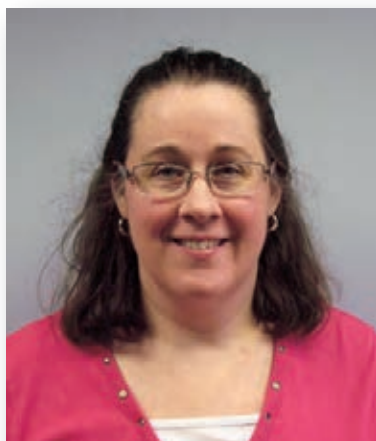

Fort HealthCare

FOR HEALTH.



Nursing Services

*Annual
Report
2011*



HOSPITALIST PROGRAM WELCOMES NP: Debbie Roe, RN, APNP is welcomed as a new employee of the Hospitalist Program. Dedicated primarily to the Med-Surg Department, Debbie has played an integral role in enhancing the discharge process and enhancing provider-nurse communication.

CENTER FOR JOINT REPLACEMENT celebrated its first anniversary! With our specialized, comprehensive approach, we have successfully decreased the length of hospital stay to only 2.28 days from an average of 3.5. Also, 92 percent of patients have found themselves happily being discharged home versus extended rehab. We are extremely proud to offer this new program to our community and the surrounding area.



PEDIATRICS DEPARTMENT AWARENESS

— **Pediatric Point Team:** The Pediatric Point Team was established and consists of members from Medical-Surgical-Pediatrics, Same Day Care, Emergency, and Obstetrics Departments. This team serves to provide resources and education to all pediatric staff, and ensures that best practice care for pediatrics is being practiced consistently throughout the hospital.

— **Pediatric Wellness Team:** The Pediatric Wellness Team was initiated by RN's from the pediatric department, and has evolved into an organization-wide, multi-disciplinary team whose goal is to promote pediatric wellness throughout our communities.

— **Pediatric Mock Codes:** Coordinated and lead by Melanie Kutz, RN, BSN, CMSRN, PALS Instructor and Kati Wetzel, RN, BSN, Pediatric Coordinator, Pediatric Mock Codes took place in the months of February, June, September, October and November of 2011. These educational events continue to help prepare our Pediatric Nurses for emergencies requiring Life Saving Measures.

— **Camp 911:** The Pediatric Team was instrumental in coordinating and planning for Camp 911. See the Community Section of this report for more detail.

OTHER NOTE-WORTHY EVENTS FROM MED/SURG:

— **MSP Skills Fair February 2011:** This skills fair educated department staff with equipment, policies, and correct processes to follow.

— **UBC Activities:** A variety of the activities coordinated throughout the year were in assistance of the Unit Based Council Committee including Hospital Responsiveness, Med-Surg Week, and enhancement of the Patient Communication Board. We commend the team in all their efforts this year and look forward to 2012 events.

— **SEPTEMBER MSP FOOD DRIVE:** Kathi Gebhardt, RN, Clinical Coordinator, led MSP in this initiative, and from this, hospital employees donated more than 250 pounds of cereal, juice and Marconi and cheese to the Fort Food Pantry.

— **EMERGENCY PLANNING:** Kathi Gebhardt, RN, Clinical Coordinator attended an Emergency Preparedness Program in Milwaukee and was closely involved with the community drill in May 2011.

Final Thoughts: What's Driving Our Future

A MESSAGE FROM THE CEO

As more individuals require medical care with fewer resources available, the advancement of the Nursing profession becomes increasingly important. Nurses are a fundamental



Michael S. Wallace, FACHE
President & CEO

link for ensuring patient safety and coordinating care as patients navigate through a complex system. Their attention to detail and patient advocacy are critical to overcoming many obstacles that exist in the healthcare delivery system. This report displays an excellent awareness as to how Clinicians and Nurses of Fort HealthCare are at the forefront of being active and engaged within our organization and throughout the community. It reflects a year of dedication, passion, and enthusiasm, and I offer my gratitude to all of you for a year well done. I'm optimistic, encouraged, and motivated by what lies ahead for Fort HealthCare Nursing Services. Congratulations and thanks for your efforts in helping us fulfill the mission and vision of Fort HealthCare.



FINAL THOUGHTS

Throughout this report, you can see that the year was filled with activities and events that recognize the abilities of a Nursing Services Team eager to participate in, and enhance organizational, patient, and community services. Pressing issues have heightened awareness in the world of nursing this past year including the reality of the patient experience, increased expectations for advanced degree opportunities, and creative ways to fulfill cost saving measures. In October of 2010, the Institute of Medicine, in collaboration with the Robert Wood Johnson Foundation, released a report that identifies four key directives to explore how Nurses' roles and responsibilities should change to meet healthcare needs of the future:

Institute of Medicine 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

Implementing a new electronic health record, improving our shared governance commitment, offering clinicians opportunities for advancement in the profession, and partnering with surrounding colleges to enhance opportunities for students in healthcare are only a few of the many ways that Fort HealthCare Nursing Services has pursued the IOM directives laid out in front of us. I hope you have enjoyed reading about the advances we have made in Nursing Services – 2011. I look forward to upcoming years of participating in enhancing the mission, shaping our future and sharing results. Well wishes for a safe and happy 2012.

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

An Inpatient Perspective: ICU & Cardiac Services



CLINICAL STAFF ENHANCE THEIR TRAINING IN STRESS TESTING:

The Cardiac Evaluation Department now includes registered nurses and exercise physiologists to complete regular stress tests for low to moderate risk patients. Dianne Knox, RN, BSN, and Colleen Voll, exercise physiologist, have worked closely with Donald Williams, MD, Thomas Tackman, MD and Alan Detwiler, MD to complete their training in administering these tests. They both run exercise stress tests independently on selected patients with physician oversight. Dianne and Colleen have done an outstanding job and have added an additional layer of availability, allowing our team to accommodate more patients with more convenience.

REHAB FOR YOUR HEART: The Cardiopulmonary Rehab Department continues to serve anyone that has had a recent heart or lung issue, as well as people that just want to “get in shape”. Our Phase II Cardiac Program deals with individuals who have a new diagnosis of heart disease or has had an intervention. Our Phase II Pulmonary Program is open to anyone with lung disease. Phase II is usually covered by insurance and can last up to 12 weeks. The Phase III Program, which is a usually self-pay, is considered our “maintenance” program. It can be for people who have completed Phase II and shouldn’t exercise on their own or do not feel safe doing so.

PHASE III IS OPEN TO ANY INDIVIDUAL WHO DESIRES CLOSER ‘MONITORING’ THROUGH THEIR EXERCISE PROGRAM. A referral to the Phase III Cardiac Rehab Program by a primary care physician is all that is needed to get individuals started with this exercise program. The Fort HealthCare team monitors blood pressure, oxygen saturation, heart rate and blood sugar as needed at each session. Once a month, individuals will also complete an EKG that can be compared to their previous one, and if there are any specific changes or concerns, appropriate action such as contacting your provider’s office is taken. We are currently working on melding our Phase III program to be five days per week for ALL maintenance exercise.

PULMONARY PROGRAM RECERTIFIES:

Our Rehab Programs are certified through the American Association of Cardiovascular and Pulmonary Rehab. Fort HealthCare just completed the comprehensive process of recertification for our Pulmonary Program this year. This ensures our patients receive the very best, evidenced-based care possible.



Community — Caring Beyond Our Walls

People Against Domestic and Sexual Abuse has served Jefferson County for over 25 years. Originating in 1978 as Women Reaching Women, PADA was primarily dedicated to women with substance abuse issues. In 1988 the domestic abuse component was added to the organization's mission, and in 2004 PADA recognized the need to expand services to victims of sexual abuse and assault. The annual "Walk a Mile in Her Shoes" fundraiser was held May 7. Multiple Fort HealthCare employees participated in the walk, including Jerri Beesley, RN, Melissa Kieckhefer, RN (pictured), Jessica Rusch, RN (pictured) and Mike Wallace, CEO (pictured).



"Being a nurse here has shown me that respect, empathy and kindness are appreciated no matter what the patient's age, walk of life or diagnosis is."

Amy Romans, RN, MSP Department



The **Dirty Girl Mud Run** was held in Johnson Creek, WI on August 20. The mud run is a women-only 5K, 11-section obstacle course event that is fun, wellness-focused, and designed to bring awareness to breast cancer. Some of the participants from Nursing Services included: Bonnie Atkinson, RN, BSN, Tracy Apkarian, RN (pictured), Jerri Beesley, RN, Jessica Rusch, RN, Shawn Biwer, RN, Melanie Kutz, RN, BSN, Kim Ganser, RN, Carrie Sykes, CNA/RN Student (pictured) and Jenna Watson, RN (pictured). Go Girls!

Faith Nurse coordinator, Lee Clay, RN has promoted Fort HealthCare's Faith Nursing Program since its inception in 2010, reaching out to nurses showing an interest. The mission of the program is to 'provide support, education, and resources for faith-based health professionals, clergy, and lay leaders within faith communities, with a vision to 'promote health in mind, body, and spirit.' Lee has most recently developed an Inpatient Services Program where patients can ask for a nurse or dedicated Fort HealthCare employee to pray with them during their hospital stay. Currently, six nurses have signed up to be available to visit with patients upon request. Educational program creation is also in the works for nurses interested in learning how to provide spiritual care. At present, there are 12 area churches and over 30 active healthcare professionals available to serve in the Faith Nurse Program. We look forward to continued growth in this program in the years to come! Learn more at FortHealthCare.com/FaithNurse.

An Inpatient Perspective: Obstetrics

OB UNIT BASED COUNCIL

- Immersion bathing of the newborn: standard of practice
- AWHONN Staffing Guidelines: review and implementation for best practice
- Bedside Nurse Report on all our labor patients in the rooms with family. Care plans reviewed directly with patients to include education on possible risk factors.

OTHER UNIT ACTIVITIES

- Postpartum Hemorrhage kit development and drill
- Fetal Monitoring categorization nomenclature: WAPC fetal monitoring webinars
- Our first ever Maternal Code with Matilda – she lived! We incorporated review of the Rapid Response Team in this drill.
- Participation in four neonatal/pediatric code drills on OB, ED, MSP and ambulatory surgery
- Rural Health Co-op Nurse Residency Program: Congratulations to Molly Frankiewicz, RN on the completion of this program.
- Easy Shifts On Line Self Scheduling
- Paul Neary, MD, President of the Wisconsin Association for Perinatal Care, WAPC, presented information on community collaboration with NICU Care at annual conference in April. Registered nurses that attended the three-day conference were Kari Enke, RN, Molly Frankiewicz, RN, BSN and Jan Simdon, RN. Jan assisted Dr. Neary with his presentation.
- Christine Chuppa, MD presented a PowerChart Maternity documentation and workflow in service to the Medical Staff and the Board of Directors. Maureen Brandenburg, RN, Jody Klein, RN and Denise Cartwright assisted with her PowerPoint development.
- Regional Forums Presented by WAPC: The Effects of Opioid Dependence During Pregnancy; Maternal and Neonatal Issues. Registered Nurses that attended were Becky Nowodzelski, RN, Bev Haferman, RN and Jan Simdon, RN.
- Attendance at Educational Offerings put on by WAPC, AHA, & Rural Health Co-op by many staff members. Jan Simdon, RN attended an International Symposium at NASCO where she assisted with future mannequin development. She also attended a national event with Dawn Blanton, Simulation Coordinator to learn best practice on the use of simulator drills.

COMMUNITY COMMITTEE: Katherine Lemon, MD, Ron Meyer, MD and Jan Simdon, RN, have joined the newly developed Jefferson County Child Death Review Committee. Child death review committees have been organized throughout the state to identify preventable factors with a goal of reducing the number of children who die.



PATIENT SATISFACTION: Obstetrics continues to keep their patient satisfaction survey scores high with major kudos to the OB/GYN providers for consistently reaching the 90th percentile in satisfaction. Our Lactation Services continue to blow the competition away with our breastfeeding scores consistently reaching into the 80th percentile. We achieved our Checkpoint benchmarks and received 100 percent of our financial incentive payments.



RESPIRE PROGRAM:

'Reaching Out Respite' has been running for 15 years in Fort Atkinson and 14 years in Lake Mills. It is a volunteer, social, community-run program held weekly in each of these communities to provide a period of "respite" for caregivers who have 24-hour responsibility for those with dementia or other processes that require ongoing social care. Fort HealthCare provides nursing support to these programs, staffing an LPN on-site during all hours. The respite programs had been supervised by Subacute, but recently transferred within our organization to the Community Health Program under Home Health.

WELCOME NEW STAFF TO THE HOME HEALTH & SCHOOL NURSING TEAMS:

Katie Foelker, RN, Revisit Nurse – Home Health, Paula Uecke, RN, Home Health Case Manager, Lindsey Hahn, Nurse Assistant, Maureen Hack, OT, Karen Buscemi, RN, School Nurse, Masie Allie, LPN – Respite, Terri Peterson, RN, Manager of Home Health, Deb Fuller, RN, Revisit Nurse Home Health, Andrea Davis, RN, School Nurse, and Maria Brown, LPN – Respite.

THE COMPASS PROJECT: As with many, Home Health also was busy this past year participating in the Compass build and 'Go Live'. Many hours went in to planning patient transitions, developing training manuals, and creating process change. We continue to work towards enhancing processes to integrate our new electronic health record smoothly.

FAITH NURSE PROGRAM:

Lee Clay, RN, Coordinator of the Faith Nurse Program, has been busy promoting and adding initiatives in a variety of ways this year. Lee shared the contents of the Faith Nursing program on WFAW radio station in September, and has recently implemented the concept on an Inpatient level. In conjunction with Fort Medical Equipment, a partner of Fort Health-Care, a new program entitled 'Stepping On' has also been initiated. "Stepping On" is a free program sponsored by the Wisconsin Institute for Healthy Aging in relation to physical balance. For additional information on the Faith Nurse Program, please see the Community section of this report.



799 INTERCEPT PROGRAM REMAINS:

After a lengthy year of evaluating the effectiveness and community need of the Fort HealthCare Paramedic Intercept Program, we were thrilled to announce in May that the program will continue to offer intercepts to our local EMS squads. Fort HealthCare's vision – 'To be the Healthiest Community in Wisconsin,' supports this paramedic intercept work. With that being said, our employees continued to press on in professional development, and two of our ER techs graduated and passed their Paramedic National Exam this year: Amy Ross and Josh Weber. Congratulations to them! We also welcome three additional paramedics to our program: Gina Fritz, David Nelson, and Ryan Huenerberg. The paramedics and other staff members have kept educationally busy this year with a variety of EMS offerings such as: SALT and King Airways, CCR, EZ-IO, Obstetric Emergencies in the Field, Blood Born Pathogens, and Ventilator Care.



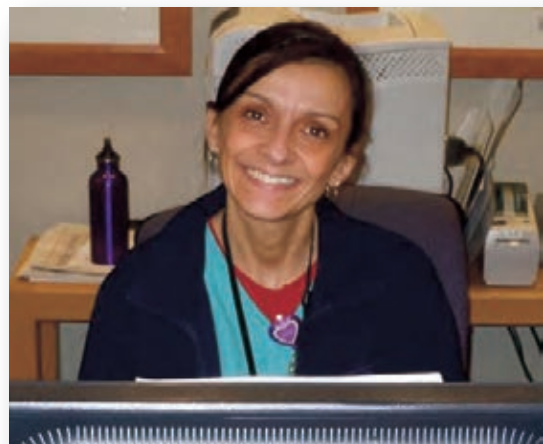
"It gives me great satisfaction to know we make a difference in the health care of the community and it's important to be part of this."

Patricia Tully, RN, Emergency Department

DISCHARGE PLANNING FOLDERS:

A multidisciplinary team from nursing, the business office, and marketing met to develop an ED discharge folder to assist the emergency patient with a variety of resources. Our primary goal with this project is to assist our patients to find a medical home and to educate patients on the best utilization of services available within the community such as the Rock River Free Clinic, to a personal health care provider, to Urgent Care or even to Emergency Services. We hope that by going through this folder with patients and families they feel more informed up front as it addresses issues that are trending to be top complaints while keeping the lines of communication open.

LIFENET: In April, Emergency Services rolled out the LifeNet software system of electronic transmission of EKGs from the EMS in the field to our Emergency Department. This software system is rapid, reliable and alerts providers to a possible STEMI (myocardial infarction) in the field. This life saving software is an important part of our cardiac measures to get a patient to a cardiac cath lab in less than 90 minutes.



Shared Governance

2011 marked a year of awareness, education, and transformation for Nursing Services Shared Governance activities:

SEPTEMBER 2011 – SHARED GOVERNANCE ACKNOWLEDGED AS A JOURNEY: Positioned under the Nursing Services philosophy and overarching goals, we introduced a consistent message that all nurses should be committed to shared governance efforts, regardless of their membership status. Within our framework, we aim to bring front line patient care providers to the table to have an equal voice in clinical decision making, promote effective communication, and endorse best practice decisions in a collaborative manner. The Shared Governance Team: The Unit Based Councils and the Clinical Practice Council meet on the second Wednesday of the month. For more details, employees should visit the Nursing Intranet website.

NURSES MOVIN': Keeping in mind Fort HealthCare's mission to be the healthiest community in Wisconsin, the Clinical Practice Council sponsored and planned Fort HealthCare's First Nurses' Day Walk. Over 60 Fort HealthCare employees and family members enjoyed a sun-filled stroll on Fort Atkinson's picturesque Glacial Drumlin Trail in celebration of Nurses' Day 2011. The Clinical Practice Council has a vision to make this an annual community-wellness event.

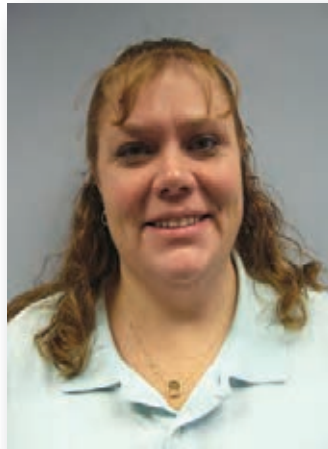


VASCULAR ACCESS – BEST PRACTICE: As part of our continuing staff education, the Clinical Practice Council created a Central Line/Vascular Access competency for nursing and ancillary staff. This project involved research and collaboration to determine best practice in caring for invasive devices. The Adult Intravenous Vascular Access Therapy Ready Reference was completely updated to include evidence based practice guidelines. Educational 'traveling' poster boards reflecting changes in practice were created along with a competency to demonstrate understanding. This information was circulated to nursing departments house-wide and was included in the 2011 Fall Skills Fair. The reference tool remains available on the hospital intranet within the Resource Library.

NURSING SERVICES ENHANCES AWARENESS: The Clinical Practice Council, in collaboration with the marketing department, revamped the Nursing sections of Fort HealthCare's Intranet and Internet websites. The Intranet is now a source of information for nursing and other clinical staff, increasing awareness of and involvement in the activities within and around Fort HealthCare's community. For more 'insider' details, visit: FortHC.com → Departments → Nursing Services. As for our external customers, FortHealthCare.com/Nursing has a fresh new look to keep prospective employees, guests, and patients abreast of Nursing Services at Fort HealthCare.



RNs SHARE A COMMON FOUNDATION: The Clinical Practice Council's latest undertaking is creating a standardized RN orientation program. The Clinical Practice Council, in conjunction with Nursing Leadership and Educational Services, is currently developing a standardized RN Orientation Manual for newly hired registered nurses. In addition to the manual, a plan for an in-house Nurse Residency Program is underway and set for implementation in January 2012, which meets a key recommendation from the Institute of Medicine: The Future of Nursing Report. These two projects will enhance the abilities of Fort Healthcare Nurses to provide consistent, experienced, and excellent care to those we serve. Find more at FortHealthCare.com/Nursing.



WELCOMING NEW STAFF:

Please welcome Suzanne McCord, RN, BSN, ED Case Manager and Jodi Daehn, RN, Infection Control Coordinator to the Fort HealthCare Team!

PATIENT SATISFACTION surveys are running smoothly within the new system. While Outpatient and Inpatient departments have shown great improvement over the past two quarters, there is still opportunity for improvement and many teams are working on new ideas to enhance patient perception.

THE INTERPRETER PROGRAM: A new program was rolled out this year that allows patients to use interpreters on a computer system using video relay. This provides all patients with immediate access to a live (per computer) person for interpretation. The pilots have been extremely successful in Obstetrics and the Emergency Department, and other departments are in process of getting the program installed.

CLARITY: The Clarity Safety Zone Portal has been in use for almost one year and has proven to be an excellent tool for tracking risk issues, both actual and near miss events. It has been a simple and easy way for all employees to track any possible event.

SAFETY & TRACER ROUNDING was started again in January 2011 and continued through mid-summer. While they were both extremely successful, they have been on a hiatus due to the recent computer conversion and will resume in January 2012.

CASE MANAGER IN THE ED: The department has recently created a quality position entitled: ED Case Manager. By the beginning of 2012, this new position will be active in our Emergency Department, assisting us in developing processes to decrease the number of repeat admissions, proper utilization of the ED, and establishing medical homes. Development of a call back program will also be created as well as an algorithm for placement to appropriate levels of care.

Throughout the Clinics

THE WOUND AND EDEMA CENTER EMPOWERS

NURSES: This November, 64 nurses from around Wisconsin and Minnesota attended Fort HealthCare's first Wound & Edema Center's conference titled: 'Dressed for Success...Empowering Nurses in Wound Care.' Guests assembled in Johnson Creek at the JC Plaza and Conference Center. Mary Carvalho, BSN, MBA spearheaded the event as Clinical Coordinator at the Center, and she was assisted by Sandra Zastrow, RN, WOCN (pictured together at the open house held the evening before the event). Other colleagues from the Center were active in the planning and implementation as well. Dynamic speakers included Robert Goldman, MD, Brent Yaeggi, DPM, Vik Chhokar, MD, all from the Fort Atkinson & Watertown Medical Communities, Lisa Reil, RN, WOCN from Diversified Clinical Services, & Mary Carvalho. Enthusiastic attendee evaluation responses indicated that this event will not be the last.



IMPROVING COMMUNITY PRESENCE IN JEFFERSON:

In 2012, the Jefferson community will be seeing an enhanced, newer clinic that is able to house three providers with nine exam rooms, a procedure room and digital radiography.

"I love being a Nurse at Fort HealthCare because the patients' health and safety is truly the focus of all the policies, procedures, and decisions. The small community feel remains strong through the implementation of many cutting edge programs and ideas."

Deb O'Hay, RN, MSN/MHA, Educational Services Coordinator

A BUSY PHYSICIAN PARTNERSHIP:

Community education, such as: Care for Reflux Disease, Joint Pain Education, Bladder Control, Varicose Veins, Fertility, Men's Health, Hand & Foot Pain, Menopause, and Hearing Loss were some of the topics presented by our Physician Group this past year. Drs. Aguirre, Bruno, Hofmann, Kontny, Kozler, Manakas, McCabe, McLaughlin, Nordland and Zambrano led the way in offering these educational health topics to the general public within our service area.

CLINICAL SKILLS FAIR:

The Clinics joined forces with the hospital's nursing departments this Fall to provide facilitated learning opportunities for all clinical staff members. Ongoing efforts are made to keep staff abreast of new medical and nursing information in order to maintain a competent and knowledgeable team that can serve our patient population safe and effectively.

COLLEGIAL PARTNERSHIPS:

The clinics have been very active in providing clinical learning opportunities for area Nursing and Medical Assistant programs. We have had the opportunity to have Medical Assistants and LPN students over the past year at several of our clinic sites. This helps to raise the bar within our own clinics as staff members provide training and oversight of students.

CAMBRIDGE PAMPERS PATIENTS

DURING VISIT: Our female patients that come in for their annual Well-Woman visit receives a "Pamper Yourself Kit" which includes plush slippers, body lotion, shower gel and a soft body scrubber.

BLS - ACLS - PALS - TNCC - ENCP - CEN - Haz Mat - Burn Training - SANE

Emergency Services RNs have started to add PALS to their repertoire of advanced life-saving certifications. Our goal is to have all the RNs complete PALS by 2012 and start CEN review classes for all orienting RNs to the Emergency Services Department. Early in the year we also participated in a day-long hazardous materials training that included setting up our decontamination tent. That was followed by a county-wide haz mat training scenario where we accepted 10 patients exposed to an anhydrous ammonia spill.

We are excited to see our haz mat team grow in their competence with more planned drill work and training for the remaining emergency staff. Staff members have attended outside educational training from the ENA, Rural Health Co-op, EMS Statewide Conference, Gunderson Lutheran and AHA, to name a few. We have gone through table-top stroke competencies, partnering with UW, Meriter and St. Mary's for collaboration of STEMI and pediatric transfers and Roger's Hospital for transferring patients.



2011 brought the Emergency Services Department MANY changes but the team was very well prepared for these challenges. Our patient satisfaction scores are very good and our bench mark scores are high. THANK YOU to everyone in the Emergency Services Department for a very successful year. I look forward to seeing us settled into Compass FirstNet, while continuing our growth in customer satisfaction and core measures, taking on new projects related to patient safety and additional core measures in 2012.

-Deb Schumacher, RN, BSN, Emergency & Obstetrics Services Manager





EDUCATIONAL SERVICES WELCOMES A NEW COORDINATOR:

Deb O'Hay, RN, MSN/MHA, CEN stepped into the Educational Services Coordinator role as of April 1st. She has been with Fort HealthCare since October 2005, and during this time she earned a dual Master's degree focusing on nursing education and health care management. Among the many goals in collaboration with the Nursing Services Team, Deb desires to utilize the talented staff within Fort HealthCare to provide excellent programs for all members of our health care team as well as the community, and establish a strong preceptor/residency program for new employees.

"This year has been great because I have been able to expand my role within the hospital. Thanks to the support and encouragement of coworkers, managers, and administration I was able to reach beyond many personal & professional goals I had set."

Deb O'Hay, RN, MSN/MHA, Educational Services Coordinator

PARTNERING WITH COLLEGES & UNIVERSITIES:

In alignment with the landmark report - *Institute of Medicine: The Future of Nursing*, Fort HealthCare works closely with several nursing programs within our communities by serving as a clinical rotation site and providing student mentorships, externships, and internships. Associate's, bachelor's, master's and advanced practice nurse programs were represented this year were from Alverno College, Blackhawk Technical College, Bryant & Stratton College, Herzing College, Kaplan University, Madison College (Fort Atkinson and Watertown), Maranatha Baptist Bible College, University of Phoenix and Viterbo University. For more information on our **Student Nurse Mentorship Program**, please visit the Career – Nursing Section on our Fort HealthCare website.



Professional Development

The advancement of degrees and certifications demonstrate care commitment and devotion from staff members to the health care profession, our community, and to the organization. We are very proud of these individuals who exemplify ongoing growth in professional practice here at Fort HealthCare. Please congratulate them for their achievements.

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! Thanks for your ongoing efforts in your professional growth!

American Association of Medical Assistants (AAMA) Certification

Vanessa Guerra, CMA - Cambridge Clinic
Vicki Lochner, CMA - Internal Medicine & Pediatrics
Kimberly Thomas, CMA - Emergency Services
Vicki York, CMA - Internal Medicine & Pediatrics

Associate Degree Nursing (ADN) Program

Sarah Turley, RN - Medical-Surgical-Pediatric

Associate Degree-to-Bachelor of Science Degree Nursing Program

Suma Adappur, RN, BSN - Medical-Surgical-Pediatric
Shirley Brown, RN, BSN - Lake Mills Family Practice
Signe Fredrick, RN, BSN - Medical-Surgical-Pediatric
Tami Kelleher, RN, BSN - Medical-Surgical-Pediatric
Penny Sullivan, RN, BSN - Medical-Surgical-Pediatric
Teri Wenkman, RN, BSN - Medical-Surgical-Pediatric

"I love being a nurse at Fort Health Care because it is a small enough hospital that we seem to work so well together and can help each other on a frequent basis."

Heather Jones, RN, Emergency Department

License Practical Nursing (LPN) Degree

Elisa Hommen, LPN - Center for Womens Health
Tamala Acker, LPN - Emergency Services

Emergency Medical Technician - Intermediate (EMT-I)

Mark Meske, RN - Emergency Services

Masters of Science in Nursing (MSN) Degree

Deb O'Hay, RN, MSN/MHA - Educational Services

National Board Certification for Diving & Hyperbaric Medical Technology

Jamie Geske, CHT - Wound and Edema

National Certification for Diabetes Education

Rhonda Perdelwitz, RN, BSN - Diabetic Education

Trauma Nurse Core Course (TNCC) Certification

Gail Bisbach, RN - Emergency Services
Cindy Edwards, RN - Emergency Services
Amy Knedler, RN - Emergency Services
Ann Kovnesky, RN - Emergency Services
Jaime Lewandowski, RN - Emergency Services



Certified Post Anesthesia Nurse (CPAN)

Nancy Callahan, RN, CPAN - Post Anesthesia Recovery
Gail Olson, RN, CPAN - Post Anesthesia Recovery

COMPASS PROJECT: The entire Surgical Services team, led by Kim Ganser, RN, and fellow SuperUsers Deb Mueller, RN, Jen Gleaser, Patricia Koepfel, RN, Beth Meyer, RN and Gail Maron, RN did an outstanding job of designing, building and training all staff members for a very successful August 1 Go Live event for our new Electronic Health System in which over 50 solutions were implemented! Thanks to the entire group for their valiant efforts. Ongoing enhancements and education will continue as we move into 2012.

OLYMPUS CONVERSION: The Gastro Intestinal Endoscopy department did a complete equipment conversion in January, installing new state-of-the-art equipment. The new equipment gives the latest high-definition visuals improving the ability to see polyps that may have been missed by previous equipment. The result is earlier diagnosis and removal of polyps for our patients improving long-term outcomes.



UNIT BASED COUNCIL ACCOMPLISHMENTS FOR 2011:

- Communication: Improving SBAR process in Endo/Amb/OR.
- SCIP Measures: Temperature monitoring – recommendations/actions made to change to tympanic temperature monitoring in Same Day Care.
- RN Orientation: As with the Clinical Practice Council, assisting in standardization RN Orientation in Same Day Care and Endoscopy. This is still in development.
- Post-Procedure Monitoring: Researched IV fluid rates and I/O in post-procedure ambulatory patient monitoring. Standardization of peri-op medications. This is currently in development.
- Reviewed SDC patient satisfaction scores and issued recommendations to staff members on how to improve the patient experience – giving discharge instructions to family members and patients.
- Rounding: Modified Rounding tool for our perioperative environment that is consistent with the Hospital-Responsiveness Initiative.

"I am honored to be a Fort HealthCare RN because I get so much more from my patients than I could possibly give to them. Today a patient told me 'Fort is the best hospital around'. He commented that everyone is so pleasant here and he doesn't feel like just another number, but rather an individual who has the attention of the staff caring for him. I love to hear their stories, and trust me - every patient has one! It is the story of their life; what is important to them: their family, pets, occupation or travel. The challenge is doing what I can to make the story of their hospitalization a positive one."

Gail Maron, RN, Endoscopy Department

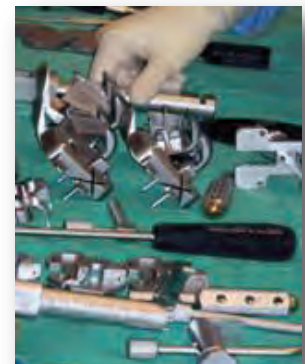
OR EFFICIENCY - THE CENTER FOR JOINT REPLACEMENT: The OR and Anesthesia staff are active members of the Performance Improvement Team dedicated to the Center for Joint Replacement. The Team joined in on the celebration of the 'One Year Anniversary' in July, celebrating past patient success stories and learning directly from our patients as to how to enhance our services. Total joint patient volumes have increased from a year ago and standardization of instrumentation and product utilization continue to be focused areas of review.



PATIENT SAFETY IN COMPASS: While each and every staff person played a role in the successful conversion to Compass, Kim Ganser, RN, Jen Gleaser, RN, and Deb Mueller, RN, really stepped up and took on the roles of SuperUsers. Their foresight into the day-to-day activities of the department were crucial to the success of not only integration testing but the training and education of staff members to assure that PATIENTS remained our top priority. The SurgiNet module has been extremely successful and some significant changes for the OR include medication scanning, computerized provider order entry for surgeons and anesthesia and product scanning in PACU.

SURGICAL COUNTS:

Policy revised to reflect current evidence-based standards.



AMERICAN HEART ASSOCIATION TRAINING CENTER: Fort HealthCare is an American Heart Association Training Center for both Basic Life Support (BLS) and Advanced Cardiac Life Support (ACLS). In addition, we are a Training Site under UW Health for Pediatric Advanced Life Support (PALS). What does this mean to Nursing Services staff? It means that our staff can get the all of the necessary American Heart Association training in house. We currently have 50 BLS instructors in our training center and approximately 20 of them are Fort HealthCare employees. We also have 13 instructors for ACLS and four instructors for PALS. The BLS program has trained close to 1,200 people between Fort HealthCare staff and the community. We have trained almost 70 people in ACLS and about 50 people in PALS. Congrats to the instructors and the participants in continuing to train and learn how to assist our community members in the event of a cardiac arrest.

DIABETIC EDUCATION: The Diabetes Awareness walk had approximately 100 participants to support World Diabetes Day on November 14. Free blood glucose screenings and foot exams were provided. A display of current and past monitors, lancets, and other devices highlighted how far technology has come in improving diabetic care. Diabetes can affect persons of any age, race or socio-economic status and our Diabetic Education Department, along with the Diabetic Point Team continue to help spread the word regarding health screenings, prevention, and treatment. Community programs offered throughout the year provided education to diabetic patients and their families on how to best manage their disease in the event of a cardiac arrest.



NURSING SERVICES ALSO WELCOMES:

Stacy Kutz, Compass education specialist, transitioned into her new role in November and was welcomed into an educational position that will directly serve our medical staff with Compass education and training sessions. Congratulations, Stacy!

SEMINARS & CONTINUING EDUCATION: In addition to the completion of degrees and certificates as listed in the Professional Development section of this report, staff members were sent to a variety of seminars throughout the year. A new link on the Nursing Services Intranet provides staff a way to share the highlights of their seminar with other employees: see 'Seminar Sharing' on the Intranet for more detail.

COMPETENCY EDUCATION REMAINED STRONG THROUGH OUT COMPASS TRAINING: Nurses and other clinical staff continued to refine their clinical competencies with monthly house-wide and unit-based competencies, including a scavenger hunt around the hospital and medication education.



SPRING 2011 SKILLS FAIR: Staff members were presented with both posters and demonstration stations to learn about restraints, ostomy care, wound documentation and treatment, and evidenced-based SBAR reporting to promote high quality and safe communication among health care team members.



FALL 2011 SKILLS FAIR: Staff from many different departments provided a wealth of information with 15 poster sessions at our 2011 Fall Skills Fair. Topics included HAZ-MAT, EKGs, Shared Governance, Circle of Success, Infection Prevention, and the “My Ticket Out of Here” heart failure program, among others.



‘INTO AGING’ GAME: Through this interactive game, staff members were given the opportunity to experience the challenges faced as one ages. The focus was not only on the physical changes, but also the emotional and social challenges faced by the elderly. While the game was filled with smiles and laughter, a heartfelt discussion accompanied the game and provided the staff with a more thorough understanding of how to provide the best possible experience for our elderly population within our surrounding communities.



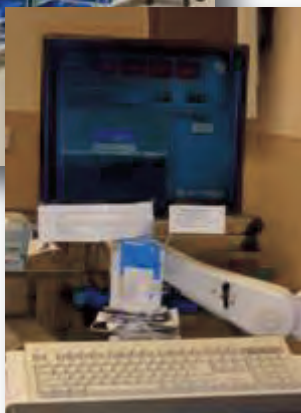
POWER TO THE PEOPLE: Educational seminars and community events have been a long part of the Surgical Department's history. This year, Stefan Gieryn, CRNA/APNP presented valuable information on peripheral nerve blocks to participants of the WISPAN Spring Seminar. Approximately 50 Perioperative Services Clinicians from around the state attended this event which was offered in the auditorium of the hospital at Fort HealthCare. Two of our RNs, Gail Olson and Nancy Callahan passed the NATIONAL ASPAN certification exam in October, and Micah Playman, CRNA/APNP currently serves as the educational coordinator for the Wisconsin Association of Nurse Anesthetist, while also nearing completion of his Doctorate of Nursing Practice from Marquette University.

IMMEDIATE USE STERILIZATION:

We continue to monitor compliance with industry standards for immediate use sterilization. Data obtained serves as a driving force for decisions regarding instrumentation procurement as well as training and education.

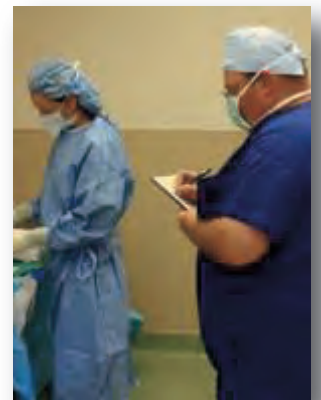


PERIOPERATIVE SERVICES WELCOMES NEW STAFF: Micah Playman, CRNA/APNP, Jennilee Johnson, RN, Alyse Roth, Surgical Tech, Carrie Stearns, RN, and Melissa Griffin, SPD Tech are all welcome additions to the Fort HealthCare Team this year!



INVENTORY MANAGEMENT:

While the Operating Room and Sterile Processing Department have had the advantage of being active with a 'live' supply chain inventory or about two years, the conversion to EHS provided the opportunity to order both stock and non stock items in one area, clarify outdated products, re-visit cycle count routines and enhance billing efficiencies.



PERIANESTHESIA & GI NURSES WEEK:

Celebrated in March was Perianesthesia and GI Nurses Week. Personal t-shirts, several luncheons, and 'kudos' were offered to recognize staff members and thank them for their hard work and dedication.

COLON CANCER AWARENESS CAMPAIGN:

Fort HealthCare had an all-out marketing campaign for colon cancer awareness month in March giving free gasoline cards to patients who had a first time screening colonoscopy.



PB&J FOOD DRIVE: Same Day Care, Endoscopy Department, and the Surgical Coordinators collected over 200 POUNDS of peanut butter and jelly to donate to the local food pantry to help feed children during the summer when a school lunch program is not available. Gail Maron, RN led this initiative, with all the PB&J being donated to the Food Pantry in Fort Atkinson this year.



HALO PROCEDURE INTRODUCED: In December 2010, the Endoscopy Department along with Jonathan McLaughlin, MD and the Anesthesia Department became competent using new equipment to treat Barrett's disease. Barrett's Disease is a precursor to esophageal cancer and the new HALO Procedure can aid in eliminating this disease process. For more information on the HALO procedure, please see the 2011 Winter issue of Health 365 Magazine.

WISPAN SEMINAR: In May, Fort HealthCare Perioperative Services sponsored the 2011 Spring WISPAN seminar. WISPAN stands for Wisconsin Society of Perianesthesia Nurses. Renee Clark, RN, MS, CNO of Fort HealthCare shared the welcome and introduction, while special speakers for this event included: Stefan Gieryn, CRNA, Craig Kozler, MD (Urology) and Isidoro Zambrano, MD (Orthopaedics.) We had close to 50 guests in attendance from a variety of Wisconsin communities. This program was organized by Jerri Beesley, RN, and Mary Gohs, RN, Perioperative Services Manager. Fort HealthCare attendees included Val Williams, RN and Jane Hoeppner, whom also assisted with preparation, set up and greeting all of our guests.

QUALITY & PUBLIC REPORTING: Public Reporting has gone through a significant facelift with the onset of The Compass Project. The Core Measure and Meaningful Use measures are built in to many of the documentation venues within the system. While this has been a learning curve for many, the preliminary data that has been collected has been very positive.

VALUE-BASED PURCHASING HAS ARRIVED: Value Based Purchasing is now in sight and Fort HealthCare is aligning itself to ensure that we are able to participate at the highest level possible. The measures are a mixture of patient perception of care, core measures, hospital acquired conditions and readmissions. Baseline data is currently being collected by the Center for Medicare/Medicaid services.

FOLLOW UP PHONE CALLS INITIATED: Follow-up Phone calls are now being completed on all patients that are discharged from an inpatient area. Patients are asked questions such as: How was your experience? Has the follow-up appointment for care been made? Were medications prescribed picked up? Any questions about their care, diagnosis or further needs? These calls provide us to serve our patient population in a more holistic way.

TRACKING HOSPITAL READMISSIONS: Tracking of readmissions to the hospital is being done. The following risk factors increase a patient's likelihood to readmit:

- Age is greater than 65;
- Admitted from a skilled nursing facility or requires other care;
- Currently has a diagnosis of HF, COPD, Pneumonia, or is on dialysis;
- Takes more than 5 prescription medications;
- Takes anticoagulants; and
- Was in the hospital for greater than 3 days in the last 30 days.



INFECTION CONTROL has been participating in the National Healthcare Safety Network (NHSN), a secure internet -based surveillance system that integrates patient and healthcare personnel safety data for the past year. Fort Healthcare has been submitting data for central line associated blood stream infections (CLABSI) for the inpatient area. The data collected will be used for improving patient safety at the local and national levels. This data is used to estimate and characterize the national burden of healthcare-associated infections. Starting in January 2012, data for urinary catheter associated infections, colon surgeries, and abdominal hysterectomies will be collected.

DAILY MULTIDISCIPLINARY MEETINGS TAKE A MORE FORMAL SHAPE: The daily multidisciplinary meetings have resumed with the Hospitalist staff facilitating. They have been extremely well attended by all disciplines and provide a venue to facilitate quality care and discharge planning.

CHRONIC CONDITION MANAGEMENT has been built in to the Physician practice documentation system and will allow us to better collect information for the PQRs (Physician Quality Reporting System) in the near future. This is also a pay for reporting project that will evolve in to a value based project.



COMPASS: We partnered with Cerner for our August 1, 2011 'go-live' with a new electronic health record and many of the educational efforts this year were focused on training over 900 employees, contracted staff and nursing instructors for the successful implementation of this cutting-edge strategic initiative.

SUPER-USERS: Nurses, HUCS, medical assistants, managers and registration employees all met to learn how to teach fellow coworkers to use Compass. Over 100 staff members dedicated extra time to learn the system during the 'build' phases, teach multiple sessions of courses, and work individually with staff during shift slowtimes. Their many hours of extra work was greatly appreciated.

ONGOING SUPPORT: Many of the SuperUsers continue to support the staff with refining and improving their skills by providing classes and one-on-one documentation review. Departments worked together, educating each other on how their data input within Compass may effect other applications within the system. This was an excellent testament to the team approach here at Fort HealthCare.



BACK TO SCHOOL: During the six weeks prior to 'Go-Live' (June & July), we taught 353 CLASSES on Compass use and documentation. The shared aspect of Compass allowed us to have classes with clinic and hospital staff learning together. Volunteers had a one-hour course on how to find patients while some staff with multiple roles had over 40 hours of training! A special THANKS goes out to the many volunteers who put together educational packets to make management of this many classes a smooth one.

"This year has been great because I found Fort HealthCare is advanced in our thinking, technology and implementation of evidence-based practice. I am able to share lessons learned from our recent implementation of Compass. I am proud to represent Fort Health Care."

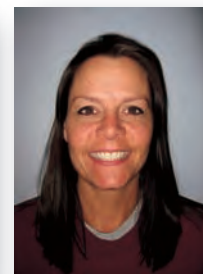
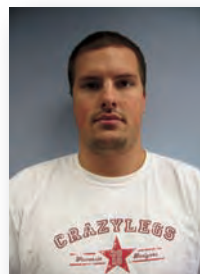
Kathi Gebhardt, RN, Med-Surg-Peds Department Coordinator

CMS REGULATIONS EFFECT ROOM NUMBERING:

A significant change for the Emergency Department occurred this past year as we were required to re-number our patient rooms to be in compliance with CMS rules and regulations. Our ED Rooms extended to 15 rooms and the Urgent Care Room numbering was downsized to 3 rooms. As a result, the majority of room numbers were shuffled to flow correctly on the First Net Compass Dashboard!

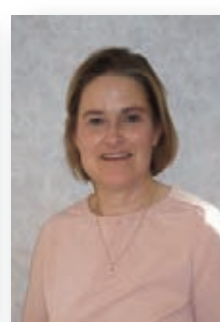
RURAL HEALTH NURSE RESIDENCY

PROGRAM: Congratulations to Drew Bingner, Sarah Mamerow and Angie York in the completion of the year long Rural Health Residency Program.



EMERGENCY SERVICES COORDINATOR: This fall, Sarah Chesmore, RN, was welcomed aboard as the Emergency Services Coordinator. Sarah will be working extensively to support the growth and development of our Emergency Services team to be “the best emergency department in Wisconsin.” Her work will primarily be focused on staff competencies and education, patient rounding, clinical support, and management support.

PATIENT CARE COORDINATORS: Another exciting addition to our Emergency Services team will be the addition of these two experienced RNs in discharge planning, community resources and aiding providers and staff with getting patients the assistance they need to return safely to their homes or residence. Please welcome Suzanne McCord, RN, BSN, and Betty Cloute, RN, BSN as they will be addressing these concerns along with completing follow up phone calls to our emergency patients. This has been a goal for some time and it is so amazing to see it roll out in 2012!



Throughout the Clinics

PRO-ASSURANCE OFFERS IN-SERVICE ON DOCUMENTATION: Nursing staff had the benefit of an educational opportunity presented by Pro-Assurance on documenting in the medical record in May. With our system-wide Compass go-live date of August 1, 2011, this was a timely opportunity to discuss the electronic medical record and its use in litigation, identify the need for accurate, thorough, and timely documentation, and learn risk management strategies that have the ability to impact care and decrease potential liability. Other topics covered included telephone triaging, informed consent, patient tracking and follow up, medication lists and prescription refills and the fundamentals of documentation.

NURSES IN RADIOLOGY: The role of the RN in the Radiology Department at Fort HealthCare is continuing to evolve. We currently have two registered nurses that work a combined 48 hours a week. On a weekly basis, coverage for Cardiolite Stress testing and the Pain Clinic is provided by our Radiology RNs. They also access Power Ports (venous access devices) for patients needing scans that involve contrast and they insert urinary catheters for patients undergoing 'voiding cystourethrograms.' Radiology Nurses provide sedation and monitoring for patients receiving biopsies in the department, as well as treating patients with any contrast reactions. These reactions may vary from mild rashes to severe anaphylaxis reaction. The team looks forward to new challenges and opportunities in the coming years, as these services continue to evolve at Fort HealthCare.

CLINICS STRIVE TO LEARN MORE ON THE FAMILY-CENTERED MEDICAL HOME:

Monthly webinars were attended by Managers of Family Medicine Clinics to enhance understanding of the Family-Centered Medical Home Model. Topics covered were: Quality Measures, The Patient Experience, Health Information Technology, and Practice Organization. These sessions discussed opportunities for improving efficiency, enhancing data collection for better quality management, access to care, communication practices, team meetings, and evidenced-based medicine, along with much more.

IMMUNIZATION COALITION: Working with the Jefferson County Health Department, Fort HealthCare Primary Care and Pediatric Providers have focused on immunizations for children up to the age of 24 months. The goal is to make sure each child in the county has had 4 DTaP, 3 Polio, 1 MMR, 3 HepB, 3 HiB, 1 Varicella, and 4 Pneumococcal conjugate. Data will be collected, and reports will be audited out of the Wisconsin Immunization Registry (WIR) to see how Fort HealthCare is performing overall as an organization.



IMPROVING PATIENT ACCESS: The Rock River Free Clinic is in the works to offer more hours in 2012. Fort HealthCare will be providing a permanent physician at the Free Clinic, while Jefferson County will provide nursing service. This clinic is particularly available for patients who qualify with little or no health insurance. An ongoing commitment to improve the health and well-being of our community, the addition of this clinic will provide continuity of care, increase the capacity of current hours available, and enhance quality management of disease prevention and treatment. Keep watch for this new service opportunity in the very near future.

An Inpatient Perspective: Obstetrics

COMPASS: PowerChart Maternity & FetaLink

For the past decade, Fort HealthCare's Obstetrics department has had a goal of implementing an electronic prenatal record. With the advent of Compass and the application, FetaLink, we have met this aim. To be able to access prenatal information and see antepartum assessments with plan of care is an amazing feat. Pediatricians also have an added benefit when information is flowing from mom's to baby's chart. Thank you to our PCM/FetaLink experts: Maureen Brandenburg, RN, Jody Klein, RN, Christine Chuppa, MD and Denise Cartwright, as well as our SuperUsers: Jan Simdon, RN, Kari Enke, RN, Heidi Pitzner, RN, Molly Frankiewicz, RN, BSN, and Cindy Peterson, LPN. Also, a huge thank you to the best Cerner Architect, Marie Paul we couldn't have done this without you!

CLINICAL COORDINATOR:

2011 saw the creation of the OB Coordinator position and Jan Simdon, RN has assumed this role. Jan assists with leading the nursing team in competency development and training, management support and completes patient and staff rounding. She also participates on the Pediatric Point Team, the OB UBC team and is chairperson for Circle of Success.



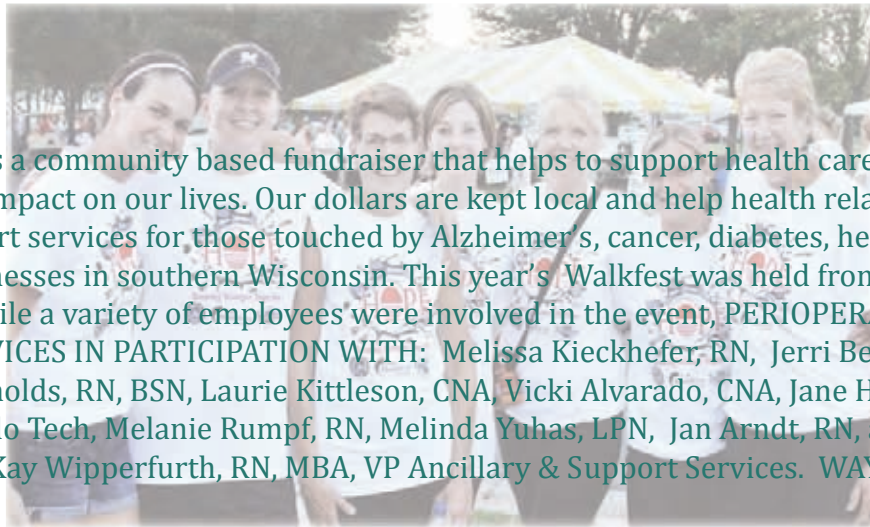
CIRCLE OF SUCCESS

The Circle of Success is a multi-disciplinary team made up of OB, Pediatric, and Emergency Services Nurses, along with clinic and public health members. The team is looking at early interventions in the prenatal period and revising our perinatal education to occur at different time periods in the pregnancy & post-partum period. We want to capture the attention and interest to impact the mother early in the pregnancy in hopes of decreasing narcotic use during pregnancy, encouraging exercise, addressing depression during pregnancy and educating parents on shaken baby syndrome. The Fort HealthCare Foundation has been an integral part of funding this added educational interview at 20-weeks gestation and has purchased several mannequins and a 'brain' for an interactive approach. We are excited after two years of research and planning to see this project start. A huge Thank You to Jan Simdon, RN and her team in this work.

CONGRATULATIONS to Molly Frankiewicz, RN on her graduation with her BSN in May and to Jackie Wolff-Ellifson, RN on her International Board Certified Lactation Consultant (IBCLC) certification.



Community — Caring Beyond Our Walls



Tomorrow's Hope is a community based fundraiser that helps to support health care organizations which have a direct impact on our lives. Our dollars are kept local and help health related research, education and support services for those touched by Alzheimer's, cancer, diabetes, heart disease and other life-limiting illnesses in southern Wisconsin. This year's Walkfest was held from Friday, July 22 to Saturday, July 23. While a variety of employees were involved in the event, PERIOPERATIVE SERVICES LEAD NURSING SERVICES IN PARTICIPATION WITH: Melissa Kieckhefer, RN, Jerri Beesley, RN, Jessica Rusch, RN, Blair Reynolds, RN, BSN, Laurie Kittleson, CNA, Vicki Alvarado, CNA, Jane Hoeppner, RN, Corrina Bindrim, Endo Tech, Melanie Rumpf, RN, Melinda Yuhás, LPN, Jan Arndt, RN, and Mary Gohs, RN, BSN. Also pictured: Kay Wipperfurth, RN, MBA, VP Ancillary & Support Services. WAY TO GO TEAM!

Nursing Services continues to support **United Way of Jefferson & North Walworth Counties** in a variety of activities and events that take place within the community and the organization. With Fort HealthCare recognized as a corporate sponsor, many of the departments participate in the FHC Employee Fall Campaign and hold fundraising events such as baked potato and taco bars, with funds going to support local agencies to help provide necessary health and human services through United Way. United Way's new "2-1-1" Messaging service is also being shared with patients through our emergency departments and throughout the clinics. Renee Clark, RN, MS, VP of Nursing Services & Performance Improvement has been welcomed on as a new Board member. For more information on "2-1-1" and our local United Way, please visit: OurUnitedWay.com. A big thanks goes out to FHC Nursing Services from United Way. Your help in supporting this local outreach project is invaluable!



The **Diabetes Awareness Walk** was held November 14 and was a great success with over 100 people completing the walk. Held within the halls of the hospital, Rhonda Perdelwitz, RN, BSN,

CDE, Diabetic Education Coordinator sends a big 'thank you' to everyone who participated in the walk and stopped by the different stations to ask questions regarding diabetes. Diabetes does not discriminate. It can affect persons of any age, race, or socio-economic status. Continue to help spread the word regarding health screenings and treatment.

Learn more at FortHealthCare.com/Diabetes.

Camp 911 was a new event sponsored by Fort HealthCare this year! The event was offered in June to elementary children in the Jefferson County area in an effort to improve safety and well-being by educating youngsters on a variety of health and wellness topics. Twenty children participated in the first Camp 911 experience and the positive feedback was awesome! Signe Fredrick, RN, BSN was the lead coordinator for this community event and did an excellent job. Other participants from the Medical-Surgical-Pediatric Department and Perioperative Services included: Tracy Apkarian, RN, Melanie Kutz, RN, BSN, Kati Wetzel, RN, BSN, Jessica Rusch, RN, Anne Wanke, RN, Carrie Gorkowski, Martha Ketterman, Health Unit Coordinator, Pam Kuehl, RN, BSN and Melissa Kieckhefer, RN. New ideas are already taking shape for the 2012 CAMP 911.



THE COMPASS PROJECT: Two years of hard work paid off this fall. We want to recognize the efforts of Pat Tully, RN, Zo Wilson, RN, and Scott Schlais, MD as they labored over the build of the Zynx order sets in the very beginning of the process. That work flowed into the amazing effort by Gail Bisbach, RN, Deb O'Hay, RN, and Dr. Schlais as they did the creative work and testing to make the Compass FirstNet system function as close as possible to the T-System. A big thank you to the super-users that assisted with testing and training: Angie York, RN, Sarah Mamerow, RN, Brenda Hecht, HUC, and Mark Meske, Nurse Extern. Incorporating the ED into the Compass Project is aiding us in accomplishing patient safety and health record integration, allowing all of our providers one comprehensive electronic record. The ED also took on Bedside Medication Record (BMR) which is the 'gold-standard' in patient safety measures for scanning medication and patient arm bands, including a Pharmacy check-off in safety of medication orders and patient allergies. The ED staff and providers took a giant step of faith in the Go-Live and continue to work diligently to make the system optimal to the ED environment.

HOSPITAL RESPONSIVENESS INITIATIVE:

Emergency Services also added 30-Minute Patient Rounding to their workflow this year, which is quite an accomplishment considering they had 22,000 visits for 2011! Patient Rounding helps staff members quickly recognize patient-deteriorating conditions and offers enhanced customer service by anticipating needs. To accomplish the goal we were able to hire several additional ER Techs.



TEAM NURSING MODEL:

Historically, emergency departments follow primary care models of nursing. This summer, Fort HealthCare Emergency Services moved to a team model in patient care in which a registered nurse and ER tech couple together to provide best patient care. During the busiest hours of our 24-hour day an RN/ER Tech Team takes care of their assigned patients...together. This includes all assessments, interventions, education and discharge planning. It also includes bedside registration at a time convenient to the patient and family in a confidential environment. We want to make sure our patients and visitors know that our primary concern is to take care of the reason they came and then get the details of registration completed. The patient comments have been very positive.

NEW ADDITIONS: Martha Ketterman, HUC, Joe Ellestad, CNA, ER-Tech, John Collins, CNA, ER-Tech, Ken Tosch, CNA, ER-Tech, Angela Quade, CNA, ER-Tech, Ashley Kopps, CNA, ER-Tech, Jasmine Miller, CNA, ER-Tech, Jennifer Kawleski, CNA, ER-Tech, Natalie Shiels, CNA, ER-Tech, Heather Hahn, CNA, ER-Tech, Talia McAllister, CNA, ER-Tech, Jacki Buyatt, CNA, ER-Tech and Jenna Gundlach CNA, ER-Tech to our team. We also welcome new employees Lindsay Hahn, Registration Clerk, Miranda Butcher, HUC, Amy Hagen, HUC and Cathy Duchow-Cross, RN.

THROUGHOUT THE SCHOOLS: Our School Nurses have been busy this year, working on diverse health topics. Individual health care plans are reviewed and identified for individual students that have specific health needs such as: diabetes management, catheter care, and tube feeding, to name a few. This summer, the School Nurses, in collaboration with Administration, met with the President of UWW Marketing/Applied Research to discuss what the School Nurses felt were high-level health issues for students and staff within area school districts. More involvement will prevail in the future as we strive to meet our organizational mission. In addition, the School Nurses continue to provide ongoing screenings and education to all children, continuously promoting health and wellness!



PEP RALLY:

(Physical Activity- Eat Right – And Push away the Screen): Is program which was presented to all students and discusses health topics related to life-style changes. It is our hope to get the program into one school within each school district throughout the year.

PLAN: (Play, Leisure, Activity, and Nutrition) PLAN is a Fort Health Care program for students and families, and was offered in the Fort Atkinson Schools. Funded by Tomorrow's Hope, PLAN was designed to assist families through education and support to increase activity while focusing on better nutritional habits.

'TAR WARS' PROGRAM:

Also supported by Tomorrow's Hope funds, the 'Tar Wars' program is a tobacco-use prevention program targeted at elementary-aged school children and taught by our school nurses. It is presented annually in all elementary schools covered by our school nurse program, to reach many children and families.



An Inpatient Perspective: Med/Surg/Pediatrics

HOSPITAL RESPONSIVENESS CAMPAIGN: No Passing Zone & Hourly Rounding: In the Spring of 2011, education was provided throughout the organization that no employee should walk by a patient's room when they have their call light on. Our goal is to be very responsive to our patients even before they call and we continue to strive to meet that goal. HOURLY ROUNDING was also initiated, establishing objectives to check on our patients every hour to meet a variety of care needs such as pain management, ambulation assistance, and other request to meet that patient's requests even before they call. We will continue to work on this cultural change as we step into the 2012 year.

CERTIFIED NURSES: Two of our Medical-Surgical-Pediatric Department Nurses, Tami Kelleher, RN, BSN and Melanie Kutz, RN, BSN, studied very hard and passed the CMSRN exam! This certification, offered by the American Nurses Credentialing Center, and supported by the Academy of Medical-Surgical Nurses, offers registered nurses in Medical-Surgical Departments the ability to enhance their understanding of care provided for individuals who have diverse physiological alterations.

It is an honor to have nurses now working within the department that are certified in this specialty. They share their knowledge with their colleagues and assist with the professional growth of our newest RNs. Tammie Turley, RN, BSN from Radiology Services is also a Certified Med-Surg RN. We are looking forward to encouraging this certification for many more nurses in the near future!



RN-to-BSN COMPLETION: Five Med/Surg Nurses have taken on-site classes offered by Viterbo University for the past two years at Fort HealthCare. These Nurses were determined to attain their Bachelor of Science Degree in Nursing (BSN), and we could not be more proud of their achievement. See the Professional Development Section of this report to find out who they are.

NEW NURSES WELCOMED TO MSP: Bridget Pillar, RN, Emily Scharrer, RN, BSN, and Sarah Turley, RN.

COMPASS PROJECT: All staff went through extensive training to prepare for the organization's new electronic health record conversion. MSP RN SuperUsers include: Nick Bornick, Bonnie Atkinson, Kathi Gebhardt, Jenna Watson, Robin Maze, Rachel Rhode, Tyrone Evans, Donna Newmann, Amy Romans, Joanne Voelz, Signe Fredrick, Millie Miller, and Pam Kuehl. Special thanks to the time and dedication these nurses have put into the success of the transformation! The Compass CareNet team continues to meet weekly to enhance the utilization of the electronic health record.

A Message from Nursing Services Leadership



We are pleased to present the 2011 Fort HealthCare Nursing Services Report. This year was truly a year of intentional transformation at Fort HealthCare with the building of, and introduction to our new electronic health record, Compass. With the Compass Project 'go live' début on August 1, Nursing Services made great strides in refining workflow processes and quality metrics, readying the profession for the future of Nursing Services and Performance Improvement within the organization.

This report showcases a few of the outstanding contributions that Nursing Services made over this past year, and presents how Fort HealthCare clinicians display intergrity and touch lives each and every day. We are just as excited and encouraged to make 2012 as remarkable by focusing on the growth of a solid team while challenging every employee to pursue the mission and continue to develop professionally.

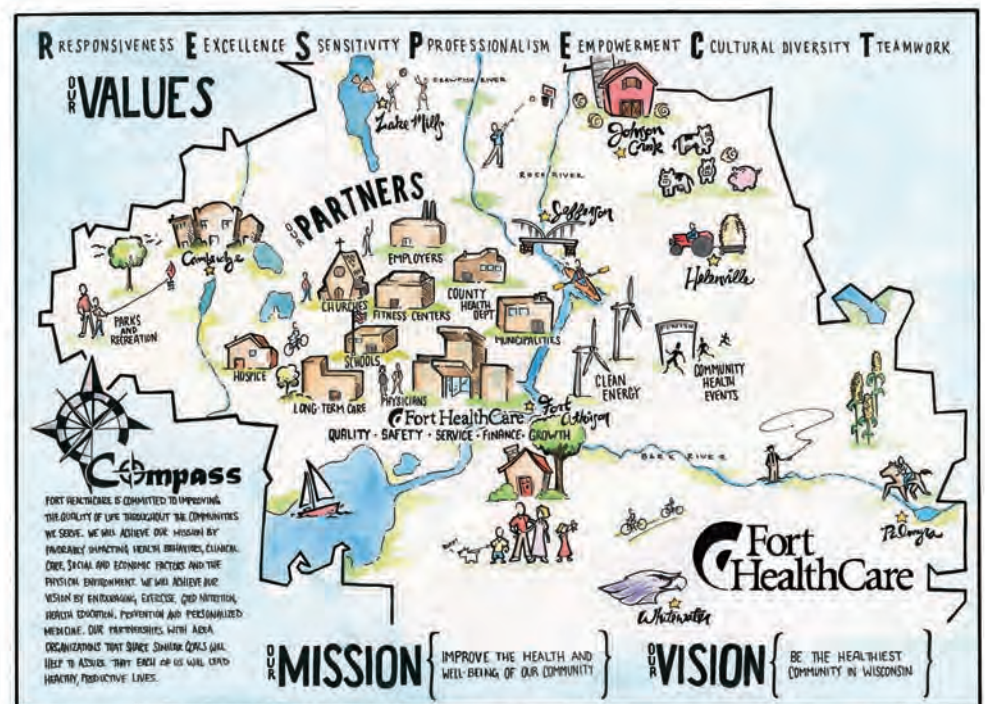
As you peruse this report, we encourage you to reflect on the variety of accomplishments that have occurred here at Fort HealthCare over the past year, and recognize that it is because of the phenomenal teamwork and combined contributions of an entire team that allow us to strive to meet our mission each and every day.

Thank you to our Nursing Services team for an outstanding and amazing year! The work that has been done over the past 12 months has been inspiring. Your ongoing 'commitment to care' is what continues to move our services to the next level. I'm so proud to be a part of all of it.

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

"I love being a nurse at Fort HealthCare because I know that I am more than just an ID number. The support of management and fellow staff is exceptional and I know that I am valued as a nurse and as a person."

Kati Wetzel, RN, BSN,
Pediatric Resource
Coordinator



To interact with the map, visit FortHealthCare.com/Mission.

Nursing Services Philosophy

Through accountability and individual perspectives, Fort HealthCare Nursing 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 – Nurse Collaboration
- 3) Strategic & Community Partnerships
- 4) Professional Development
- 5) Succession Planning

An Inpatient Perspective: ICU & Cardiac Services

INTENSIVE CARE – UNIT BASED COUNCIL PROJECTS:

The ICU – Unit Based Council has been working on patient satisfaction (HCAHPS) projects. Each of the council members and their representative staff worked on individual HCAHPS topics. After presenting at the ICU staff meeting, our scores in those two topics (Quietness at Night & Discharge Instructions) have shown improvement. Other activities the council has worked on over the past year include celebration of Critical Care Week, support and development of a CNA Council and implementation of Compass.

"Whenever a recruiter calls with a potential career opportunity for me, my response is always – 'No thanks, this is a great place to work!' Nurses here, are here for their patients."

*Linda Detwiler, RN, BSN,
Cardiopulmonary Services
Manager*



THE COMPASS PROJECT: The new Compass project allows us to receive electronic orders so patients may be scheduled in a timely manner with all pieces being in place electronically. Hats off to Lisa Rudolph, RN, CCRN, and Cecelia Smoniewski, RN, BSN, for their creative and dedicated approach to this project. Their knowledge of critical care and their high standards for patient care made them excellent Compass representatives for ICU. They have been instrumental in assisting with the build and offering education for the Unit all the while persistently sharing their vision for an improved documentation system with their team.

PLEASE WELCOME OUR NEWEST STAFF MEMBERS TO THE TEAM:

Mary Lou Herbst CNA, Shannon Taylor RN, BSN, Ania Henning RN, BSN, LeAnn Personette, RN, Stephanie Wenzlick RN, BSN, Sara Bina RN, Gina Sailer HUC/CNA, Sherri Dillman RN, and Katie Paul, extern-to-RN, BSN.



Thank you to the following individuals for their additional contributions to the creation of the 2011 Nursing Services Annual Report:

*Dawn Blanton
Lee Clay
Jodi Daehn
Linda Detwiler
Kathleen Gebhardt
Mary Gohs
Pam Kuehl
Doris Lange
Barb Lee
Lisa Michaels-Bilgrien
Beth Meyer
Deborah O'Hay
Rhonda Perdelwitz
Deborah Schumacher
Rebecca Stark-Johnson
Beth Schmitz
Bridget Thomas
Marie Wiesmann
Mike Wallace
Kay Wipperfurth*

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

FortHealthCare.com

