

2016-2017 NURSING ANNUAL REPORT

MEMORIAL HERMANN MEMORIAL CITY MEDICAL CENTER





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Message From the Vice President and Chief Nursing Officer

It is with great pleasure and overwhelming pride that I share the many accomplishments of our esteemed group of nurses for the 2016-2017 fiscal year. I am honored to serve as the Chief Nursing Officer and to be a daily witness of actions by our nurses that show why Memorial Hermann Memorial City Medical Center is known for **engaged people providing exemplary care**. As a Magnet® designated facility, our nurses display a commitment to excellence and outstanding patient care. Treatment in a Magnet facility offers patients benefits such as higher satisfaction, safety and quality of care. This past year has been filled with many accomplishments and much recognition for our quality outcomes on a national stage for which I am very proud. Some of the highlights of the past year include:

- AACN Gold Beacon Award for Excellence - Surgical ICU
- Baby-Friendly Designation
- Rate of patient falls with injury remains below the Magnet facility mean
- Rate of catheter-associated urinary tract infections (CAUTI) remains below the Magnet facility mean

I hope you enjoy reading about the people and nurses that make our Magnet facility such a special place.

Sincerely,



Mary Poe, MSN, RNC
 Vice President and Chief Nursing Officer
 MEMORIAL HERMANN MEMORIAL CITY MEDICAL CENTER



Engaged People Providing Exemplary Care

Memorial Hermann Memorial City Medical Center's nurse leaders and staff nurses are Engaged People Providing Exemplary Care.

- Structural Empowerment
- Exemplary Professional Practice
- New Knowledge, Improvements and Innovations
- Empirical Outcomes

Through our professional practice model, nurses are empowered to transform their daily nursing practice, improve the quality of nursing care and improve patient outcomes. As a Magnet facility, we pride ourselves on demonstrating the five Magnet domains in our daily practice:

- Transformational Leadership

Goals for nursing were developed by each department to support the five domains as well as the hospital strategic plan. Through the efforts of the nursing staff and nursing leaders, Memorial Hermann Memorial City has experienced another great year with positive outcomes for patients, families and staff.



Transformational Leadership

Empower nurses to be innovative, accountable, collaborative, compassionate and results-oriented by advocating for resources, enhancing partnerships and achieving positive outcomes.

Going for the Gold - SICU Beacon Award

Silver or bronze medals would not cut it for our all-star nursing team in the Surgical ICU (SICU) at Memorial Hermann Memorial City. This group of highly engaged, competent and excellence-driven nurses wanted to prove that their care and outcomes were deserving of nothing less than the highly sought-after American Association of Critical Care Nurses (AACN) Gold Beacon Award for Excellence.

The AACN Beacon Award for Excellence recognizes hospital units on a national level with varying awards from bronze to gold, with gold being the highest honor. Those units that receive a Gold Beacon Award for Excellence are honored for achievement in sustaining systematic processes resulting in exceptional quality outcomes. With passion and determination, the SICU nursing leadership teamed with staff nurses to gather data and compile a 50-page AACN Beacon Award application. In March 2017, the SICU at Memorial Hermann Memorial City received the AACN Gold Beacon Award for Excellence. This SICU is now the holder of one of only six Gold Beacon Awards for Excellence in the state of Texas, the third in the city of Houston, the first in the Memorial Hermann Health System, and the only gold level award outside of the Texas Medical Center. This award validated what the unit staff already knew. SICU is a dynamic unit with a dedicated, highly skilled staff that provides excellence in patient care on a daily basis.



Structural Empowerment

Create a positive culture of open and effective communication with collaborative members of the healthcare team. Facilitate quality patient care with education and empowering nurses to invest in personal and professional commitment to the organization and the community.

Keeping Moms and Babies Together - The Quest for Baby-Friendly

The nurses at Women's Memorial Hermann at Memorial Hermann Memorial City Medical Center have a passion for those special moments between mom and baby. Their drive to start parents off on the right path with evidence-based education brought them to the mission of changing processes and practices to meet the standards of the highly sought-after Baby-Friendly® designation. Baby-Friendly USA, Inc. recognizes hospitals for excellence in maternity care, focusing on providing the optimal



bonding opportunities for moms and babies, promoting breastfeeding, and offering support for new moms. Throughout the journey to become Baby-Friendly, nurses developed work teams, promoted nurse empowerment, enhanced the patient experience, and improved health outcomes for mom and baby. This truly exceptional transformation changed the whole face and feel of the post-partum unit, even changing the name to the Family Life Center. The new Family Life Center allowed for moms and babies to benefit from the rooming-in model where moms and babies are kept together and cared for by the same nurse rather than being separated to a traditional nursery and post-partum room. Using the Baby-Friendly philosophy, nurses provide all mothers with information and education to assist them in building confidence and skills to successfully initiate breastfeeding or formula feeding for their little ones. With this accomplishment Memorial Hermann Memorial City is proud to contribute to the community by advancing the U.S. Department of Health and Human Services Healthy People 2020 goals of “increasing the proportion of infants who are breastfed.”

Exemplary Professional Practice

Strive to promote exemplary professional practice by collaborating with physicians, nurses, patients and communities to identify healthcare needs, using resources to deliver high-quality patient care and achieve operational excellence while advancing health outcomes.

Treating F.A.S.T. - Reducing Door to Needle Times for Stroke Patients

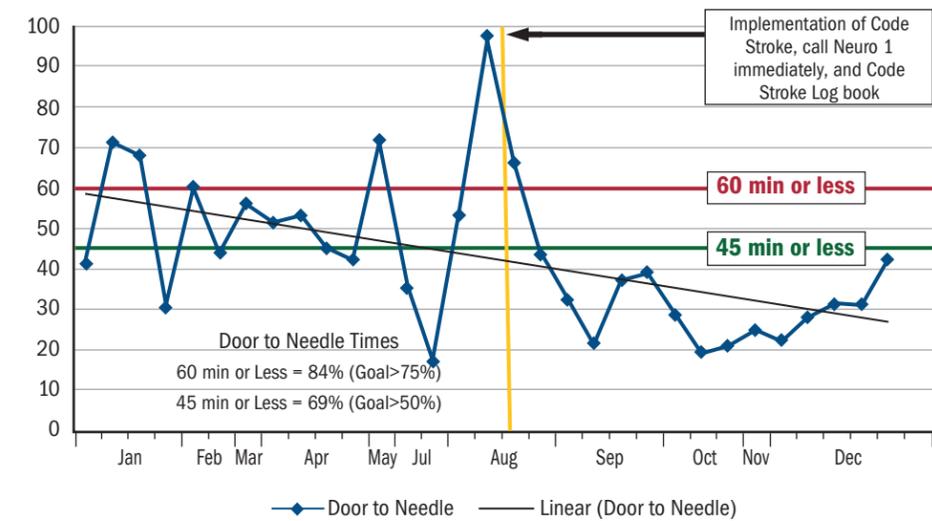
As the saying goes, time is brain when it comes to treating stroke patients. For those patients having an ischemic stroke, every second counts to preserve brain function and quality of life. For stroke patients, the time to administer the lifesaving, clot-busting thrombolytic medication, Activase®, can be the difference between a poor outcome or full recovery. The Emergency Department (ED) nurses at Memorial Hermann Memorial City were driven to raise the bar for excellence by leading a multidisciplinary project to increase the percentage of patients receiving thrombolytics



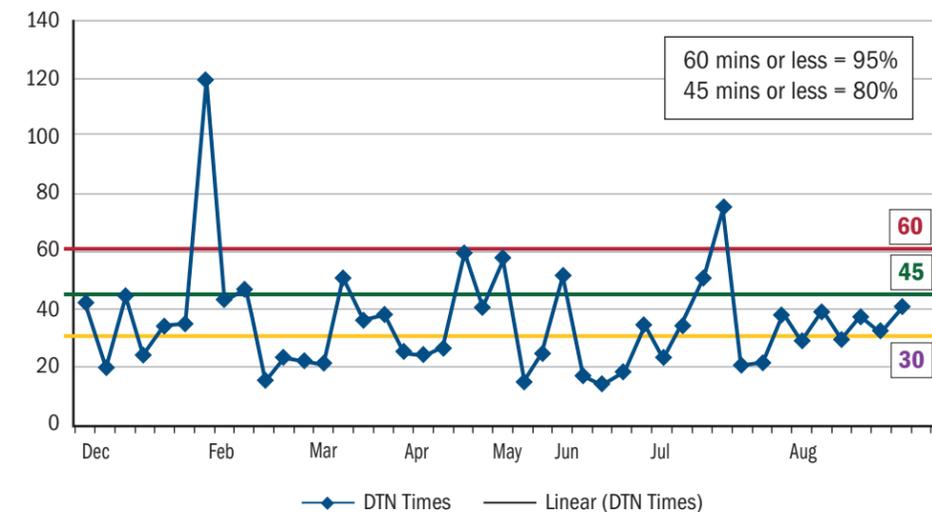
within 45 minutes or less from arrival time in the ED (Door to Needle Time). The project aimed to streamline the steps taken to evaluate patients for an ischemic stroke in hopes of treating patients quicker and with the same level of quality care we expect to deliver as a Joint Commission-accredited Primary Stroke Center. The project, which included nurses, physicians, radiology staff, lab staff and nursing leadership, created a lean process for stroke evaluation to shave time off the door to needle times. This newly created process empowers nurses to activate a Code Stroke for patients, based on their assessment. Upon activation, the ED clerk notifies the neurologist to meet the patient and nurse at CT for brain imaging. With earlier notification and faster evaluation time, the neurologist is able to make a more prompt decision on whether there is a need for thrombolytics. As the patient is undergoing the CT scan, the thrombolytic Activase is removed from the ED Pyxis in preparation for admixture if deemed appropriate by the physician. With these improvements, the door to needle time has been reduced and become more consistent. This interdisciplinary project boasts increased reliability of the door to needle times in under 45 minutes from 69% of patients in 2016 to 80% in 2017. At Memorial Hermann Memorial City, the ED is saving time and brain.



MC Activase - Door to Needle Times 2016



MC Activase - Door to Needle Times 2017
Jan - August



New Knowledge, Innovations and Improvement

Advancing quality health care, nurse engagement and community health by promoting awareness, communication of EBP, research, and new technology to create innovative solutions.

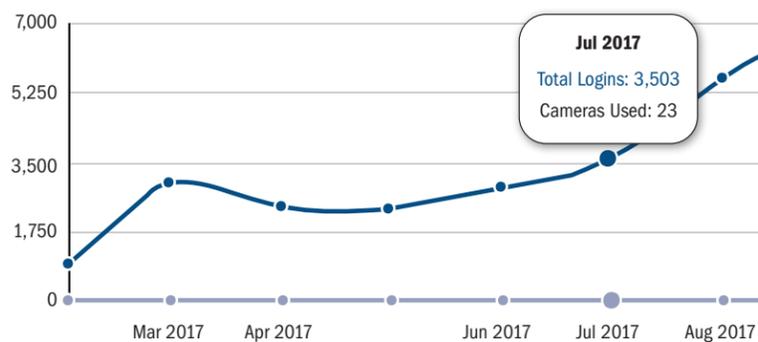
NicView - Giving Parents the NICU View

For most people, the thought of having a new baby join their family invokes visions of snuggles, balloons, joy and bringing their baby home to a carefully planned nursery. For those parents with babies in the Neonatal ICU (NICU), this dream quickly shifts to worry and anxiety with the thought of leaving the hospital without their new bundle of joy, potentially for days or even weeks. Kevin Hart, MHA, BSN, RN, the Director of the Kate Lindig NICU at Memorial Hermann Memorial City, envisioned a world where NICU families could leave the hospital to have a break at home or even care for their other children, but still be able to



connect with their baby. With a generous grant from the Memorial Hermann Foundation, 24 NicView™ cameras were purchased and installed. These cameras allow families to view live video of their baby from a secure website on their home computer or cell phone 24/7. This revolutionary technology has helped families ease their anxiety, helped siblings connect with their newly born brother or sister and even helped moms with breastmilk production. Families have also found this to be a way to allow relatives from around the globe to share their NICU experience. Relatives have been able to log in from as far away as India and Australia to see their family's new addition or additions. Nurses at the Kate Lindig NICU have been offering camera access to all NICU families since the beginning of 2017 and have noticed a large increase in views, with one month having more than 6,800 logins. The biggest benefit has been the eased anxiety of families and the satisfaction they gain from connecting with their baby while away from the NICU.

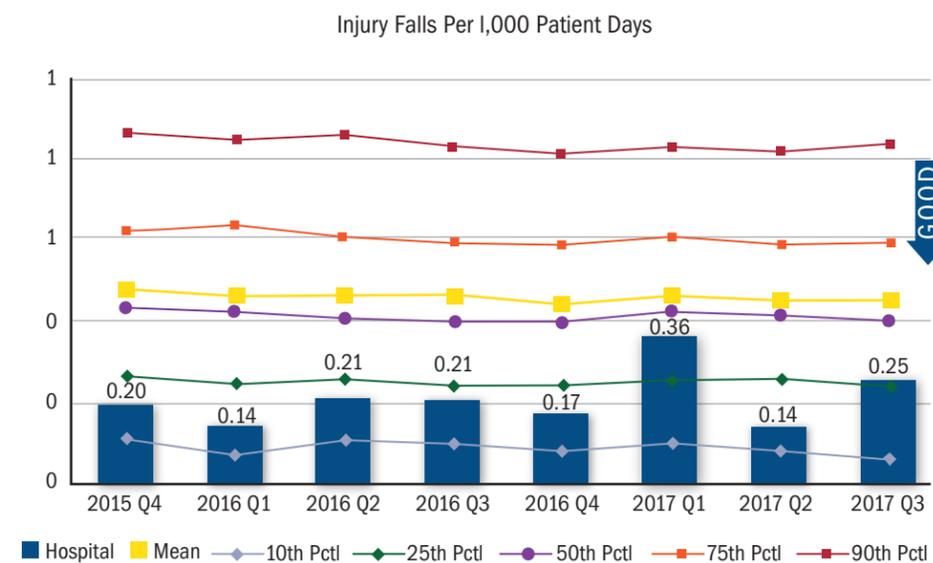
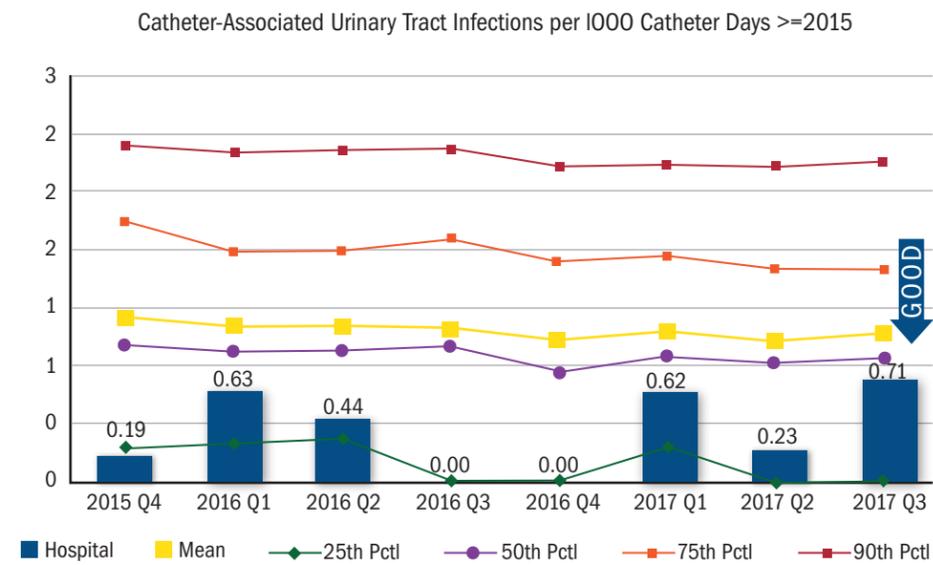
NicView Logins Kate Lindig NICU



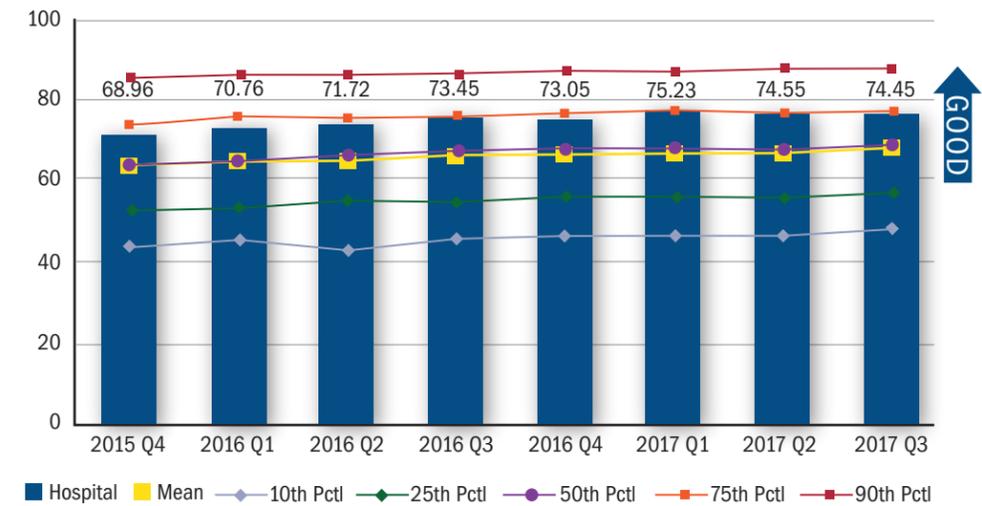
Empirical Outcomes

Utilize empirical outcomes to ADVANCE nursing practice and improve patient outcomes.

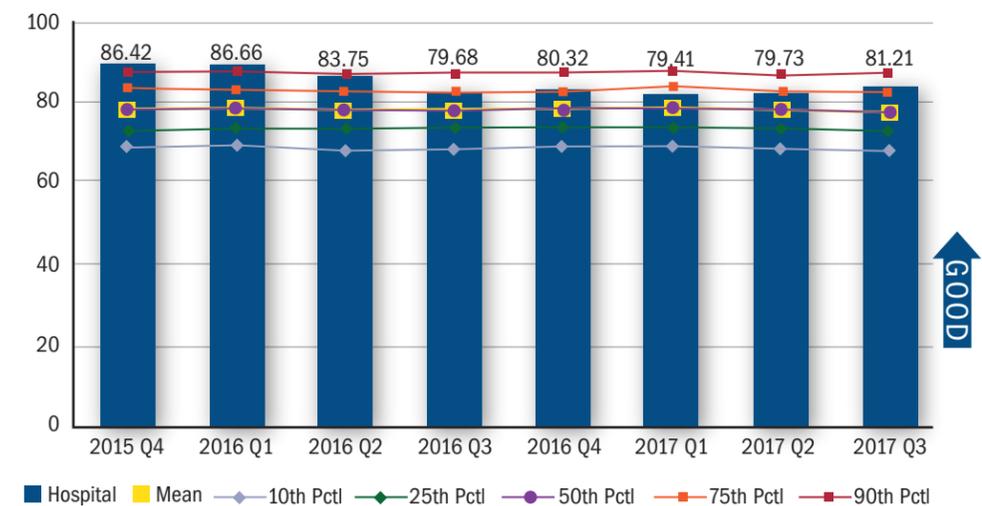
Memorial Hermann Memorial City benchmarks nurse-sensitive quality indicators against other Magnet facilities utilizing the National Database of Nursing Quality Indicators (NDNQI). The measures tracked include falls with injury, catheter-associated urinary tract infection (CAUTI), central line associated blood stream infection (CLABSI) and hospital-acquired pressure ulcers (HAPU). Our goal as a facility is to lead the nation in quality indicators and exceed the mean of other comparable Magnet facilities.



Percent of Direct Care RNs with BSN, MSN, or PhD



Percent of Total Nursing Hours Supplied by RNs (employee and agency)





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