Department of Nursing at NewYork-Presbyterian Hospital, first and foremost, is committed to providing the highest quality care in a safe and patient-centered environment. We continually seek to improve our performance using evidence-based practice, and offer a dynamic learning environment for nurse leaders, advanced practice nurses, staff nurses, and all those who seek to enhance their skills for the betterment of our patients. I am immensely proud of our dedicated nursing leaders, our highly skilled professional staff of more than 4,600 Registered Nurses, and an extraordinary support staff that enable us to provide excellent care to our patients, meet our operational challenges, and inspire others to enter our profession.
The philosophy of the Department of Nursing is derived from the values of the nursing profession and supports the vision of NewYork-Presbyterian to be among the very top academic medical centers in clinical and service excellence, patient safety, research and education.

The Department adheres to the principles through which nursing excellence can thrive: transformational leadership; empowerment of professional nurses; exemplary professional practice; new knowledge, innovations and improvement; and quality outcomes. Our nursing staff plays a central role in helping the Hospital to meet its growing demand for services, accomplish its quality and safety imperatives, facilitate the implementation of medical and information technology, and address issues of healthcare reform as it affects our ability to care for patients. The Department of Nursing’s strategic plan enables us to meet the Hospital’s goals and the goals of the Department, while continuing to respond effectively to ongoing challenges in healthcare.

During the past year, the Department of Nursing has focused on implementing and further developing the components of its strategic plan, each of which influences the overarching goal to transform care and practice. Following are highlights of the strategic plan, including achievements of the last year and the plans we have going forward.

**Nursing Strategic Plan**

During 2009, the Department of Nursing focused on implementing and further developing the components of its strategic plan. These include:

- Strengthening shared decision making in professional practice
- Implementing primary care model of care delivery
- Creating a culture of personal and professional growth and development
- Increasing professional staff nurse involvement in the quality improvement process and nursing research
- Promoting innovation in practice through the participation of nurses in the evaluation of technology and information systems to support practice
- Partnering with key institutions and organizations to enhance and broaden clinical programs

**Structural Empowerment of Professional Nurses**

**Shared Governance** The Department of Nursing supports a system that recognizes professional nurses’ shared accountability and responsibility in the decision-making process as key to achieving an
environment for them to excel in their practice. Over the past few years, we have implemented aspects of shared governance across the Hospital’s sites. More recently, we have identified a framework and developed a corresponding education curriculum in which this can occur in a unified manner. This includes the formation of Unit Practice Councils, which govern practice, service and quality on each unit, and drive change and innovation on the units; Department Councils, which focus on overall patient care and empowerment for all employees; Executive Councils, which promote interdisciplinary collaboration; Cross Campus Councils, which facilitate recommendations for change Hospital-wide; and the Nursing Board, which is comprised of representatives from all Hospital sites and is responsible for the approval and standardization of practice. As part of the 2009 Nursing Strategic Plan, we have established a “design team” that is charged with recommending the next steps needed to standardize a shared governance structure at NewYork-Presbyterian.

Transformational Leadership

Leadership and Staff Development In the past year, we have established a leadership competency program in collaboration with the Hospital’s Center for Organizational and Leadership Effectiveness, created an annual educational needs assessment, which will be conducted
Recruitm ent and Retention

Our nurse vacancy rate in 2009 was 5.94 percent compared to a national rate of 7.8 percent and a New York State rate of 8.8 percent. The turnover rate in 2009 was 6.17 percent compared to a national rate of 14.2 percent and a New York State rate of 13 percent. These vacancy and turnover rates indicate New York-Presbyterian Hospital’s desirability as an employer of nurses. But recruitment and retention of skilled nurses remains a challenge. To address this, we have established Nursing Recruitment and Retention Councils at each campus, and we continue to operate our highly successful Nursing Residency Programs, one supported by the Jonas Center for Nursing Excellence and one in collaboration with UHC for new graduate RNs. Nurses who participated in the Nursing Residency Programs had a greater than 93 percent retention rate the first year after completing the program, and an 88 percent retention rate after three years. In addition, leadership development programs, such as the collaboration between the Department of Nursing and the NYU Wagner Master’s program, are helping us recruit and retain the best nursing talent in the region and the country.
Quality Outcomes

Quality and Patient Safety  Many accomplishments have been realized during the past year as part of the Department of Nursing’s role in quality and patient safety efforts of the Hospital. These include evaluating the nursing quality structure across all Hospital sites, increasing RN staff membership on the Nursing Quality Councils, and developing initiatives that target improvements in the nurses’ work environment, such as medication administration and equipment management. Going forward, we have a number of initiatives planned, including implementing safe medication administration zones and launching the “Great Catch” program. This program seeks to prevent errors before they occur, as well as provide an opportunity for staff to identify strategies proactively to improve patient safety.

Innovations

Evidence-Based Practice  The Department of Nursing has made important progress in the application of evidence-based practice into nursing roles. An evidence-based practice model has been developed and education has begun. Next steps are to initiate an RN-to-RN consultation process and engage advanced practice nurses in a mentoring role.

Moving Forward

The accomplishments of the Department of Nursing are further described in the 2008-2009 Annual Outcomes Report. The Department’s successes were made possible through the outstanding efforts of each and every member of our department, from nurse leaders to those who deliver care at the bedside. We are extremely proud of our nursing team, and know that we can count on our staff as we continue to meet the challenges facing the profession and the healthcare industry overall. We look forward to entering 2010 with an exciting and ambitious nursing agenda that will provide opportunities for our nurses to excel, further their professional development, and ensure that our patients receive the highest quality care.

Wilhelmina Manzano, MA, RN, NEA-BC
Senior Vice President and Chief Nursing Officer
NewYork-Presbyterian Hospital
LEADING THE WAY

For more than two decades, Clinical Excellence Award recipient Kaitene Williams, RN, has been meeting the physical and emotional needs of her patients and families on the Women’s and Children’s Health Unit at NewYork-Presbyterian/Weill Cornell. Today as Senior Staff Nurse on the unit, she is a role model to the clinical staff and a dedicated advocate for infants and their mothers.

Transformational Leadership

Department of Nursing: An Overview

The organizational structure of the Department of Nursing includes centralized and decentralized functions. The Department’s governance model adheres to the American Nurses Association’s Scope and Standards for Nurse Administrators. The Chief Nursing Officer is ultimately responsible for the provision of nursing care across the five sites and provides leadership to the Vice Presidents of Nursing and Patient Care Services at each of the sites. Reporting to the Vice Presidents are Directors of Nursing who are responsible for patient care in their respective divisions. The Patient Care Directors are the front line managers responsible for patient care and daily operations in each clinical area.

The Center for Professional Nursing Practice/Office of the Chief Nursing Officer oversees the centralized functions of the Department of Nursing. These include the areas of:

- professional nursing practice
- patient/family education
- quality assurance/performance improvement
- continuing education
- operations
- credentialing
- nursing informatics
- research
- nursing education
- nursing school affiliations
- finance

Scope of Service

Nursing care at NewYork-Presbyterian Hospital is provided to patients of all ages in the inpatient, outpatient, emergency, and ambulatory settings in collaboration with other members of the healthcare team. NewYork-Presbyterian, which has a total of 2,242 beds, is one hospital offering every clinical specialty from primary care to cutting-edge quaternary care through its five sites:

- NewYork-Presbyterian Hospital/Columbia University Medical Center
- NewYork-Presbyterian Hospital/Weill Cornell Medical Center, which includes the Phyllis and David Komansky Center for Children’s Health and Payne Whitney Manhattan
- NewYork-Presbyterian/The Allen Hospital
- NewYork-Presbyterian Morgan Stanley Children’s Hospital
- NewYork-Presbyterian Hospital/Westchester Division
Chart 1 indicates the scope of nursing services at each of the Hospital’s sites, and within the Ambulatory Care Network.

**Professional Practice**

**RN Demographics** The Department of Nursing currently has 4,659 Registered Nurses, up from 4,342 RNs in 2007 and 4,523 RNs in 2008. The average age of our Registered Nurses is 41.60 years. Currently 2 percent of the workforce are 65-78 years old, 30.15 percent are 48-64 years old, 50.41 percent are 28-47 years old, and 17.41 percent are 20-27 years old as indicated in Chart 2. Of our current workforce, 89.5 percent are female, 10.5 percent are male.

The RN workforce is as diverse as the patients they serve, representing American Indian/Alaskan, Asian/Pacific Islander, African American, Hispanic, Caucasian, and a number of other ethnic backgrounds.

**Educational Preparation** Chart 3 indicates the percent of Registered Nurses at NewYork-Presbyterian Hospital with BSN preparation or higher. Nursing research has demonstrated that improved patient outcomes can be attributed to nurses with higher educational preparation. The improvement in patient outcomes associated with having nurses prepared at the baccalaureate level is partially attributed to the critical thinking skills associated with BSN education. In a study titled “Effects of Hospital Care Environment on Patient Mortality and Nurse Outcomes,” published
in the May 2008 issue of the *Journal of Nursing Administration*, Linda H. Aiken, PhD, RN, FAAN, et al. confirmed the findings of their 2003 landmark study published in the *Journal of the American Medical Association*, which showed a strong link between RN education level and patient outcomes.\(^2\)

**National Certification** As defined by the American Nurses Credentialing Center (ANCC), certification programs validate nurses’ skills, knowledge, and abilities. ANCC board certification and recognition “empowers nurses within their professional sphere of activity and contribute to better patient outcomes.”\(^3\) Recognizing that attaining certification signifies a level of clinical competency in a specialty area and testifies to a nurse’s achievement of excellence, the Department of Nursing at NewYork-Presbyterian Hospital continues to increase the number of specialty certification review courses available to staff on site. Chart 4 indicates the percent of direct care nurses at NewYork-Presbyterian who have achieved national certification.

**Quality Outcomes**

The Department of Nursing maintains an integrated quality program that is consistent with the Hospital’s vision and strategic goals. The program supports the NewYork-Presbyterian Quality Plan put forth by the Division of Quality and Patient Safety. The Nursing Quality Assurance and Performance Improvement Program measures outcomes of nursing performance, maintains systems for analysis and trending of data, and communicates findings to appropriate executive nursing, Hospital leadership and the Board of Trustees Committee on Quality and Performance Improvement.

Each Hospital site has a Nursing Quality Council as part of the shared governance structure in which nursing quality assurance and performance improvement data are discussed, analyzed, and trended and recommendations for improvement made. The Nursing Quality Governing Council oversees, consults and guides these site-specific Nursing Quality Councils. The Department of Nursing’s Quality Improvement program also coordinates the Department’s Joint Commission and regulatory activities and has oversight for quality and patient safety initiatives that improve patient outcomes.

\(^{1}\) *Journal of Nursing Administration*, 38(5): 223-229, May 2008

\(^{2}\) *Journal of the American Medical Association*, 2003 Sep 24; 290(12):1617-23

\(^{3}\) American Nurses Credentialing Center, [http://www.nursecredentialing.org/Certification.aspx](http://www.nursecredentialing.org/Certification.aspx)
Quality Indicators and Benchmarks: The Department of Nursing monitors clinical indicators in an effort to continually improve the quality of care that is delivered to patients. Nursing sensitive indicators are selected by nursing leadership and nursing staff. Quality metrics are reported on an integrated scorecard across all inpatient sites and benchmark performance against external databases, such as the National Database of Nursing Quality Indicators (NDNQI) and the Maryland Indicator Project, as well as within the Hospital. Data are used for tracking and trending performance and monitoring results of implemented performance improvement strategies.

National Database of Nursing Quality Indicators: The Department of Nursing has participated in the National Database of Nursing Quality Indicators (NDNQI) since 2002. The NDNQI was established in 1998 by the American Nurses’ Association (ANA) in response to the ANA’s Safety and Quality Initiative. Participation in this database allows for New York-Presbyterian to compare patient outcomes and staffing patterns at the unit and hospital level with other facilities of the same bed size. Current indicators include:

- Nursing Hours per Patient Day
- Nosocomial Pressure Ulcers (adults)
- Peripheral Intravenous (PIV) Infiltrations (pediatrics)
- Fall and Fall Injury Rates (adults)
- RN Education
- Pediatric Pain Assessment/Intervention/Reassessment Cycle (Pain AIR Cycle)
The Department of Nursing noted several important accomplishments through new and ongoing quality and patient safety initiatives. Our success in the reduction of falls and pressure ulcer prevalence was sustained in partnership with Hill-Rom™ and through the Hospital’s bed replacement program. Accomplishments include:

**Fall and Fall Injury Rates**  Each fall with major injury is reviewed to identify causes and trends. NewYork-Presbyterian Hospital participated in the falls prevention pilot project of the MCIC transforming care at the bedside initiative in 2009. MCIC Vermont, Inc. (MCIC Vermont) is a risk retention group, which provides medical, professional and general liability insurance coverage to its academic medical center shareholders. 2009 results indicated that the combination of interventions of hourly rounding and patient education had the most impact in reducing falls. Simplification of Fall Injury Risk Assessment Level and focused education on risk level and corresponding interventions to nursing staff will be conducted in first quarter 2010.

Comfort and safety rounds were implemented to augment NewYork-Presbyterian’s falls prevention strategies. In addition, education on the falls prevention policy and falls reduction strategies is a component of the Hospital’s unit champion training.

**Pressure Ulcer Prevalence**  The Department of Nursing continues to monitor pressure ulcer prevalence, implement initiatives to address pressure ulcer management, and play a key role in the organizational cross-campus quality initiative aimed at decreasing pressure ulcer prevalence. Among the multiple strategies that have assisted in the reduction of pressure ulcer prevalence rates in the Adult ICUs are staff education, implementation of Skin Care Order Sets, and weekly rounds with nursing leadership on the Intensive Care Units. The Hospital’s Pressure Ulcer Prevalence (PUP) data demonstrated a downward trend as reflected in Chart 6.
Restraint Management  The Hospital’s goal is to achieve 100 percent compliance with restraint management. To assess compliance with NewYork-Presbyterian’s standards of care, performance on restraint management is measured by direct observation of all patients in restraints with subsequent documentation review of the patient’s medical record. As depicted in Charts 7 and 8, in 2009, there was an overall compliance of:

- 98 to 100 percent in Adult ICU units
- 98 to 100 percent in Adult Non-ICU units
- 100 percent in Behavioral Health units

The Hospital achieved 98 to 100 percent compliance with documentation requirements of presence of a current order for a restraint, patient assessment and care while in restraint.

Through process reviews and focus groups with nursing leadership and staff, the Department of Nursing further enhanced and streamlined restraint documentation templates within the electronic medical record. The re-design of restraint documentation, which was piloted in January 2009, was fully implemented in the first quarter of 2009. These documentation enhancements are promoting and facilitating nurses’ understanding of restraint use requirements.

Going forward, assessment of compliance with restraint management will continue along with timely one-to-one involvement with staff to ensure full compliance with the Hospital’s standards of care. This restraint documentation re-design has also enabled automation of restraint utilization reports at the unit level, which, in turn, facilitates overall assessment of organizational use of restraints.
With more than 25 years as a dedicated nurse with NewYork-Presbyterian/Columbia, So Young Yoon, RN, a Clinical Excellence Award recipient, champions the team approach to patient care and practice standards supported by the latest clinical evidence.

A senior operating room nurse known for excellence in clinical practice in the perioperative area, Judy Holzer, RN, is also highly respected for her strong organizational and problem-solving skills. A Clinical Excellence Award recipient, she is considered a master at using the SBAR (situation, background, assessment and recommendation) process of communicating.

**Nursing Hours per Patient Day**  Nursing hours per patient day at NewYork-Presbyterian Hospital are reviewed on a regular basis by nursing leadership and compared to national benchmarks. Efforts continue to assess the changing needs of patients. Appropriate recommendations and adjustments for nurse staffing are made on a shift by shift basis.

**Core Measures**  The Department of Nursing participates in the monitoring of The Joint Commission core measures related to the management of pneumonia, acute myocardial infarction, and heart failure by offering smoking cessation counseling and pneumococcal screening with the administration of the vaccine when indicated.

**Professional Practice**

**Patient Satisfaction**

Patient satisfaction is a priority focus for the Department of Nursing. Nursing care indicators (Press Ganey) for patient satisfaction include:

- Overall patient satisfaction with nursing care
- Prompt response to call bell
- Attention to special personal needs
- Skill of the Registered Nurse
- Friendliness of the Registered Nurse
- Registered Nurses’ attitude toward requests
- Registered Nurse kept patient informed
- Pain management

In 2009, the NewYork-Presbyterian Department of Nursing demonstrated an increase in patient satisfaction for nursing care in all areas of inpatient adult, inpatient pediatrics, emergency department, and inpatient behavioral health.
Patient-Centered Care

The Department of Nursing has implemented the patient-centered care model of delivery throughout the Hospital’s five sites, making the patients’ needs the number one priority. While each site applies a particular philosophy – relationship-based care, Planetree model, family-centered care – the goals are the same. Nurses treat families with dignity and respect, honoring their perspectives and choices; communicate directly and in a timely manner with patients and families; encourage patients and families to participate in their care plan; and collaborate with all members of the healthcare team to promote clinical excellence and empower the patient and family to partner in their care. In addition, the professional nursing staff is responsible for developing an individualized plan of care and communicating that plan to team members across all shifts; and for creating an environment that is supportive of professional nursing practice where registered nurses can be autonomous decision-makers, creative problem-solvers, and accountable for their professional development.

Relationship-Based Care  
Patient satisfaction scores continued to improve in 2009 through the implementation of Relationship-Based Care at New York-Presbyterian/Columbia. Relationship-Based Care is a model of care that fosters relationships between caregivers and patients, as well as among co-workers, and promotes teamwork and a caring and healing environment for patient care. By integrating Relationship-Based Care principles into the daily fabric of the work environment, relationships become the central focus of patient care. Unit Practice Councils help to facilitate collegial relationships and patient care process improvements. In 2009, all 33 inpatient units and patient care procedural departments—operating rooms, Emergency Department and cardiac catheterization laboratories—at New York-Presbyterian/Columbia implemented Relationship-Based Care.

Planetree  
In 2009, the Westchester Division entered its sixth year of a very active and successful affiliation with the Planetree organization. Planetree is a model of patient-centered care that focuses on healing and nurturing body, mind and spirit. Westchester Division employees participated in a third level staff retreat—one of the most powerful and successful aspects of the implementation and integration of Planetree. Staff has found the retreats to be dynamic, regenerative, interactive, and powerful.
Family-Centered Care  Family-centered care is an approach to healthcare that respects the central role the family plays in caring for a sick child and promotes the health and well-being of children and their families through a respectful family-professional partnership. Morgan Stanley Children’s Hospital and the Phyllis and David Komansky Center for Children’s Health continued to develop its family-centered care activities, increasing involvement of the family in key decisions related to the delivery of patient care. Through the formal structure of each site’s Family Advisory Council, family members are involved in Hospital committees aimed at improving care and the child and family experience. The Family Advisory Councils consist of parents, Hospital staff, and faculty who work together to make the Hospital a better place for children and families and to help improve care. To further promote family-centered care, family-centered rounds are now conducted on many units at both Morgan Stanley Children’s Hospital and the Phyllis and David Komansky Center for Children’s Health.

Nursing Accomplishments at a Glance

The Department of Nursing realized many achievements throughout the Hospital. Among these are:

**NewYork-Presbyterian/Columbia**

- **Cardiac Services**
  - Initiated Vigileo Flo Trac to measure cardiac output
  - Applied Innercool or Artic Sun cooling technologies for post-cardiac arrest patients

- **Emergency Department**
  - Redesigned visitor policy
  - Implemented a falls prevention program

- **Medicine**
  - Created a medical alcove for admission and treatment of patients

- **Neuroscience**
  - Developed a neuroscience nursing competency program with a focus on alternative complimentary services
  - Initiated microdialysis
  - Instituted service recovery interventions
  - Reduced central line-associated bloodstream infections

- **Oncology**
  - Developed screening program for deep vein thrombosis
  - Implemented computerized physician order entry system for chemotherapy

- **Perioperative**
  - Developed the role of the perioperative epidemiology research nurse
  - Created cardiac catheterization grab-and-go bags for cardiac cath rooms

- **Morgan Stanley Children’s Hospital**
  - Reduced central line-associated bloodstream infections
  - Implemented primary care nursing model on 5 Tower
  - Inaugurated simulation program for shoulder dystocia
  - Implemented the “5 minute rule” on 9 Tower

- **The Allen Hospital**
  - Implemented IntelliDOT for medication administration
  - Hired wound ostomy continence nurse
  - Reduced central line-associated bloodstream infections
  - Implemented service recovery tools, such as discharge phone calls
  - Reduced use of restraints

- **NewYork-Presbyterian/Weill Cornell**
  - **Hearst Burn Center**
    - Instituted hourly rounding
    - Enhanced treatment of burn-injured children
    - Developed competency in impact of diabetes upon wound healing in burn patients

- **Nursing Accomplishments at a Glance**

The Department of Nursing realized many achievements throughout the Hospital. Among these are:

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  - Implemented primary care nursing model on 5 Tower
  - Inaugurated simulation program for shoulder dystocia
  - Implemented the “5 minute rule” on 9 Tower
  - Rolled out family-centered rounds and bedside communication sheet

- **Payne Whitney Manhattan and Westchester Division**
  - Furthered implementation of Milieu Improvement Project
  - Reduced use of restraints
  - Pursued automated fail and injury prevention nursing research project
  - Redesigned quiet rooms
  - Implemented cross campus integrated electronic medical record
  - Developed dialectical behavior therapy for adolescent unit and cognitive based therapy for the amenities unit

- **Ambulatory Care Network**
  - Increased vaccination rates for childhood immunizations
  - Provided training on diabetes management
  - Launched influenza prevention program

- **Family-Centered Care**
  - Family-centered care is an approach to healthcare that respects the central role the family plays in caring for a sick child and promotes the health and well-being of children and their families through a respectful family-professional partnership. Morgan Stanley Children’s Hospital and the Phyllis and David Komansky Center for Children’s Health continued to develop its family-centered care activities, increasing involvement of the family in key decisions related to the delivery of patient care. Through the formal structure of each site’s Family Advisory Council, family members are involved in Hospital committees aimed at improving care and the child and family experience. The Family Advisory Councils consist of parents, Hospital staff, and faculty who work together to make the Hospital a better place for children and families and to help improve care. To further promote family-centered care, family-centered rounds are now conducted on many units at both Morgan Stanley Children’s Hospital and the Phyllis and David Komansky Center for Children’s Health.
Service Excellence  Building on the governing principles of patient-centered care, NewYork-Presbyterian implemented a multidisciplinary approach to service excellence Hospital-wide. Service excellence integrates “back to basic” concepts and hardwired best practices from organizations such as the Studer Group—an outcomes-based health care consulting firm that teaches evidence-based tools and processes, which organizations can immediately use to create and sustain outcomes in service and operational excellence. The objective is to build on the patient- and family-centered culture created to enhance quality outcomes, improve patient satisfaction scores, and increase the positive perceptions of the Hospital experience by patients and families.

Key patient-centered care strategies and performance improvement initiatives include:

- Leadership training and development
- Rounding with intent
- Discharge phone calls
- Aligning actions and behaviors with goals
- Shining star competition
- Service recovery
- Employee retreats
- Writing thank you notes to staff at home
- Use of key words at key times
- Admission ready beds
- Quiet time

A recipient of the Advanced Practice Award, Lenora Brown, NP, is a nurse practitioner on Baker 15, a short-stay surgical unit. Since the opening of the unit, she has been integral in shaping its culture and creating an environment of mutual respect among nurses.

A psychiatric nurse practitioner in the Continuum of Care Clinic at the Westchester Division and the recipient of the Advanced Practice Award, Sheryl Breuninger, RN, works with patients who have psychotic disorders. She serves as Chairperson of the Advanced Practice Nurses group at Payne Whitney Westchester and is a preceptor and mentor to nurse practitioner students at various universities in the area.
New Knowledge, Innovations and Improvements

Center for Professional Nursing Practice

The Center for Professional Nursing Practice (CPNP) includes the areas of professional nursing practice, nursing informatics, patient/family education, research, quality assurance/performance improvement, nursing education, continuing education, nursing school affiliations, operations, finance, and credentialing.

Office of Professional Nursing Practice

The Office of Professional Nursing Practice provides oversight of:

- Clinical Practice Standards
- Patient Education Program, Hospital Policy and Procedures
- Nursing Administrative Standards
- Corporate Nursing Communication

The office is under the leadership of Lourdes V. Mellino, MA, MEd, RN, NEA-BC, Director, Professional Nursing Practice, and she is assisted by Mary Christine Jared, MS, RN, C, Program Director, Nursing Practice, and Jody Scopa Goldman, RN, MS, Program Director, Nursing Practice and Patient Education. Key accomplishments of the Office of Professional Nursing Practice included oversight and review of 308 clinical nursing standards through the Nursing Practice Council; identification of diabetes and hypoglycemic management nursing standards; consolidation of several Nursing policies to Hospital policies; review of Nursing administration policies; and management of the Patient Education Program.

Patient and Family Education

Patient and Family Education Programs have oversight for patient/family education across all departments and disciplines. A formalized review process for all patient education materials is governed by:

- Patient Education Nursing Council – Council members include Patient Care Directors, Clinical Nurse Supervisors, and staff nurses; all five sites are represented and meetings are held monthly.
- Patient and Family Education Advisory Committee – Committee members include representation from all disciplines; meetings are held quarterly.

Marie Finn, RN, has become one of the most visible and respected leaders in the nursing community at NewYork-Presbyterian. She has been involved in numerous initiatives to improve patient outcomes, including the design of the Medical Orthopedic Trauma Service multidisciplinary team, pioneered the concept of the “ready bed,” and initiated “Rounding with a Purpose.” In May 2009, she graduated from the NYU Wagner Program for Nurse Leaders.

Nursing Leadership Award recipient Nanabel Laticeo, RN, is a Nurse Coordinator for the Ambulatory Care Network. Working outside of the traditional hospital setting, she is engaged in community health nursing to improve the health of the community as a whole and has trained and supervised faith-based Community Health Workers.

Nursing Leadership Award recipient Nanabel Laticeo, RN, is a Nurse Coordinator for the Ambulatory Care Network. Working outside of the traditional hospital setting, she is engaged in community health nursing to improve the health of the community as a whole and has trained and supervised faith-based Community Health Workers.
Accomplishments for 2009 include:

- Reviewed and approved 224 Health Matters, now accessible from the Patient Education homepage on the Infonet
- Increased available patient education video titles for the TeleHealth/TIGR video on-demand system at NewYork-Presbyterian/Weill Cornell in the Greenberg Pavilion and on Baker 15 and 17; at NewYork-Presbyterian/Columbia in the Milstein Hospital Building and Sloan Building; and on all inpatient units at The Allen Hospital
- Hosted Patient Education Awareness Week, “Empowering Patients through Education,” October 5-9, 2009 – a five campus event targeting staff of all disciplines
- Designed a Patient Education Quick Reference Guide for distribution to all clinical staff
- Collaborated with Food and Nutrition Department to create a DVD, Warfarin: What Patients Need to Know, in both English and Spanish. The DVD is available for inpatient viewing on the TeleHealth system and for distribution to outpatients

Division of Nursing Education and School of Continuing Education

The Division of Nursing Education’s primary objective is to provide education and to support ongoing clinical competency for over 4,600 Registered Nurses across all five sites. The Division of Nursing Education supports the professional development of staff and nursing leadership at NewYork-Presbyterian. Activities include orientation of staff, development of nursing and leadership staff, nursing grand rounds, continuing education, development of e-learning modules, in-service planning and education, and various preceptor/mentoring programs. In 2009, 16,692 participants attended 71,248 training hours of educational offerings. These training hours represent in person inservices and continuing education offerings and are not reflective of training that is done in the Division through e-learning.
Nursing Education – 2009 Key Accomplishments and Initiatives

**Training**
- Onboarding and training for RNs and nursing support staff for Milstein Family Heart Center, opened in February 2010
- Onboarding and training for RNs and nursing support staff for opening of Greenberg 14 South
- Supported the preparation and education of nursing staff in ongoing organizational readiness
- Provided education to support implementation of required National Patient Safety Goal training
- Conducted telemetry training for telemetry technicians at The Allen Hospital
- Continued Nursing Attendant Quarterly Education Series
- Implemented Acute Coronary Syndrome education with EKG skills validation
- Inserviced staff on equipment, products, policies and procedures
- Supported the education for Rapid Response Teams
- Sponsored Nursing Grand Rounds and Nursing Leadership Grand Rounds

**Survey Preparation**
- Supported preparation for LVAD, Bariatric and ACS certification surveys
- Successful Bariatric Survey

**Residency and Internship Programs**
- Assisted in the ongoing implementation of Nurse Residency and Internship programs for new graduate RNs (i.e. UHC Nursing Residency program, and NewYork-Presbyterian Nursing Residency Program funded by the Jonas Center for Nursing Excellence)
- Conducted ongoing mentor training to support Nursing Residency Programs

**Retention Programs**
- Supported the retention of nurses as requested through support groups
- Provided grief support group for nursing staff at Morgan Stanley Children’s Hospital facilitated by a Psychiatric Mental Health Nurse Educator

**E-Learning**
- Developed and rolled out e-learning in collaboration with COLE for initiatives including Annual Mandatory Education, CA-UTI prevention, moderate sedation, diabetes, and others
- Implemented the ECCO (Essentials of Critical Care Orientation) e-learning for the orientation of critical care and step down nurses and piloted and implemented Pediatric ECCO for pediatric nurses
- Conducted 2009 on-line Learning Needs Assessment

**Programmatic and Strategic Updates**
- Employed use of ELNEC (End of Life Nursing Education Consortium) for RN and NA education
- Implemented Preceptor and Charge Nurse Workshop revisions
- Participated in the reliability testing of the BKAT- Version 8
- Supported Education Councils across the five campuses in support of Shared Governance
- Participated in the NewYork-Presbyterian Learning Board in collaboration with COLE
- Supported Department of Nursing Strategic Plan
The Division of Nursing Education facilitates each campus’ Nursing Education Council, which is a forum where learning needs are discussed, ongoing competencies are identified, and planning for educational symposia are done. The Nursing Education Governing Council oversees, consults, and guides the campus-specific Nursing Education Councils. The Nursing Education Governing Council is chaired by Gina M. Bufe, RN, PhD, Director of Nursing Education, Quality and Research. The campus-specific Nursing Education Councils are supported by the Division of Nursing Education Leadership of Barrie Friedenberg, MA, RN; Beth Harris, MSN, RN, PMHCNS-BC, and Eileen Murphy, RN, C, MSN.

The School of Continuing Education for nurses provides Continuing Education (CE) opportunities for staff internally as well as externally. The School of Continuing Education has increased the number of Specialty Certification Reviews offered to RNs in 2009, and the number of certified nurses across each campus of NewYork-Presbyterian Hospital has almost doubled from 2008. The School of Continuing Education is supported by Rosemary Sullivan, RN, MA, Director of Nursing Special Programs, and Linda Saal, MA, RN, BC, Program Director of Continuing Education and Affiliations. In 2009, the School of Continuing Education:

- Sponsored five symposia
- Sponsored Specialty Certification Review Courses for Adult Critical Care, Ambulatory Care, Pediatric Critical Care, Psychiatric Mental Health Nursing, Pediatric, Maternal Newborn, Oncology, GI, Emergency, PACU, Medical-Surgical Nursing, and Perioperative Nursing
- Sponsored training for System Hospitals on topics such as Pediatrics, Neurology, Critical Care training, and Dysrhythmia

At NewYork-Presbyterian/Columbia, Millie Hepburn, RN, (center), recipient of the Advanced Practice Award, helps staff provide outstanding care to complex patient populations as a Clinical Nurse Specialist for adult inpatient neuroscience, rehabilitation medicine, behavioral health and translational research services. She excels as a Clinical Nurse Specialist, implementing neurological nursing competencies, leading to proficiency.
Rookie of the Year Award recipient Edward Meyer, RN, began his nursing career at New York-Presbyterian/Weill Cornell less than two years ago in the Oncology Unit and within a short period of time was contributing to Hospital strategies as a Patient Centered Care Champion. He is preparing to take the Oncology Nursing Certification examination.

Nursing Education and the School of Continuing Education have developed the following goals and initiatives:

- Establish and operationalize competencies for support staff with the use of higher level verification tools
- Begin to align core competencies across the organization for nursing specialties
- Increase the use of e-learning and the development of modules for core competencies of nursing staff
- Continue sponsorship of Nursing Grand Rounds and Nursing Leadership Grand Rounds
- Continue the development of the Education Councils at each campus in support of Shared Governance
- Continue to manage the Nursing Residency programs to support the new graduate RN
- Participate in the New York-Presbyterian Learning Board in collaboration with COLE
- Support nursing management orientation

Nursing Operations and Credentialing
The Office of Operations and Credentialing is managed by MariLou Prado-Inzerillo, MA, RN, and ensures nursing operational issues are uniformly addressed across all Hospital sites. The office also manages the Incentive Plan for Patient Care Directors and Directors of Nursing in collaboration with the Human Resources Department. Nursing Credentialing Services (NCS) facilitate the appointment and reappointment of 441 Advanced Practice Nurses and the development of Delineation of Privileges for Nurse Practitioners. The NCS Office also collaborates with site nursing leadership to track and monitor credentialing compliance of all Registered Nurses.

Nursing Informatics
Great strides have been made in the last year in the use of electronic nursing documentation. The Office of Nursing Informatics is responsible for ensuring that the computerized medical record is optimally utilized and for facilitating the implementation of technology to improve efficiency and safety. The Office of Nursing Informatics also ensures that technology is used to improve work processes and data management.
The Office of Nursing Informatics is also developing an on-line Nurse Executive Dashboard that will help minimize the time spent on data aggregation, provide a powerful new way of tracking and trending data, and enlighten and inspire action. Phase I of the project focused on quality, patient safety, and patient satisfaction data. Phase II is addressing the integration of other metrics, such as turnover rates and vacancy rates, from various information sources.

Nursing Research
The Department of Nursing is committed to promoting nursing research and research-related activities that are essential to the development of evidence-based practice, quality outcomes, and cost-effective patient care. The Department’s Nursing Research Governing Council and site-specific Nursing Research Councils facilitate final approval and implementation of research-related activities; support research utilization using the Stetler Model of Research Utilization and evidence-based nursing practice; plan and implement annual nursing research symposia at each site; and develop the core competencies needed for staff nurses to successfully implement evidence-based practice. As part of the Hospital’s shared governance model, nursing research is also promoted at the unit level.

Research Projects

Current Research
- Turkowski, J, Bessey, PO, Rabbits, A, and Yurt, RW. An Open, Parallel, Randomized, Comparative, Multi-Center Investigation in U.S. Evaluating the Cost-Effectiveness, Efficacy, Safety and Tolerance of Mepilex Ag® vs Silvadene® in the Treatment of PartialThickness Burns.

Grant Submissions
- Manzano, W, Rentas, J, and Bufe, G. (2006-2009). $300,000 over 3 years funded by the Jonas Center for Nursing Excellence: NYP Nursing Residency Program.

Submitted and In Review
The Hospital’s nursing leadership works closely with Human Resources to strategically plan and address recruitment and retention. The Hospital inaugurated its *Making it Possible* branding campaign for recruitment and launched it in both local and national media, which builds on the Hospital’s ad campaign, *Amazing Things are Happening Here*. The campaign highlights how different Hospital employees help make amazing things happen at NewYork-Presbyterian. The purpose of the campaign is to attract applicants to the Hospital who are of the highest quality, as well as recognize some of the many contributions of staff.

Additional recruitment efforts included on-site career events; regional and national career events; partnerships with nursing schools; partnerships with nursing organizations; nurse extern programs; and nursing internship/residency programs. Included among the Department’s efforts to retain nursing talent were further development of recruitment and retention committees; career development programs; leadership development; mentoring programs; clinical ladders; awards and recognition programs; and competitive salary and benefits. The Department of Nursing is proud of its overall vacancy and turnover rates, both of which are below the national average as indicated in Charts 11 and 12.
The following initiatives continued as part of a focused effort on recruitment and retention.

**NYU Wagner Master of Science in Management: Concentration for Nurse Leaders Program**  In 2006, the Department of Nursing partnered with the NYU Wagner Graduate School of Public Service to develop a Master of Science in Management degree program designed specifically to offer nursing leaders the knowledge, skills, and leadership experiences necessary to manage in today’s complex healthcare organizations. The program is designed for nurses who seek to advance to positions of greater leadership or wish to be more effective in their current roles. It has customized core courses using nursing management case studies based on actual hospital situations. The core courses are developed and taught by NYU Wagner faculty and senior leaders from NewYork-Presbyterian serve as guest lecturers.

**Nursing Leadership Academy** The Nursing Leadership Academy, of the Nursing Executive Center of the Health Care Advisory Board in Washington, DC, assists the Hospital’s nurse leaders in developing skill sets such as prioritization, staff development, as well as business and clinical acumen. Courses included facilitating effective teamwork, fundamentals of nursing finance, managing conflict, and optimizing core processes.
The Department of Nursing staff consistently earn local, regional, and national recognition for their outstanding work and professional achievements, deliver presentations at national and international professional conferences, and are published in peer-reviewed journals and distinguished nursing magazines. In 2008-2009, the following individuals were honored for their professional accomplishments.

### Awards and Recognition

#### Nursing Spectrum 2009

- **Nursing Excellence Award – Regional Winners**
  - **Excellence in Nursing/Teaching**
    - Beth Harris, MSN, RN, PMHCNS-BC
      - Health Education Coordinator
      - NewYork-Presbyterian/Westchester
  - **Excellence in Nursing/Mentoring**
    - Millie Hepburn, MSN, RN, ACNS-BS
      - Neuroscience Clinical Nurse Specialist
      - NewYork-Presbyterian/Columbia

#### Regional Finalists

- **Excellence in Nursing/Advancing and Leading the Profession**
  - Linda S. Espinosa, MS, RN
    - Vice President of Nursing and Patient Care Services
    - NewYork-Presbyterian Hospital/Westchester Division and Behavioral Health – Cornell
- **Excellence in Nursing/Community Service**
  - Betsy Tirado Ortiz, RN
    - Clinical Nurse I
    - NewYork-Presbyterian/Columbia

#### RESOLVE – Hope Award for Service

- Joanne Libraro, RN, BSN
  - Patient Care Director
  - The Ronald O. Perelman and Claudia Cohen Center for Reproductive Medicine and Infertility
  - NewYork-Presbyterian/Weill Cornell

#### New York Times Tribute to Nurses Award

- **Innovation Category**
  - Maria Perez, BSN, RN, CPN
    - Pediatric Cardiology/Neurology Team Member
    - Morgan Stanley Children’s Hospital
- **Education Category – Honorable Mention**
  - Karyn Balatbat, RN, CNI
    - Surgical Oncology Unit
    - NewYork-Presbyterian/Columbia
- **Leadership/Research Category – Finalist**
  - Thomas Goodsell, RN
    - Neuroscience ICU
    - NewYork-Presbyterian/Weill Cornell

#### 2009 Pediatric/Adolescent HIV Nursing Excellence Award – Association for Nurses in AIDS Care

- Carmel Hippias, CPNP
  - Pediatric Nurse Practitioner
  - Pediatric Special Studies (CSS/HIV)
  - NewYork-Presbyterian/Weill Cornell – ACN

#### Educator of the Year Award – Emergency Room Nursing Association of New York State

- Margaret (Meg) Barry, MSN, RN, CEN, CPEN
  - Nurse Educator
  - NewYork-Presbyterian/Columbia

#### Best Poster – 10th Quadrennial Congress, World Federation of Neuroscience Nurses

- The Bedside Shivering Assessment Scale (BASS) and its Nursing Implications
  - Mary Presciutti, RN, BSN, CCRN, CNRN
    - Neuro Intensive Care Unit
    - NewYork-Presbyterian/Columbia

#### NewYork-Presbyterian Hospital President’s Circle Leadership Award

- **2008**
  - Lourdes V. Mellino, MA, MEd, RN, NEA-BC
    - Director, Professional Nursing Practice
- **2009**
  - Patricia Prufeta, MS, RN
    - Director, Surgical Nursing
    - NewYork-Presbyterian/Weill Cornell

#### NewYork-Presbyterian 2009 Nursing Excellence Award

- NewYork-Presbyterian/Columbia

#### Advanced Practice Award

- Millie Hepburn, MSN, RN, ACNS-BS
  - Neuroscience Clinical Nurse Specialist
  - Neuroscience and Specialty Nursing
Elizabeth Farley, RN, (left), received her BSN from Pace University, entering the nursing profession at Payne Whitney Westchester less than two years ago. Within her first six months, she was awarded a Falcon Award for Excellence in Nursing, and within eight months she had been nominated for, and received, the DAISY Award for Extraordinary Nurses, and this year received the Advanced Beginner Award.

Clinical Excellence Award
Diana Alemar, RN
Clinical Nurse I
Ambulatory Care Nursing

Karyn Balatbat, RN
Clinical Nurse I
Medical/Surgical Nursing

Judy Holzer, RN
Clinical Nurse I
Perioperative Nursing

So Young Yoon, RN
Clinical Nurse I
Specialty Nursing

Bernice Zupkay-Gonzalez, RN
Clinical Nurse III
Medical/Surgical Nursing

Clinical Excellence Award
Maria E. Perez, RN
Staff Nurse
Pediatrics

Rookie of the Year Award
Molly McNamara, RN
Clinical Nurse I
Pediatric Intensive Care Unit

Clinical Excellence Award
Angelina Hernandez, RN
Clinical Nurse I
Medical/Surgical Nursing

NewYork-Presbyterian/Weill Cornell

Clinical Excellence Award
Yesenia Cabral, RN
Staff Nurse
Ambulatory Care Nursing

Debbie Cerami, RN
Senior Staff Nurse
Perioperative Services

Thomas Goodsell, RN
Staff Nurse
Critical Care Nursing

Clinical Excellence Award
Pompeyo Lacsamana, RN
Staff Nurse
Medical/Surgical Nursing

Karlene Williams, RN
Senior Staff Nurse
Women and Children’s Health

Nursing Leadership Award
Marie Finn, RN
Patient Care Director
Surgical Nursing

Rookie of the Year Award
Edward Meyer, RN
Staff Nurse
Medical/Surgical Nursing

Helen S. Tanenbaum Award
Anyely Campbell, RN
Senior Staff Nurse
Medical Nursing

Westchester Division

Advanced Practice Award
Sheryl Breuninger, MS, APRN-BC
Psychiatric Nurse Practitioner
Continuum of Care Clinic

Nursing Leadership Award
Joyce Frank, MPH, BS, RN
Patient Care Director
Psychotic Disorders Unit, 3 South

Proficient Nurse Award
Shyrill Glenn, BSN, RN
Clinical Senior Staff Nurse
Geriatric Behavioral Health Unit
Following many years of experience as a leader in psychiatric-mental health nursing, Joyce Frank, RN, (standing), joined Payne Whitney Westchester’s Division of Nursing in 2003 and is currently the Patient Care Director on the Psychotic Disorders Unit. Recipient of the Nursing Leadership Award, she is active in the Milieu Improvement Council and the Executive Nursing Council, and is the Chair of the Restraint Review Committee.

**Advanced Beginner Award**
Elizabeth Farley, BS, BSN, RN
Crisis Stabilization Unit
Behavioral Health

**NewYork-Presbyterian Hospital Internal Awards**

**Nursing Preceptor Award**
Beth Mattucci, RN
Jeannette Robles-Pabon, RN

**Preceptor of the Year Award**
Jung Soon Kim, RN
NICU
Doris Treffeissen, RN
Women and Children’s Health

**Nursing Excellence Award for Support Staff**
Bernabe Figueroa
Unit Clerk
Leonora Mitchell
Nurse’s Aide

**First Annual Colette Lane Scholarship Award**
Eunice Clark, RN
Clinical Nurse I

**Daisy Awards**
Michelle Bessmier, CNS
Lisa Lopez, RN
Angela McQuade, RN
Clinical Nurse III

**Employee Care Award for Outstanding Service**
Claudette Theuriere, RN

**Employee of the Month**
Judy Arzadon, RN
Nurse Practitioner
Ambulatory Care Network
Toby Bressier, RN
Patient Care Director
NewYork-Presbyterian/Columbia
Patricia Burnham
Nursing Attendant
Morgan Stanley Children’s Hospital
Maryanne Cannon, RN
Clinical Nurse III
NewYork-Presbyterian/Columbia
Mary Ellen Creange, RN
Clinical Nurse I
Morgan Stanley Children’s Hospital
Andrea Cummings, RN
Clinical Nurse I
The Allen Hospital
Gay Gaddi-Medina, RN
Clinical Nurse I
Morgan Stanley Children’s Hospital

**Shining Star – Family Advisory Council**
Peter Fair, RN
Clinical Nurse III
Morgan Stanley Children’s Hospital

**Patient Centered Care Grant Award**

**Cherished Moments**
5 Tower
Morgan Stanley Children’s Hospital

**NICU**
Yasmin McKenzie, RN, and
Mary McCready, RN
Patient Care Director
NewYork-Presbyterian/Weill Cornell
Professional Recognition

New York-Presbyterian/Weill Cornell
Marcelle Kaplan, RN, MS, AOCN®, CBCN, Selected Team Leader, PEP (Putting Evidence into Practice) – a national evidence-based practice initiative Oncology Nursing Society

New York-Presbyterian/Weill Cornell
Reynaldo R. Rivera, DNP, EdM, MA, RN
Completed doctorate in Nursing Practice Case Western Reserve University President-elect Philippine Nurses Association

2008 – 2009 Presentations


Besmer, M, Barrell, C, Zazzall, PL, Kelly, L, McClard, P, and Barwikowski, K: Empowering New Nurses to Become Competent Caregivers and Active Team Members. Association of Pediatric Hematology/Oncology Nurses Conference. (2009)


Bybel, B: The Second Chance Program: 10 Years of Successfully Treating the Severely Persistently Mentally Ill. American Psychological Association Annual Conference. (2008)


Bybel, B: Second Chance: The Experience and Outcomes of a Long Term Inpatient Psychiatric Unit. Saint Joseph’s Medical Center. (2009)


Danowski, PA, and Yurt, RW: Dermal Regeneration Templates and ROM: Does Day or Degree Matter. NewYork- Presbyterian Hospital/Weill Cornell Medical Center. (2009)


Dunleavy, K: Reducing Pressure Ulcers. Burke Rehabilitation Hospital. (2008)


Fink, A: Neuro Nursing Lecture Series. St. Joseph’s Hospital, Patterson, NJ. (2008)


Giblin, J: Depression in Older Adults. Sigma Theta Tau, Zeta Omega Chapter. (2008)


Greenway, AH: Limiting Inflammatory Cascades: Holistic Care of the Burn and Trauma Patient. SePA American Association of Critical-Care Nurses TRENDS in Critical Care Nursing. (2009)


Hagerty, T: Bringing RBC to the Neuro ICU. First Annual National Relationship-Based Care Symposium. (2009)


Iacono, L: Improving Patient Satisfaction through Discharge Phone Calls. First Annual National Relationship-Based Care Symposium. (2009)

A former intern in the Pediatric Intensive Care Unit (PICU) internship program of Morgan Stanley Children’s Hospital, Molly McNamara, RN, joined the PICU as a staff nurse, demonstrating critical thinking skills that exceed those of most other new graduates and earning her the Rookie of the Year Award. Competent and confident, she works to fully understand and have a flexible approach to meeting the priorities of her patients.


Kaplan, M: Keys to a Healthy Lifestyle: Proper Diet and Physical Activity. New York City Department of Housing Preservation and Development. (2008)


Long, B: Seizure Disorders, Common Skin Rashes and Documentation. New York State Department of Health School Nurse Orientation. (2008)

Long, B: Antepartum Fetal Surveillance. Port of Spain School of Midwifery, Trinidad. (2008)


Macklay, H: Beyond the Basics of Burn Trauma Care. Trends in Trauma and Cardiovascular Nursing Conference, SePA Chapter, American Association of Critical-Care Nurses. (2008)

Macklay, H: Moving Beyond the Basics of Burn Care. SePA American Association of Critical-Care Nurses TRENDS in Critical-Care Nursing. (2009)


Manzano, W: Recruiting and Retaining the Right Talent. Pace University Leinhard School of Nursing. (2008)


Thomas Goodsell, RN, charge nurse and preceptor on the Neurosurgical ICU at NewYork-Presbyterian/ Weill Cornell, is an active member of the Inter-ICU Committee and the Clinical Support Committee, working to promote the shared governance model of nursing. A Clinical Excellence Award recipient, he is also described as the “quintessential patient advocate.”
Manzano, W: Capturing Synergies at the Intersect Between Nursing Education and Nursing Administration. Teacher’s College, Columbia University. (2009)
Nelson, J, Weydt, A, and Bufo, G: Relationship of Delegation and Continuity of Care to Workload amongst Nursing Staff. 40th Biennial Convention, Sigma Theta Tau (2009)
Persky, G: Relationship-Based Care. Voluntary Hospitals of America (VHA) Broadcast Return to Care Series. (2008)
Persky, G: Complexity, Culture and Practice: Relationship-Based Care Symposium. (2009)

Patricia Prufeta, MS, RN, Director of Surgical Nursing at NewYork-Presbyterian/Weill Cornell, was honored with the Hospital’s President Circle Award, recognizing her ongoing and outstanding contributions to NewYork-Presbyterian and her commitment to excellence.
Recipient of the Clinical Excellence Award, Debbie Cerami, RN, is a highly respected and sought after OR nurse for the cardiac, thoracic and vascular surgeries in which she excels. Her ability to remain calm in emergent situations is a reflection of her clinical excellence and competence. She is currently involved in a performance improvement project to improve communication between the operating room and the admitting department.


Sher, M, Yohannan, SK, Bessey, PQ, Hunter, H, Gorga, D, and Yurt, RW: Does Primary Use of Integra™ Influence Outpatient Rehabilitation Outcomes. New York-Presbyterian Hospital/Weill Cornell Medical Center. (2009)

Stark, E, and Hawks, R: Nutritional Status of Children Diagnosed with Medulloblastoma: Impact of Disease and Treatment and Disease Specific Intervention. National Association of Pediatric Hematology/Oncology Nurses Conference. (2009)

Stark, E, and Hawks, R: Central Line Catheters in Pediatric Oncology. European School of Pediatric Oncology. Moscow, Russia. (2009)


Toledo, J, Besmer, M, and Barrell, C: Implementation of i-STAT Measurements on a Pediatric Hematology, Oncology and Blood and Marrow Transplantation Unit. Poster Presentation. National Association of Pediatric Hematology/Oncology Nurses Conference. (2008)

Villar, L: Cultural Diversity: Raising Awareness and Competency in the NICU. First Annual National Relationship-Based Care Symposium. (2009)


Publications

Bressler, T: Rite is Wrong: Poor Treatment of New Nurses, and Rite of Passage. Advance for Nurses, February, 2008, pp 15-16.


Clark, MK: Lipid Emulsion as a Rescue for Local Anesthetic-Related Cardiotoxicity. Journal of PeriAnesthesia Nursing, 23(2), 111-121.


LaRock, W: Assessing the Need for an Online Decision-Support Tool to Promote Evidence-Based Practices of Psychosocial Counseling in HIV Care. AIDS Care, 1,103-108 (2009)


Presciutti, M (Co-author): Impact of Tight Glycemic Control on Cerebral Glucose Metabolism After Severe Brain Injury: A Microdialysis Study. Critical Care Medicine, October.


Sammarco, CL: Doctor of Nursing Practice. International Journal of MS Care, 10, 21-23.


During NewYork-Presbyterian Hospital’s observance of National Nurses Week, Nursing Clinical Excellence Awards were presented to nurses nominated by their managers and peers for the exceptional care they give their patients.
# Charts Summary

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The Department of Nursing wishes to acknowledge Herbert Pardes, MD, President and Chief Executive Officer, and Steven J. Corwin, MD, Executive Vice President and Chief Operating Officer, for their continued support to the Department of Nursing which enables all of our nurses in the organization to continue to practice and provide safe, quality nursing care to the patients we serve.