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We are delighted to showcase the 2012 Fort HealthCare Nursing Services & Colleagues Report. As healthcare is witnessing intense changes within the field, and employees are striving to work faster at a higher level, we believe it is incredibly significant to communicate accomplishments that have occurred throughout the year. In this report, you will witness how the year has welcomed occasions of unexpected surprises, improved collaboration, and enhanced educational opportunities for our nursing and clinical staff.

August marked Fort HealthCare’s one-year anniversary of “going live” with Compass, our highly integrated electronic health record (EHR). Soon after, we were recognized by the Healthcare Information Management Systems Society (HIMSS) for becoming one of two percent of healthcare organizations in the nation with the highest level of EHR integration (EMR Adoption Model). The year’s events humbled us when we were awarded the 2012 Models of Care Award at the National Perinatal Association Conference in Tampa, Florida. It delighted us when we were labeled as a Top 100 Workplace in the Milwaukee Journal Sentinel for the third consecutive year, and we were overjoyed when we learned that we were gifted to build onto our vision of having our own hospital-based simulation lab, credited by gracious contributions from Nasco International and other community patrons who believe in our efforts to enhance healthcare educational services.

So much of the recognition over this past year must go to our nurses, providers, clinicians, and employees who are devoted to the success of the organization. Their ongoing commitment is so valuable and immeasurable. We are truly fortunate to be such a unique and independent, healthcare organization.

As you review this report, we encourage you to embrace the enhancements in Educational Services, recognize the community events that we’ve participated in, understand our commitment to patient-centered care, and feel inspired by the messages that are shared reflecting why our nurses and clinicians appreciate being a part of Fort HealthCare. Many thanks go out to our employees for their ongoing dedication to the organization and to the Fort HealthCare mission of Improving the Health and Well-Being of Our Community.

Renee L. Clark, RN, MS  
CNO/VP Nursing Services & Performance Improvement

Nursing Services Philosophy

Through accountability and individual perspectives, Fort HealthCare Nursing Services will value, promote, and create an atmosphere that partners with providers, the community, and technology to support practices which reflect standards of excellence, collaborative relationships, and quality patient care.

Nursing Services Overarching Goals

1) Holistic, Patient-Centered Care
2) Physician-Clinician Collaboration
3) Strategic and Community Partnerships
4) Professional Development
5) Succession Planning

FHC Mission: Improve the Health and Well-Being of Our Community

To review the report online and learn more about Fort HealthCare Nursing Services, visit our website at www.forthealthcare.com/careers/
In conjunction with the Fort HealthCare Nursing Services philosophy and goals, we continue our message from 2011: All nurses should be committed to a shared governance practice model, which aims to bring front line patient care providers to the table in order to have an equal voice in the clinical decision making process, promote effective communication, and endorse safe, best practice decisions in a collaborative manner.

Our shared governance model is divided into individual Unit Based Councils (UBC) that report to an overarching council known as the Clinical Practice Council (CPC). CPC membership includes chairs (and/or co-chairs) from each of the UBCs, meeting to report department activities and embark on collaborative initiatives for Fort HealthCare Nursing Services as a whole.

The Councils consistently meet on the second Wednesday of the month. For more details, employees may visit the Nursing Services page on the Intranet.

Clinical Practice Council Initiatives

Keep on Movin': The Clinical Practice Council (CPC) hosted the 2nd Annual Nurses’ Day Walk with over 76 Fort HealthCare employees participating. Walkers enjoyed the sunshine while they strolled from the hospital, down the Glacial Drumlin Trail, to the new Surgical Associates office.

Area businesses became involved with the donation of prizes for the walkers as well as supporting our Fort HealthCare nurses.

Continued RN Educational Development: We continue to update the RN Orientation Program with standardization of competencies within the clinical departments. Each Unit Based Council (UBC) is involved with the creation of competencies, keeping them updated and available on the Intranet in the Resource Library, where they may be found by any Fort HealthCare employee.

Clinical Pathway Program

This fall, the CPC began extensive work on formatting a Clinical Pathway program. This program will recognize and reward nurses who go the extra mile to further their education and involvement within Nursing Services. This is an exciting opportunity for our nursing staff and it is anticipated that nurses will be able to participate in the program beginning early in 2013.

For individual Unit Based Council project and activity information, see the various Nursing Services Departments throughout this report.

The Clinical Practice Council has taught me the importance of collaboration between departments in the hospital. Instead of having each department doing their own competencies in a little different way, for example, we were able to standardize them and make them available to all department staff on the Intranet. This standardization makes competencies clear, and enhances patient safety.

-Lisa Rudolph, RN, BSN, CCRN, CPC Chairperson
The advancement of degrees and certifications demonstrate care commitment and devotion from staff members to the healthcare profession, our community, and to the organization. We are very proud of our individuals who exemplify ongoing growth in professional practice here at Fort HealthCare. Please congratulate them for their achievements during the 2012 year.

**Associate Degree – Nursing (ADN)**
Angela Heald, RN
Perioperative Services

**Associate Degree – Paramedic**
Gina Fritz, Paramedic
Emergency Services Department

**Certified Emergency Nurse (CEN)**
Gail Bisbach, RN, CEN
Emergency Services Department

Sarah Chesmore, RN, CEN
Emergency Services Department

Ann Kovenesky, RN, CEN
Emergency Services Department

**Certified Critical Care Registered Nurse (CCRN)**
Valerie Klatt, RN, CCRN
Intensive Care Unit

**Certified Med Surg Registered Nurse (CMSRN)**
Joanne Voelz, RN, CMSRN
Nursing Administration

**Certified Surgical Technologist**
Robin Crawford, CST
Surgical Services

**Diploma-to-Bachelor of Science Degree Nursing (BSN)**
Lee Clay, RN, BSN
Faith Nurse Program

**Licensed Practical Nurse (LPN) Degree**
Brian Connery, CNA, LPN
Medical-Surgical-Pediatrics Department

Elisa Eikland, LPN
Center for Women’s Health

Alessandra Hollenbeck, CNA, LPN
Medical-Surgical-Pediatrics Department

Krist Lehman, CNA, LPN
Medical-Surgical-Pediatrics Department

Danielle Pett, LPN
Emergency Services Department

Fort HealthCare ER nurses obtain Certified Emergency Nurse (CEN) status. Pictured from Left: Gail Bisbach, Sarah Chesmore, and Ann Kovenesky.

Val Klatt, RN, CCRN, celebrates with nursing colleagues on her successful completion of becoming a Certified Critical Care RN. She joins several other ICU certified nurses.

While we would like to give personal recognition to all of those who have maintained their certifications by participating in continuing education units (CEUs) over the past years...there are just too many of you to count, but... you know who you are! Peruse the specific services throughout this report to find additional educational acknowledgements. Thanks for your ongoing efforts in your professional growth!
Fort HealthCare has placed a renewed emphasis on the importance of education for all members of the healthcare team. Highlighted with continued development of The Learning Center, Educational Services now encompasses Simulation, the AHA Training Center, Diabetes Education, and the online Learning Management System (LMS). The Learning Center serves as a central source for all educational offerings in the hospital, clinic, and community, supporting our five pillars of education: 1) general house-wide training, 2) clinical skill improvement, 3) ancillary department training, 4) melding clinical and computer skills, and 5) community health education, including our county EMS departments. One community education project we are looking forward to incorporating into our 2013 AHA courses is the ability to actually practice the correct technique for the Heimlich maneuver. Thanks to a generous donation from the Giving Circle, we were able to purchase five of the practice vests (see picture). Attempting to practice this on a non-choking patient can cause injury. These vests allow the student to practice and see the nerf pellet shoot from the vest when the correct technique is used.

Not only do we want to get out and teach within the community, we want community members to share their knowledge with us. Several guest speakers presented programs to our employees this year, covering such topics as Just Culture, Transitioning Patients from Hospital to Nursing Home, Dialysis and the Hospitalized Patient, Diabetes Management for the Surgical Patient, Confusion vs. Dementia, and Assessing Mental Status.

Sim Lab Construction Complete Thanks to Generous Donations

In November, with the support of Nasco and other community donations, we were able to begin the remodeling for our high-fidelity simulation lab. This lab will provide us the ability to help employees in all areas of the hospital with not only their technical skills, but also their “soft skills” of team communication, nonverbal communication, and process flow.

We were also fortunate to welcome Lisa Rudolph, RN, BSN, CCRN, into the role of our Simulation Specialist. Her years of experience as a Fort HealthCare ICU RN provide her with an in-depth understanding of the educational needs of our staff. Lisa joined the Learning Center team in November and will assist all departments with development and incorporation of simulation into their training, which is shown to improve retention of knowledge and skills.

Lisa Rudolph, RN, BSN, Simulation Specialist
Two Fairs—Almost as Fun, and Certainly More Educational Than... the Wisconsin State Fair!

Two skills fairs organized by the Simulation/Education Team provided hands-on, interactive training for a variety of staff within the hospital including EVS, transport, CNAs, techs, clinic staff, and of course RNs and LPNs. Some of the topics covered were Infection Control, Blood Administration, Safe Patient Handling, Diabetes, Computer Documentation, Dysphagia Screening, and Specimen Labeling. The Human Resources department participated in the Fall Skills Fair by providing benefit information and resources available to all staff. On one day of the fair, we also had 13 area colleges and universities present information on a variety of healthcare courses and degrees. A sneak peek at our new, safer, computer-interfaced IV pumps was also provided for the nursing staff.

Developing Future Healthcare Providers

The Learning Center helps coordinate clinical experiences for students in the healthcare field. We have had students from many colleges and universities this past year: Madison Area Technical College (Watertown, Fort Atkinson and Madison campuses), Herzing University, Globe University, Alverno College, University of Wisconsin (multiple campuses), Maranatha Baptist Bible College, and Carroll University, just to name a few.

Future pharmacists, pharmacy techs, radiology techs, PAs, NPs, medical assistants, nursing assistants, physicians, nurses, administrative assistants, physical therapists, occupational therapists, speech therapists, and IT specialists are just a few of the types of students who have learned from the best here at Fort HealthCare.

We also offer a summer Nurse Mentorship Extern Program for senior nursing students to gain additional clinical skills and knowledge prior to obtaining their nursing license. This year three students participated, gaining an average of 130 additional hours of nursing experience.

Thanks so much to all of the staff members who have served as preceptors and clinical resources for these students. Your role in their educational experience and future career is invaluable. We consistently receive feedback from the school programs that the students’ time spent with us is full of wonderful experiences and opportunities; and that staff always demonstrate the importance of safe, quality care.

Education Gets an ONLINE Boost

In May, we went “live” with the Swank Learning Management System (LMS), providing the staff and managers with a more efficient and accessible way to track education and committee participation during the year. This program not only allows us to create our own online, learn at your convenience programs; but also provides free Continuing Education hours (CEUs) for staff. These CEUs help nurses, pharmacists, lab personnel, CNAs, CMAs, physicians, administration, and many others meet the educational requirements for their licensure and specialty certifications.

Since initiation, 1,486.6 CEUs have been earned and 506 different courses have been completed for a total of 8,628 participation results.
Nurse Residency Program (NRP) Acknowledges Program’s First Graduates

In December the first nurse residency participants completed their first in-house, year-long Nurse Residency Program. Throughout the year, as new nurses are hired, they join the Nurse Residency Program. Our December class had 19 participants. Physicians, department managers, directors, administrative leaders, and front line clinical staff have been involved with teaching various portions of the program throughout the year; creating a rich and varied learning experience for our nurses making the transition from school to work more manageable. “The Into Aging Game has had such a profound impact on my attitude as a nurse... It has provided me with the education to be a better nurse,” said one participant after an interactive game during the Nurse Residency’s course on caring for the elderly. “I appreciate being part of a responsible healthcare facility that is looking for innovative ways to improve the future of medicine,” said another program graduate. The program is celebrating its first year of success and is looking forward to making 2013 even more innovative with the addition of the Sim Lab.

Quotes from the Nurse Residency Program Surveys:

“Dr. Williams’ lecture was excellent. He is so good at educating others and explaining things so it will be retained by the learner. He paints the picture of the patient and then explains how the labs tie in—and that makes it stick. I could have listened to him for another hour.”

“Having worked in Magnet Hospitals, teaching hospitals, and larger city hospitals, I am always amazed at how this community hospital is able to parallel and often exceed those larger facilities in terms of cutting-edge, high-quality patient care equipment, goals, and expectations.”

“The presenters were very passionate about their positions and implementing new processes in order to help everyone do their jobs better within the organization. I especially liked the way Becky Stark-Johnson presented as well as Chris Barron. Their material was very interesting to me.”

“It is a pleasure to share other’s goals and hear how people make real commitments in order to achieve the goals. It is encouraging to feel as though I have a voice in the organization that I am employed by.”

Educational Services—Expansion of the Learning Center

This past year brought new leadership to our AHA Training Center:

As the Training Center Coordinator, I’m able to work with both staff and the community that we serve. In this capacity, I witness student learning and increased knowledge in a very short time frame during the training process. As an educator, there is no greater satisfaction than the enthusiasm shown by a student who has grasped a new concept and then can communicate its purpose and desired outcome, and demonstrate it as well. Our staff and community welcome learning and I am grateful to be a part of the Learning Center and the Fort HealthCare Education Team. -Corinna Bindrim, NREMT

Training Center Overview:

Fort HealthCare is recognized as an American Heart Association Training Center. We are currently the only training center within the communities that we serve and have over 50 highly skilled AHA instructors. We offer all course disciplines offered by the American Heart Association to both staff members and to the community at large. ACLS, BLS, PALS, PEARS, and
Educational Services—Expansion of the Learning Center

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Heartsaver Courses are currently taught in-house by staff members who are AHA Instructors. We provide all materials and training that is necessary to learn and be proficient in providing Early Cardiovascular Care. The future holds great opportunity for the Training Center as we begin to utilize Fort HealthCare’s new Simulation Lab equipped with text books, videos, and hands-on learning experiences with high-fidelity mannequins.

Community Partnerships:

Working with our local communities allows Fort HealthCare’s AHA Training Center to interact with a wide variety of groups both in-house and at their own facilities. For example, the Training Center has provided classes to St Paul’s Girl & Boy Pioneers of Fort Atkinson who learned First Aid, Hands Only™ CPR and the use of an Automatic External Defibrillator (AED). In addition, Boy Scout Troop 134 learned the proper use of an AED as a pre-requisite to their summer camp. We envision the future to include continued trainings that surpass the number of students taught this year as we continue to grow along with Fort HealthCare’s mission and vision for the community.

Diabetes Education Extends Goals for 2013

Rhonda Perdelwitz, RN, BSN, CDE, Diabetes Education Coordinator, will be assisting with planning the 2013 state-wide Diabetes Educators Conference through the American Diabetes Association.

The team will also extend their training abilities by attending a foot clinic seminar in 2013 to become certified as foot care specialists, researching opportunities of growth in this area for Fort HealthCare in the future.

Diabetes awareness and education continue to be an ongoing service provided at Fort HealthCare. Please continue to help spread the word!

“Working for an organization that recognizes the value of inter-disciplinary education and provides the support for that education is wonderful.”

-Deb O’Hay, RN, MSN/MHA
During 2012, the Quality Department has gone through a variety of changes. The Meaningful Use elements for both the hospital and the physician clinics became a focused priority. Attestation for the hospital was accomplished for the months of October through December of 2011. Further attestation will occur for the organization, including the physician clinics yet this year. The Core Quality Measure sets have grown, and redesign of some of the solutions has been evolving. All of these changes create improved engagement by all disciplines throughout the organization in all of the quality and safety measures. A Patient Experience Team was established this past year, creating ideas to improve our care and patient experience survey results. While all of the initiatives above are important, the goal of the Quality Department remains the same: To “Improve the Health & Well-Being of Our Community.” Keeping quality and safety as pillars to our work will make Fort HealthCare the best place of care for health and wellness. Following are a few additional initiatives and activities that the Quality Department has participated in this past year.

–Marie Wiesmann, RN, BSN, CPHQ

### Infection Prevention Gains New Leadership

Lisa Jensen, RN, BSN, took over as the Coordinator of the Infection Prevention Program in July of 2012. The Infection Prevention Liaison Program brings staff members from the hospital and clinics together monthly to discuss current infection prevention issues and opportunities for education of all staff. The liaisons return to their respective departments or clinics and share the information. Some of the improvements have included routine cleaning of counters at the clinic, computer monitor cleaning policies, review of isolation procedures in all settings, communicable disease rates, and implementation of standardized kiosks for hand hygiene.

### P.E.P. Rally

The P.E.P. Rally is a program that the Infection Prevention Coordinator has also been a part of. These programs are held throughout schools within our community. For more detail on P.E.P. Rally, visit the Inpatient Services – Pediatrics section of this report.


### Case Management Shows Validity in the Emergency Department

The Case Management Project in the ED has been very successful in assisting patients to find ongoing services outside of the ED that are pertinent to their needs. The project includes incorporating Patient Care Coordinator Nurses (PCCs) directly into the Emergency Department to assist patients and families with establishing a Medical Home, identifying ongoing needs, and providing referrals for additional services such as Home Health, CBRF, or Skilled Nursing Services. The Rock River Free Clinic, now open Monday–Friday has also been an excellent referral source for patients without insurance.

Beth Meyer, RN, PCC, works diligently in the ED, assisting patients and family members with ongoing care needs.

I enjoy working at Fort Healthcare because of the amazing staff I am privileged to work with. My co-workers have had a positive impact on my nursing career and my life and I am incredibly grateful for that!

-Kristin Muse, RN, BSN
Clinic Analyst, Amy Muenchow, LPN, Joins the Quality Team

With the advent of our new Electronic Health Record (EHR), Compass, in our clinic settings, a Clinic Analyst position has been implemented. Amy has been assisting staff and physicians to standardize documentation within the EHR. Education is provided concurrently with noted improvement within all of the documentation elements.

The Video Relay Interpreter Program is used within the hospital setting, in addition to now being used in several Provider/Physician Clinics. It facilitates excellent communication between the healthcare team and the non-English speaking patient.

Fort HealthCare joined Wisconsin Hospital Association’s (WHA) “Partners-for-Patients” project this year and with Connie Philpot, RN, MSN, Quality Analyst, as our facilitator, we will be participating in their 30-Day Readmission Project via an internal FHC team working with other facilities in a collaborative effort. This group will be collecting data and developing action plans for improvement to decrease our inpatient readmission rate by 20%. The WHA received a federal grant to establish the Partners-for-Patients Project.

Deb Arnett, RN, BSN, one of our Quality Analysts has made it her mission to assist in education for the off-shift clinical staff regarding the publicly reported Core Measures. Deb takes one day every-other-week and comes in late to speak with the evening and night shift Nursing Services clinicians regarding their documentation and how they can make a difference for their patients and the organization.

Inpatient Multidisciplinary Meetings Improve Collaboration

During this past year, the MSP Patient Care Coordinator office has been the place to be at 11:00 a.m. for the daily morning meetings to discuss patient care and discharge planning. This meeting is attended by all disciplines that care for the patient with input regarding the care plan.

Resources to Assist in Medical Necessity

The Inpatient Care Coordinators have two new resources to use when caring for patients: the medical necessity software “Interqual” and a physician review consultant, E.H.R. These two resources have been instrumental in assisting RNs, social workers, and providers, to ensure that medical necessity is met for an inpatient stay.

Improving Influenza Immunization Standards in 2013

For all employees, volunteers, and providers within Fort HealthCare, influenza immunization continues to be a focus for improvement. In 2013, a multidisciplinary team will convene to identify ways to ensure that 100% of FHC employees and physicians are immunized annually for influenza to aid in the well-being and minimize the risk of influenza to our patients and community members.
Fort HealthCare provides a variety of clinic services within our community setting, including, but not limited to, Cambridge, Fort Atkinson, Jefferson, Johnson Creek, Lake Mills, and Whitewater. Throughout this report, you can visualize the interaction and engagement among employees within the hospital setting, and how they have collaborated with those out in the clinic setting. In this year’s Nursing Services & Colleagues Report, we will showcase our Wound & Edema Center and share a few other points of interest in the clinic setting.

While 2011 was “The Year of The Conference,” 2012 was “The Year of Training & Education” at the Wound & Edema Center. Clinicians Mary Carvalho, BSN, MBA; Sandy Zastrow, RN, CWON; Carol Striegl, RN; and Ami Givens, LPN, were actively involved in the education and skill development of 16 individuals. Nursing, medical assistant, and administrative assistant students from Viterbo University, Herzing University, MATC-Fort, MATC-Watertown, and UW-Oshkosh, spent anywhere between eight and 180 hours at the Center learning the intricacies of wound care, lymphedema management, and the power of hyperbaric oxygen therapy. New nursing personnel at Fort HealthCare’s Home Health Agency also shadowed Center Staff throughout the year to better manage the difficult chronic wound cases which are frequently seen in our community. Physician assistants and advanced practice nurse practitioners from FHC and UW-WRMC also availed themselves of the specialized tools and techniques that Center clinicians utilize to promote and attain healing.

All Center staff were involved in FHC’s innovative Nurse Residency Program, offering education to new RNs in May 2012. The day began with approximately 20 nurses and instructors attending a forum led by Sandy Zastrow and Tracy Apkarian of the Wound & Skin Team on the topic of The Integumentary System & Wound Care. That afternoon all participants came to Johnson Creek for a tour of The Center and four breakout sessions. The sessions focused on wound care dressings and application methods, HBO therapy, lymphedema wrapping and management, and administrative protocols and strategies, including an introduction to the ground-breaking Non Physician Wound Consult (NPWC) program. Attendees were given hands-on opportunities to practice with wound and edema supplies, observe patient flow, and meet with the Medical Director Robert Goldman. The day was rated a true success!

The Wound & Edema Center consistently beats industry averages and corporate benchmarks. Clinicians have provided 2,500+ patient visits since opening in October 2008.

Creation of the Non Physician Wound Consult (NPWC) Program is another example of The Center’s dedication to education and comprehensive patient care. The program identifies skin ulcers upon admission to, or at any time during, a stay at Fort Memorial Hospital. The newly formed NPWC Team is called to consult with providers and unit nursing personnel, providing treatment recommendations and teachable moments. Members of the NPWC Team, a division of the Wound & Edema Center, include Barbara Brewley, RN, WCC; Penelope Sullivan, RN; Bonnie Huth, RN; and Dawn Kubly, PT, WCC.

Over the last year the Ostomy Point Team Nurses from Fort HealthCare MSP, ER, Wound Center, and Home Health Agency joined together to form the Ostomy Team. This team meets quarterly at the Wound Center with the goal of improving collaboration of ostomy teaching and management for patients through the continuum of care at Fort HealthCare. Team efforts include: developing standard documentation of ostomy management in the Cerner EMR for both in-patient and outpatient settings; developing a notification process of new ostomates from acute care to Home Health to outpatient status so that patients have ongoing resources to turn to; and meeting with ostomy supply representatives to stay current with the new products and resources available to their patients.

The nursing and edema staff is also in the process of working with the Cerner Team and Center-assigned architects to develop a universal documentation format between acute care and the outpatient setting for wound care. The wound care documentation will encompass all aspects of current wound and edema care, much of which is not currently available in Cerner. This is a work in progress!

And finally… plans are underway for the Second Wound & Edema Nursing Conference in Fort Atkinson, Wisconsin!
Rock River Free Clinic (RRFC)
In early 2012, Fort HealthCare partnered with the RRFC Board to assist with expanding the service hours of the Rock River Free Clinic located in Jefferson, Wisconsin. The mission of the clinic is to provide access to free health services through health professionals dedicated to caring for low-income and uninsured individuals. This partnership between Fort HealthCare and the Jefferson County Health Department with the RRFC Board allows the clinic to now be open five days a week. Fort HealthCare is proud to partner in an initiative to increase access to healthcare. Operating like a typical medical clinic, the consistent presence of physician and nursing support throughout the week enhances the continuity of patient care. Fort HealthCare is proud to partner in an initiative to increase access to healthcare within our community. If you would like to donate to the clinic, please visit Jeffersoncountywi.gov or FortHealthCare.com.

Center for Women’s Health
The Center welcomed Elisa Eikland, LPN, to our clinic this past June. We also welcomed many adorable babies—about 400+! Two of our very special bouncing boys include Hunter Eikland and Jack Baker!

Our commitment to serve our Whitewater Community Women’s Health access to care was expanded to covering the Whitewater Clinic now four days a week.

NEW EQUIPMENT: The clinic purchased a new LEEP machine. This equipment assists us with increased accuracy of specimen collection which ultimately improves quality of care and safety for our patients.

PATIENT EXPERIENCE: Although our customer satisfaction scores are very good (our doctors are rated in the high 90th percentile!), we continue to look for ways to improve and enhance the patient and family experience. One way we addressed this is by scripting to every one of our departing patients, “Is there anything else we can do for you today?” and, “If there is anything we missed, just give us a call.”

ENT Expands Allergy & Immunotherapy Services
Allergies are among the most common health problems with more than 50 million people afflicted by allergy-related conditions each year. Generally, allergies are more common in children; however, a first-time occurrence can happen at any age or recur after many years of remission.

The area of “allergy and immunotherapy” has grown at the Fort HealthCare Ear, Nose, & Throat Clinic this year. We are now regularly performing five to six allergy tests per month, and hope to see that number grow even more in the coming year. The immunotherapy population has grown to 20 patients. Patients who are candidates for immunotherapy are offered weekly allergy injections or sublingual immunotherapy. It has been very rewarding to see the improvement in patients’ allergy symptoms.

Fort HealthCare Ear, Nose, and Throat Specialist tests for allergies relating to grasses, trees, weeds, molds, cockroaches, dust mites, cats, and dogs. Dr. Anderson, Dr. Hofmann, and Dr. Rowe are committed to helping patients explore the reasons for their bothersome allergy symptoms.

SAVE THE DATE!
Friday, April 5, 2013, 7:00 a.m.–3:30 p.m.
Comfort Inn & Suites in Johnson Creek
VENOUS ULCER DISEASE & MANAGEMENT
Featuring returning speakers Lisa Reil, BSN, CWON, and Robert Goldman, MD. Additional speakers include Bill Konны, MD, Kevin Ferreira, MD, and the Center’s Lymphedema Specialists Angie Adler, OTR, CLT-LANA, and Sheri Bolger, OTR, CHT, CLT.
Ancillary & Support Services—A Collaborative Approach

We view our participation in patient care with FHC Nursing Services as a vital partnership in which we strive to work together to provide optimal care to our patients. Whether Environmental Services, Plant Services, Clinical Engineering, Transport, Food Service, Volunteer Services (the Support Group) or Rehabilitation, Radiology, Pharmacy, Laboratory, or Nutrition Services (the Ancillary Group), we aspire to provide the best care to our patients possible and to do so in concert with Nursing.

Some of our group’s achievements over the past year include implementation of molecular testing by the Laboratory to rapidly diagnose influenza A and B or Clostridium difficile, greatly diminishing the wait time for diagnoses requiring isolation; implementation of virtual colonoscopy, breast care navigation, and updates for medicated stress testing in Radiology; development of the Pharmacy Guide to Safe Medication Practices and Nutrition Support Team to facilitate TPN ordering; development of the Center for HandCare and certification as an ImPACT Consultant facility (for sports concussion injuries) by Rehabilitation. All clinical departments worked together to achieve HIMSS Level 7, as well!

Additionally, the Support Service group has worked with Nursing Services on various construction projects such as the Simulation Lab and the ER waiting room enhancement; EVS has added more enhanced cleaning schedules to improve patient and staff perception of the environmental care of our facilities; Food Service has provided enhancements to both patient and staff dining experiences for wellness; and Transport has worked in concert with Nursing Services to improve the safety in delivery of products while our Partners organization has worked in conjunction with Nursing Services to markedly improve the check-in process for Ambulatory Services patients and their families to enhance that experience. Finally, the staff at Kid’s Konnection cares for our employees’ children in a learning and loving environment!

We are proud of the contributions of the Ancillary & Support Service staff toward safe, effective, and high quality care for our patients and all we serve!

I love being a nurse at Fort HealthCare because we are continuing to work together to make this the best hospital. No matter where I go in the hospital people are always willing to help each other and work together.

-Melanie Kutz, RN, BSN, CMSRN
2012 has been a busy year for the Emergency Services UBC!

Members have brought new ideas, energy, and momentum to the team! We have seen incredible success with “Our Stars,” a poster board dedicated to recognizing co-workers with acknowledgements when witnessing excellent patient care. We have also started a “Getting-to-Know-You” board, a great way for staff to learn more about each other, especially newbies! Our most important achievement however, is the implementation of BEDSIDE REPORTING. After months of discussing the benefits to patient safety and satisfaction, nursing staff has put their plan into action. We have no doubt that adding bedside reporting to our daily routine will not only improve patient satisfaction but will also give our patients an even stronger voice and more involvement in their Plan of Care.

Professional Development

What an incredible year it has been for education and professional development! A lot of dedication and studying has paid off! When we embraced the addition of Pediatric Advanced Life Support (PALS) to staff as a required course, we didn’t stop there!

A big THANK YOU to our staff for their ongoing dedication and hard work! Each step we take with education and certification moves our department ahead in knowledge and professionalism. We look forward to 2013, and adding more names to our education board!

A Fresh Look

Replacing old and flawed carpet provided the opportune time to make much-needed changes to our Emergency Services waiting room. Our goal was to improve patient safety by moving the check-in desk for better visualization of the ER entrance. After trialing several different positions in the room it seemed we may never come up with a great solution, until the clever idea was made to eliminate one of the bathrooms to create a new home for the desk. The result was better than we anticipated! Not only did we improve visualization for the entrance, but we were able to create more usable space for patients and families.

Department Growth

How wonderful it is to see our department personnel grow! We are very fortunate to have new staff members who bring a great variety of education and experience to our team! We are pleased to welcome the following additions to our department:

April Garcia, RN; Sarah Zellmer, RN; Jolene Jaeger, RN; Ross Williams, NREMT-P; Lisa Justice, CNA; Jennifer Christiansen, CNA; Caitlin Moyle, CNA; and Jessica Woods, CNA.

The Fort Healthcare Paramedic Program

799 Intercept also had a very busy year! Not only has the paramedic team continued to support local rescue squads through the intercept program, but they have also served the community by participation in events such as “National Night Out,” Whitewater’s “Safety Fair,” and Fort Atkinson’s Half-Marathon. We are an honoree member of the Jefferson County EMS Association which meets quarterly to work on county wide projects such as the Hazardous Materials Trailer and Response Team updates from all the EMS communities that serve our area and to improve our communications and processes within our emergency response systems.

PEARS (Pediatric Emergency Assessment, Recognition, and Stabilization) Jennifer Kawleski, Heather Hahn, Lindsay Hahn, Jacki Buyatt, Danielle Pett, and John Collins

TNCC (Trauma Nurse Core Curriculum) Jean Sprenger and Christine Roth

CEN (Certified Emergency Nurse) Ann Kovnesky, Gail Bisbach, and Sarah Chesmore

Associate Degree - Paramedic Gina Fritz

Pictured above is Gail Bisbach, RN, Jessica Woods, CNA/ER Tech, and Angela York, RN, showing off one piece of NEW EQUIPMENT within the Emergency Department. A brand new “ceiling lift” makes the work of transferring patients safer and easier. The department also acquired a new Glidescope that assists with difficult patient intubations—the piece is so well liked that most of the providers use it for all intubations!
Compass Activity—FirstNet

First Net has been very busy this year with three major projects and several smaller alterations designed to improve the documentation within our Electronic Health Record and assist coding with revenue retrieval. The Work/School Release Project helped incorporate this patient form into the permanent record; the new and Improved Lab, Radiology, and Nursing Task ‘folders’ have reduced ordering errors; and the Blood Exposure PowerForm has helped organize a previously multi-form process. We look forward to continuing to streamline our charting process through some View alterations in the coming year as well as finalizing the creation of the Business Health Work Injury form.

Pediatric Mock Codes/Pediatric Emergencies

What started as remediation conversation after a pediatric “mock” code that did not run smoothly, has now turned out to be a fantastic educational experience for ALL Nursing Services departments. After meeting with the Emergency Department Manager and Coordinator to discuss alternatives to the current method of practicing these mock codes, Melanie Kutz, RN, and Gail Bisbach, RN, opted to plan days in which staff would sign up for the mock codes in small groups of three for one-hour sessions. Staff took turns being assigned as the leader in scenarios. The most informative component was that each step was broken down in detail, allowing healthcare staff a chance to ask questions and identify all resources available to them. Nurses not only had to state the specific medication they would give (as done in ACLS), but they were required to draw the medication up, program the pumps, and work out the math, all in a simulated fashion! The immense effort by Gail and Melanie made this new educational experience a tremendous success! It was so well received by staff that it has moved beyond the ED and has been adopted by the Pediatric Point Team as the most effective way to run all pediatric mock codes. Thank you Melanie and Gail for your dedication to excellence and encouraging professional development!

A Healthy Challenge!

Emergency Services Participation in Weight Loss Challenge. Skinny Beaches, White Chocolates, Betty Boops, Thankles and Cankles, and $6,000 Dollars Richer! I have never seen so many people eating vegetables! It was great to see people exercising regularly and working together, encouraging each other and supporting healthy goals and weight loss. The result? Two of the teams placed in the top five teams, and five individuals placed in the top 10 weight loss for the challenge. Way to go!

So, What’s to Come for Emergency Services?

In response to a community need voiced by Jefferson County law enforcement agencies, Fort HealthCare has resumed our Sexual Assault Nurse Examiner Program (SANE). Although the SANE Program doesn’t start until early 2013 (final date TBA), there has been significant time and effort put into revitalizing this program. In late spring, early summer, we began recruiting Fort HealthCare RNs who have an interest in this specialized area of nursing. Amazingly, we had 13 nurses respond, from both clinic and hospital departments, to take up this challenge. In July, we applied for and received funds from the Health Innovation Grant. This money allowed us to send five RNs to the initial training session, “SANE Adolescent/Adult Seminar” in Madison this past October. It also allowed us to send three previously trained nurses to a SANE refresher course. These newly trained nurses are now working hard in our new Simulation Lab to complete practice cases. They are also spending time in our OR department and at a local health clinic gaining education and experience with anoscopy, pelvic exams, and female reproductive health. In addition, we were extremely fortunate to be selected as this year’s recipient of the “Love Lights” fund raiser. These funds, made possible by the generosity of Fort HealthCare employees and community members, will allow us to purchase equipment needed to start our program, such as an alternate light source, exam supplies, and a specialized digital camera. The Fort HealthCare SANE program will be the only SANE service available in Jefferson County.

Through the SANE program we have also become involved in the Jefferson County Community Coordinated Response Team (CCRT). This team is comprised of Law Enforcement, Probation and Parole, Social Services, the District Attorney, and most recently, healthcare providers. The CCRT looks specifically at domestic violence and strategies to decrease the prevalence of this crime in our county.

Follow-Up Phone Calls!

Also “to come” in 2013 is implementation of Follow-Up Phone Calls from Emergency Department discharges. This is no small project since our average daily census is 75 patients. Best care practice standards and improving patient health and knowledge is always our goal. Through follow-up phone calls, we know that we can help keep patients safe, display compassionate care, and assist in keeping them home to get well, thereby minimizing the need to revisit the ED. Our Patient Care Coordinators, Betty Cloute, RN, and Beth Meyer, RN, have already started this process by making these calls to high-risk patients, the elderly, and pediatric patients. The feedback has been overwhelmingly favorable in both adherence to discharge instructions and customer service. Nice job ladies! We are looking forward to being able to increase this service in 2013.
2012 has been a YEAR OF TRANSITION for ICU/IMC. We celebrated the retirement of two long-standing ICU nurses and welcomed in seven new RNs and two unit coordinators (HUCs)/CNAs!

Jeanette Benoy retired after 47 years. She trained and mentored many ICU Nurses in her time with us and we will continue to benefit from her years of dedication and care.

Dennis Capacio also retired from ICU after 20 years, leaving behind a legacy of his approach to patients and family care that earned him great praise from his patients over the years.

Ania Henning moved to Poland to attend medical school but has promised to return to work with us on vacation and breaks!

While it has been a transitional year for ICU, it has also been a very active one. We have been busy focusing on team work, patient satisfaction and mentoring new staff.

Please send out a warm welcome to the new staff who joined our team: Marcus Baker, RN, Angela Bollerud, RN, Valerie Klatt, RN, Ashley Slocum, RN, Kelli Walter, RN, Caren Warner, RN, Brett May, RN, Gina Cogswell, HUC/CNA, and Linda Bentz, HUC/CNA.

Unit Based Council Projects—The List Goes On!

Patient Experience
Staff members continue to work on patient experience initiatives that are proven to be satisfiers. Many of the UBC and TCAB projects are based around these core practices: BEDSIDE HANDOFF, HOURLY ROUNding, ROUNding with HOSPITALISTS/PHYSICIANS, and PRACTICING THE ‘NO PASSing ZONE’ FOR CALL LIGHTS. Inpatient Services (ICU and MSP) and UBC worked together to standardize the signage at the patient door so that patient, visitors, and staff would see the same thing wherever they go or work.

continued on next page
The ICU Report room was transformed into an ICU Lounge. It is now a great working area and a comfortable place to get away and take a break or a meal. As you can see from the pictures, it has been put to good use.

A Critical Care Week Celebration was coordinated by the UBC. The events included recognition of staff with prizes and daily pot lucks.

Skill Labs were held for ICU staff in spring and fall with presentations developed by staff volunteers. These labs were open to all hospital staff and manned by UBC staff.

Education and Training

New this year was the development of Critical Care Classes. Led monthly by Lisa Rudolph, with the help of her colleagues, a best-practice curriculum has been developed that will be updated and repeated on an annual basis for newer RNs. The classes included mock set-up for skills-practice sessions, webinars, and system review.

A Critical Care On-Line Review Course was also made available to all staff members. It is located on the Fort HealthCare Intranet for ongoing education.

We Strive to Meet Your Needs

This has become the new motto of the ICU Staff and Inpatient Services. The UBC and TCAB groups have worked collaboratively with staff and the physicians to improve the experience for our patients.

We worked closely with the MSPs UBC and came up with a standardized Communication White Board that is viewable in every patient room. This board has been a wonderful way to not only communicate important information with the patient, but also communicate patient needs and orders to staff members entering the room.

We enjoy working closely with our friends and co-workers throughout the organization. We couldn’t do what we do without all of them!

For more fun pictures... peruse this report!

I love being a nurse at Fort HealthCare because it allows me to make a difference in the lives of the patients and staff I touch.

-Kathi Gebhardt, RN
A Message from our Director of Inpatient Services

Being a long-standing employee of Fort HealthCare, this past June I transitioned into the role of Director of Inpatient Services. It has been a wonderful journey getting to know additional staff members on a closer level in ICU/IMC, Cardiac Rehab, Cardiac Evaluation, Respiratory Services, and on MSP. I am proud of the quality of services that are provided by our highly competent staff. Looking at the various departments that I am working with on a closer level, it is obvious that each area works on very worthwhile projects. Unfortunately, many times others are unaware of the projects that are occurring. Once the communication is shared, it’s often found that some processes are being duplicated. Being provided with more awareness of these events and activities, my goal will be to bring staff members together and collaborate as a team, promoting a work environment that fosters employee partnerships and active participation. In addition, as a team we will foster growth and will continue to promote greater fiscal awareness and accountability of all staff. With Kathi Gebhardt, RN, Manager of MSP, and Linda Detwiler, RN, BSN, Manager of ICU & Cardiopulmonary Services, my role is one of vision, facilitation, coaching, and collaboration. Through effective communication we will “break down silos” between departments within the organization. I have great respect for this team and I am looking forward to what lies ahead in the upcoming year.

-Pam Kuehl, RN, BSN, Director of Inpatient Services

Medical-Surgical-Pediatric Services

POINT TEAMS A variety of Nursing Point Teams have been established through the Med-Surg-Peds Department. These staff members have had additional training and education, allowing them to provide further education to our staff members and offer individualized education and training to our patients. These Point Teams include: Wound, Ostomy, Diabetes, Pediatrics, Infection Prevention Liaisons, Informatics, Resource Nurse, and Patient Satisfaction.

Hospitalist Team Collaboration

As we are well into our second year of maintaining a Hospitalist Program for Inpatient Services, collaborative projects continue to develop. Two enhancements this year include the Multidisciplinary Meeting and the PM Huddle. At 11:00 a.m. daily, the healthcare team comes together for a multidisciplinary meeting, which allows for review of patient care, discharge planning, and addresses patient concerns, all in a collaborative effort. In addition, the PM Huddle was initiated this fall. Also in a collaborative effort, this “Huddle” allows the pm/night shift team to identify any patient requests or needs prior to late hours. This has reduced the number of phone calls for non-urgent matters and has enhanced communication of the team at large. The Hospitalist Team has also become more involved in organizational committees and participates in monthly meetings with the Inpatient Services Nursing Leadership to enhance communication across departments and work through new projects in a collaborative approach.

Team Building

Several Team Building activities for Med-Surg-Peds occurred throughout the year: a skating party, a Brewers game (to celebrate Jenna Watson’s [Looman’s] and Sarah McIntyre [Bunette’s] engagements), a bridal shower for Gloria Best (Lemke), and a week-long celebration for recognition of Medical-Surgical Nurses Week. To keep things interesting, we are in the midst of a competition within our UBC for collecting hats and mittens for children. We strive as a team to help out staff members who come upon unexpected health issues with meals and treats. The Med-Surg-Peds staff members really treat each other like a family.
Educational Enhancements

Education is an ongoing commitment for Med-Surg-Peds staff members. This fall, staff members from the Wound & Edema Clinic and one of our RNs from MSP (Penny Sullivan, RN, BSN) attended the Healogics Nursing Care of the Hyperbaric Patient and Wound Healing training program in Florida. This training taught best practice techniques and evidence-based care processes for nurses to manage chronic wounds. It was clearly recognized that choosing and applying the appropriate dressing to a chronic wound is just the beginning. If the underlying etiology is not addressed, wounds will return even if healing takes place. As the population ages and the obesity rate grows, the incidence related diseases including heart disease, vascular insufficiency, and diabetes also increases. This is why identifying clients and referring them to the appropriate healthcare member is vital. Fort HealthCare had the foresight to identify these factors and established a partnership of implementation at the Johnson Creek Wound & Edema Clinic. Inpatient nurses now feel it is their job to educate and refer appropriate clients to the clinic. Nursing staff members are confident that the training received will help educate clients and staff members about chronic wounds in the hospital setting and at the clinic.

Med-Surg-Peds RNs share why they participated in advance training of Fort HealthCare’s future SANE Program

“I want to be a SANE nurse because I feel this is a great opportunity to learn a specialized skill. I also want to be able to help people who have been violated through a crime or assault. But most of all, I want to make sure my patient feels safe so that I am able to collect the evidence needed to help the innocent and identify the real criminals.”

-Angie Becker, RN

“I want to be a SANE nurse because I feel I can really make a difference. Sexual assault patients need special care and understanding. I can be their strong force when they feel weak and defeated. Most of these patients blame themselves for what happened to them. They need the reassurance that they are not at fault. This is when the TLC, kind heart, and hugs come out.”

-Lisa Schoenfeld, RN

For more details on the SANE Program, see the Emergency Services section within this report.
Pediatric Services

It’s been a very active year for Pediatrics throughout the organization. Our Pediatric Point Team, the Pediatric Wellness Committee, and a renewed Pediatric Committee consisting of RNs from different departments along with physicians, are working together on enhancements within the service line. Policies and procedures have been standardized and updated, “mock” pediatric codes are occurring quarterly, and CNAs/Techs have received increased education to assist with providing care to our pediatric patients and their families. Pediatric Nurses Week was celebrated in October and thanks to Fort HealthCare’s Executive Chef Colleen and her team, pediatric nurses received gift certificates to Steel Away Café. Yum! In the works for 2013 include improvement in the pediatric surgical experience.

Pediatric Point Team members include: Kati Wetzel, RN, BSN, Pediatric Coordinator; Melanie Kutz, RN, BSN, CMSRN; Sarah Chesmore, RN, CEN; Melissa Kieckhefer, RN; and Janet Simdon, RN, BSN.

CAMP 911

CAMP 911 is one of our most exciting programs organized by the Pediatric Wellness Committee.

This one-day program focuses on safety, disease prevention techniques, and health and wellness for children entering fourth through sixth grades. Fort HealthCare partners with community agencies including the Fort Atkinson fire department, Jefferson County Sheriff Department, Jefferson County K-9 Unit, Ryan Brothers Ambulance and others to offer this fun, hands-on learning experience in a safe environment. The program gives children increased knowledge, skills, and confidence to protect themselves and the ability to react safely in emergency situations, and enhanced awareness of personal health and wellness. One of the highlights was having Med Flight land in the employee parking lot, giving the children an opportunity to take a closer look at Med Flight and talk with emergency providers. Keep a watch out for next year’s registration. We had such a large number of children this past year that we had to have a waiting list! Planning for 2013 is already in the works with a goal to offer the program in June and August. We also have to give a special shout out of thanks to all the volunteers who came to help. “THANKS!”

P.E.P. Rally: Play More – Eat Right – Push Away the Screen

P.E.P., another program initiated by the Pediatric Wellness Committee, involves our Nursing staff visiting different schools within the Fort HealthCare community on approximately a monthly basis to educate children on a variety of healthy living topics. Through eight different stations, children discover the importance of healthy choices in a fun and interactive way. Mirroring the national “We Can!” initiative, the kids go through the 1) Activity Pyramid, 2) Stretching, 3) Balancing, 4) What’s in Your favorite Drink?, 5) My Plate (food label reading), 6) Hand washing, 7) Stress Management, and 8) Screen Time. Fort HealthCare is proud to lead this initiative of tackling childhood obesity through education and activities on leading a healthy lifestyle as a family.

Diabetes Team Projects

We are in the process of starting Diabetic “Lunch and Learns” within area schools. Fort HealthCare Diabetic Educators will be going into the schools at lunch time to meet with children with diabetes, offering educational sessions and talk with them about concerns, issues, or feelings they may be having about diabetes.

Diabetes Management Patient Education

Updated educational folders have been created and video training sessions are being developed for newly diagnosed patients to take home with them. These tools will give patients and their families directions on which healthcare provider to meet with before they leave the hospital setting, a video to watch at home about checking their own blood sugar and giving themselves insulin.

Fitness Initiative for Tomorrow (F.I.T) Program

Also new to this year is the F.I.T. Program located at the Internal Medicine & Pediatrics Clinic in Fort Atkinson. Offering nutritional education and exercise training, this is an initiative to assist and incentivize children and their families who are, or may be at risk for obesity. Heidi Jennrich, PNP at the clinic has piloted this program with great success and we are looking forward to new ideas, including offering the family-based wellness program Shapedown in the upcoming year and beyond.
A Reflection on Compass

A LOOK AT COMPASS The Electronic Health Record (EHR)

REFLECTING ON COMPASS TECHNOLOGY

The Nursing Services staff of Fort HealthCare has much to be proud of. This has been a year in which they have collaborated frequently in order to streamline the use of Compass, our new EHR, in order to serve patients in a more efficient manner. Teams meet frequently to address needed changes. Auditing is done on a routine basis to ascertain that charting is accurate and meeting the needs for proper documentation.

Preparation done for our HIMMS Level 7 visit was easily recognized when the surveyors were on site. The questions they asked were answered with no hesitation and a sense of conviction. As caregivers, we should be proud that we are providing our community with an electronic healthcare system that is safe and maintains high standards in its technology.

Our nurses have used the Barcode Medication Scanning in our inpatient settings for years; however, with the Compass “Go Live” event occurring over a year ago, the standard is now across the board, scanning in outpatient settings as well. Our barcoding statistics are in the upper 90s in all departments. In the coming year, we will see more opportunities for nurses and healthcare providers to provide even safer care with the inclusion of Smart Pumps. Collaborating with Cerner, Fort HealthCare is researching the use of Vitals Links as a method to input vital signs directly into our EHR. Other avenues of safe care will continue to be evaluated so that Nursing Services can be assured that the compassionate care we give at Fort HealthCare is safe for our patients and families.

Great work Fort HealthCare Nurses, Staff and Colleagues!
–Jill Gramley, RN, Information Systems Clinical Manager

The past year has been great at Fort HealthCare because I have been able to continue to learn Compass and make strides with transferring that documentation to help my patients improve the quality of their health. We will be going live with Health Maintenance in December and that will also help us keep our patients on track with their preventive health screenings.

-Echo Potter-Steinke, LPN

The past year has been great at Fort HealthCare because we have a fabulous learning management system in SWANK that makes in-services readily available 24/7.

-Jessica Thoma, OB Tech, and Sandy Brown, RN
The Cardiopulmonary Rehab Department continues to help patients recover quickly from recent heart events (bypass, heart attack, angioplasty, and stents) as well as helping pulmonary patients (COPD, emphysema, asthma) feel less short of breath and gain strength. We want people to get back to doing the things they enjoy in life. Recently we helped one of our patients celebrate her 90th birthday. She has been a part of our program for the past 10 years!

This year, we have been able to add a new elliptical machine, a stationary bike that allows us to control tension, and a new, flat-screen television. The television aids in allowing us to educate our cardiac and pulmonary rehab patients, giving them ideas on how to make healthy lifestyle choices, all while they exercise. It helps to open discussion on a wide range of topics including ways to handle stress, nutrition, inhaler usage, the best breathing techniques to use during an activity, and much more.

We have also restructured our “Maintenance Exercise” to now be our Community Exercise and Wellness Program. This program welcomes anyone who wants to exercise in a more supervised atmosphere regardless of their health risks.

As members of our program, all are invited and encouraged to attend the Heart of Gold Games held at the Ho Chunk Wellness center in Baraboo each Spring. It allows our participants the opportunity to meet and compete with other area Cardiopulmonary Rehab Programs in a fun and competitive way. Fort HealthCare has brought home the first place trophy on several occasions, but in 2012 we were first runner-up. So, as competitive as we are, we now have inspiration for next year!

Cardiac Eval Department

The Cardiac Eval Department NOW INCLUDES Stress Testing, EKG, Holter Monitors, Congestive Heart Failure Clinic (CHF), and the Pacemaker Clinic. Now THAT is a lot of outpatient care in one small area! Most recently, our department has undergone some cosmetic changes, giving it a warmer and more welcoming atmosphere for patients and staff. The Cardiac Eval staff includes RNs, exercise physiologists, and EKG techs—all eager to help in any way they can. The staff is available to help nurses and paramedics learn the proper technique for completing an EKG to get the best tracing possible.
I love being a CNA because I can make a positive difference in someone’s life in 60 seconds or less. A kind word, just listening for a few minutes, getting someone a snack or any other small task can really make a difference for a patient or a family member.

-Judy Ossers, CNA

Patients may not remember what you said to them or they may not remember what you did for them; but they will remember how you made them feel.

-Maria Huston, RN

I enjoy working for Fort HealthCare because I have never known such an altruistic, dedicated and kind group of people. I strive to emulate those qualities I admire in my coworkers, and I feel privileged every day to be part of such a group. My boss (Marie Wiesmann) is a phenomenal leader and motivator, and I really enjoy working with her.

-Amy Muenchow, LPN

“The team effort and true friendliness of everyone I work with at Fort makes my job a pleasure to come to every day. ”

-Deb O’Hay, RN, MSN/MHA

Fort HealthCare is special because it seems everyone I come in contact with is a team player. We are all working toward the same goal of satisfied patients.

-Sara Stahl, EKG Tech

I enjoy working for Fort HealthCare because of all the wonderful people I get to work with.

-Robin Jarlsberg, Office Assistant
BABIES CRY? It’s undoubtedly true that babies cry. This is how they communicate with the world around them. To assist parents and families with having healthy babies and increase the understanding of “shaken baby,” Fort HealthCare developed a program known as the **CIRCLE OF SUCCESS**. This program strives to improve health outcomes for newborns and families within our community, with a goal of assisting other healthcare organizations to do the same. In 2011, Fort HealthCare was accepted by the WI Association of Perinatal Care to present a poster session at their annual conference. This year, we accepted the invitation to present this innovative program at the National Perinatal Association conference in Tampa, Florida, and were then pleasantly surprised to be awarded the **2012 Model of Care Award** over several other excellent presenters. We could not have taken the program as far as we did without the generous donations from the Fort Memorial Hospital Foundation. A shout of “thanks” goes out to them!

**2012 Unit Based Council Projects…**

**Bedside Nurse Report:** To engage patients and families in their care, nurse reporting is now being done at the bedside with the oncoming nurse, the off-going nurse, and the patient/family. Care plans and teaching opportunities for the day are reviewed.

**“Crib Cards”:** Distinctive cards are added to infant cribs to assist families in being more actively involved when specialized care plans are implemented within the hospital.

**Patient Enhancements:** To enhance the patient experience, staff members make rounds offering refreshments, warm scented towels, and yes, backrubs. Utilizing our hydrotherapy tub is also an option.

**Being Baby Friendly**

It is well established that breast feeding is the foundation for a lifetime of good health. Breastfed infants are smarter and healthier in infancy and throughout their lifetime. Mom’s health is also improved; she can reduce her incidence of cancer, diabetes, osteoporosis, and postpartum depression. So why doesn’t everyone breastfeed their infants? That is where Fort HealthCare’s lactation program steps in. There are many stumbling blocks to initiating and maintaining milk production, and we will continue to support our moms both in the hospital and once they are discharged.

**Initiating Baby-Friendly Programs**

We are very excited about our mission to become **BABY FRIENDLY**. To become baby friendly, our hospital has to...
meet rigorous standards that address many of the “stumbling blocks” encountered exclusive to breastfeeding. Over the next one to two years, we will be working hard to educate every member of our Fort HealthCare Obstetrical Services family on what they can do to assist our moms and infants. We will also be implementing and changing any practices that could hinder this process.

In addition, we have recently started a Breastfeeding Support Group, to meet our moms’ needs once they are discharged from the hospital. Lactation consultants will be available to meet with moms on a monthly basis in a supportive environment to answer questions and do weight checks, but most importantly to provide an avenue for moms to meet other moms who are experiencing similar challenges. This group will help address many of the questions that arise with return-to-work issues and infant stages of development and growth. The group will meet the last Thursday of every month from 1:30–3:00 p.m. in our OB Classroom, right down the hall from Java Junction.

Kudos to the Team for Professional Development

S.T.A.B.L.E. (Safe Care-Temperature-Airway-Blood Pressure-Lab Work-Emotional Support) Program: Maureen Brandenberg, RN, Linda Hommen, RN, Jody Klein, RN, and Deb Schumacher, RN, BSN

ACLS (Advanced Cardiac Life Support): Laura Binger, RN, Elizabeth Bourke, RN, Linda Hommen, RN, Molly Kleinsteiber, RN, Teara Emery, RN, and Tarah Rewoldt, RN

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ACLS (Advanced Cardiac Life Support): Laura Binger, RN, Elizabeth Bourke, RN, Linda Hommen, RN, Molly Kleinsteiber, RN, Teara Emery, RN, and Tarah Rewoldt, RN
2012 has been a very full year for all of Perioperative Services, starting with the implementation of our Electronic Health Record (EHR), Compass. All of the workflow processes, from the patient being scheduled, to performing the procedure, to the patient’s discharge, now transpire through our electronic system. Many paper processes are now electronic, giving all caregivers access to the same information with a click of the mouse. We have gained access to some of our outside healthcare partners to view their electronic health records, which increases our efficiency to have all the necessary information required for the patient prior to surgery. Our surgical coordinators participate in the Joint Camp classes within our Center for Joint Replacement Program to get clear and complete patient information into the EHR prior to surgery, ensuring a smooth transition and a thorough assessment of the patient upon arrival to SDC or the Inpatient Unit. Our clinicians have been very busy this year averaging a daily census of 28 patients, with Mondays and Thursdays showing an average of 36–45 patients/day. It’s exciting to note that we obtained a milestone record of 50 patients in one day this year. Within this section of the Nursing Services report, we’ve listed some of our highlights we are proud to share with you.

-Mary Gohs, RN, BSN,

**Perioperative Services—Same Day Care (SDC), Endoscopy, and Surgical Coordinators Services**

Shared Governance Unit Based Council (UBC) Initiatives

Our UBC continues to work on a variety of topics to improve the patient experience and enhance safe, evidenced-based practices within the department. Policy and procedure updates, competency management, nursing education, chart audits within the Electronic Health Record (Compass), and community wellness initiatives name a few of the topics in which the Council has been actively involved. We have improved our charting in the HIM system by involving every RN in monthly **Chart Audits**. We audit charts to find areas for improvement in our documentation such as pain assessment, completed discharge summaries, teaching, etc. We have worked on pain assessment and intervention and are moving the bar higher each month by holding every RN accountable. We are constantly learning new ways to use and improve the HIM Cerner patient charting system. The UBC and our Care Net Rep have done several updates to the Cerner tools/screens/bands we use to chart patient care. Jane Hoeppner is the SDC liaison to the policy and procedure committee.

**NRP:** Recent RN graduate, Blair Reynolds participated in the new Nurse Residency Program that is now being offered by Fort HealthCare through the Learning Center. Blair thoroughly enjoyed the learning experience and highly recommends the 12-month series to new RN graduates working within the organization. Angela Heald, RN, also a new SDC graduate nurse, joined the NRP group in October.

**RWHC Perioperative Emergencies:** Four perioperative RNs enhanced their emergency care knowledge this year by participating in an eight-hour perioperative emergency educational series offered by the Rural Wisconsin Health Co-op (RWHC). Each RN acknowledged the series as a terrific program and encourages all perioperative RNs to attend future series offered by RWHC. It is our hope that the course is available to send additional Fort HealthCare RNs to in the coming year. Fort HealthCare nurses Jane Hoeppner, Blair Reynolds, Julie Bloom, and Beth Meyer all attended the series. We will send additional staff to both of these programs next year.
Professional Association/Certifications

The American Society of PeriAnesthesia Nurses (ASPN) is an organization that represents the interest of RNs practicing in pre- and post-anesthesia care, in addition to ambulatory surgery, and pain management. In April, Jerri Beesley, RN, and Melissa Kieckhefer, RN, attended the ASPAN annual convention in Orlando, Florida. While various topics were covered, an emphasis was placed on Pediatric Nursing in the ambulatory setting. Melissa and Jerri brought back and presented updates on perioperative standards for minimum staffing to care for patients in the PACU II setting. They also completed a poster board and inservice that included Malignant Hyperthermia in children, as well as heightening clinician awareness that acetaminophen with codeine given to pediatric patients may pose serious effects. Staff members are also working on projects for patient flow, safe patient:RN ratios, scheduling in the three different environments, and 24/7 call coverage.

Currently, Melissa Kieckhefer and Jerri Beesley are members of ASPAN and there is an increased commitment to encourage professional development, in addition to becoming certified as Perianesthesia Nurses (CPAN).

Society of Gastroenterology Nurses and Associates (SGNA)

Sandra Czech, RN, attended the annual meeting for the SGNA in June. SGNA is a professional organization committed to the safe and effective practice of gastroenterology and endoscopy nursing. The department has a group membership in this society which keeps the department informed of the latest changes and best practices. As of this year, Endoscopy Services is now completely online within the Electronic Health Record (Compass) for all charting, reporting, and picture archiving. Gail Maron, RN, is working to complete CGRN (Certified Gastroenterology RN) Certification next year.

Community Collaboration and Participation

The department has been very involved with community activities, including conducting a Birthday Bag project in March, a Back to School Backpack Drive in August, and a Food Drive in November, striving to help our local food pantries. Our community effort last December included a project to collect needed items (such as diapers, formula, store debit cards…) for the local PADA group in Jefferson County.

Several staff members took time out of their active lives to participate in various community events throughout the year, including, but not limited to the PADA Run/Walk, United Way of Jefferson & Walworth County activities, and Fort HealthCare’s partnership with Tomorrow’s Hope and 2 Rivers Bicycle & Outdoor in the “Bike for Mike” event.

In addition to these events, Melissa Kieckhefer, RN, attended an intense training session as a Sexual Assault Nurse Examiner (SANE). Having nurses trained in this course will enhance Fort HealthCare’s opportunity to provide this specialty service for members of our surrounding community. This service will be available through the Fort HealthCare Emergency Services Department beginning in 2013.

Pediatric Enhancements

The Unit Based Council (UBC) has placed a dedicated focus on pediatric education throughout the year and will continue to do so in 2013. All RNs within the department have advanced their level of care in pediatric nursing by becoming Pediatric Advanced Life Support (PALS) certified. PALS certification along with ACLS certification will now be an ongoing requirement of all RNs who care for the pediatric population in Perioperative and Same Day Care Services. In addition, Melissa Kieckhefer, RN, Perioperative Pediatric Liaison, attended an excellent RWHC session on Pediatric Emergencies. The Pediatric Liaison Team offered one-on-one education with staff members to improve pediatric code response within SDC. Our unit has enhanced our pediatric level of care by providing best practice for temperature taking on children and infants. We have increased access to appropriate sizes of pediatric equipment. The unit now has additional reference material devoted to Pediatric Patients – “Pediatric Nursing Procedures.” The policy and procedures for pediatric care are being revised and reviewed by our pediatric liaison, Melissa.
The Sterile Processing Department at Fort HealthCare reprocesses approximately 48,000 sets of instruments each year. The process begins with point-of-use cleaning and progresses to disinfection and terminal sterilization. Multiple methods of reprocessing are available at FHC and range from high level disinfection to steam and ethylene oxide sterilization. Each process is specifically monitored for adherence to AAMI standards to ensure only the best possible outcome for the patients we care for.

OR INVENTORY: Bonnie Ganser, ST (pictured above right) works in the clean core with the shoulder arthroscopy inventory to verify availability of product for surgeon use. Jen Gleaser, CST (pictured right), addresses suture inventory. The supply chain initiative in the OR has been a critical part of our daily work for several years. An interface between SurgiNet (within our Electronic Health Record – Compass) and EHS is the basis for the cycle counting activity that drives our inventory management system.

PACU staff members receive a transfer of care report from the surgery RN and CRNA. This critical handoff period is facilitated by associating the patient to a specific monitoring system so that data is accepted into the patient’s EHR. Certified PACU RNs had oversight this past year in a Compass upgrade of the post-anesthesia care unit documentation process.

ANESTHESIA EXPANDS TECHNOLOGY OPTIONS:
Ultrasound guidance for peripheral nerve blocks is an evidence-based technology that has been implemented at Fort HealthCare by the Anesthesia staff. Shown left, is Milan Jelic, CRNA-APNP, demonstrating the technique for identification of the interscalene plexus using the SonoSite M Ultrasound Device. This device, specific to the identification of nerves, has allowed the CRNA staff greater precision in placement of peripheral nerve blocks and has expanded the capacity to perform blocks for multiple specialties.
Professional Collaboration

Physician collaboration is evident in more than just the surgical operation at FHC. Shown at the right are Chris Suttinger, CST, CFA and Dr. Thomas Nordland as they review electronic equipment sheets. The choice of instruments and equipment for many orthopedic procedures involves specialty tools. Historically, the physician wrote out their requests and the request was FAXED to the OR for staff there to obtain the required equipment. The revised electronic process will allow the surgeon to select the procedure specific form via Compass, mark the items needed, and submit the form electronically along with the scheduling request. The process is currently in the CERT mode with implementation of the full process expected in early 2013.

Shared Governance—Unit Based Council Teamwork

The OR/PACU Unit Based Council (UBC) continues to focus on a variety of process improvement areas to improve patient care. Areas of focus are policy and procedure updates based on evidenced-based practice and AORN standards, staff education, and improving efficiencies in the daily workflows.

The OR/PACU staff meets as a group for an hour on the third Friday of every month for a staff meeting and/or in-servicing of new products/technology.

The importance of ONGOING COMMUNICATION in the ever-changing perioperative environment is noted by our morning meetings that we have three days a week prior to the start of the day. Communication shared in the meetings is posted promptly in the “OR Blog” for all staff to review.

Comings & Goings

Two long-term employees of the Surgical Services arena retired this past year. Greg Foley celebrated over 40 years of healthcare service as a Certified Registered Nurse Anesthetist. Eighteen of those years were at FHC. Patty Wollin, RN, held the honor of being the most tenured OR employee when she retired after 45 years with FHC. Pauline Trainor, RN, is one of the newest additions to the Operating Room. Pauli came to us from St. Luke’s in Milwaukee with her certification as an Oncology Nurse. Additional certified staff who have joined the OR team this past year include Brian Braun, RN, CNOR, Robin Crawford, CST, Melissa Griffin, CST, and Dawn Ruecker, CRNA-APNP. Micah Playman, CRNA-APNP, continues his work on his DNP at Marquette University in Milwaukee.

Patient Satisfaction Throughout Perioperative Services

The patient satisfaction scores for Perioperative/Ambulatory Services remain very high, averaging an “overall satisfaction with experience” score of ≥96% this year, but as a team, we believe there is always room for improvement! The UBC recommendation to add a communication board to each room was implemented, along with offering those little “extras,” such as offering warm blankets, and providing kleenex, lip baum, and mini-hand sanitizers which our surgical patients can take home. One goal for next year is to spend more time with the patient, developing ways to increase the nurse’s time at the bedside.

Coming Soon—Enhanced Anesthesia Information Management System

The FHC Anesthesia Department will begin the build and implementation of their very own Anesthesia Information Management System or AIMS in early 2013. “According to KLAS Research only 26% of providers with a surgery management system have an AIMS product.” This Cerner-based product will allow the CRNA staff to electronically document the intra-operative care of the surgical patient and integrate with the global patient electronic health record (EHR). Fort HealthCare CRNAs are actively involved with Computerized Provider Order Entry (CPOE) and medication scanning. All pre- and post-anesthesia records are currently electronically documented as are procedural notes. Collaborative efforts with Pharmacy to ensure that all medications are recorded in the EHR at the point of transfer to the next level of care was a critical factor in the hospital receiving HIMSS Level 7 designation.
The Fort HealthCare Faith Nurse Program continues to work on initiatives to meet their mission of providing “support, education, and resources for faith-based health professional, clergy, and lay leaders within faith communities.”

Faith Nursing Program Continues Growth
The Fort HealthCare Faith Nursing Program continues to build networks and support faith nursing within the service area. Monthly newsletters and personal contacts, educational offerings, toolkits, and small Lunch and Learn meetings have been offered. At present, there are over 30 healthcare professionals on an active list in which Lee Clay, Faith Nurse Coordinator, offers updated health information that is compiled from several online faith resources. Recruitment efforts continue, and to offer visibility the Faith Nursing Program was represented at various community events, such as the Family Health Fair and the Farmers’ Market. In an effort to support volunteer parish nurses and promote healthy living, Lee also provides workshops and health education to those interested churches wishing to promote health and wellness.

The Prayer Partner Program
One initiative taken on this year included offering educational training to nurses on “the patient’s spiritual needs.” Several Fort HealthCare nurses participated in an educational session, learning how to answer/address the spiritual needs of hospitalized patients. Led by Jane Follmer-Zekoff, United Methodist Hospital Ministry Chaplain, nurses learned the importance of prayer and how to answer the needs of patients requesting to be supported with prayer. These volunteer nurses are available to Fort Hospital inpatients on a “by request” basis. Patients interested in having a Prayer Partner can ask their primary nurse about the Prayer Partner Program and a partner will be located for them.

Fort HealthCare does offer a place of spiritual quietness within our hospital setting. A meditation room is available on the first floor near Ambulatory Services and the Specialty Clinic.

For more information on the FAITH NURSING PROGRAM, please visit our website: http://www.forthealthcare.com/faithnurse/

“"The good you do today, people will often forget tomorrow; Do good anyway.”
-Mother Teresa (Do It Anyway)
**Reaching Out—Respite Program**

Balloon Volleyball is one of the many exercise activities that guests at the Reaching Out Program in Lake Mills and Fort Atkinson enjoy. The Reaching Out Program is a community program in which FHC provides nursing services for the guests participating. Each guest is assigned a personal companion for the day and meals are prepared for family-style eating. Making hats and masks, or offering dog therapy are some of the activities for the guests. This program recognizes that taking care of someone with a disability or a special need is a full-time job and it is primarily families, not institutions, who care for the elderly and special needs adults. The Reaching Out Program offers an interval of rest and renewal for caregivers by providing trained and caring staff to be with their special adult in a safe environment. Maisie Allie, LPN, is the nurse on-site who administers medications and assists with various health-related activities of the guests.

Home Health

Through rain, snow, wind, ice, fog, subzero temperatures, high humidity, and hot temperatures, the Home Health staff is out in the elements providing healthcare services to individuals at their place of residence within the Fort HealthCare service area. This past fiscal year, Home Health RNs and aides provided two-thirds of the total number of agency visits (6,344) to patients who were accepted for treatment based on the reasonable expectation that the patient’s medical, nursing, and social needs could adequately be met by the agency in the patient’s home. Home Health collaborates with the Emergency Department, ICU, and Med-Surg Peds (MSP) to help get patients home with the services they need to be safe.

After completing a comprehensive assessment, the RN collaborates with the patient’s physician(s), the patient, and the patient’s family/caregivers in development of the patient’s plan of care to meet the patient’s needs and goals resulting in positive outcomes and patient satisfaction. There were 431 patients admitted and 54 readmitted patients in the past year. By utilizing laptops loaded with clinical information, the nurses and aides are able to have access to the latest medical records and resources to support clinical decision making, and contribute to improved patient outcomes. With patients changing day to day, there is an increased need for faster and safer communication. With new technology, this is being accomplished through our EHR and use of cell phones.

Home Health RNs provide holistic care to patients using a problem-solving approach to clinical care that incorporates use of current best practice from well-designed studies, a clinician’s expertise, and patient values and preferences. FHC Home Health nurses appreciate the independent practice, the one-on-one time, and the ability to provide education to patients and their families. They supervise Home Health aides who empower patients to perform life’s daily activities. They work with therapists to help patients cope with their long-term chronic disease or disability to improve ambulation, transfers, and joint rehabilitation. The nurses learn about the barriers that prevent patients and families from adopting good health habits and are leading the effort to have patients take charge of their health. Home Health nurses also deal with all kinds of social and economic factors that make it harder for patients to improve.

The School Nursing Program

2011–2012 School Year

In the 2011–2012 school year, the FHC School Nurses managed the health needs of 12,279 students plus school faculty and administration in eight school districts located within 29 school buildings across our communities. The nurses also coordinated First Aid and CPR training as well as responding to health-related emergencies. They work with training staff to care for medically involved children so that the student is able to succeed in the school setting. All of the school nurses provide direct education services in the classrooms, for teen parents, and health-related student assistance programs. Each is a member of a multidisciplinary team and the K-12 health curriculum and school safety committees. It is the responsibility of the school nurse to maintain compliance with school health regulations in Wisconsin state law.

continued on next page
The school nurses are active participants in the mission of FHC. In 2011–2012, they were active in blood pressure screening, boot camps, dental teaching and referrals, family fit night, FAST friends, fit kid shuffle, fitness clubs, glow germ demonstrations, Jump and Jill, Let’s Move Girls, lice presentation, lunch buddy programs, NFL 60, Sealant Smile, Step Challenge with staff, walk/bike to school programs, water aerobics with staff, Zumba with staff, Farm to School Lunches, Pep Rally, Camp911, and coordination of teaching Healthy Choices, Heart Power, and Tar Wars. The school nurses are very active in supporting the Tomorrow’s Hope Programs for Schools.

School nurses provided a community learning experience for four University of Wisconsin Nursing students during the 2011–2012 school year. One of the student nurses wrote, “I learned what it means to be a professional nurse within a school setting. I learned how to properly assess children in the school setting. I learned how to communicate with teachers, parents, physicians, social workers, guidance counselors, and other professionals who may have been involved with a particular situation. I was trained on emergency possibilities that are common in schools, as well as the not so common ones. I learned about medication administration within the schools. I became informed on the immunization requirements and how to deal with an outbreak of a communicable disease within the school district. All in all, I grew to understand the importance of the school nurse within the school setting and because of that, I have gained a great respect for what professional school nurses do.”

Nursing Services in the Community

2011–2012 School Nurse Team along with two UW RN Students.

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Embracing the new world of healthcare is challenging. Individuals will always require medical care and Fort HealthCare is striving to take a proactive approach in advancing our services. Improving access to care, incorporating innovative technology, and offering preventive healthcare resources are a few of the markers in motion. The advancement in the profession of nursing remains important for Fort HealthCare as we progress in the years to come. Nurses are an essential link for ensuring patient safety and assisting in transitional care as patients navigate through a complicated system. A nurse’s attention to detail and commitment to patient advocacy are driving forces in overcoming many of the challenges that are notorious to healthcare. This report displays an overall awareness as to how nurses and clinicians at Fort HealthCare are front and center when it comes to being active and engaged within the organization at large and throughout the community. It reflects a year of positive change, dedication, and passion, and I offer my appreciation for another year well done. With all of the work being accomplished here, I remain optimistic and encouraged at what resides ahead for Nursing Services and for the Fort HealthCare Team. Press on Team.

Mike Wallace, FACHE, President & CEO

Final Thought:
Change Is the Only Constant

At a glance you can see that the year was filled with activities, events, and much change for Fort HealthCare. New faces of 2012 are now becoming more recognizable, and many seasoned employees have celebrated times of advancement or retirement. Transition in technology, new equipment, innovative programs, and ever-changing regulatory expectations have filled the work lives of Fort HealthCare employees. It should be safe to say that “change” in healthcare is faster than ever before. With change comes uncertainty, and oftentimes it seems risky. Change is uncomfortable, and it can sometimes bring feelings of apprehension. However, change is constant, and at Fort HealthCare, we desire to produce positive change for our employees and for the community. Within this report, we hope it has been obvious that our team adapts to, and embraces change. Becoming one of two percent in the nation to be at the highest level of integration within an Electronic Health Record, being one of the first in Wisconsin to construct a simulation lab within a rural hospital setting, and being awarded the 2012 Models of Care Award at the national level definitely displays a willingness to change and proactively adjust for our future in healthcare. We hope you have enjoyed reviewing this report and reading about the events of 2012. We look forward to a New Year of optimism and further advancements within our organization and in our community. So Team, as the 2013 and beyond slogan says: Let’s Do This!

Renee L. Clark, RN, MS, CNO/VP of Nursing Services & Performance Improvement

IOM Directives

1) Nurses should practice to the full extent of their education and training.
2) Nurses should achieve higher levels of education and training through an improved education system that promotes seamless academic progression.
3) Nurses should be full partners, with physicians and other healthcare professionals, in redesigning healthcare.
4) Effective workplace planning and policy making require better data collection and an improved information infrastructure.

-The Future of Nursing: Leading Change, Advancing Health
I enjoy working for Fort HealthCare because I am very excited to be going “Baby Friendly.” The support for the lactation program is outstanding and we really are improving the health of our women and infants in our community.

-Bev Haferman, RN, IBCLC
A special thank you goes out to the following individuals for their contributions to the creation of the 2012 Nursing Services & Colleagues Annual Report:

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DEDICATION – PASSION – INTEGRITY

We are fortunate here at Fort HealthCare to have all three. Thank you for a year well-done!

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