

2020 Nursing Annual Report





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Dear Colleagues,

I am honored to present to you the 2020 Nursing Annual Report. This report highlights our accomplishments as guided by the nursing strategic plan, our Professional Practice Model, *Care that Makes a Difference*, and the organization's strategic plan.

What a year – 2020! We began with the transition to Epic, but quickly the COVID-19 pandemic consumed our professional and personal lives. As I replay the last several months in my head, I'm in awe—and so proud—of the Nursing Department. Despite the many challenges, uncertainty, and the journey to adapt to the “new normal,” we not only survived, but excelled in providing exceptional patient care. We navigated the most challenging days and months together through teamwork and collaboration. I would be remiss not to acknowledge and recognize the

dedication and selfless acts of kindness and determination demonstrated by our frontline staff during the pandemic.

“ We navigated the most challenging days and months together through teamwork and collaboration. ”

Your commitment to providing the safest, highest quality of care is evident in the pages that follow. From all of your accomplishments, whether it be degrees attained, publications written or certifications earned, it is clear that Middlesex Health nurses consistently exemplify professional nursing practice. I want to thank each

nurse at Middlesex for your hard work and commitment to our patients and community.

It's safe to say that we were all ready to bid adieu to the previous year, but there's no denying that 2020 was a defining moment for Middlesex Health. I am incredibly proud of the tireless efforts of each of you. We look forward to a bigger, better and healthier 2021, as we embark on our sixth ANCC Magnet® designation in 2023 with our motto 6x Stronger!



Kelly Haeckel,
MSN, RN, CNML, NE-BC
Vice President,
Patient Care Services/CNO

NURSING LEADERSHIP



Mary T. Allegra
DNP, NPD-BC, NEA-BC
Director, Nursing Professional Practice, Research, Magnet & Pregnancy and Birth Center



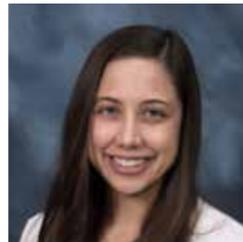
Allison Dowe
Executive Director
Middlesex Health Care at Home



Kelly Haeckel,
MSN, RN, CNML, NE-BC
Vice President,
Patient Care Services/CNO



Justin Drew
MSN, RN, NEA-BC
Director, Cancer Center



Jennifer Woynar
MSN, RN, NE-BC
Director of Inpatient Services



Deb Warzecha
DNP, RN, NEA-BC, CEN
Director Education & In-Patient Behavioral Health Services



Victoria L. Reed
RN, DHA, FACHE
Interim Director, Surgical Services



In Memoriam

The Leadership team, along with Surgical Services, would like to honor Gail Delaney, MS, BSN, RN, CNOR, former Director of Surgical Services, for her hard work, dedication and commitment to Middlesex Health. We will continue to carry her memory in our hearts.

MIDDLESEX NURSING BY THE NUMBERS

Total number of Registered Nurses

798

Percentage of Clinical Nurses with BSN

69%

Number of Nurses with Doctoral degrees

13

Percentage of Clinical Nurses with a certification

46%

Number of APRNs

78

Percentage of Clinical Nurses with MSN

8%

Number of RNs onboarded

117

ATTAIN

81

ATTAIN Advanced

39

120

Number of Nurses participating in ATTAIN



MESSAGES OF GRATITUDE & THANKS

Dear Nursing Colleagues:

In 2020, we faced many challenges, and you persevered. Through an unimaginable pandemic, you continued to provide compassionate, high-quality care to our patients, and I am grateful for your commitment and professionalism. As we look ahead, I know you will continue to positively impact our community, and I thank you for being an instrumental part of our Middlesex Health team.

Vincent G. Capece, Jr.
President & CEO



THE TIME SINCE FEBRUARY OF 2020 became a real test, both personally and professionally, for everyone working in health care. However, the contributions and sacrifices made by our nurses and PCTs were outstanding.

Without your dedication to your patients, we could not have nursed our sick back to health. And for those who we lost, you did everything possible without holding back.

No drug can reassure; no drip can hold a hand; no tablet can feed; no oxygen can help comfortable breathing. Medicine is about healing and you showed how to do it, while sacrificing your own comfort and understanding the risks to do that. Even an obvious discomfort of wearing tight masks, shields or bulky PAPRs for hours at a time did not affect the quality of the care nurses provided. You went through the day worrying about your patients and your family at home. However, the worry did not paralyze you, but brought out the best in you.

We have been having fun too! We find reasons to laugh and make kind fun of each other.

In the end, I would like to thank all of you for always carrying the heavy load of patient care, for asking tough questions, for learning on your feet and for your dedication to your calling!

I am proud and honored to work with you on one team!

Alina Filozov, DO, CWSP
Chair, Middlesex Hospital Infectious Disease Department



TO MY COLLEAGUES IN NURSING: Your dedication to outstanding patient care has never been more needed, nor more appreciated than in the past year. Throughout this difficult time, the professionalism of our nursing staff has enabled our patients to continue to receive the highest quality care. So many of you have gone above and beyond the expected, filling in gaps in staffing, working in locations that at times were out of your “normal” routine. You have dealt with constantly changing rules and policies that were created as we attempted to navigate through these unfamiliar waters. And, don't forget all the necessary PPE! I thank you for all you have done; But most importantly our patients thank you!

Andrea M. Malon, MD, FACS
Middlesex Health Surgical Alliance

ON BEHALF OF OUR MEDICAL STAFF, I would like to thank the nurses of Middlesex Health for the care that you provide to our patients. Day in and day out, you demonstrate your critical thinking, empathy and patient advocacy. You are often the first to evaluate our patients when they arrive, and the last to say “goodbye” when they leave. You are great friends and teammates. In the face of unparalleled challenges over the past year from the COVID-19 pandemic, you have shown resilience, compassion and have stayed true to your calling - dedicating much of your lives to caring for others. Through this, you have continued to sustain an incredible level of professionalism while always putting patient safety and quality first.

David Cosentino, MD
Chief Medical Officer
VP, Quality and Patient Safety

IT'S HARD TO FIND A STARTING POINT to express what nursing means to Middlesex Health. Finding a few words to describe a group of people who do so much for our institution is a difficult task. I am constantly impressed how nurses can be so much for their patient – a hand to hold, a shoulder to cry on, a sympathetic ear. Then with the next breath, be their advocate, their guide through some of the most exciting and difficult times in life. It is my honor to say that I work alongside so many amazing people. My hope is that everyone appreciates how much a nurse truly means to the patient, because it is a service to the health system, community and more importantly to the person in need, that deserves recognition.

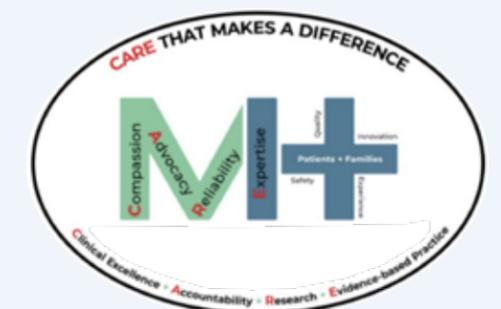
Todd Bishop, DO
Chair, Department of Medicine

PROFESSIONAL PRACTICE MODEL (PPM)

Our Professional Practice Model (PPM), *CARE That Makes A Difference*, guides nursing practice at Middlesex Health and serves as a beacon for moving the Nursing Department forward.

The key elements of our PPM include:

- + **Nursing Practice:** Despite the challenges we faced in 2020, we excelled at providing patient centered **compassionate** care. We **advocated** for resources to assist with communication between our patients and their families. We maintained our values of **high reliability** at the bedside. We implemented a buddy system to provide **safe** patient care.
- + **Shared Governance:** Through our shared governance structures, we provided **clinical excellence** to all patients and in all settings. We maintained our professional **accountability** responsibilities through keeping our certifications and BSN rates high. We created **Evidenced-Based Practice** guidelines to ensure our patients received best practice. We advanced the nursing profession through innovation and nursing research.
- + **Outcomes for Patients and Families:** We provided high **quality care** as evidenced by outperforming national benchmarks for patient satisfaction and nurse sensitive indicators. We continued to implement **innovative** projects to achieve the best outcomes for our patients and families.



NURSING STRATEGIC PLAN 2020-2022

Our nursing strategic plan provides a roadmap that guides us into the future in a systematic way to ensure that Middlesex Health stays on top of relevant patient and community needs. A robust strategic plan is a critical component to ensure excellent patient care and the best possible outcomes.

PILLAR	GOAL	STRATEGIES
Best Experience	to provide our community with convenient, unparalleled service	<ul style="list-style-type: none"> + Maximize focus on Patient Experience by outperforming national benchmark scores <ul style="list-style-type: none"> • Outperform benchmark scores including those for patient education, service recovery, responsiveness, courtesy and respect, careful listening • Facilitate clinical nurse-driven service recovery projects that lead to process improvement based on patient feedback + Hold all accountable to a standard of interpersonal interactions based on core values + Ensure aesthetically pleasing, safe physical environment + Make services efficient and convenient for patients <ul style="list-style-type: none"> • Use EPIC tools to develop a data-based plan to improve throughput metrics + Leverage technology to create a more seamless environment for patients and providers <ul style="list-style-type: none"> • Develop a plan to support training and patient care through EPIC transition
Exceptional Care	to provide the best clinical outcomes for patients and community	<ul style="list-style-type: none"> + Standardize care by utilizing the Mayo Clinic Care Network and other industry standards + Share, communicate and educate on quality performance + Strengthen high reliability environments <ul style="list-style-type: none"> • Increase Peer-to-Peer referrals • Outperform benchmark scores with Nurse sensitive indicators + Improve transitions of care across the continuum <ul style="list-style-type: none"> • Participate in diabetes collaborative to improve glycemic control throughout hospital stay • Support the health of new mothers and babies through cipher calls and home visits

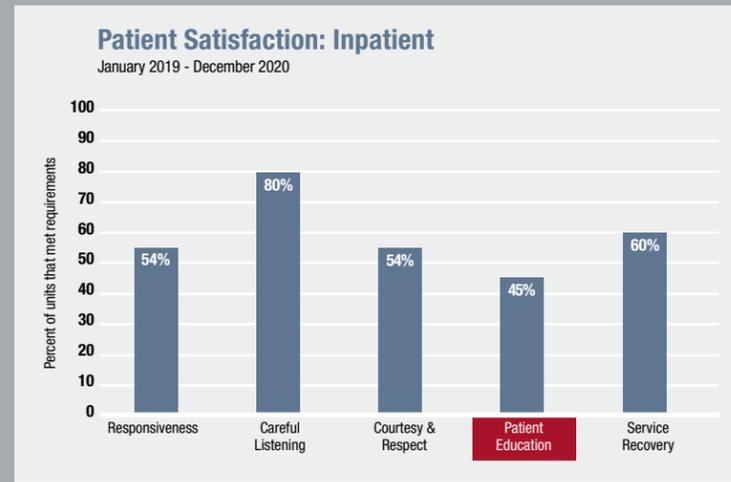
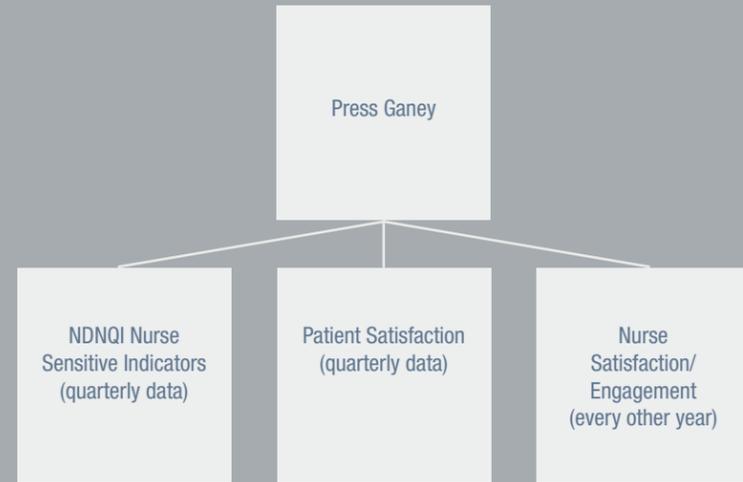
NURSING MISSION: Middlesex Health nurses provided evidence-based, safe, high quality Care that Makes a Difference for our patients and community.

NURSING VISION: As professional nurses, we aspire to promote collaborative practice that embraces innovation across the continuum resulting in excellent outcomes for our patients.

PILLAR	GOAL	STRATEGIES
Excellent People	attract, develop and retain compassionate, expert medical staff and employees	<ul style="list-style-type: none"> + Enhance professional development and educational opportunities <ul style="list-style-type: none"> • Collaborate with HR to create development plans for nursing leadership • Increase number of BSN prepared nurses by 5% • Prepare for ANCC PTAP renewal + Recruit high performing employees <ul style="list-style-type: none"> • Partner with HR to develop a formal nursing recruitment strategic plan • Maintain a vacancy rate of less than 5% • Implement alternative staffing options to facilitate recruitment of experienced nurses + Optimize environment to reduce burnout and turnover <ul style="list-style-type: none"> • Participate in CHA Safer Hospital Initiatives to reduce assaults • Develop a plan to support clinical nurses in identifying workplace safety and security improvements • Develop a formal plan to involve clinical nurses in identifying solutions to reduce burnout and turnover • Identify opportunities to support nurses' affiliation and/or participation with professional organizations to improve nursing practice and/or patient outcomes + Bolster employee pride
Financial Stability	generate a sufficient operating margin to ensure the health system will be able to fulfill its mission	<ul style="list-style-type: none"> + Increase revenue through affiliated physician practice expansion and program development + Build population health competencies and infrastructure <ul style="list-style-type: none"> • Create a plan to educate staff on population health initiatives aimed at achieving improvement of patient experience including quality and satisfaction, health of our population and reduction of costs of health care • Develop strategies to address relevant population health needs + Optimize operations of Middlesex Medical Group + Reduce expenses

NURSING OUTCOMES

Our Nursing Department measures three types of quality outcomes through Press Ganey. These include NDNQI Nurse Sensitive Indicators, Patient Satisfaction and Nurse Satisfaction/Engagement. We compare our data against national benchmarks.

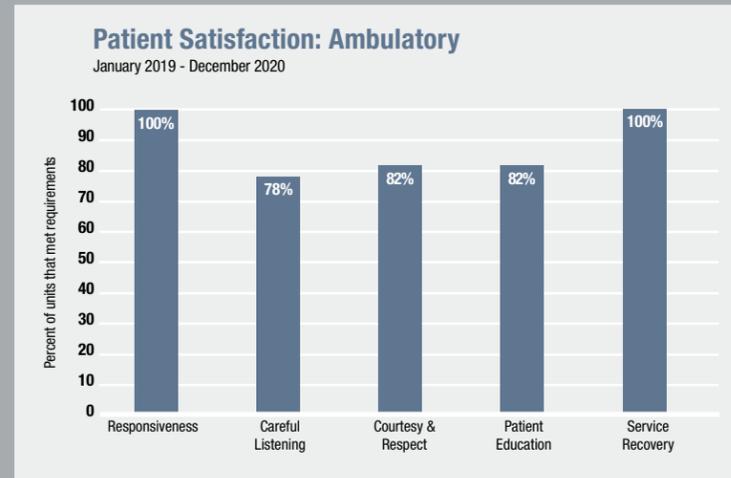
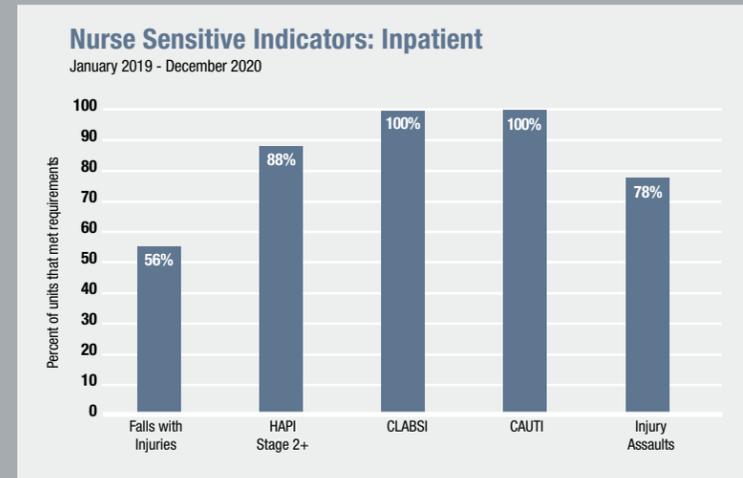


Patient Satisfaction

This graph highlights the overall summative eight quarters (January 2019 - December 2020) of data for our inpatient units for Patient Satisfaction Indicators: responsiveness, careful listening, courtesy/respect, patient education and service recovery. The red box indicates the area for improvement.

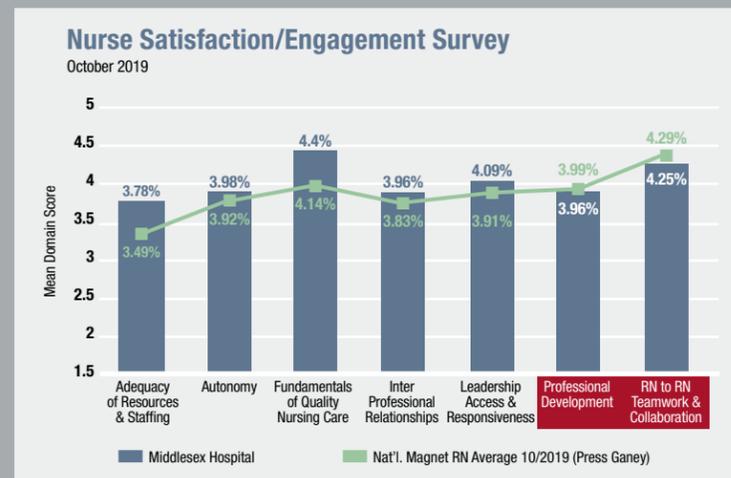
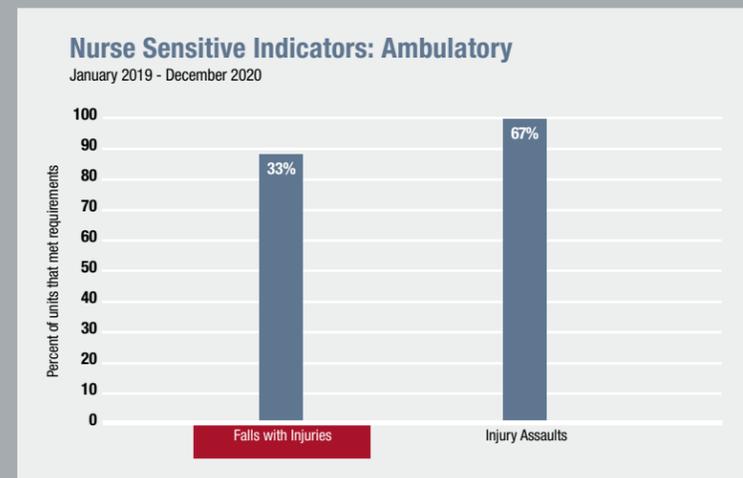
NDNQI Nurse Sensitive indicators

This graph highlights the overall summative eight quarters (January 2019 - December 2020) of data for our inpatient units for five NDNQI Nurse Sensitive Indicators: falls with injuries, HAPI Stage 2+, CLABSI, CAUTI and assaults to staff with injuries.



This graph highlights the overall summative eight quarters (January 2019 - December 2020) of data for our ambulatory units for Patient Satisfaction Indicators: responsiveness, careful listening, courtesy/respect, patient education and service recovery. Cumulatively, our ambulatory settings outperformed on all indicators.

This graph highlights the overall summative eight quarters (January 2019 - December 2020) of data for our ambulatory units for two NDNQI Nurse Sensitive Indicators: falls with injuries and assaults to staff with injuries. The red box indicates the area for improvement. Note: The ambulatory units do not report on HAPI, CLABSI and CAUTI metrics.



Nurse Satisfaction/Engagement:

We conduct our Nurse Satisfaction/Workforce Engagement survey every two years. This graph highlights the results from our last survey, October 2019. We outperformed the national benchmark in 5 out of 7 categories. The red box indicates the two areas for improvement. Our next survey will be sent out in October 2021.

NURSE RESIDENCY PROGRAM

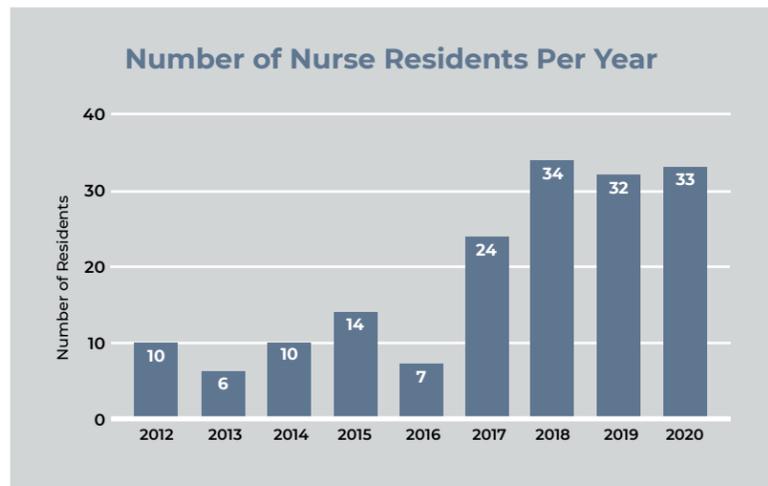
As the Nurse Residency Program Director, Lauren helped successfully transition over 150 Nurse Residents from academia to the practice setting. Our 12-month Nurse Residency Program is part of a national program formed jointly by Vizient and the American Association of Colleges of Nursing (AACN). The program supports new graduate nurses as they transition into their RN professional role.

In October 2019, our residency program received accreditation with distinction in Medical-Surgical Nursing from the ANCC Practice Transition Accreditation Program (PTAP). The Center for Professional Development submitted formal documentation demonstrating how our program met the rigorous evidence-based standards for quality and excellence.

During 2020, the nursing leadership team, Professional Development Specialists and preceptors worked together to support and maintain our residency program.



Lauren Boule MSN, RN, NP-D-BC
Professional Development Specialist
Nurse Residency Program Director



Program Goals:

GOAL #1	GOAL #2	GOAL #3	GOAL #4
Category: Financial	Category: Professional Development	Category: Practice-based knowledge, skills & attitudes	Category: Self-reported
Objective: 90% of the nurse residents, per cohort, will complete the 12-month program.	Objective: 25% of the nurse residents will achieve ATTAIN after completing the program.	Objective: 90% of nurse residents per cohort will adhere to the organizational goal of performing barcode scanning of medication 98% of the time as measured by a cumulative percentage during week 8-12 of orientation.	Objective: Nurse Residents will outperform the benchmark at the 12 month mark as measured by the Casey Fink Survey Tool for the subcategory of communication/leadership beginning in 2019.

Our 2020 Nurse Residents

JANUARY 2020 COHORT

NAME	SCHOOL	UNIT	
Jessica Bush	BSN, RN	University of Connecticut	North 4
Kiah Cabral	BSN, RN	University of Connecticut	North 5
Cindy Chatterpaul	BSN, RN	University of Connecticut	South 5
Emma Jones	BSN, RN	University of Connecticut	North 4
Herbert Chappell	BSN, RN	University of Connecticut	North 7
Lauren Lewis	BSN, RN	University of Connecticut	CCU
Patrick Krecidlo	BSN, RN	University of Connecticut	North 6
Heather Veach	BSN, RN	University of Connecticut	North 6
Sara Billet	BSN, RN	University of Connecticut	South 4

JULY 2020 COHORT

NAME	SCHOOL	UNIT	
Alaire Contillo	BSN, RN	University of Saint Joseph	North 5
Richelle DiFronzo	BSN, RN	University of Saint Joseph	North 2
Lauren Doak	BSN, RN	University of Rhode Island	North 5
Valerie Durkin	BSN, RN	Quinnipiac University	South 7
Kathy Polanzewicz	BSN, RN	University of Saint Joseph	South 4
Vanessa Gonzalez	BSN, RN	University of Saint Joseph	Float Pool
Eleanor Dowd	BSN, RN	University of Connecticut	South 7
Hannah Meister	BSN, RN	University of Saint Joseph	South 5
Raul Ortiz	RN	Capital Community College	South 5
Erica Tardif	BSN, RN	Western Connecticut State University	North 6
Brooke Camden	BSN, RN	University of Saint Joseph	North 6
Michelle Hansen	RN	Goodwin University	North 6
Christina Defalco	BSN, RN	Salve Regina University	North 5
Adam Massicott	BSN, RN	Southern Connecticut State University	North 5
Mikayla Mazzotta	BSN, RN	Salve Regina University	South 6
Micayla Yorksi	BSN, RN	Salve Regina University	North 7
Heather Wirth	BSN, RN	Southern Connecticut State University	OR
Matthew DeRose	BSN, RN	Southern Connecticut State University	OR
Olivia Emmanuel	BSN, RN	University of Connecticut	OR
Brenna Rich	BSN, RN	Medical University of South Carolina	P&BC

OCTOBER 2020 COHORT

NAME	SCHOOL	UNIT	
Megan Beebe	BSN, RN	University of Saint Joseph	North 6
Mackensie Brown	BSN, RN	Fairfield University	North 5

We are #MiddlesexStrong

Thank you for your dedication, strength and perseverance throughout 2020. We recognize your commitment to Middlesex Health and to the nursing profession.

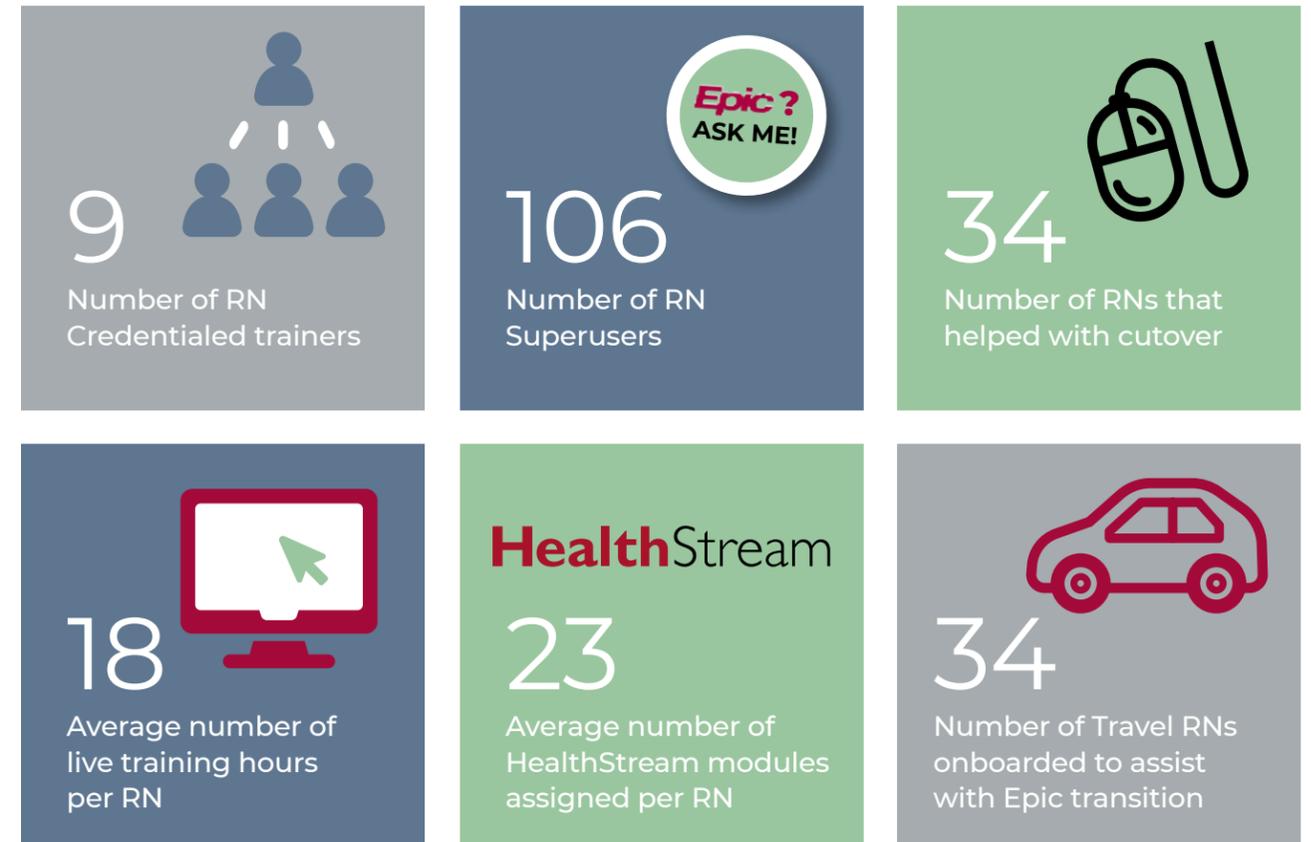


Epic

On February 29, 2020, we transitioned our electronic medical record system, to Epic. This project involved teamwork, collaboration and hours of dedication. Thank you to the entire Epic team as well as the nursing staff for their flexibility and adaptation to implementing a new medical record system. This change propels our organization forward, improves patient care and optimizes inter-disciplinary communication.



EPIC BY THE NUMBERS: A SPOTLIGHT ON NURSES



2020 DAISY AWARD HONOREES

The DAISY (Diseases Attacking the Immune System) Award® is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. The DAISY Foundation™ was established by the family of J. Patrick Barnes after he died from complications of the auto-immune disease ITP in 1999. During his hospitalization, they deeply appreciated the care and compassion shown to Patrick and his entire family. When he died, they

felt compelled to say “thank you” to nurses in a very public way.

Since implementing the DAISY Award program at Middlesex Health in May 2019, many clinical nurses have been recognized as honorees. The DAISY award continues to grow and is a meaningful way for our nurses to be honored. Congratulations to our 2020 Daisy Award Honorees.



HONORING NURSES INTERNATIONALLY
IN MEMORY OF J. PATRICK BARNES



Jean Whitehouse, BSN, RN
South 6 - January 2020



Amber Phelps, BSN, RN, CNOR (left)
OR - May 2020
Jane Martin, BSN, RN (right)
OR - May 2020



Sandra Freeman, RN
South 5 - June 2020



Megan Guest, BSN, RN
South 6/P&BC - August 2020



Jill Stempel, RN, OCN
South 4 - November 2020



Gabby Varela, BSN, RN
North 4 - December 2020

2020 PROFESSIONAL PRACTICE AWARDS



Shana Proulx, RN
Professional Practice Award
Cancer Center



Rachel Ciammella, RN
Professional Practice Award
N4/N6



Mara Whitmore, RN
Professional Practice Award
Shoreline ED



Jose Del Aquila, RT
Partner in Care Award
Radiology



Jackie Woynar, RN
Preceptor of the Year Award
Shoreline ED



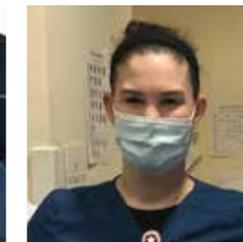
Darlene Hardy, RN
Mentorship Award
Care at Home



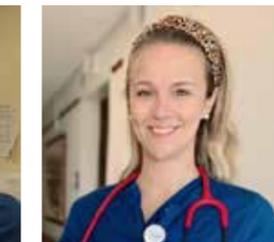
Anne Burkhart, RN
Foundation of Teamwork Award
Cath Lab/IR



Jennifer O'Hara, RN
Ethical Nursing Practice Award
S5



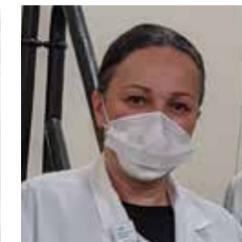
Katie Riddell, RN
Rising Star Award
CCU



Liz Emory, RN
Scholarly Inquiry Award
S5



Stacy Regan, RN
Transformational Leadership Award
OR



Aida Koni, APRN
Innovation in Advanced Practice Award
PEAC Clinic



Jackie Calamari
Exemplary Service Award
Nursing Leadership



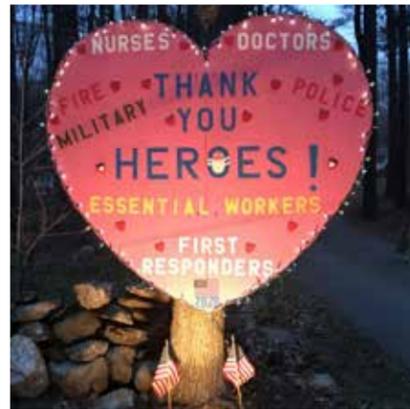
Critical Care Unit
Team Award
Critical Care Unit

COMMUNITY SUPPORT

As COVID-19 continued to spread, the outpouring of love and support from our community was both beautiful and revealing. During the most difficult times, our community cheered and routed us forward. We are forever grateful for their love and support.

Thank you to the individuals and businesses in our community for:

- + Providing endless breakfasts, lunches, dinners, and snacks
- + An outpouring of messages of love and positivity on yard signs and mailboxes
- + Sewing masks
- + Recording of "Songs of Comfort - Here comes the Sun" for Middlesex Hospital
- + Donation of monies to support "Food for the Frontline" and other initiatives



INTERNAL SUPPORT

Throughout the year, various committees and leaders provided resources to help nurses overcome challenges, face fears and cope with loss.



EXAMPLES OF RESOURCES INCLUDED:

- + Employee Assistance Program (EAP) offered free counseling and provided emotional wellbeing resources for RNs
- + Peer-to-peer support counselors offered support and met with individually RNs
- + Leadership team made rounds sharing cookies, water and other snacks providing emotional support and comfort
- + Spiritual Care Services offered debriefing sessions
- + Center for Behavioral Health and our Center for Mindfulness & Compassion offered supportive programs for children of staff members who may be concerned about their parent's work
- + Spiritual Care Services offered prayer moments
- + Center for Behavioral Health offered Coffee Connections, provided positive messages of encouragement and supported our team
- + Mindfulness committee sponsored multiple activities including meditation sessions and shared information on meditation applications (i.e. CALM, Headspace, 10% Happier)

NURSING ACCOMPLISHMENTS

TRANSFORMATIONAL LEADERSHIP (TL)	STRUCTURAL EMPOWERMENT (SE)	EXEMPLARY PROFESSIONAL PRACTICE (EP)	NEW KNOWLEDGE AND INNOVATION (NK)
<p>Aligning our nursing mission, vision, values and strategic plan with organizational priorities to improve our overall performance.</p> <p>TL comes alive through advocating for resources, influencing change, mentoring & succession planning.</p> <p>ACCOMPLISHMENTS</p> <ul style="list-style-type: none"> + Implemented a new Electronic Health Record (EPIC) system + Advocated and obtained telemetry resources for N5 + Strengthened Mentoring program (Nurse Residents, CCU) + Provided timely, clear communication from Hospital and Nursing Leadership throughout COVID pandemic + Provided resources for staff throughout the COVID pandemic <ul style="list-style-type: none"> • Implemented Buddy system • Multiple staff members redeployed back to the bedside • Implemented BAM Clinic • Onboarded 71 RN Travelers + Opened a new and improved Crisis Intervention Unit (CIU) + Provided education through Leadership Academy 	<p>Creating structures and processes that recognize our staff accomplishments and support lifelong learning.</p> <p>SE comes alive through professional collaboration, role development, academic achievement and career advancement.</p> <p>ACCOMPLISHMENTS</p> <ul style="list-style-type: none"> + Maintained certification goals + Provided financial support for RNs to complete their BSN (\$12,000) + Provided financial support to RNs for continuing education needs through the Ona Wilcox Endowment Fund (\$9,759.40) + Provided academic financial support to RNs through tuition reimbursement (\$167,000) + Provided continuing education through monthly education offerings and learning management activities + Strengthened transition to practice programs + Recognized RN contributions through: <ul style="list-style-type: none"> • Beads for Deeds program • Great Saves (5 nursing awards) • Great Serves (6 nursing awards) • Professional Practice Awards • DAISY awards • Thank you notes 	<p>Our care delivery system is integrated within our Professional Practice Model (PPM) and promotes consistent, efficient and accountable delivery of nursing care.</p> <p>EP comes alive through patient-centered care, interprofessional collaboration, quality improvement activities and high quality patient outcomes.</p> <p>ACCOMPLISHMENTS</p> <ul style="list-style-type: none"> + Provided excellent patient-centered care aligned with our PPM + Incorporated specialty standards into practice (AACN, AORN, ENA) + Outperformed the national benchmark in 5 out of 6 categories for Nurse Sensitive Indicators in the inpatient areas. (Falls with Injury, HAPIs 2+, CLABSIs, CAUTIs, Assaults with Injury) + Outperformed the national benchmark in 2 out of the 3 categories for Nurse Sensitive Indicators in the ambulatory areas. (Total # of Assaults, and Assaults with Injury) + Implemented family communication using tablets and online platforms + Improved interprofessional pathways related to breast, lung, and head/neck cancers 	<p>Supporting and integrating evidence based practice and research into the clinical arena. Innovation is supported and encouraged.</p> <p>NK comes alive through nursing research studies, innovative projects and creation of evidence based guidelines.</p> <p>ACCOMPLISHMENTS</p> <ul style="list-style-type: none"> + Advanced the nursing profession through research (5 active IRB approved nursing research studies) for a total of 309 patients + Created new EBP guideline "Self-proning guidelines for non-intubated COVID patients" + Utilized IV extension tubing creatively to assist RN in caring for complex patients to decrease exposure and save PPE + Utilized baby monitors in a novel way to promote patient safety and communication + Nurse Navigators created an innovative patient Peer-to-Peer program for cancer patients to provide support + Implemented new creative strategy to prevent nasal skin breakdown among RNs due to respirator use



HONORS

Christina Amleto, BSN, RN, CEN was honored as a Connecticut RN Hero for Hope due to her "Service on the Front Lines" in health care as well as in the military. (May 2020)

Melanie Cama, MSN, RN, NEA-BC, CCHPCA received the Pamela Leigh Vecchiarino Nursing Leadership Award from the Organization of Nursing Leaders (ONL). (October 2020)

Justin Drew, MSN, RN, NEA-BC became president-elect of the Organization of Nurse Leaders, a group that represents more than 1,100 nursing leaders from diverse practices all over New England. He will assume the role of president on July 1, 2021. Justin is the first person from CT to become president of the Organization of Nurse Leaders. (August 2020)

Marlborough ED received Guardian of Excellence Award from Press Ganey for their patient satisfaction scores at or above the 95th percentile for April 2019-March 2020. (December 2020)

Phil Martinez, EdD, MSN, APRN-BC, CCRN-CMC was voted secretary of the Commission on Collegiate Nursing Education (CCNE). (October 2020)

Phil Martinez, EdD, MSN, APRN-BC, CCRN-CMC was named co-chair of the Accreditation Review Committee (ARC) for the Commission on Collegiate Nursing Education (CCNE). In addition to the ARC, Phil continues to represent practicing nurses as a commissioner at CCNE. (January 2020)

Amisha Parekh de Campos, RN, MPH, CHPN received the Hospice and Palliative Credentialing Center's 2021 Certified Hospice and Palliative Nurse of the Year Award. (October 2020)

PUBLICATIONS

Betty Molle, PhD, RN wrote: Academic Writing at the Apex. In Johnson, J.E. Rulo, K. (2020). Write! A Guide for Nursing Graduate Students and Professionals, pp.67-89. (May 2020)

Terri Savino, DNP, RN, CPHQ, CPXP, FNAHQ & Karri Crispino, Patient Advocate wrote: Is this really happening? Family-centered care during COVID-19: People before policy Patient Experience Journal. (August 2020)

PRESENTATIONS

Stephanie German, MSN, RN, CEN & Betty Molle PhD, RN presented Emergency Department Pediatric Self-Efficacy Scale (PEDI-ED-SE): A Psychometric Study. Emergency Nurses Association Conference. Virtual podium presentation. (September 2020)

Betty Molle PhD, RN presented Chronodisruption: A Scoping Review. Eastern Nursing Research Society (ENRS). Virtual podium presentation. (April 2020)

Larissa Morgenthau, MSN, RN, MEDSURG-BC, NPD-BC presented The NPD's Response to COVID: Survival Strategies During a Pandemic. Connecticut Association for Nursing Professional Development (ANPD). Virtual panel discussion. (October 2020)

Jessica Poetzsch, MSN, RN-BC presented Improving Timeliness in Lung Cancer Diagnosis in the Community Hospital Setting: Implementation of a High Risk Lung Pathway & Clinic 45th Annual Oncology Nursing Society Conference. Poster presentation. (May 2020)

Terri Savino, DNP, RN, CPHQ, CPXP, FNAHQ & Deb Warzecha, DNP, RN, NEA-BC, CEN presented Bring Delirium to Light. National Association for Healthcare Quality (NAHQ) Conference, Virtual podium presentation. (September 2020)

NEW DEGREES

Joan Brown, BSN, RN, CEN (Shoreline ED) graduated from Excelsior College with a BSN in Nursing

Tracey DiBlasi, BSN, RN (CCU) graduated from Chamberlain with a BSN in Nursing

Taylor Donaldson, MSN, RN (Float Pool) graduated from Sacred Heart University with her MSN in Nursing Education

Darlene Hardy, MSN, RN (Care at Home) graduated from the University of Hartford with a MSN in Nursing Education

Anita Lorinsky, BSN, RN, CEN (Shoreline ED) graduated from Chamberlain with a BSN in Nursing

Kayla Mercer, MSN, RN (ED) graduated from Sacred Heart University with a MSN in Nursing Education

Raul Ortiz, RN (CCU) graduated from Capital Community College with his Associates Degree in Nursing

Amisha Parekh de Campos, PhD, MHP, BSN, RN, CHPN (Hospice/Care at Home) earned her PhD in Nursing. Amisha defended her dissertation on a study done at Middlesex on Advance Care Planning and Simulation among registered nurses.

Chelsea Peck, MSN, RN (PACU) graduated from Western Governors University with a MSN in Nursing

Robyn Rossignol, MSN, RN, CEN (ED) graduated from University of Colorado, Denver with her MSN in Healthcare Informatics

Carli Sienkiewicz, BSN, RN (ED) graduated from St. Joseph's College with her BSN (May 2020)

Jean Whitehouse, BS, BSN, RN (South 6) graduated from Chamberlain University with her BSN in Nursing

Jennifer Woynar, MSN, RN, NE-BC (Nursing Administration) graduated from the University of Hartford with a MSN in Nursing Management & Administration



PATIENT ZERO



LETTER FROM THE CRISPINO FAMILY

Dear Middlesex Hospital Staff,

As we all reflect a year later, no one ever thought the country would lose over 500,000 lives to this pandemic. If it wasn't for each and every one of you working tirelessly, courageously, and with little regard for your own safety that number would be one number higher. When you decided on your career path, it is pretty safe to say that providing health care during a pandemic was never a thought in your minds. And I am confident in saying that if it were, you still would have chosen this path. Words cannot describe how grateful we are that each of you were on the team that provided the incredible care given to Joe.

The first word that comes to mind when thinking about all the nurses at Middlesex Health is "Superhero". It's funny, our sons have always said that Superheroes need cool capes; but in our book the real superheros wear scrubs. You are all amazing and wonderful in your jobs. You give yourselves freely, with love and kindness to complete strangers that you will probably never see again, but you do touch each and every patient along with their families. We would like to take this opportunity to personally thank all of the nurses for bringing our family back together. Thank you for all your kindness, empathy, compassion, knowledge, strength and devotion!!

With much love and gratitude!

THE CRISPINO FAMILY

Our first COVID patient. We were terrified to care for him but he taught us everything we now know. We talked to him through our then-fresh PPE. We spent 2 hours putting him in the last rotoprone bed available in the state. We learned how to Zoom with his wife so she could say goodbye. We resuscitated him, twice. We checked in on him even on our days off. We finally celebrated as he transferred to the medical floor to the Rocky theme song. We were on the news when he was discharged. Then we saw him at a summer picnic. Out of the bed, off of the ventilator. He's a normal dad to two little boys. Returned to his previous life because we fought for him. He was our first and greatest victory.

-MICHELE PALLAS
MSN, RN, CCRN, PCCN-CCU

I am grateful for the humanity witnessed and resiliency from our health care professionals. Advocating for a compassionate visit for a patient who was not doing well, was the right thing to do. I knew how much this would mean to the patient's wife, but what I didn't know, was how much it would mean to "patient zero."

-TERRI SAVINO
DNP, RN, CPHQ, CPXP,
FNAHQ - DIRECTOR,
SERVICE EXCELLENCE AND
PATIENT EXPERIENCE



Thank You poster made by the Crispino family for the CCU team.

MEMORABLE MOMENTS OF 2020

As a hospice Care at Home nurse and also seeing my patients on South 7, my most memorable, and not a great one, was the fact that families were not able to always be with their loved one when they passed away. This will be something that will always stay with me as we go forward and the one story I would tell my grandchildren about the Pandemic. Hug your loved ones closer and tighter because you never know what the future holds and when it will be the last time you see them. The other thing that stays with me, as a hospice nurse, we love to hug our patients and touch them and comfort them. We are not able to do this right now. Hospice nurses are huggers, it's hard to tell a hospice nurse not to hug their patient or family in a time of need.

-DIANNE MATHEWS, RN

Being a MHS vaccinator, the whole experience was positive, it was fun being part of a different team of people and working together to get the vaccines into the arms of humans! Take that COVID!!!

-KIT MCKINNON
MBA, BSN RN, CDE, CCM, NE-BC

The hallway in front of me appeared brighter, the colors more saturated. The periphery was grayed, faded. It was Code Vision, the peculiar way that a body coursing with adrenaline focuses most sharply on what is important and dims everything else. Thirty years a nurse – it had been a long time since I'd had Code Vision.

-SUSAN DANIELS, MSN, RN, CHPN

Amid the fear and uncertainty of the earliest days of the pandemic, M. without hesitation, donned PPE from head to toe and began caring for our first COVID-19 cardiac arrest patient. This was just one of countless acts of selflessness and courage performed by Middlesex nurses in 2020.

-ARNIE MOORE
MBA, BSN, RN, NE-BC, CEN

A 103 year-old female who arrived in the ED, for abdominal pain, alert and oriented, had been totally independent looking like she was in her 70's, for whom I was fortunate enough to meet. As her primary RN, I had made her comfortable and we made each other laugh. I asked her, "What is your secret ingredient to maintaining your health, and staying so young?" She simply said, "My dear, stay vertical."

-CHRISTINA AMLETO, BSN, RN, CEN

"I have received such amazing care here, but you have stood out the most." She pulled out a small book and asked for my name. She scribbled down the letters M I K... "This is my prayer book" she explained, "and I feel like I have an angel taking care of me when you're with me."

-MIKAYLA MAZZOTTA, BSN, RN

He was a man of few words. He hated hospitals. Every time I entered his room he looked at me and said "You have to get me out of here." Small talk about golf and our children gave him small smiles. Accompanying him to radiology gave him trust. Sitting with him for over an hour after he heard the words "you have stage four cancer" gave him comfort. When discharged I brought him down to his car. As I turned to walk toward the hospital I felt a hand on my shoulder and a strong embrace and said he "you were born to do this." I can never thank him enough, for those six words made me an even better nurse.

-MICHELLE HANSEN, RN



At the beginning of the pandemic the ED staff felt a sense of dread. I was caring for a critically ill patient, became anxious due to wearing new gear and a deadly virus. After 40 minutes I exited feeling panicked. Phil H. recognized my distress and came to my rescue. He calmly stated "Let's get you a PAPR." His support and problem solving turned my day around.

-TONI DADDEO, BSN, RN, CEN

I HATE COVID! With one hand, I held the hands of a dying woman who was too weak to hold her phone to her ear and too weak to even speak. I held her phone to her ear while her children prayed, wept and said goodbye. I had only met this patient the day prior and never met her family. I prayed and cried with them and promised we would do everything to keep her comfortable. We did everything we could for her but later that night she was called home. I HATE COVID!

-LORI RAE LANDRY, BSN, RN

I held my desatting patient's hand as I bumped up her oxygen, repositioned her and encouraged deep breaths. "Stay with me?" she asked. As a new grad in this pandemic, there are many challenges. But a feeling of calm washed over me and it struck me that I had never felt like I was more in the right place and right time than that moment. The minutes ticked by. Her sats and breathing and perfusion were getting better, and it seemed like she was going to be okay. "Thank you" she had said and that moment stayed with me.

-LAUREN DOAK, BSN, RN

A nurse held the patient's hand who was anxious. Asked her if there was anything to help improve her care. Soon after, they were talking about all the great things in life. The patient's face instantly was brighter. She expressed to the nurse, "thank you for your compassionate care, I needed you here."

-KATARZYNA POLANCEWICZ, BSN, RN



MOVING FORWARD



SPECIAL THANKS

to the Middlesex Health Medical Staff
for sponsoring this year's Nursing Annual Report.

As we reflect upon the stories highlighted in these pages, there are no words to describe the teamwork, strength, courage, compassion and perseverance displayed in 2020. We navigated the most challenging days and months together, united as a team. As a nursing department, we will continue to prevail and succeed, working together to provide the highest quality care to our patients and our Middlesex community. Through teamwork and collaboration we will continue to advance our nursing profession and Middlesex Health, and we will move forward. . . 6X Stronger!





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