We believe in our nurses, making a difference… everyday.
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Dear Nursing Colleagues,

It is a pleasure to share with you the 2007 and our first Annual Nursing Report for Sisters of Charity Hospital. As Buffalo’s first hospital, Sisters has been serving the Western New York community for 160 years. Our nursing legacy is a story of superior care and the dedicated women and men that are called to carry on this rich tradition. Sisters of Charity Hospital is committed to serving the sick and injured in a culture of care and compassion.

As we continue our journey, affirming our nursing excellence, please take time to recognize and appreciate the merits of your daily contributions to our healing ministry and all you do to bring care and comfort to our patients and their families. The special work you do, every day, is the reason Sisters Hospital has an outstanding reputation in our community. I am proud of the accomplishments of the past, renewed by the strength of the present, and eager to see the promises of the future. I would like to thank each of you for your professional work and dedication to our patients and families at Sisters of Charity Hospital.

With heartfelt gratitude,

Mary E. Dillon, RN
Vice President, Patient Care Services
Philosophy Of Patient Care

PATIENT CARE
Nursing is committed to the delivery of cost-effective patient care in a holistic framework that addresses and provides for the physical, psychological, social and spiritual needs of each patient. We believe that patient care should be individualized in a manner that takes into consideration the unique experiences and characteristics of each patient, and that also addresses the role the individual occupies in a family unit.

We believe that patient care should be based on identified desirable outcomes not only during the hospital stay, but through the life continuum. These outcomes should be collaboratively defined by the professional nurse, medical staff and other health care professionals based on the patient’s needs, diagnosis and family situation. We further believe the outcomes should be based on current scientific knowledge as well as pertinent research findings.

We believe that the professional nurse is a patient advocate and in that role has the responsibility of informing and protecting the rights of each patient under his or her care.

We believe that desirable patient outcomes are more readily attainable in a collegial environment where the knowledge and skills of all health care providers are respected and routinely and consistently shared.

NURSING MANAGEMENT
The philosophy of nursing management is based on the belief that we have responsibility for the development and maintenance of a professional practice setting that encourages professional growth through nursing research, education and practice. Each nursing staff member is encouraged to continually strive to maximize his or her potential. Each practitioner has responsibility and accountability for their individual professional growth within an environment that fosters learning, stimulates creativity, and facilitates communication, including the expression of differing opinions.

We believe that Department Nurse Managers are ultimately responsible for the management of the nursing staff. In addition, the Nurse Manager is responsible and accountable for ensuring safe and cost-effective quality care.

We also believe that the Department Nurse Manager delegates responsibility and accountability to the registered professional nurse for decision making about patient care for each individual patient. Each professional nurse, in conjunction with the patient/significant other, has the responsibility for making decisions relative to patient care utilizing the nursing process.
Nursing Committees

PATIENT CARE EXECUTIVE COMMITTEE
This is the committee with final approval authority for Nursing Division policies, procedures, and practices. This committee has high level oversight for Quality and Performance Improvement initiatives within the Nursing Division, as well as oversight for the practice of professional nursing within the organization. Membership is made up of the Chief Nursing Officer, Nursing Directors, Nurse Managers, advanced practice nurses, Care Management, staff educators, and staff nurses.

ANS/NM COMMITTEE
A monthly meeting of Administrative Nursing Supervisors and Nurse Managers which serves to facilitate communication and shared decision making for staffing and administrative procedures. It allows for the exchange of ideas and information related to clinical services on all shifts and supports consistency for frontline staff. This meeting provides a regularly scheduled opportunity for communication between Nursing Supervisors and managers, as well as the Chief Nursing Officer.

MAGNET STEERING COMMITTEE
Membership consists of Nursing Managers and Directors as well as Magnet Champions. The team met once in 2007 to determine the needs for education and suggestions for methods of education, as well as discussion of the desired attributes of a Magnet Champion. Managers were charged with soliciting a volunteer from each unit to serve as a Magnet Champion for that unit.

MAGNET CHAMPIONS
These individuals support and promote the Magnet Journey. They attend regular monthly meetings aimed at providing education so that they in turn educate the nursing staff on their units. This team planned and executed a “Magnet Kickoff” which was a day-long event that consisted of educational stations related to Magnet, Shared Governance, Relationship Based Care and Evidence Based Practice. It also included representation by three local nursing programs who spoke about educational opportunities for RN to BSN or MS. There were hourly drawings for prizes throughout the day as well on the night shift.

NURSES WEEK PLANNING COMMITTEE
This committee consists of staff nurses, a Nurse Manager, and a Director who facilitate activities to recognize National Nurses Week. The committee seeks input from the nursing team to plan activities that recognize the professional nursing staff for their commitment and dedication to the profession. Beginning in 2008, this committee will mature into a standing Recognition and Retention Committee to look at better ways to recognize and retain nurses on a year round basis, as well as continue to plan and coordinate Nurses Week events. Members include staff nurses from most units, the HR Director, two Advance Practice Nurses, two Nurse Managers and a Nursing Director.
Nursing Committees

POLICY COMMITTEE
This hospital-wide committee reviews policies on a rotating basis every two years and revises or updates as necessary based on current evidence and best practice research. Members include nursing staff from the medical-surgical patient care units and staff education, NP and CNS specialists, and the Director of Professional Nursing Practice. Specialty units have individual committees, made up of staff members and the Nurse Manager, that maintain unit-specific policies.

SKIN INTEGRITY TEAM
This interdisciplinary team meets monthly to discuss any specific patient or care issues identified and performs Pressure Ulcer and Restraint Prevalence rounds on all nursing units. Members consist of the site enterostomal and skin care nurse specialist, staff nurses from the medical-surgical units and critical care, and a representative from nutritional support services.

INDIVIDUAL UNIT PRACTICE COUNCILS
Each clinical nursing unit is expected to convene a Unit Practice Council meeting monthly. These councils should be populated by staff nurses and support team members and engage in review of patient outcome data for their unit. As opportunities for needed change or improvement are identified, the council members are charged with determining what needs to change and what is the best practice based on current available evidence. Literature research is encouraged with support from the librarian as practice guidelines are reviewed and revised.

CLINICAL SERVICES PERFORMANCE IMPROVEMENT COMMITTEE
This multidisciplinary team meets monthly to present and discuss performance improvement initiatives within and between various departments. Outcome data is reviewed and opportunities for improvement are identified. Membership includes Nursing Directors and Nurse Managers as well as representation from Pharmacy, Laboratory Services, Physical Therapy, Performance Improvement and Care Management.

PRECEPTOR COMMITTEE
This hospital-wide committee of preceptors from the nursing units meets monthly to continually evaluate and update the process of preceptorship and mentorship for newly hired nurses in the organization and to provide high level support throughout the orientation period and first year of employment. The committee also looks at the requirements for participation as a preceptor to ensure a high quality orientation program for new nurses.

PATIENT SATISFACTION COMMITTEE
This multidisciplinary team representing Environmental Services, Pharmacy, Lab, Nutritional Services, Performance Improvement and Nursing, meets monthly and reviews patient satisfaction data to identify opportunities and develop action plans to improve the patient experience.
Nursing Initiatives

NOISE REDUCTION USING “YACKER TRACKERS”
This program was conceived and implemented on select nursing units to increase noise level recognition by staff and facilitate noise reduction initiative resulting in measurable improvement. A device that looks like a traffic light senses decibel levels and indicates green, yellow or red as ambient noise levels rise above the recommended parameters.

SOARIAN CLINICAL TEAM IMPLEMENTATION
Sisters Hospital continued its transition to an electronic medical record with nurses’ documentation on portable “workstations on wheels” that can be taken to the patient’s bedside while care is delivered. Documentation can be done more efficiently and timely.

MAGNET JOURNEY KICK-OFF AND JOURNEY
Five registered professional nurses attended the National Magnet Conference held in Atlanta in October. They all returned energized and enthused by their participation at the many sessions presented by Magnet facilities as well as the posters and networking throughout the conference. The conference was also a great opportunity for the champions who work in different units throughout the hospital to get to know one another and share experiences and ideas for our own organization’s journey to Magnet Recognition.

SECOND ANNUAL NURSING SATISFACTION SURVEY
Sisters Hospital nursing staff completed an online survey through the National Database of Nursing Quality Indicators. For 2008 some of the opportunities will be incorporated into action plans by the evolving shared governance structure.

RAPID RESPONSE TEAM
Nursing continued to help refine this very successful program conceived and implemented as part of the 100,000 Lives Campaign with the Institute for Healthcare Improvement. Nurses are critical to the success of this program since they are closest to the patient and to the process. The interdepartmental collaboration between the ICU nurse and the floor nurse is an essential piece of a successful outcome for the patient.

NURSING GRAND ROUNDS RE-INTRODUCED
This program, held on November 1, 2007, included an introduction to Evidence Based Practice presented by nursing faculty from Daemen College. Grand Rounds will be hosted monthly by individual unit/departments highlighting the special patient/family population served and the nursing care requirements and implications.
Oral Presentations

SUSAN PFALZER

Care of the Late-Preterm Infant: Regional Perinatal Outreach Conference
May 18, 2007, Buffalo, NY

Cyanotic Heart Disease in Neonates: Annual Pediatric/Neonatal Conference
August 14, 2007, Tuscaloosa, Alabama

Ventilator Management to Prevent Chronic Lung Disease in the Neonate:
Annual Pediatric/Neonatal Conference
September 14, 2007, Honolulu, Hawaii
Catholic Health System has a strong community education presence in Western New York. Programs are provided for a wide variety of disease states and health maintenance. Education is designed and provided by registered nurses throughout the community.

TINA ZYBTEK, RN
Keeping Abreast: Breastfeeding Basics and More; Hyperbilirubinemia in the Newborn; Human Milk in the NICU: Best Practice, presented by Irene Moppi RN, MSN, IBCLC

FRAN KANE, RN
Professional Interventions & Cultural Considerations: Assisting Families and Making Decisions Following Newborn Loss

Certifications

BALL, JACQUELINE, Neonatal Intensive Care Nursing; NCC
BARNHART, SUSAN, Neonatal NP Certification; NCC
BOHACKI, ROBIN, Neonatal Intensive Care Nursing; NCC
BUCKLEY, MAUREEN, Neonatal Intensive Care Nursing; NCC
BUTLER, CINDY, Medical Surgical Nursing; AMSN
CATALDI, CHRIS, PCCN; AACN
CLEGARY, CHRISTINE, Neonatal Intensive Care Nursing; NCC
DONOFRIO, MARGARET, Certified Ambulatory Surgery Certification; CASC
ENGL, CINDY, Inpatient Obstetrics; NCC
FAHEY, GAIL, PCCN; AACN
FISHER, JANICE, Inpatient Obstetrics; NCC
FLEISCHMAN, DONNA, PCCN; AACN
FOSTER, BRIDGET, Medical Surgical Nursing; AMSN
GOFF, ROBIN, Neonatal Intensive Care Nursing; NCC
HARF, LISA, Neonatal Intensive Care Nursing, NCC
HUGHES, MARGARET, CRNA; AORN
JONES, MAUREEN, Inpatient Obstetrics; NCC
KINGSTON, STACEY, Low Risk Neonatal Nursing; NCC
## Certifications

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Educational Accomplishments

VENRICE KERR – Master of Science, Nursing
MARY D’ANGELO – Master of Science, Nursing Leadership

Leadership Roles In Professional Organizations

DIANE CLARK, Secretary
Western New York Professional Nurses Association, District 1

Opportunities For Professional Development

Opportunities for professional development are provided through:

Pearl’s Review – an online program for continuing education in a variety of specialty subjects.

CHS University – courses available to all CHS associates in various subjects.

National and Local Conferences – sponsored by professional organizations and local colleges with assistance from the Tuition Reimbursement program and the Nursing Excellence fund.

Certification Achievement Award – is designed to encourage and recognize RNs for enhancing their knowledge and skills through attainment of professional certification or recertification.

Tuition Reimbursement – is provided for courses and training which further the RNs education, background and clinical knowledge.

Nursing Workforce Retraining Initiative – Catholic Health was awarded a grant from the New York State Nursing Association for the Health Workforce Retraining Initiative. It provided the opportunity for a select group of RN’s to attend a Preceptor Train-the-Trainer workshop in Olean, NY from December 3-7. Five nurses from Sisters Hospital attended the workshop. The program offered many new ideas in the approach of preceptor training, the importance of “time to teach” and the preceptor as the “protector of safety”. There was great enthusiasm among the RNs who attended to improve the current preceptor program for both the preceptors and the new nurses they educated.

Taking Your Career To The Next Level – SUPERVISORY TRAINING FOR THE STAFF NURSE
Sisters Hospital sent a total of ten nurses including nine staff nurses and one Administrative Nursing Supervisor to a supervisory training workshop provided by the Healthcare Association of New York State (HANYS). This three day intensive training program is designed for staff nurses on the path to management. The program provided an overview of skills needed to become a good manager including relationship-based leadership, communication strategies, coaching skills, conflict resolution, managing processes, building a team, leading groups, and getting results. This program was funded through a Health Care Reform Act (HRCA) Workforce Retraining Grant from the State Department of Health in the face of a worsening shortage of nurses in hospitals, nursing homes, and home care agencies. An aging nursing workforce presents a need for well qualified and well prepared replacements in supervisory roles in all settings.
Awards & Recognitions

WHO’S WHO IN NURSING
MARY (TISH) SWANN, Nurse Manager ICU

NURSE OF DISTINCTION AND OUTSTANDING STAFF NURSES

We are proud to present KAREN A. STAWIASZ, M.S., R.N., N.P., OCN, Sisters Hospital Nurse of Distinction for 2007. Karen has been a member of the Sisters Hospital nursing team since 1981. She began as a staff nurse on the oncology unit. After completing her masters degree in nursing, Karen assumed the role of Oncology Clinical Nurse Specialist in 1993. In 1997, after completing the post-masters Nurse Practitioner program, she added Nurse Practitioner responsibilities to her role.

Karen is a national trainer in chemotherapy and biotherapy courses for the Oncology Nursing Society. She works in the community at screening events and formal educational sessions related to oncology issues and cancer prevention. Currently, she serves as Chemotherapy Program Coordinator.

Additionally, Karen is the Nurse Practitioner and Clinical Specialist for Sisters Hospital Bariatric Surgery program. She has earned the respect from not only the physicians involved, but also the nursing staff and multidisciplinary team caring for the patients.

JUDITH M. ROBEY, R.N.C, BSN, was been selected as Outstanding Staff Nurse for 2007. Judy has been part of our Sisters nursing team since 1985 and is the Charge Nurse on our post-partum unit. The education of new mothers and fathers as well as other family members, is always a priority for Judy. She consistently models a high-level of professionalism in behavior and attitude. She is certified in maternal newborn nursing through NCC. She encourages her staff in the Special Birth Place to continually look for ways to make improvements in patient care delivery. She also remains a constant advocate for patient safety.
AMANDA RUSCHMANN, R.N., BSN, was selected as Outstanding Staff Nurse for 2007. Amanda has been part of our Sisters nursing team since 2003. She assumed the Charge Nurse position on the joint/spine unit when it opened in April 2005. She takes her role as Charge Nurse very seriously. An important part of her role is to keep abreast of the needs and concerns of those under her supervision. The role of Charge Nurse comes with many challenges and difficulties, and Amanda handles them with great skill and confidence. Always willing to lend a hand, give instruction, or encourage professional growth, Amanda is a true leader to her staff.
Hospitals are held together, glued together, enabled to function ... by the Nurses

-Lewis Thomas
Sisters of Charity Hospital
2157 Main Street
Buffalo, NY 14214
(716) 862-1000
www.chsbuffalo.org

Our Mission
We are called to reveal the healing love of Jesus to those in need.

Our 2020 Vision
Inspired by faith and committed to excellence, we will lead the transformation of healthcare in our communities.