

Thank you to our team members whose hard work and dedication made our systemwide Nursing Annual Report a reality.

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**HENRY  
FORD  
HEALTH**

# Nursing Annual Report

2023

**HENRY  
FORD  
HEALTH**



## Representing our Team on a Day of Thanks and Celebration

### America's Thanksgiving Parade

Front and center at America's Thanksgiving Parade in Detroit were a group of nearly 30 Henry Ford Health nurses from across the System. They walked alongside and rode atop the Henry Ford Health float, representing the more than 10,000 nurses systemwide. Even WDIV came out to cover how Henry Ford Health paid tribute to its nurses in the parade. [View the video.](#)



View all the photos from the parade by visiting [HenryFordGalleries.com](https://www.henryford.com/Community-Events), "Community & Employee Events."



### 2023 America's Thanksgiving Parade Participants

- |                    |                       |                       |
|--------------------|-----------------------|-----------------------|
| Lisa Wynn          | Gay Lerias            | Omayra Sanchez        |
| Tracy Haley        | Stephanie Fitzpatrick | Adam Martinez         |
| Phaedra West       | Virginia Mayer        | Nirmaljeet Jandoria   |
| Trisha Knight      | Jessi Keagle          | Danielle Zientak      |
| Adam Miller        | Ashley Booth          | Sarah Gledhill        |
| Brigitte Ludwiczak | Emilee Losey          | Jennifer DeJans       |
| Jamie Steele       | Sue Beebe             | Malaina Hunt-Buchanan |
| Sherry Beaudoin    | Megyn Beebe           | Darby Russell         |
| Emily Hillmer      | Linda Ukomadu         | Katrina Banks         |
| Danielle Glynn     | Pearlie Faulkner      | Connie Lass           |
| Brandie Devos      | Lisa Lavoie           | Molly Turner          |
| Mary Ann Maputol   | Lakeisha Reed         |                       |

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## Our Mission

We improve people's lives through excellence in the science and art of health care and healing.

## Our Vision

We will be the trusted partner in health, leading the nation in superior care and value – one person at a time.

Of Henry Ford Health's 33,000 team members, **9,325** are registered nurses who, together with their colleagues, care for nearly 2 million people on their health journeys.

## A Message from our Senior Vice President, Patient Care & System Chief Nursing Officer

Dear Colleagues,

In my role, I have the privilege of leading nearly 10,000 nursing team members at Henry Ford Health's numerous sites. Throughout my rounds, I continually witness your resilience, commitment, and determination and the incredible work you do to care for our communities. You exemplify my belief that nursing is not just a job, it is a calling, each and every day. Together, we make the impossible possible for our patients and for each other.

During 2023, our team had the opportunity to move full steam ahead on projects both large and small that move our mission forward. Aimed at enhancing nursing practice and patient care, these initiatives are focused on each of the Magnet® components: Empirical Outcomes, Transformational Leadership, Structural Empowerment, Exemplary Professional Practice and New Knowledge, Innovation and Improvements.

Nursing teams made vital contributions to two major campus expansions – one planned, and one completed – in 2023. In February, Henry Ford Health announced plans for Destination: Grand, a reimagined academic healthcare campus in Detroit. In May, we celebrated the official opening of the new Janet & Jim Riehl North Tower at Henry Ford Macomb Hospital. Learn more about our exciting growth in the pages of the Nursing Report.

The 2023 Nursing Report is filled with accomplishments, and I hope you share my pride in our collective work. You will read examples of our successes, focused on how our nursing team members advance the practice of nursing and improve care for the communities we serve. You also will get a closer look at our sites individually as each shares their remarkable contributions.

As impressive as the accomplishments are in this report, so much more occurs every day that cannot be conveyed through words and photos. I want you to know that I recognize and appreciate all the careful thought, planning, physical and emotional work that goes into your practice as nurses.

I feel great pride in our Henry Ford Health Nursing team, and am grateful for you, as we together make a difference.

With sincere thanks,



**Eric Wallis, DNP, MSA, RN, NE-BC, FACHE**  
Senior Vice President  
Patient Care & System Chief Nursing Officer



Brandy Heiple, RN, and Richard Wallace, NA, working with a patient in the ICU at Henry Ford Wyandotte Hospital.

### System's First vICUs Launch

After more than a year of planning, Henry Ford Health opened its first virtual Intensive Care Unit (vICU) at Henry Ford Wyandotte Hospital in July 2023, followed by the second vICU at Henry Ford Macomb Hospital in October 2023. The vICUs are expected to reduce task burden and length of stay, improve quality metrics and increase in overall workplace satisfaction. In the first six months of operation, nursing turnover in the Wyandotte ICU has decreased significantly. In addition, reductions have been seen in length of stay, mortality and ICU readmissions. Macomb Hospital is collecting data.

The vICUs enable clinicians to collaborate and deliver real time support to their bedside care teams using two-way speakers and cameras. Mobile wireless camera carts are located in the Emergency Departments. The Command Center, in the Elijah McCoy Building, houses Nursing team members who are available 24/7. vICU expansion includes Henry Ford Jackson Hospital and Henry Ford West Bloomfield Hospital in 2024.

### Virtual Nursing Care Preparation

As Henry Ford Health continues to prepare for the nursing workforce of the future, the health system selected video technology to launch a pilot of virtual nursing at Henry Ford Jackson Hospital. Pilot kickoff is expected in 2024.



New IV Pumps are prepared for launch at West Bloomfield Hospital.

### IV Pump Transition

In 2023, Henry Ford Health, led by system Nursing and Pharmacy, began the transition to new infusion pump systems with safety software. Nursing team members devoted substantial time and energy to the project and to ensure smooth transitions. The new pumps deliver fluids over a broad range of infusion rates and offer concurrent delivery. When the new pumps are integrated with the Epic electronic medical record system in 2024, it will save time and improve overall efficiency and safety. The integration will start with Henry Ford Jackson Hospital, followed by Henry Ford Macomb, Wyandotte, West Bloomfield, Henry Ford Hospital, and aligned ambulatory sites. Nursing education and training were key to preparing for the transitions.



### Epic Experience Survey

Almost 1,200 nurses participated in the annual Epic Experience Survey. Results included a small increase in satisfaction with the Epic electronic medical record system, placing Henry Ford Health in the 69th percentile of other KLAS Arch Collaborative organizations. Survey results also guide priorities for new Epic functionality and identify training needs. Henry Ford Health is a founding member of the KLAS Arch Collaborative, a group of healthcare organizations committed to improving the electronic healthcare record experience.

## Quality Expo Nursing Team Winners

Nursing team members were involved in numerous Quality Expo projects in 2023. These winning projects are owned by Nursing team members:

### Why Not Home?

#### Henry Ford Health Population Health

Project Owners: Robert Behrendt, RN, and Adele Myszenski, DPT  
Scored high in: Quality/Safety, Customer Experience, Value/Cost Efficiency, Growth, Community Benefit, Equity



### Pre-Scheduling Protocol

#### Henry Ford Jackson Hospital Radiology

Project Owner: Josie (Palozzolo) Herrick, RN  
Scored high in: Engagement, Value/Cost Efficiency, Customer Experience, Value/Cost efficiency

### Optimizing Vascular Access to Reduce CLABSI

#### Henry Ford Macomb Hospital

Project Owners: Melissa Jackson, MA-EDM, DHA-C, Kristen Ludwig, CNS, Megan Cahill, DO  
Scored high in: Quality/Safety, Value/Cost Efficiency, Engagement



### Reducing Skilled Nursing Facilities Length of Stay Readmissions

#### Henry Ford Wyandotte Hospital Vertical Treatment Zone

Project Owner: Elizabeth Ashley, RN  
Scored high in: Quality/Safety, Growth, Customer Experience, Community Benefit, Value/Cost Efficiency, Engagement



## HFH + MSU Accelerated Nursing Program Rotations

The May 2023 cohort from Michigan State University's accelerated second degree BSN (ABSBN) program was placed at Henry Ford Health. Eight students completed clinical rotations at Henry Ford Hospital and eight at Henry Ford West Bloomfield Hospital. The students completed four of their clinical rotations for the 16-month program at Henry Ford Health. The May 2024 cohort will double in size to 32 students.



## Recruiting Nurses in the Philippines

Nursing and Human Resources team members signed a monumental nursing training and recruitment agreement with St. Paul's Hospital of Iloilo, Philippines in October 2023. The agreement provides training to nurses at St. Paul's Hospital to stabilize their workforce and pave the way for nurses interested in careers at Henry Ford Health. In addition to the partnership with St. Paul's Hospital, recruitment efforts in 2022 and 2023 have resulted in more than 500 nurses accepting offers to move to Michigan over the coming years. Philippine nursing training programs are similar to those in the United States, leading to the strategic decision for Henry Ford Health to seek new team members in the island nation.

## Nurse Appreciation Night with the Detroit Pistons

Nurses enjoyed some fun at Little Caesars Arena on two Nurse Appreciation Nights, held in November and December 2023. Discount tickets, a Nurse Appreciation Night t-shirt, and all-you-can-eat hot dogs, nachos, popcorn, soft drinks and water energized the nurses who came out to see the Detroit Pistons play the Golden State Warriors and the Cleveland Cavaliers.



Detroit Pistons mascot Hooper visits Henry Ford Macomb Hospital.

## Nurses Spread Joy in 2023

Two Nursing team members received Spreading Joy Initiative grants in 2023. The Spreading Joy Initiative awards up to \$1,000 for projects that bring joy to others. It is funded by the Henry Ford Medical Group.

Sharon Vancour-Tarzwel, RN, received a Spreading Joy grant to enable her team members to take part in a painting class, then display their paintings at Henry Ford Medical Center-Lakeside. Patients then voted for the best painting, and the winner received a gift certificate for a painting class. Patients who voted for the winner were entered in a drawing to win a gift certificate for a painting class. "Art is therapeutic," said Vancour-Tarzwel in her nomination. "It will be nice to engage our patients with something non-clinical. Our staff will also find joy in gathering outside of the clinic."



Henry Ford Medical Center - Lakeside Nursing team members spread joy with art.



Sarah Ewing, RN, nurse navigator, plays piano in the Cancer Pavilion lobby, accompanied by singers Cyril Brown, lobby services attendant, and Erica Frederick, valet driver.

Music filled the Henry Ford Cancer Institute Pavilion Lobby when Sarah Ewing, RN, Nurse Navigator, played songs and carols on the piano for team members, patients and visitors twice weekly in December. The music was supported by her Spreading Joy grant, and included team members who lent their voices and musical talents. "Holiday music is uplifting, encouraging, reflective, joyful, brings back good memories and hope for future," Ewing wrote in her nomination. "Hopefully, the music will bring them joy!" Monetary donations were accepted and given to Henry Ford Health Game on Cancer.

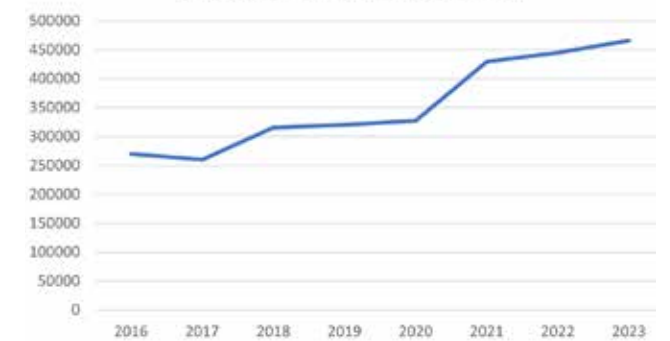
## BestChoice continues Growth in 2023

To fill gaps in staffing, BestChoice grew to meet needs throughout Henry Ford Health. Henry Ford Health's internal clinical staffing float pool, BestChoice grew in 2023 to 610 employees who serve the ambulatory, emergency and inpatient areas of the health system. The BestChoice team includes inpatient RNs, ambulatory RNs, OR and Cath Lab RNs, Post-Anesthesia Care Unit (PACU) RNs, Emergency Department RNs, dialysis RNs, dialysis techs, medical assistants, Emergency Department techs and scrub techs. In 2023, BestChoice was successful in filling all 46 full-time central staffing float positions, enabling them to provide trained, experienced team members when needed. BestChoice will continue to expand its full-time workforce to ensure staffing needs are met.

In 2023, the BestChoice team worked over 466,000 hours at Henry Ford Health, continuing a year over year increase in annual worked hours. In collaboration with leadership at each of the hospitals, BestChoice recently redesigned the inpatient scheduling process to streamline the requesting and filling process.



BestChoice Annual Worked Hours



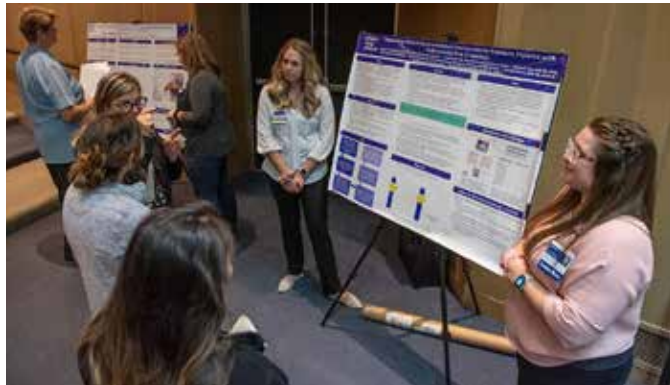
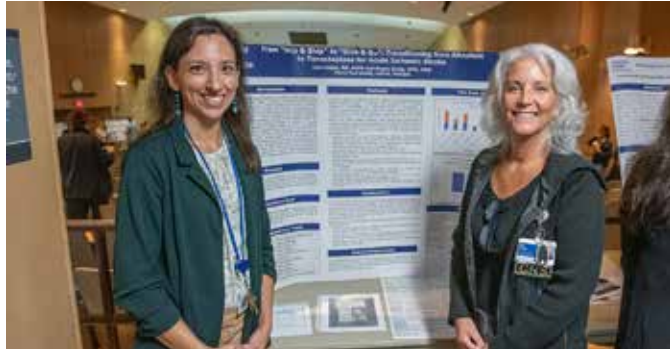
## Thankful for our Nurses

Click here or scan the QR code to watch the full video on YouTube!



## Nursing Research 2023

Henry Ford Health nurses continue to engage in and expand Nursing research. In 2023, two major Nursing research events highlighted research projects conducted by members of the Nursing team. Henry Ford Hospital hosted the annual Nursing Research Conference in September, where Henry Ford Health nurses presented five podium presentations and 11 posters. In addition, Henry Ford Health nurses presented at eight posters at Michigan State University College of Nursing Research Day, held in East Lansing, Mich. in March.



In the photos above, Nursing teams celebrated their research and engaged in discussion at the Henry Ford Hospital annual Nursing Research Conference.



Henry Ford Health nurses shared their research at Michigan State University's College of Nursing Research Day.

## Nursing Scholarships

Twenty-three nursing scholarships were awarded in November. Scholarships are available for Henry Ford Health RNs and team members continuing their educations in nursing programs.

## Embracing Technology

Henry Ford Health nurses are involved in advancing and embracing technology throughout the System, from planning and launching patient-focused updates to using technology in day-to-day practice. In addition to launching two vICUs and making preparations for a third launch, preparing for a virtual nursing care pilot, transitioning to new IV pumps, and contributing to the Epic KLAS survey, milestones in 2023 also included:

### Hyperdrive Implemented

Henry Ford IT implemented hyperdrive, a new way for web browsers to access Epic's hyperspace activities for better application performance.

### Nursing Efficiency

The Nursing Documentation Efficiency team added flowsheet macros, a transition to use of the Epic Brain tool, and other enhancements to decrease overall time spent completing nursing documentation. Nurses have reduced the amount of time spent charting by 20 minutes per nurse, per shift worked.



Ginger Wise, RN, uses the new mobile iPhone at Henry Ford Macomb Hospital during her shift on Unit 4400.

### Mobile iPhones

Mobile iPhones were deployed at Henry Ford Health West Bloomfield, Macomb and Wyandotte hospitals, with Henry Ford Jackson and Henry Ford Hospital preparing to go live in 2024. The initiative will create a single clinical communication device platform to optimize clinical communication and collaboration and streamline clinical workflows, accelerating decision-making and improving patient care. The move supports voice call reliability, using WIFI and cellular service, Halo Secure Messaging, call system and alert management, Epic documentation, and Barcode Med administration.

### Epic Nurse Training

Teams of nurse educators, nurse informaticists and Helios trainers improved Epic nurse training to add workflow scenarios that allow nurses to practice and set-up personalized views and tools in Epic. After feedback is collected, this learning experience could be expanded to other Epic nurse specialties in 2025.

## Excellence in Care: The Nursing Experience at Henry Ford Health



Featuring:  
 Eric Wallis, RN, System Chief Nursing Officer  
 Marcus Porter, RN, Henry Ford Hospital  
 Allison Loyst, RN, Henry Ford Macomb Hospital  
 René Rivas, RN, Henry Ford Wyandotte Hospital  
 Gail VanStanton, BSN, RN, CEN, Henry Ford West Bloomfield Hospital  
 Tyler Bradley, RN, Henry Ford Jackson Hospital  
 Colleen Wojtala, BNS, RN, Henry Ford Home Health Care

## System Strategic Priorities

Henry Ford Health's three-year strategic plan (2024 – 2026) is designed with a simple framework focused on three domains we believe are critical on our Future of Health journey: **engage**, **innovate**, and **grow**. These domains already began informing Nursing priorities in 2023, reflected in many of the initiatives that are part of the Nursing Report.



### Engage

To drive loyalty

#### Consumers:

Deliver a consistent, easy, accessible, and convenient experience that delights unexpectedly.

#### Team members:

Be the premier destination for Education and Talent, by providing a safe and inclusive work environment and enabling the development of extraordinary careers.



### Innovate

To transform

#### Clinical care:

To improve outcomes to develop and scale breakthroughs in prevention, early detection, and state-of-the-art treatment through research and redesign efforts.

#### Operations:

To reduce cost and improve quality and reliability through the utilization of technology to redesign care models and business functions.



### Grow

To increase impact

#### Lives served:

Provide superior value and increase our patients and members use of our full suite of health care coverage, products and services.

#### Destination care:

Harness the power of academic medicine to be the most preferred destination for complex care.

Our success outcomes:

Exceptional experience

Compassionate, committed people

Safest care & best outcomes

Affordable, efficient care

Lives and services

Net operating income



[Click here](#) or scan the QR code to learn more about Henry Ford Hospital.

# Henry Ford Hospital

## A Message from our Chief Nursing Officer and Vice President, Patient Care Services

Nursing Colleagues,

It is my privilege to share with you the 2023 Nursing report for Henry Ford Hospital. We are proud to present exceptional stories that highlight the compassionate nursing practice and clinical excellence of our Magnet® organization.

Our work in 2023 enabled us to submit all documents for Henry Ford Hospital's Magnet® redesignation to our appraisal team from the American Nurses Credentialing Center (ANCC) on April 1, 2024. We are eagerly awaiting a site visit by our appraisers.

I am very proud of each of my colleagues who have achieved outstanding results in 2023 patient and team member satisfaction. Nursing communication has consistently performed at or above the 60th percentile ranking in 2023 and has annually surpassed the prior year's scores since 2019. The Glint survey had a participation rate of 68% with a score of 4.08, surpassing our goal of 4.04. Additionally, due to the diligence of the caregiver teams, Henry Ford Hospital has reduced hospital acquired harm (conditions) to our team members and patients. Our team has earned a 4-star CMS rating and eliminated the penalty for hospital acquired conditions in 2023.

I hope you enjoy learning more about Henry Ford Hospital and our continuous pursuit of excellence in nursing. Please join me in celebrating the exemplary nurses and team members of our organization.



**Gwen Gnam, MSN, RN**  
Chief Nursing Officer and Vice President, Patient Care Services  
Henry Ford Hospital

## 2023 Nursing Accomplishments

### Infection Control Successes

In 2023, Henry Ford Hospital documented the lowest rate of overall hospital-acquired infections and standardized infection ration (SIR) in more than three years.



- The CLABSI (central line-associated bloodstream infection) rate decreased by 25% in 2023 compared to 2022. A top priority for all leaders, the improvement and was achieved through collaboration between all team members. Led by Medical and Surgical ICUs, teams implemented a new review process. Additional benefits included a statistically significant reduction in line utilization and improved blood culture stewardship.
- Methicillin-resistant staphylococcus aureus (MRSA) infections decreased by 15% in 2023 compared with 2022.
- Surgical site infections (SSI) saw an overall reduction. Nurses served on the hospital's newly established Surgical Quality Committee.

### Making Safety a Priority

Henry Ford Hospital improved patient and team member safety through huddles and a strategic focus on Institute for Healthcare submissions and publication acceptance.

- Stat huddles were held following serious safety events for rapid intervention.
- The Emergency Department (ED) actively addressed safety with the Aggression Response Team.
- Henry Ford Hospital reduced patient handling injuries between April 2022 and November 2023 by 49% on all units after implementing Project Mobility strategies and equipment, shown below.



## Regulatory and Accreditation Achievements

- Henry Ford Hospital teams completed 14 successful regulatory visits, ensuring compliance and top quality care for patients.
- The Joint Commission Triennial Survey was completed in May 2023 for Henry Ford Hospital and 49 Henry Ford Medical Centers with no condition-level findings.
- After a rigorous review process conducted by Baby-Friendly USA, Henry Ford Hospital has been redesignated as Baby-Friendly.

## Clinical Quality Collaborative Excellence

- Clinical Scorecard results were 97.5%.
- Total savings from Henry Ford Hospital Collaborative Quality Initiatives exceeded \$5 million.
- Henry Ford Hospital was named an American College of Surgeons (ACS) NSQIP Meritorious Hospital.
- Henry Ford Hospital was awarded Platinum designation for the MI AIM Collaborative to reduce pregnancy complications.

## Nursing Education Fairs

Nursing team members were invited to two successful nursing fairs where at least 10 local colleges and universities provided information about their nursing programs to further team member education.



## External Quality Ratings Rise

- Henry Ford Hospital received a four-star rating from the Centers for Medicare and Medicaid Services (CMS).
- Henry Ford Hospital's Leapfrog Hospital Safety Grade improved from a C to a B in 2023.

## Collaboration with Canada

Canadian Chief Nursing Officer, Leigh Chapman, RN, PhD; Dean of the University of Windsor, Debbie LeMoine, RN, PhD; and Chief Nursing Officer from the International Council of Nursing, Michelle Acorn, DNP, NP PHC/Adult, MN/ACNP, BScN/PHCNP; met with Canadian nurses at Henry Ford Hospital in fall 2023.

The meeting highlighted the important role of Canadian nurses at Henry Ford Health, reasons why nurses choose to cross the border for their careers, and opportunities for collaboration to ease the nursing workforce shortage in Michigan.



Some of Henry Ford Hospital's Canadian nurses celebrated Canada Day 2023.

## Transplant Nurse joins Patients for Half Marathon

Henry Ford Hospital Transplant Unit Nurse Practitioner, Karen Ostrowski competed with two transplant patients in the 2023 Detroit Free Press International Half Marathon, finishing her first half marathon in three hours and 57 minutes. She then came in to work her regular shift from 7 p.m. - 7 a.m. [Click here](#) or scan the QR code to watch the video.



## Celebrating our Healthcare Heroes

Henry Ford Hospital nurses celebrated Nurses Week and Hospital Week 2023 with games, prizes, theme dress days, sweet treats, dog therapy, and a visit from Detroit Pistons legend, Earl Cureton.



## Transformational Leadership

### Promoting Equity and Inclusion for Transgender Patients

Caring for patients undergoing gender affirming surgery requires sensitivity to unique challenges and biases. Gloria Hollohan, RN, CPAN, unit educator, and Sicknee Daher, RN, NE-BC, nurse manager, both in the post-anesthesia care unit, teamed up to develop a series of daily huddle slides detailing workflow and documentation on gender identity and preferred pronouns. They created learning modules for specialty surgical unit nurses and Surgical Intensive Care unit nurses to support gender affirming and inclusive care for the LGBTQ+ community. Ongoing education with a focus on de-stigmatizing the transgender population continues to empower patients with compassion and evidence-based care.



### Preventive Heel Dressings reduce Injuries

Pressure injuries to the heel can occur when patients sit or lie for long periods of time and can increase mortality and morbidity. The heel hospital-acquired pressure injury (HAPI) rate at Henry Ford Hospital was 1.6% in October 2022. The enterostomal therapy and wound care teams conducted an audit of patient care interventions and supplies and adopted the Allevyn Life heel dressing to reduce/prevent hospital-acquired heel pressure injuries. All clinical nurses at Henry Ford Hospital attended in-services about skin prevention measures, wound care, and heel injury prevention measures with the new heel dressing. As a result, between June and October 2023, the heel HAPI rate at Henry Ford Hospital was reduced to just .53%, a 66.9% reduction.



### Recharge Rooms Record Results

Four Recharge Rooms, launched in 2021 and 2022, refreshed and decreased stress for nurses and other team members throughout 2023. Over 13,000 team members took part in recharge experiences for a total of 200,000 employee recharge minutes. Team members reported a 62% average decrease in stress, 50% average increase in mood, and a 66% average increase in cognitive alertness. The results of this initiative have been accepted as a poster presentation at the 2024 Magnet® Conference in New Orleans.



## Structural Empowerment

### Community Baby Shower

Working together with the National Association of Negro Business & Professional Women's Clubs Inc. – (NANBPWC) Detroit Chapter, Henry Ford Hospital provided assistance to more than half of the 2,300 families who welcomed their new babies at Henry Ford Hospital from the Community Baby Shower. On April 6, the team held a drive-up baby shower to collect donations. Infant car seats, portable cribs, strollers, breast pumps, clothing, blankets, diapers, wipes, and more were donated, stored, and distributed throughout the year to birthing families.



### Power Up Detroit with Protein

The Henry Ford Hospital Department of Nursing hosted the eighth annual "Power Up Detroit with Protein" food drive for Gleaners Food Bank. By Fishing for Points, Putting for Protein, participating in a cooking competition, and many other fun and creative activities held throughout the week, nursing teams raised \$2,845 in funds and provided 8,687 meals to people in need.



### Detroit's Rockin' Sock Drive

The Department of Nursing partnered with Detroit Street Care (DSC) to assist individuals experiencing homelessness in Detroit. In the fourth sock drive, departments and individuals donated 5,757 pair of socks. Over the past four years, 22,674 pairs of socks were collected.



## Exemplary Professional Practice

### Enhanced MICU Orientation improves Novice Nurse Confidence

A team of seven nurse educators, clinical nurses and clinical nurse specialists, with input from a speech pathologist, registered dietitian and pulmonologist, tackled the need for expanded, skill-based clinical orientation training to better prepare novice Medical Intensive Care Unit (MICU) nurses. The team created an augmented orientation process with dedicated time for learning, skills practice, and critical thinking away from the unit's high-stress, fast-paced environment. To develop course content, topics were assigned to pairs of team members, who designed and taught sessions in their areas of expertise. Some also invited guest speakers. Case studies helped the novice nurses utilize critical thinking skills. The 12-week interactive program, launched in fall 2022, focused on hands-on practice with skills and equipment. Pre- and post-course surveys revealed increased confidence in all categories, including improved knowledge, positive impact on nursing practice, promoting critical thinking and decision making. Some categories showed increases of more than one full point.

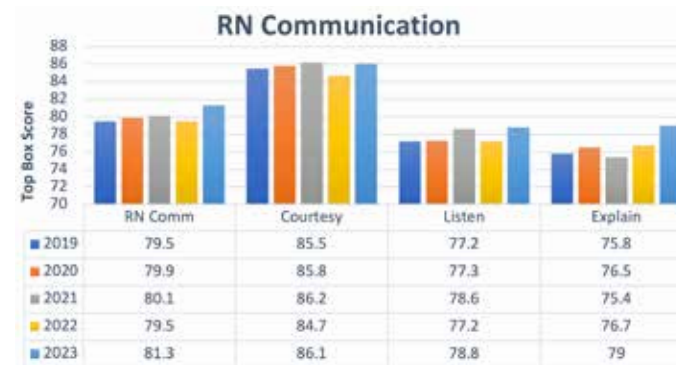




### Nursing Communication Soars in 2023

Registered nurses at Henry Ford Hospital achieved high patient satisfaction scores for key drivers of RN communication, topping 2022 scores in all categories. In 2023, scores outperformed the previous four years in three categories: RN Communication, Listen, and Explain. In addition, Nursing Communication Performance, measured by the Consumer Assessment of Healthcare Providers & Systems (CAHPS) survey (Centers for Medicare & Medicaid Services (CMS)), increased significantly:

- Emergency Department (EDCAHPS) increased 3.4% compared with 2022
- Inpatient (HCAHPS): Increased 2.2% in compared with 2022
- Responsiveness” was the leading domain, nearing the top quartile in the nation with a 72% rank.
- Registered Nurse Communication and Care Transitions both increased compared with 2022.



### Bedside Shift Report Consistency

Bedside Shift Report (BSSR) has been demonstrated to improve Nursing Communication Domain Scores. It is most effective when it is done consistently. Henry Ford Hospital has led the system in BSSR consistency with top performance levels for “always” occurring according to our patients. (see graph below)

Hospital & Key Measures	% Top Box	%ile Rank	Sample Size
*Rate hospital 0-10	85.1%	93	984
*Recommend the hospital	83.0%	88	992
*Comm w/ Nurses Domain Performance	93.6%	99	995
*Nurses expl in way you understand	92.9%	99	994
*Nurses listen carefully to you	92.3%	99	991
*Nurses treat with courtesy/respect	95.6%	97	993
*Response of Hosp Staff Domain Performance	81.4%	96	900
*Call button help soon as wanted it	81.9%	96	869
*Help toileting soon as you wanted	80.8%	95	520

### Registered Nurse (RN) Retention Surpasses Goal

In 2023, Henry Ford Hospital’s Registered Nurse (RN) retention rate surpassed the target goal set two years earlier. In 2021, voluntary nurse turnover reached 25.8%. Because of this, interventions were put in place by Nursing leadership aimed at reinforcing recognition and enhancing community engagement, mentoring, and wellbeing support for RNs. These strategies were continued and expanded in 2023. As a result, Henry Ford Hospital reduced RN turnover from 25.8% to 13.8% - a 12% decrease - over two years, surpassing the target goal by almost 4%.



## New Knowledge, Innovations and Improvements

### Nurses Guide Destination: Grand Planning

A new chapter for Henry Ford Health began in February 2023 with the announcement of The Future of Health, a partnership with Henry Ford Health, Michigan State University, Tom Gores and the Detroit Pistons, and the City of Detroit. Anchored by a reimagined Henry Ford Health academic medical center and campus in Detroit, plans include a major expansion of Henry Ford Hospital, a joint research facility for Henry Ford Health + Michigan State University Health Sciences and space for future growth and partnership opportunities. Destination: Grand, the expansion of Henry Ford Hospital, includes a new, one million-square-foot-plus facility and patient tower, and top-rated inpatient rehabilitation care through our partnership with the Shirley Ryan Ability Lab, and will be located across the street from the existing hospital. Groundbreaking is expected in 2024.

Together with 100 Henry Ford Health team members, Henry Ford Hospital nurses collaborated in Destination: Grand immersive design sessions as part of the Detroit campus redesign.

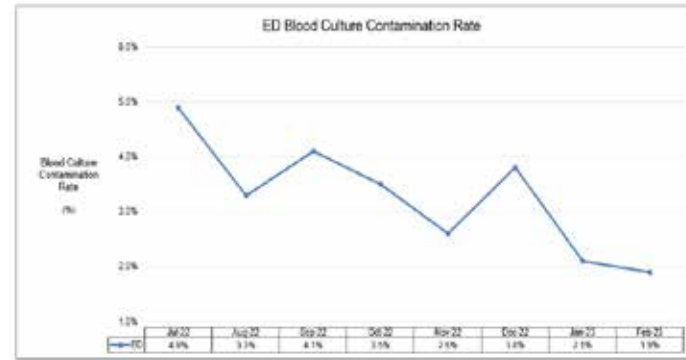
Nursing is an integral part of Destination: Grand planning and redesign. Lynsey Halpin, BSN, RN, F6 nurse manager; Jocelyn Maceri, MSN, RN, Nursing Administrator; and Elizabeth Toll, MSN, RN, CNS, SICU, devoted hundreds of hours to the planning work for the campus, hospital, and floor designs as clinical nursing liaisons. This team has engaged subject matter experts from all areas of Nursing Practice to ensure the design, amenities and facility support the healing and health of patients, families, and team members. Even the name Destination: Grand was chosen by nurses and frontline Henry Ford Hospital team members to reflect the scope and impact of Destination: Grand.

At right: Henry Ford Hospital nurses collaborated in Destination: Grand immersive design sessions as part of the Detroit campus redesign.



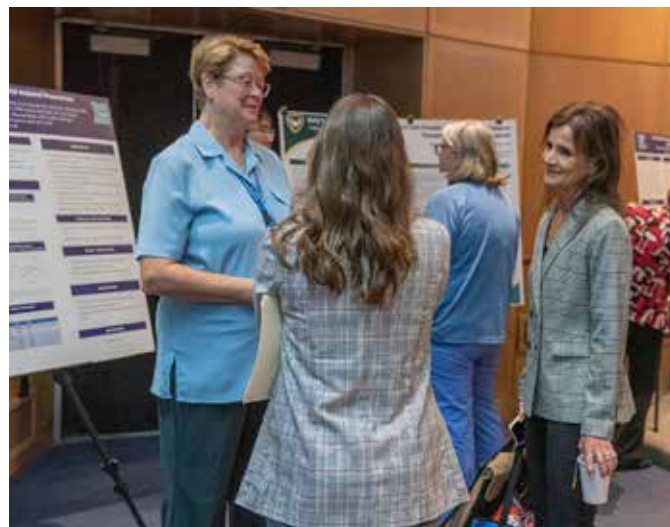
## Reducing Blood Culture Contamination Rates

Beginning in 2022, a team of nine Emergency Department (ED) nurses led a process to reduce blood culture contamination rates in the ED by introducing Steripath®, a pre-assembled sterile blood diversion kit. After developing a new ED blood culture workflow, the team launched an extensive education program for 240 Henry Ford Hospital nurses, paramedics and technicians. Competency instructor training followed to prepare a team of nurses to become Steripath superusers and continue ongoing training in the ED. By March 2023, the blood culture contamination rate dropped from 4.1% to 2.4%, a reduction rate of 41.5% in the ED. (See chart at right.)



## Nursing Research Conference

Henry Ford Hospital hosted the annual Nursing Research Conference in September. Guest speakers, podium and poster presentations were all part of the 16th annual event.



## 2023 Podium and Poster Presentations

### Poster Presentations

- Lisa Cohen, MS, ARPN, ACNS-BC, CCRN-K, CCRN, Measuring the Perceptions of Certification Among Neuroscience Nurses – National Association of Clinical Nurse Specialists Annual Conference, Baltimore, MD; March 14-17, 2022.

### MSU Annual Nursing Research Day, East Lansing, MI March 15, 2023

- Catherine Jackman, MSN, APRN, ACNS-BC, CCRN-K; Rachel Eklund, MSN, APRN, AGCNS-BC, CCRN; Christine Halash, BSN, RN, CCRN; Dahlia Gardin, BSN, RN, CCRN, Redesigning Orientation for the Novice Medical Intensive Care Unit Nurse.
- Catherine Draus, DNP, MSN, APRN, ACNS-BC, CCRN, MSNBC, Generational Attributes that Influence Nursing Professionalism and Specialty Certification.
- Catherine Draus, DNP, MSN, APRN, ACNS-BC, CCRN, MSNBC, Jackeline Iseler, DNP, RN, ACNS-BC, CNE, Taylor Long DNP, AGCNS-BC, Ashlee J. Vance, PhD, MA, RN, RNC-N, Moving Forward Together: A Collaborative Model Connecting Henry Ford Health Nursing and Michigan State University College of Nursing.

### 16th Annual Henry Ford Hospital Nursing Research Conference Poster Presentations September 26, 2023

- Lisa Cohen, MS, ARPN, ACNS-BC, CCRN-K, CCRN; Megan Brady, MPH, MSW; From “Drip & Ship” to “Give & Go”: Transitioning from Alteplase to Tenecteplase for Acute Ischemic Stroke.
- Cathy Draus, DNP, APRN, ACNS-BC; Kristina Boudreau MSN, RN, AGCNS-BC; CCRN-K, Lisa Cohen MS, RN, ACNS-BC, CCRN-K, CNRN; Jennifer Dejans, BSN, RN, MSNBC; Rachel Eklund MSN, APRN, AGCNS-BC, CCRN; Kelsey Hebel MSN, RN, AGCNS-BC; Pam Johnson, BSN, RN-BC; Jennifer Michalski, MSN, RN, CNS-C, ONC; Princetta Morales, MSN, APRN, ACNS-BC; Hannah Musgrove, MSN, APRN, AGCNS-BC; Anastasia Vasilevski, BSN, RN, CCRN; The Impact of on oral Hygiene Bundle on Hospital Acquired Pneumonias.
- Catherine Jackman, MSN, APRN, ACNS-BC, CCRN-K; Rachel Eklund, MSN, APRN, AGCNS-BC, CCRN; Christine Halash, BSN, RN, CCRN; Dahlia Gardin, BSN, RN, CCRN; Redesigning Orientation for the Novice Medical Intensive Care Unit Nurse.
- Jennifer Michalski, MSN, RN, CNS-C, OCN; Meghan Smith, MSN, AGACNP-BC, CWOCN; Trauma Talks: Implementation of Microlearning on a Medical Surgical Unit.

- Princetta Morales, MSN, APRN, ACNS-BC; Anastasia Vasilevski, BSN, RN, CCRN; The Impact of Participation in a Monthly Virtual Journal Club on Nursing Research Knowledge.
- Hannah Musgrove, MSN, APRN, AGCNS-BC; Princetta Morales, MSN, APRN, ACNS-BC, Arielle Gupta, MD; Abigail Ruby, MPH, CIC; Using Interprofessional Collaboration to Reduce Central Line Associated Blood Stream Infection Rates in an Intensive Care Setting.
- Hannah Musgrove, MSN, APRN, AGCNS-BC; Princetta Morales, MSN, APRN, ACNS-BC, Abigail Ruby, MPH, CIC; Improving Early Detection of C. difficile Infections.
- Madelyn Torakis, MSN, BA, RN, NE-BC; Gwen Gnam, MSN, RN; Recharge Rooms: An Innovative Concept to Support Staff Well-Being.

### 16th HFH Annual Nursing Research Conference Podium Presentations September 26, 2023

- Cathy Jackman, MSN, APRN, ACNS-BC, CCRN-K and Sue Marier, BSN, RN. Nursing TRUST Program: Support for the Emotionally Traumatized Nurse.
- Cheryl (Larry-Osman) Bellamy DNP, BS, APRN, CNM, CNS-C, C-EFM, and Cheryl and Trish Klassa, MSN, APRN, CNS-C, C-EFM, IBCLC – Moving Our Mamas (MOM’s) Labor Support Training.

### Podium Presentations

- Lisa Cohen: In-hospital Stroke Alert: Lessons Learned. Henry Ford Health Detroit Stroke Conference, November 3, 2022.
- Cathy Jackman, MSN, APRN, ACNS-BC, CCRN-K, and Sue Marier, BSN, RN: Nursing TRUST Program: Support for the Emotionally Traumatized Nurse. 2023 ANCC Pathway to Excellence® and ANCC National Magnet Conference, October 14, 2023.
- Hannah Musgrove, MSN, APRN, AGCNS-BC: Reducing CLABSI rates in the SICU. Podium presentation delivered at the Surgical Infection Society Annual Meeting, Westlake Village, CA; April 11-14, 2023.



[Click here](#) or scan the QR code to learn more about Henry Ford Jackson Hospital.

# Henry Ford Jackson Hospital

## A message from our Vice President and Chief Nursing Officer

Dear Colleagues,

It is my honor to present the 2023 Henry Ford Jackson Hospital (HFJH) Nursing Annual Report. These pages highlight the outstanding performance, clinical expertise, best practice and innovation that are essential to our role, profession and commitment as HFJH nurses. I am privileged to work with a team whose dedication, resilience, and determination for continuous improvement, interprofessional collaboration, and partnerships enable us to improve patient safety and deliver the highest standards of exceptional quality care.

The Nursing Leadership Team is extremely proud of the work featured in this report and the many contributions of the HFJH team. We encourage you to look back on the milestones and highlights we have achieved. The accomplishments of our team members are inspiring and describe our deepest commitment to creating a culture of clinical excellence in nursing practice.

In September 2020, HFJH achieved Magnet® Designation. Awarded by the American Nurses Credentialing Center (ANCC), this achievement is the highest and most prestigious distinction a healthcare organization can receive for nursing excellence and high-quality patient care. By choosing to embrace the Magnet designation, we continue to hold ourselves accountable to a higher level of nursing care driven by evidence-based practice, interprofessional collaboration, and results to optimize patient outcomes. With less than 10% of hospitals earning the Magnet designation, it is clearly the gold standard and throughout 2023, we were already working hard on our re-designation journey.

Thank you all for what you do every day to support our Magnet culture and your unwavering commitment to nursing excellence.



With appreciation,

**Wendy Kim, DNP, RN, NEA-BC**  
Vice President and Chief Nursing Officer  
Henry Ford Jackson Hospital



## Empirical Outcomes

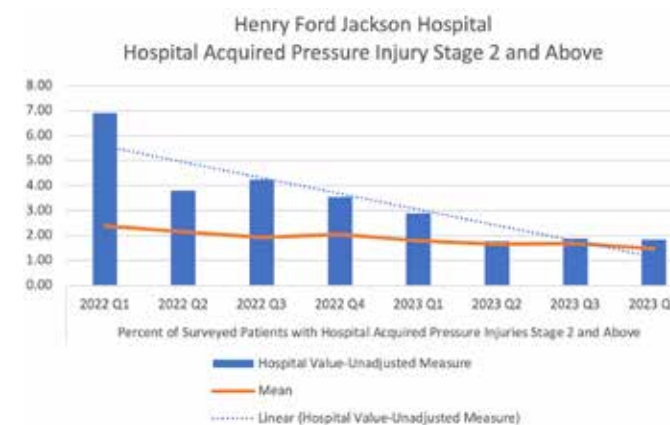
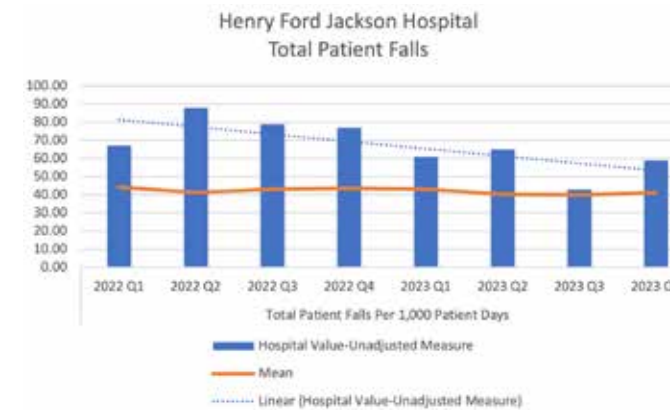
### Reducing Falls and Pressure Injuries

The Fall and Pressure Injury Prevention Committee is an interprofessional decision-making group which includes membership from Pharmacy, Physical Therapy, Transport Services, nurse leadership and clinical nurses. The committee meets monthly to review fall and pressure injury rates and discuss opportunities for improvement.

to determine ongoing need for individualized fall prevention and skin protection precautions. These initiatives include daily standard work and robust action plans based on rigorous investigation of fall and pressure injury events.

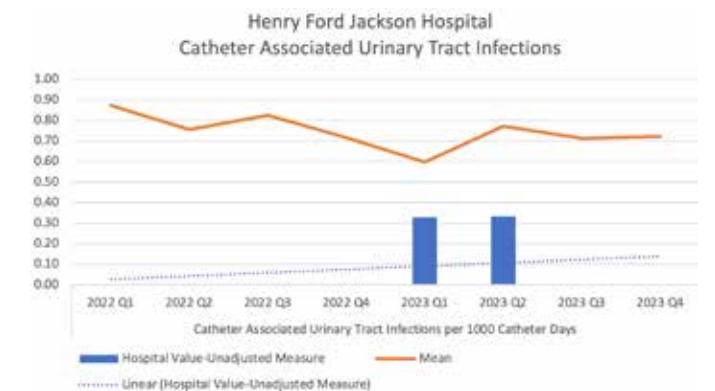
The team's work has reduced total patient falls and hospital acquired pressure injuries, stage 2 and above.

In 2023, falls decreased by 12 percent at Henry Ford Jackson Hospital and hospital acquired pressure injuries, stage 2 and above, decreased by 73 percent.



### CAUTI

Catheter Associated Urinary Tract Infection (CAUTI) is a nursing-sensitive quality and safety indicator, as nurses are key stakeholders in the strict maintenance of catheters to prevent the risk of infection. Nursing team members reassess patients and collaborate with physicians to determine when to discontinue the catheter, and have sustained a low CAUTI rate compared with the national average. *CAUTI rates are consistently well below the national average.*



A fall risk assessment is completed on all patients to identify fall risks and promote patient safety. Initial and recurring skin assessments are performed for all inpatients. Patients are reassessed routinely



## Transformational Leadership

### Joint Replacement Team is ‘Confident, Calm, and Friendly...!’

In August, Henry Ford Jackson team members participated in the Joint Commission joint replacement survey. The survey was successful with no citations. The surveyor commented in the post-survey meeting that in every phase of care, they were impressed at how “confident, calm, and friendly” the staff was. The surveyor also noted the initiatives team members are taking to improve the Joint Replacement Program.

### Gold Plus Recognition for Stroke Care

Through collaboration and application of the most evidence-based treatment guidelines, Henry Ford Jackson Hospital earned the American Heart Association 2023 Get With The Guidelines® Gold Plus recognition for stroke care. Stroke Coordinator Chris Mullen, MSN, RN, CFRN, CEN, said, “This achievement continues to identify that Henry Ford Jackson maintains the highest standard of stroke care.”



### Best Hospital for Maternity Care

Henry Ford Jackson Hospital earned U.S. News & World Report Best Hospitals for Maternity Care – High Performing rating. The rating is based on maternal-neonate specific categories for quality, safety, and diversity achieved by the multidisciplinary Women’s and Children’s team.



## Structural Empowerment

### Commitment to Professional Development

A variety of programs enable Henry Ford Jackson nurses to achieve their personal and professional development goals, including:

- Reimbursement for higher nursing degrees and professional nursing certifications
- Preceptorship and mentor programs
- Support for committee membership and self-scheduling
- Free continuing education opportunities throughout the year: Scrub Club, Schwartz Rounds, Level-Up education and Trauma Grand Rounds
- Professional Nursing Advancement Program (PNAP)/Clinical Ladder
- Succession Planning

### Professional Nursing Advancement Program/ Clinical Ladder

Henry Ford Jackson Hospital supports the continuous professional development of nurses by encouraging participation in the Professional Nurse Advancement Program (PNAP). Sixty-one registered nurses participated in the 2023-2024 PNAP, which offers monetary support for access to professional development opportunities, nursing conference attendance, professional organization membership, study guides, and professional nursing certification completion.

### Ongoing Learning through Interactive Skills Fairs

Whether it’s a favorite board game or a tour of a magic kingdom, the 2023 Themed Skills Fairs offered patient care teams a fun way to learn about and reinforce best practices in patient care. The competency-based format offers interactive experiences and unique learning opportunities.



### ‘Healthcare Angels’ recognized in Jackson Magazine

Jackson Magazine recognizes healthcare professionals each year who go above and beyond the call of duty. Seven Henry Ford Jackson Hospital nurses were recognized as 2023 “Health Care Angels,” exemplifying the team’s commitment to improving the health and well-being of the surrounding community.



Shown from left are Joseph Medellin, MD, Sports Medicine, Henry Ford Jackson Hospital Sports Medicine; Ashley Booth, BSN, RN, Labor and Delivery; Abbey Harner, BSN, RN, Orthopedics; Joni Frost, MSN, RN, FNP-C, HFFM-Summit Woods; Janelle Pallas, BSN, RN, 4T Surgical Universal Bed; Karen Zastrow, MSN, RN, AGCNS-BC, Comprehensive Clinical Care; Lindsay Hammond, RN, 6T Medical Universal Bed; and Tianna Hicks, BSN, RN, 7T Neuroscience Universal Bed.

## Commitment to Community

### Juneteenth Festival

Henry Ford Jackson nurses and colleagues provided valuable health teaching during the Juneteenth Festival in downtown Jackson. The volunteers performed 37 blood pressure checks and gathered input from community members on how Henry Ford Jackson can continue to build trust.



Volunteering at the Juneteenth Festival in Jackson are (from left) Sarah Chapel, RDN, CDCES; Teshna Thomas, director, Community Engagement; Kathy Schmaltz, State Representative, and Char Comperchio, BSN, RN, Pre-Admission Testing. Volunteers not shown are Sue Renfer, RN, Case Management; Joanna Plate, MSN, RN, Practice Management; Travis Ziebell, MSN, RN, Practice Management; and Marguerite Howard, BSN, RN.

### Gus Macker Basketball Tournament

Nurses made their presence felt both on and off the court during the Gus Macker basketball tournament, held in downtown Jackson. Barb Logsdon, BSN, RN, CMSRN, Joint Replacement, Orthopedics & General Surgery; Steven Sanders, BSN, RN, CEN, Comprehensive Clinical Care; and Jamie Veith, BSN, RN, CNOR, Surgical Services-OR, volunteered their time assisting at the event. Henry Ford Jackson Hospital Nursing was represented on the court by the “HFJH Hot Shots” in the “Heroes Division” by coach Courtney McIntosh, DNP, MBA, RN, CEN, Behavioral Health, with members Stacy Sparks, BSN, RN, CPPS, Performance Excellence and Jessica Hull, MSN RN, PMH-NP, Behavioral Health.



Stacy Sparks, BSN, RN, CPPS, Performance Excellence (left), and Courtney McIntosh, DNP, MBA, RN, CEN, Behavioral Health, at the Gus Macker basketball tournament.



## Henry Ford Jackson Culture Day

Team members recognized diversity during Culture Day, a collaborative effort between the Shared Governance Nursing Excellence Committee and Henry Ford Jackson Hospital Community Engagement. This special event brought nurses and colleagues together to honor and appreciate the many unique traditions, customs and heritages Henry Ford Jackson team members celebrate. Recognizing that our culture connects us to one another, our customers, and the communities we serve, Henry Ford Jackson is dedicated to a diverse and inclusive workforce where team members are involved, valued and respected. Along with a discussion panel, attendees enjoyed and learned about food and traditions significant to world cultures and ethnic groups, and the importance of adopting and respecting cultural awareness within the workplace.

## Recognizing Pregnancy and Infant Loss

The Annual Walk To Remember event, honoring National Pregnancy and Infant Loss Awareness Month, was held at JaxNaz Church in October. This nurse-led event was supported by seven volunteers: Joy Sterrett RN, C-FMC, Labor and Delivery; Cindy Wolfinger, BSN, RN, CPN, Emergency Department; Janine Hatt, BSN, RN, RN-OB, C-EFM, ILBCC, Labor and Delivery; Haley Smith, RN, Women and Children Services; Hannah Devine, BSN, RN, Labor and Delivery; Becky Petersen, BSN, RN, Special Care Nursery; Stacy McCormick, RN, C-EFM, Labor and Delivery. Community members and high school students also assisted. A total of 122 participants attended. The program included patient and nurse speakers, a presentation by Henry Ford Jackson Chaplain Kimberlee Anderson-Diaz, live music, a tree planting ceremony, refreshments and teddy bears and crafts for the whole family. Event coordinator Joy Sterrett said, "The planting of the trees was a beautiful way to honor the memory of the infants who passed away. The memory of the infant will grow and be nurtured, just as the tree will be."



Henry Ford Jackson nurses joined community members at the annual Walk to Remember.

## Exemplary Professional Practice

### Nursing Shared Governance Leadership

Jamie Veith, BSN, RN, CNOR, Chair of the Shared Governance Coordinating Council, is a voting member on the Nursing Executive Council, Nursing Leadership Team and the Quality Committee, which oversees quality affairs and leads the organization to excellence through continuous improvement of care processes, patient safety, and patient/customer perceptions within the system.

"My active participation allows me to contribute to the enhancement of nursing practice and patient care within Henry Ford Jackson Hospital," said Veith. "It is our collaborative commitment to exceptional care that drives our efforts to ensure every patient receives the care they deserve. It is great to be part of the team who are passionate about elevating standards of care, which is the cornerstone to our hospital's commitment to excellence."



From left: Shared Governance Coordinating Council Chair Jamie Veith and and Co-Chair Cheyenne Booker

Cheyenne Booker, BSN, RN, CAPA, is Co-Chair of the Shared Governance Coordinating Council for 2024-2025, and Chair of the Ambulatory Surgery Center Unit Based Council. She has been part of the Henry Ford Jackson team for five years. She obtained her bachelor's of science in nursing from Siena Heights University and is currently enrolled at Western Governors University to earn a master of science in nursing education. A pre-/post-operative nurse at the Ambulatory Surgery Center, she also enjoys construction, gardening, reading and traveling.

"Participation in various committees within Henry Ford Jackson has allowed me to become more knowledgeable about processes, procedures, and policies that affect my daily nursing practice," said Booker. "I am consistently engaged with other members of the various departments in the hospital, allowing me to build

professional relationships. I have been able to develop new skills and understandings that have made me a better nurse. I am also able to complete activities required for the PNAP through the various committees I am a part of."



## Celebrating Shared Governance

In October, the Shared Governance Coordinating Council celebrated Shared Governance Day. The day started with members of each sub-council, the chief nursing officer and nursing leadership delivering treats to nursing units. This gave Shared Governance Coordinating Council members the opportunity to answer questions about shared governance and shared governance membership.

Each council also created educational boards that detailed the work they do to advocate for nursing and resources available at Henry Ford Jackson Hospital. The boards were displayed throughout the day.

## Recruitment and Retention

Every Monday throughout March, potential Nursing team candidates were invited to open interviews in the Neuromuscular Building lobby. Henry Ford Jackson nurses were encouraged to connect with friends and family who are nurses to invite them to Mocha Mondays and share opportunities for employment.



## Mentorship Program

Promoting professional development for clinical nurses, the Henry Ford Jackson Mentorship Program aims to improve retention for nurse residents. Mentors and mentees receive a mentoring plan and toolkit that outlines the purpose and benefits of the program, roles and responsibilities, guides for conversations, and more. Mentors and mentees meet one-on-one monthly for six to 12 months. Following mentor and mentee feedback, the Shared Governance Professional Development committee coordinated with comprehensive education to pair all new nurse residents with a mentor to improve first-year nurse retention.

## Teaching and Role Development

In August, Henry Ford Jackson nursing leadership members met with Michigan State University nursing students who are part of a nursing cohort pilot. The students will complete two clinical semesters on the sixth floor with the same instructor. Paired with a nurse, the student assists the nurse with care for the entire patient assignment. The Henry Ford Jackson leadership team includes Nursing Administrator Joie Linn Nelson; Vice President and Chief Nursing Officer Wendy Kim; and Karen Zastrow, Comprehensive Clinical Care. Feedback from the students:

- "I feel so welcomed on the Sixth Floor."
- "Everyone is so nice."
- "All the nurses are very knowledgeable."
- "Great experience!"
- "Nurses have really supported us in our learning!"



## Health Sciences Students visit from the Yucatan

In July, 25 students from Yucatan, Mexico visited Henry Ford Jackson Hospital. Michigan State University hosted the students through their Institute for Global Health (IGH) program, with sponsorship from the Yucatan government's future leaders' program. Fifteens students were studying nursing, with others pursuing degrees in nutrition, medicine, physiotherapy, and dentistry. Students toured the acuity adaptable tower units, the emergency department and surgery.



Students from Yucatan, Mexico's future leaders' program visited Henry Ford Jackson.



## New Knowledge, Innovation, and Improvement

### Worldwide Pressure Injury Day

The Wound Care Team, Falls and Pressure Injury Committee, and Professional Practice and Quality Council collaborated to round on Worldwide Pressure Injury Prevention Day. Teams rounded the units with a “Guess the Stage” board to increase awareness and understanding of pressure-related injuries.



### Fall Prevention Awareness and Pressure Injury Prevention Rounding

To increase patient safety and awareness, the Falls and Pressure Injury Committee teamed up with the Shared Governance Professional Practice and Quality Council to round monthly and encourage proper bed configuration and skin protection measures. Members of the team actively engaged with patient care teams, offering guidance and discussion to augment fall and pressure injury prevention.

### Behavioral Emergency Response Team

In October, a research-based Behavioral Emergency Response Team (BERT) was formed with nurses from Behavioral Health, Behavioral Health colleagues and Nursing leadership. The team responds when patient behaviors acutely escalate and implements de-escalation techniques to maintain safety for patients and team members.



## Nursing Research

Seen at right, presenting their research at the Henry Ford Jackson Research Symposium are, from left: Danielle Elswick, MSN, RN, AGCNS-BC, CMSRN; Lisa Marcin DNP, RN, ACCNS-AG, CNML, Comprehensive Clinical Care; Breanna Whitney, BSN, RN, 7T Neuroscience Universal Bed, Lisa Marcin, DNP, RN, ACCNS-AG, CNML, Comprehensive Clinical Care; Steven Sanders, BSN, RN, CEN, Comprehensive Clinical Care; and Jennifer Rice, MSN, RN, AGCNS-BC, SCRNP, Comprehensive Clinical Care.

### Nursing Research places First at Henry Ford Jackson Research Symposium

Breanna Whitney, BSN, RN, 7T Neuroscience Universal Bed, and Lisa Marcin DNP, RN, ACCNS-AG, CNML, Comprehensive Clinical Care, placed first in the Nursing Research division at the 2023 Henry Ford Jackson Hospital Research Symposium. Their research project was Alternative Pain Management.



### Nursing Research showcased at Henry Ford Health Research Symposium

Jennifer Rice, MSN, RN, AGCNS-BC, SCRNP, Comprehensive Clinical Care, presented a nursing research project at the 20th Annual Henry Ford Health Research Symposium. The project, “Decreasing Medical Device-Related Tracheostomy Pressure Injuries with Hydroconductive Dressings,” involved collaboration between Henry Ford Jackson Hospital clinical nurse specialists, wound care specialists, and respiratory therapists.





[Click here](#) or scan the QR code to learn more about Henry Ford Kingswood Hospital.

# Henry Ford Kingswood Hospital

## A message from our Director of Hospital Operations and Nurse Executive

Dear Team,

What an honor to recognize the amazing work of the Kingswood Nursing team throughout 2023. You came together to expand our care units by opening an older adult unit, you improved safety, reduced patient and team member trauma, and established a new team through our partnership with the Henry Ford Macomb Hospital Mt. Clemens Behavioral Health campus. We continue to eagerly anticipate completion of our new Behavioral Health hospital in West Bloomfield, expected to open in late 2024. This exciting expansion will enable us to continue our work with our embraced culture of excellence and safety, while doubling our mission and ability to serve our patients and communities.

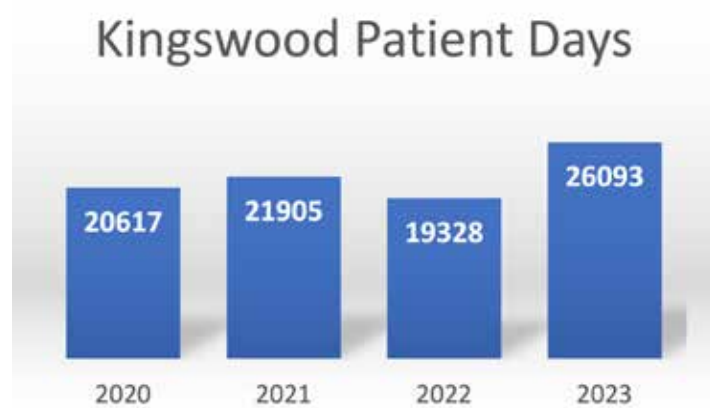


**Emily Sexton, MSN, RN, NE-BC**  
Chief Executive Officer  
Henry Ford Health Behavioral Health Hospital

### Growing the Number of Lives Served

At the end of 2022, Henry Ford Kingswood Hospital welcomed team members from the Henry Ford Macomb Mt. Clemens Behavioral Health campus. This was a coming together long planned while both teams await completion of the new Behavioral Health Hospital on the Henry Ford West Bloomfield Hospital campus, and enabled the teams to increase the lives served at Kingswood Hospital. Members of the two teams – now one – spent 2023 planning for transition to the new hospital, expected to open in late 2024.

Team members from the Henry Ford Macomb Mt. Clemens Behavioral Health campus joined Kingswood Hospital in late 2022, enabling the teams to increase lives served at Kingswood by 35%.

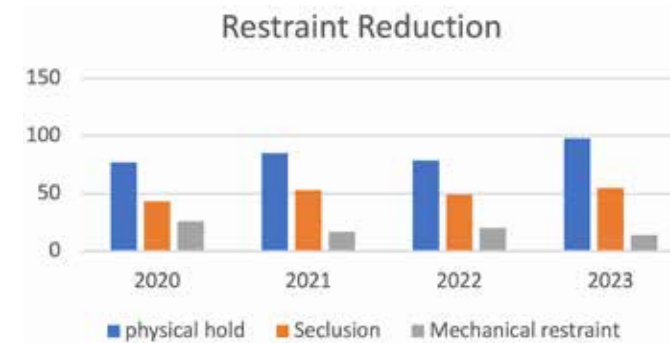
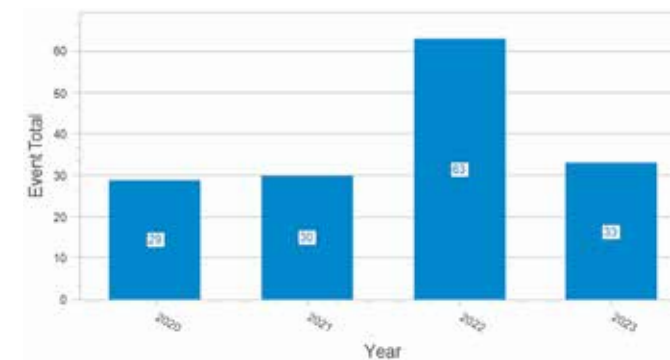


## Focus on Safety for All

### Welle Training Creates a Safer Environment

The team demonstrated successful use of Advanced Welle Training through early de-escalation and medication management for episodes of disruptive and dangerous behavior and threats of lethal means. These enhanced skills resulted in fewer staff assaults and decreases in the use of restraints and seclusion. Welle Training, along with the newly implemented Safewards model, encourages interventions focused on relationships. When compared with 2022, instances of employee abuse and physical assault decreased by almost 50%.

### Employee Abuse and Physical Assault Instances



### Rolling out the Safewards Model

**Safewards** is a recognized care model for inpatient psychiatric units developed by Len Bowers, professor of psychiatric nursing at Kings College London. Safewards provides 10 basic interventions to help reduce conflict (violence, self-harm, elopement) and containment (unwanted medication, increased observation, unit restrictions). By building strong relationships with patients and understanding what will cause suffering (flashpoints) while on the unit, the interventions build positive relationships between patients and team members, decrease conflict and containment, and make the environment more peaceful.



Shelbe Cahill, LLMSW, and Jeffrey Young, BSN, RN, display a reminder of Safewards “Calm Down Methods,” equipment team members can share with their patients when patients are agitated or tense, encouraging them to use their own strengths and coping mechanisms to regain calmness.

The first step in rolling out Safewards was establishing mutually agreed-upon standards of care. Nursing leadership and our Lead Behavioral Health Technicians collaborated to create new standards of care and developed daily community meetings to explore and understand how we care for each other and build stronger relationships.



The Safewards roll-out plan.



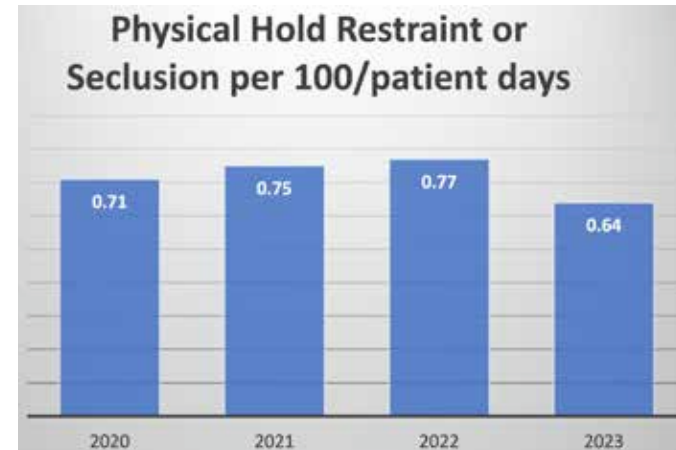
Team members (from left) Purity Karunge, RN, Loretta Smith, BHT, and Tabitha Bonkowski, RN, with mutually agreed-upon standards of care, visible throughout Kingswood Hospital.



Team members Rotimi Olufemi, Lead BHT, and Elizabeth Boayue, BHT, celebrate completion of Safewards training.

## Reducing the use of Restraint and Seclusion

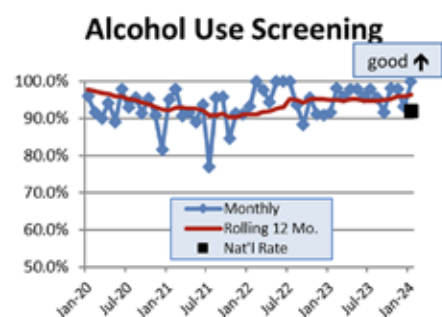
Through Safewards implementation and movement to Advanced Welle Training, our teams set goals to reduce the use of restraints and seclusion. We discovered serious team member injuries occurred while transporting a patient to seclusion or when using mechanical restraints. By building skills and using tools to prevent the use of physical management, our teams reduced trauma for patients and team members. The use of restraint and seclusion reached the lowest incidence in four years. The project included reorganizing our duress response and creating new roles in our teams. One of those roles, lead behavioral health technicians, are experts in de-escalation, guiding duress event responses and training and mentoring colleagues.



## Improving Tobacco Treatment and Alcohol Screening Outcomes

Through consistent education and auditing, Henry Ford Kingswood Hospital clinical coordinators improved and maintained reportable measures in two key areas:

- Tobacco treatment, both for offers of treatment by team members and acceptance by patients.
- Henry Ford Kingswood maintained previous gains in alcohol screening through 2023.



## Henry Ford Kingswood Hospital receives MHA Advancing Safe Care Award

During the June Annual Membership Meeting on Mackinac Island, the Michigan Health & Hospital Association (MHA) presented the Advancing Safe Care Award to Henry Ford Kingswood Hospital for providing excellent psychiatric care to patients affected by COVID-19 during the pandemic.

The Advancing Safe Care Award is annually given to healthcare teams who demonstrate a commitment to providing quality care to different patient populations. Recipients must show evidence of an improved safety culture, be transparent in their efforts to improve healthcare, and lead the charge for quality improvement.

Kingswood's winning project, Psychiatric Covid Care – Removing Isolation, highlights Kingswood's response and dedication to caring for psychiatric patients who tested positive for COVID-19. The team created the COVID-19 Positive Care Unit to ensure every patient received equitable care regardless of their COVID test results. Henry Ford Kingswood team members created a groundbreaking, first-of-its-kind in Michigan, inpatient psychiatric unit that met Centers for Medicare and Medicaid Services (CMS) and Centers for Disease Control and Prevention (CDC) guidelines for isolation. Since its establishment, more than 500 COVID-positive patients have safely received access to psychiatric providers, social workers and activity therapists, group therapy and therapeutic milieu. The dedication and commitment of the COVID-19 Positive Care Unit team contributed to the hospital's highest rating in patient satisfaction in 2022.

The COVID-19 Positive Care Unit team at Henry Ford Kingswood Hospital.



## Planting Joy on the Kingswood Campus

Continuing their community garden and horticulture committees, Henry Ford Kingswood team members focused on creating green space around the hospital for patients and team members. We kicked off garden season with sunflower seeds. Team members planted sunflowers at home and around the hospital, and ended the season with a sunflower celebration. The theme, "We Grow Together," centered around patient care and preparations for the move to our new home, Henry Ford Behavioral Health Hospital in West Bloomfield.



Edrina Dixon, BHT, and Rita Monger show off their sunflowers



Aleksander Jensen, MSN, PMHNP, hula hoops at the garden opening.



Linda Ukomadu, RN, Tori Davenport, UC, and Arnesia Hakim enjoy the harvest.



## Expressing our Gratitude

Midnight shift team members celebrated Spirit Week, held in November, by creating Trees of Gratitude to express what they are thankful for.





[Click here](#) or scan the QR code to learn more about Henry Ford Macomb Hospital.

# Henry Ford Macomb Hospital

## A message from our Vice President of Operations and Chief Nursing Officer

Dear Colleagues,

In 2023, the Nursing team at Henry Ford Macomb Hospital was profoundly involved in every aspect of historic changes to our campus and to the future of healthcare in Macomb County. In May, the largest expansion project since the hospital was built in 1975 came to fruition with the opening of the new Janet & Jim Riehl North Tower. Our community now has access to 160 new, private rooms for inpatient care and an expanded ICU, and our Nursing team can offer a higher level of care to each and every patient in their care.

Henry Ford Macomb served as the pilot site for trialing new hand hygiene products. Our team also kicked off the Henry Ford Health transition to iPhone technology, and led the system transition to new infusion pumps.

Our journey to Magnet® continued in 2023, focusing on the Nurse Leader Work Environment. Our teams came together and recommended key changes and improvements to optimize our work and to ensure we can all achieve work-life balance.

You have embraced these changes, and at the same time, continue to offer a warm, professional, healing environment to our patients. As always, I am grateful for you, and in awe of your ability to grow, enhance and constantly improve your practice.

I look forward to the coming years when we can build upon all we achieved in 2023, and hope that you look back on this year and many more with the same sense of pride.



Sincerely,

**Michael J. Markel Jr., RN, MSN, MSBA, FACHE**  
 Vice President of Operations and Chief Nursing Officer  
 Henry Ford Macomb Hospital

## Empirical Outcomes

### Nursing retention

Henry Ford Macomb realized a 4.9% improvement in Nursing turnover in 2023 compared to 2022. This positive change is partially attributed to the introduction of Nursing Orientation and regular touchpoints with managers.

### Patient Care Experience:

HCAHPS scores improved 5.82% in 2023 compared to 2022 at Henry Ford Macomb. One factor contributing to the positive change is a more relaxed visitation policy post pandemic that allows for extended visiting hours. The Care Experience team also provided Culture of Caring training to all units with tips and suggestions on how to make our patients' stays more comfortable.

## Transformational Leadership

### Improving the Work Environment

Nursing leaders formed three teams to explore how to enrich the Nursing work environment. The teams identified three areas of focus:

- **Nurse Leader Workload and Empowerment:** By focusing on tasks that are priorities for Nursing, the team eliminates waste. This team conducted work inventory audits, identifying necessary tasks and those that can be delegated. The team created a strategy for protected time, balancing unit coverage with peers, four-hour meeting-free blocks and the choice to work from home one day each pay period.
- **Work-Life Balance:** This area of focus strategizes a plan for Nurse managers to work four shifts a week.
- **Workday Wellness:** The team developed an in-person, twice weekly bed meeting schedule. Monthly Meaningful Moments and Munchies were created to follow the bed meeting and include peer recognition, birthdays, and the opportunity to welcome new leaders.

### Addressing Human Trafficking

Sheila Meshinski, RN, staff development instructor for emergency services, was again appointed to the Human Trafficking Health Advisory Board. She represents registered professional nurses with experience in an emergency department, emergency room or trauma center for a term commencing April 6, 2023, and ending Dec. 31, 2026.

### Leading Diabetes Prevention Education

Jill Yore, RN, director of Faith and Community Health, and Gina Aquino, RN, facilitator for Clinical Quality for Practice Management, presented "Using the Electronic Health Record platform to screen, test, and refer patients to Diabetes Prevention," to more than 400 health professionals from 55 different healthcare organizations for the American Medical Association's Insight Network.

## Form Meets Function

The Nurse Leader Work Environment Steering Council met with Tipton Consulting on Unit 4600 in the staff conference room of the new north tower, with the vendor joining remotely. The contemporary design and function of the new north tower conference rooms, with use of technology, peripheral seating with couches and laptop tables, creates a comfortable and efficient meeting space for Nursing teams.



## New Knowledge, Innovation and Improvement

### New Patient Tower Opens

An exciting and impactful milestone was achieved in 2023 when the new Janet & Jim Riehl North Tower officially opened in May. The \$265 million addition is the largest healthcare investment in Macomb County history. The tower's 225,000 square feet spans five stories, and houses 160 patient rooms. All private, the rooms were designed with feedback from the Nursing team, providers, team members, and patients. Every patient room offers a healing environment, where patients and their loved ones find comfort, privacy, safety and plenty of space. More than 30 full-time clinical positions, including Nursing positions, were added with the expansion.



## First North Tower Patients

The first patients officially moved to the new north tower on June 1. Nurse manager Shelley Biland welcomed the fourth floor's first patient, Lorraine. Jolanta Wilkiewicz, RN, welcomed Joseph, the fifth floor's first patient.



## Private Room, Bed and Intensive Care Expansion

In 2023, 48 additional private rooms were refreshed and placed into operation, 30 additional beds were placed into operation, and intensive care beds increased from 45 to 60. Expanding Henry Ford Macomb's capacity enables team members to provide greater access to care, better serving our patients and families.



The refreshed hallway on unit 3500.

## Infusion Pump Transition

Beginning the week of Aug. 21, Henry Ford Macomb replaced all Alaris infusion pumps with the latest Plum 360 infusion pumps (large volume) with ICU Medical MedNet Safety Software, as well as the CADD-Solis Infusion System, which is used for PCA and Epidural, with PharmGuard Safety Software and MedFusion 4000 Syringe Pumps, which will be implemented in 2024. With new safety software and a single, revamped systemwide drug library, the pumps deliver fluids over a broad range of infusion rates and are capable of concurrent delivery. Each will be integrated with Epic in 2024, which will improve efficiency and safety.



## iPhone Technology

Nursing team members and colleagues replaced previous wireless phones with iPhones and other handheld communication technology, including Rovers. This technology provides direct access to the Epic electronic health record. Messages and reminders for patient care are sent to the phone directly from Nurse Call and other clinical systems. Trials were established for linking the Nurse Call and other notifications to the iPhone.

## Virtual Intensive Care Unit

The virtual intensive care unit (vICU) went live at Henry Ford Macomb in October. Through two-way speakers and mounted cameras focused on each patient on unit 3600 Medical ICU, as well as on mobile wireless camera carts in the Emergency Department, remote clinicians collaborate and deliver real time support to their bedside partners.



Henry Ford Macomb ICU providers, APPs and nurses trained and collaborated on workflows leading up to the vICU go-live date.

## Virtual Patient Sitter Program

Units 4600 and 5600 in the new north tower introduced virtual patient sitting, made possible through cameras installed in the ceilings of patient rooms. The same cameras used for the vICU, the technology enables patient sitting to be virtual, without requiring a sitter in the patient's room. The added safety feature is a comfortable alternative for patients and their loved ones.

## Structural Empowerment

### Discharge Lounge Improves Patient Comfort and Hospital Efficiency

The Henry Ford Macomb patient discharge lounge opened in January. The lounge creates a smoother discharge process for patients, and enables team members to efficiently discharge inpatients and turn over beds for patients who are waiting for rooms. In this safe, comfortable space, patients can relax and wait for their ride home or to a new care setting. For added convenience, medications can be delivered from the outpatient pharmacy. The location means the patient's transportation can drive right up to the south entrance for pick up, rather than parking and coming in. Patients appreciate the ability to move quickly through the discharge process, completing their experience at Henry Ford Macomb positively.



### Generous Spirits Assist Families in Need

In November, the Cancer Care team adopted a patient who was diagnosed with stage 4 cancer while pregnant. She delivered her son at Henry Ford Macomb in the fall and received chemotherapy in the Cancer Center. Shortly after the baby was born, his father died in a tragic accident. The new mother was alone as she continued to battle cancer and care for her two young children. The Cancer Center team surprised the family in the early morning hours of Nov. 27 dressed in elf hats to deliver stacks of presents, gift cards and cash to her porch. The team also connected with the 95.5 FM radio talk show Mojo in the Morning, who surprised her with a phone call and the news that the team from Henry Ford Macomb was outside making a special delivery. In addition, the Pre- and Post-Operative team also adopted a large patient family for the winter holidays.



## New Knowledge, Innovation and Improvement

### Decreasing Workplace Violence

In an initiative driven by the Nursing team and Employee Safety, Henry Ford Macomb created and introduced a system of signs to identify patients who may become violent. The room identifier allows team members to subtly flag the patient room entrance. This safety initiative increased communication among team members by enabling them to share awareness of a patient's risk for violent behavior prior to interaction.



### Enhanced Critical Care Advanced Practice Model

Henry Ford Macomb increased the number of APPs in the Critical Care Advanced Practice Model to support patient care and improve standards for graduate medical education.

## Exemplary Professional Practice

### Trauma Nurse Excellence Award

Keri Sparger, RN, Unit 44, received the Henry Ford Macomb Hospital 2023 Trauma Nurse Excellence Award. Congratulating her are, from left: Christina Neirinck, NP, Trauma Services; Angela Job, Nursing Administrator; Josh Clark, Unit Manager, 4400; Keri Sparger; Chris McEachin, Trauma Program Manager; Stephanie Booza, Injury Prevention Specialist, Trauma Services and Heather Hall, PA, Trauma Services.



## Hester Davis Trophy

The traveling Henry Ford Macomb Hospital Hester Davis trophy celebrates units with zero falls in one calendar month. The June winner was Unit 56, and the July winner was Unit 28.



Unit 56 received the June Hester Davis Trophy.



Unit 28 received the July Hester Davis Trophy.

## Hooper Visits Henry Ford Macomb

In March 2023, Pistons mascot Hooper visited Henry Ford Macomb Hospital, raising spirits and spending time on several units with nurses, team members, patients and visitors.



Hooper on a Unit.

## Cardiovascular Center of Excellence

The Cardiovascular team achieved Open Heart Surgery program accreditation from Corazon. The rigorous, voluntary accreditation process required Nursing and other teams to demonstrate adherence to national standards and regulations. Along with accreditation of the Chest Pain Center and Catheterization/Percutaneous Coronary Intervention program, Henry Ford Macomb now ranks as a Cardiovascular Center of Excellence.

## Physical Rehabilitation Receives National Recognition

Based on a survey of experts, quality metrics and accreditation data, Henry Ford Macomb received America's Best Physical Rehabilitation Centers of 2023 recognition by Newsweek and the global market research and consumer data firm Statista. With more than 1,000 inpatient physical rehabilitation centers in the United States, Henry Ford Macomb was recognized as one of just 280 leading inpatient rehabilitation facilities nationwide.

## Gold Plus Status

2023 Get With The Guidelines®-Stroke Award winner Henry Ford Macomb Hospital received Gold Plus status for patient outcomes from the American Heart Association. In addition, the hospital achieved Target Stroke Honor Roll Elite status for management of patients needing tPA. The hospital's metrics also led to Type II Diabetes Honor Roll status.

## Nurses Week Show of Appreciation

During Nurses Week 2023, ICU nurses and team members were all smiles when 26 pizzas, cheese bread and brownies were delivered to their unit. The donation came from Domino's Pizza on Garfield Road as thanks for their compassionate care throughout the year.



Pistons mascot Hooper visited Henry Ford Macomb, spending time on several units with team members, patients and visitors.

## Recognitions and Awards



## Nurse residency grads

Henry Ford Macomb Nursing Residency Cohort 19 graduates, from left: Gaspare Destasi, Collin Sylvester, Ryquel Hoyle, Eraklea Iliazi, Shelley Biland, Julia Brunicardi, Dayna LaBell, Beth Thomson, Carley Glugla, Tiffani Quandt, Carly Lewis and Marla Head.

## Nurse Residency Graduates

### Cohort 18

Antigoni Bala  
Tammy Barringer  
Scottlynn Breeze  
Lori Brooks  
Andrew Gustafson  
Elizabeth Gutierrez  
Emily Haas  
Riva Hanna  
Deon Harrison

Haley Husek  
Adam Miller  
Cyra Obedencio  
Alivia Storey  
Christina Thomas  
Payton Trivett  
Allain Dale Villadores  
Dustin Woodward

### Cohort 19

Julia Brunicardi  
Gaspare Destasi  
Carly Glugla  
Marla Head  
Trina Houze  
Ryquel Hoyle  
Eraklea Iliaza

Dayna LaBell  
Carly Lewis  
Tiffani Quandt  
Collin Sylvester  
Beth Thomson  
Michael Walny

### Cohort 20

Maryam Amer  
Jessica Bedard  
Jerina Blea  
Shannon Castleberry  
Samuel Frettenborough  
Jaime Jennings  
Mya Lounsberry

Alivia Miller  
Tasnin Rima  
Melissa Saari  
Dominic Spahn  
Abbie Westrick  
Mali Xiong  
Barbara Zywalowski

### Cohort 21

Kyle Cottrell  
Yolanda Dodson  
Jaimee Glesiner  
Gabrielle Graham  
Erin Harvey

Viktoria Kostascki  
Austin Lystila  
Shelby Mooney  
Jonathan Van Ryckeghem



These Henry Ford Macomb nurses walked in the 2023 America's Thanksgiving Parade, seen here with Bob Riney, Henry Ford Health CEO.



[Click here](#) or scan the QR code to learn more about Henry Ford Wyandotte Hospital.

# Henry Ford West Bloomfield Hospital

## A message from our Vice President and Chief Nursing Officer

Dear Nursing Colleagues,

I am honored to have spent another year leading the outstanding team of nurses here at Henry Ford West Bloomfield Hospital (HFWBH). The year was spent celebrating so many nursing accomplishments that allow us to continue providing cutting-edge, high-quality care for our patients.

While this year saw the implementation of several system-wide technology initiatives, I am by far most proud of our renewed focus on wellness throughout the year. At HFWBH, we pride ourselves on providing not only excellent clinical care, but highly compassionate patient care that goes beyond our technical skills. This well-rounded care model is only possible when nurses are pouring from a full cup, which is why the launch of wellness resources like the Tranquility Room, Code Lavender and our new workplace violence intervention resources are so important.

We also continued our journey to Magnet™ designation this year with the submission of our hospital's documentation. This document contained over 84 stories of how our nurses are delivering evidence-based care, conducting our own research, achieving certifications, and providing education and community health programming outside the walls of this hospital. When I reflect on the three-year journey that has led us to this point, I am overcome with pride for our team of hardworking nurses that made this possible.

As I look ahead, I am excited to see our team of nurses advance our profession through safe, high-quality, and patient-focused care.

Thank you for all you do,



**Stefanie Roberts Newman, MSN, RN, NEA-BC**  
Chief Nursing Officer and Vice President, Patient Care Services  
Henry Ford West Bloomfield Hospital

## Journey to Magnet®

Throughout 2023, the Nursing staff at Henry Ford West Bloomfield diligently pursued their Magnet® journey. In March, the Magnet writing team successfully completed and submitted required documentation to the American Nursing Credentialing Center (ANCC). This significant milestone was marked by a collective submission event, celebrating their noteworthy achievement.

In the following months, ANCC Magnet surveyors conducted a thorough review of the submitted documents. The dedicated team of Magnet writers efficiently responded to requests from the ANCC for additional information. Upon submission of the requested information, the West Bloomfield team members awaited official confirmation of document acceptance and the scheduling of a site visit. The site visit represents a pivotal phase in the journey to Magnet. Being granted a site visit signifies an opportunity for nursing professionals to verify and amplify their commitment and dedication providing exceptional patient care. Collaboration was the key success, as the Nursing team officially received Magnet designation in April 2024.

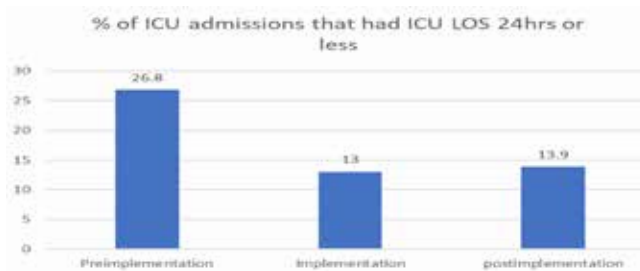
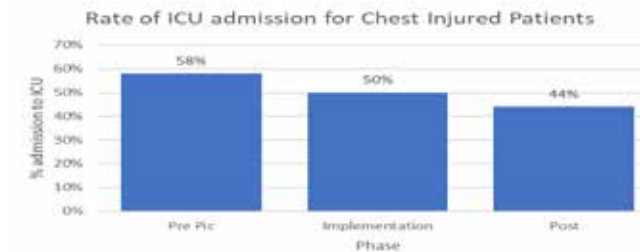


The Henry Ford West Bloomfield Magnet submission team gathered to click "submit" and celebrate document submission. From left (back row): Father Tom Nguyen, Luke Sparkman, Cathleen McCloskey, Wendy Raffin, Jennifer Wisniewski, Gabe Smith, John Roberts, Marianne Kasenow, Wilfred Allen, Surita Chaudry, Cathy Podvin, Deb Kaplan, Shanna Johnson. From left (front row): Stefanie Roberts Newman, Taquala Johnson, Rita Inoue-Gibson, Crystie Mawyer, Sara Glowzinski, Kim Johnson, Karen Sparks, Marilou Diaz, Valerie Browne, Rev. Jeredean Nobles, and Chaplain Babour Ahmed.

## Empirical Outcomes

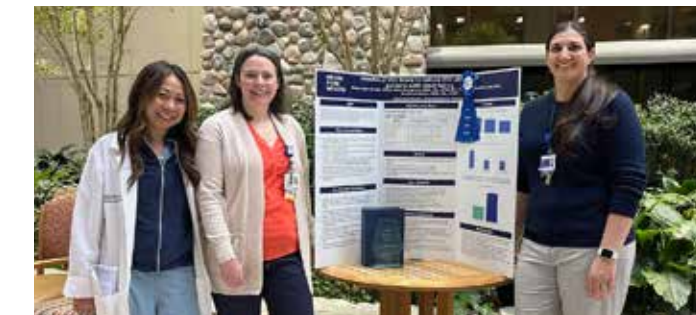
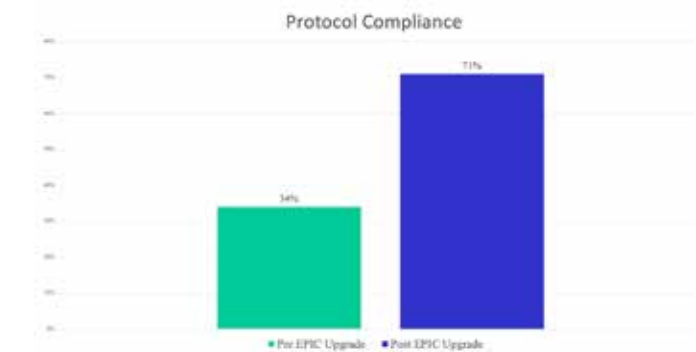
### Nurse-designed Tool Reduces ICU Admissions for Patients with Chest Injury

A team of Henry Ford West Bloomfield nurses developed a tool to determine which patients truly required ICU-level care with the goal of reducing ICU utilization. Shanen Beck, MS, BSN, TCRN; Sara Glowzinski, MSN, RN, ACNS-BC, TCRN; Marianne Franco, MD, FACS; and Maria Schneider, MSN, RN, ACNP received first place at the 2024 Henry Ford Health Quality Expo for their work.



Almost 60% of patients with chest injuries were initially admitted to the ICU. The team used the Pain, Inspiration, Cough (PIC) scoring tool combined with incentive spirometer predictive value to create a tool to better guide decision making. They developed a Nursing and APP education module, and later added an Epic enhancement

which dramatically increased compliance. After implementation, ICU admissions decreased by 14%. At least 128 ICU patient days were avoided for direct cost savings of approximately \$93,000. Patients moved from ICU after less than 24 hours dropped from almost 27% to less than 13%. No complications or mortality occurred for chest injury patients not admitted to ICU who followed the guidelines, and attending providers reported increased satisfaction.



### PIC Score Team

Shown from left are Quality Expo winners Maria Schneider, MSN, RN, ACNP; Sara Glowzinski, MSN, RN, ACNS-BC, TCRN; and Shanen Beck, MS, BSN, TCRN. Not shown: Marianne Franco, MD, FACS.

## Transformational Leadership

### Stefanie Roberts Newman Scrubs In

In March, Henry Ford West Bloomfield Hospital officially launched the Nurse for a Day program. The program provided Chief Nursing Officer Stefanie Roberts Newman the opportunity to shadow bedside nurses for up to three hours, gaining firsthand insight into their day-to-day challenges, responsibilities and successes. The initiative kicked off on



the first-floor general practice unit 1 GPU, and expanded to include Labor and Delivery, ICUs, Interventional Radiology and more.



Chief Nursing Officer Stefanie Roberts Newman shadowed nursing team members as part of the Nurse for a Day program.



Sara Marquardt developed a program to enhance nurse preceptor the knowledge and skills.

### Developing a Preceptor Training Program

Nurse preceptors improve the transition from academic learning to clinical practice for new nurses. However, Sara Marquardt, MSN, APRN, AGCNS-BC, recognized a need for a formalized program to train nurse preceptors focused on specialized set of skills that extend beyond clinical competence. After gathering input from current preceptors and nursing literature, she created a comprehensive nurse preceptor training program. Topics include:

- Understanding the role of preceptor and the impact it has on the development of future professionals
- Exploring professional behaviors and attitudes
- Assessing learning needs
- Developing strategies and innovative approaches to learning
- Self-awareness and opportunity for personal growth
- Workplace socialization and teamwork
- Conflict resolution

## Recognition and Awards

### 2023 SOAR Award Winners:

#### Cath Lab and Patient Transport

The Cath Lab and Patient Transport teams worked together to improve communication and reduce direct loading delays. By teaming up to reinforce standard work and opening the door of communication, they reduced delays by 90%.

#### Emergency Department

The Emergency Department (ED) team noted an increase in patient falls, including one fall that resulted in a sentinel event. In response, they increased awareness of fall prevention protocols in daily Huddles and implemented real-time coaching techniques. They placed fall risk signs on patient doors and ensured they were used consistently. As a result, falls were reduced by 67% between January and May, with a 100% reduction in falls with injury.

### General X-Ray

The X-Ray team uses wireless image detector panels, expensive and prone to damage if mishandled. When these panels are dropped, the detector senses a “drop impact” and sends a notification. The team noticed an increase in notifications and reviewed their handling processes. Additional education about panel handling was given at department meetings, Huddles and in emails. Using Lean Daily Management tracking, the team logged how each drop impact event occurred and retroactively evaluated each drop. Drop impact notifications decreased by 80% between March and June.

### Laboratory Services

The Laboratory Services team received the SOAR award for March-April 2023

### 2023 Nurse Residency Program Graduates

- |                             |                           |
|-----------------------------|---------------------------|
| Jeremy Craig, ADN, RN       | Lisa Makaj, BSN, RN       |
| Jillian Granz, ADN, RN      | Lucas Chapel, BSN, RN     |
| Kimberly Tucker, BSN, RN    | Hannah Reynard, ADN, RN   |
| Jordan Robertson, BSN, RN   | Lindsey Sloan, ADN, RN    |
| Holly Washington, ADN, RN   | Megyn Beebe, BSN, RN      |
| Samantha Bibbee, BSN, RN    | Joshua Urbiha, BSN, RN    |
| Rachel Kuczajda, BSN, RN    | Jordan Ruge, BSN, RN      |
| Karley Esper, ADN, RN       | Marissa Collaer, BSN, RN  |
| Nasztazia Awada, BSN, RN    | Melanie Porter, BSN, RN   |
| Mariya Shumunova, BSN, RN   | Sabrina Thompson, BSN, RN |
| Nicholas Hastings, ADN, RN  | Samrawit Gemechu, BSN, RN |
| Kiera Forrest, ADN, RN      | Zena Elayan, BSN, RN      |
| Brixhilda Bajaziti, ADN, RN | Aspyn Spears, BSN, RN     |
| Ally Morrison, ADN, RN      | Jazlyn Rogers, BSN, RN    |
| Janice Lagonoy, BSN, RN     | Asia Anderson, BSN, RN    |
| Stephanie Shaman, BSN, RN   |                           |
| Joanne Hanna-Kachl, BSN, RN |                           |
| Eric Farhadi, BSN, RN       |                           |



### Self-Care Room Grand Opening

In June, Henry Ford West Bloomfield Hospital celebrated the official opening of the Tranquility Room. The relaxing space was made possible thanks to a generous donation from community members Rich and Gwen Schwabauer. It is designed as a place for all team members to decompress, rest and reenergize. Open 24 hours a day, seven days a week, the room features soothing music, comfortable furniture and a television to display calming imagery.

The room is just a small part of Henry Ford West Bloomfield’s commitment to team member wellness. Additional wellness initiatives such as Code Lavender and the Workplace Violence Prevention program also launched in 2023.



Cutting the ribbon to celebrate the Tranquility Room’s official opening are, from left, Deborah Spencer, RN, Nursing Administration; Stefanie Roberts Newman, Chief Nursing Officer and Vice President of Patient Care Services; donor Richard Schwabauer; Henry Ford West Bloomfield Hospital Board of Trustees Vernice Davis, and director of Fundraising David Gad-Harf.



Enjoying the Tranquility Room are, from left, Stefanie Roberts Newman, Richard Schwabauer, Vernice Davis, and Shanna Johnson, president, Henry Ford West Bloomfield Hospital.

## Structural Empowerment



From left, Daphane Lee, Gayle Yerge-Cole, RN, and Rosario Agurto, NA, were on hand to check blood pressures at Juneteenth in the WB.

### Juneteenth in the WB

Henry Ford West Bloomfield Hospital was a sponsor of Juneteenth in the WB, an event commemorating Juneteenth National Freedom Day. A community-wide volunteer effort started in 2021 by the West Bloomfield Social Justice Committee, it also celebrates the diversity in the community. Henry Ford West Bloomfield team members offered free blood pressure screenings as part of the event, held at West Bloomfield High School.

## Stop the Bleed Training

Members of the Nursing team joined additional Henry Ford West Bloomfield Hospital providers to offer Stop the Bleed. The official training from the American College of Surgeons raises awareness and guides learners in basic actions to stop life-threatening bleeding in case of an emergency. Emergency Medicine and Surgery team members successfully led the course, presented to West Bloomfield Public School District teachers, administrators and support staff.



From left, Victoria Guyton, BSN, RN; Leah Sloane, PA; Chadwick Shirk, M.D.; Kim Johnson, MSN, BSN, RN; Valerie Browne, BS, BSN; Sue Beebe, BSN, RN, CEN; and Megyn Beebe, BSN, RN; led Stop the Bleed training for West Bloomfield High School educators.



Together with colleagues, Amanda Gibson, BSN, RN, led hands-on training for participants at Stop the Bleed.

## Celebrating Nurses and Hospital Week

In May, Henry Ford West Bloomfield nurses celebrated National Hospital and Nurses Weeks with their team members.



## Senior Health Expo

The Senior Health Expo was held at Henry Ford West Bloomfield Hospital in October. Presented together with West Bloomfield Parks, the free event for seniors offered discussions on a variety of health and wellness topics including stroke awareness and prevention, medication management, managing seasonal depression and more. Attendees met several health-related vendors and enjoyed a free lunch.



Stroke Program Coordinator Cathryn Onofrey, BSN, RN, CNRN, SCRNP, led a discussion as part of Senior Health Expo 2023.

## High School Medical Mentorship Program

For the last X years Henry Ford West Bloomfield Hospital has partnered with West Bloomfield High School to offer select students a hands on look at a career in health care via the Medical Mentorship Program. This year's class of 36 students visited 12 different departments, including nursing. Members of the Nursing Education team showed the students our simulation lab, lead them in experiential learning demonstrations and answered any questions they had about a career in nursing.



West Bloomfield High School juniors and seniors visited the SIM Lab and enjoyed meeting the lifelike simulation mannequin, HAL®.

## Embracing Equity

Henry Ford West Bloomfield Nursing team members, together with colleagues throughout the hospital, recognized International Women's Day in February. Some team members demonstrated the "self-embrace" pose to promote the theme, Embrace Equity.



## New Knowledge, Innovation, and Improvement

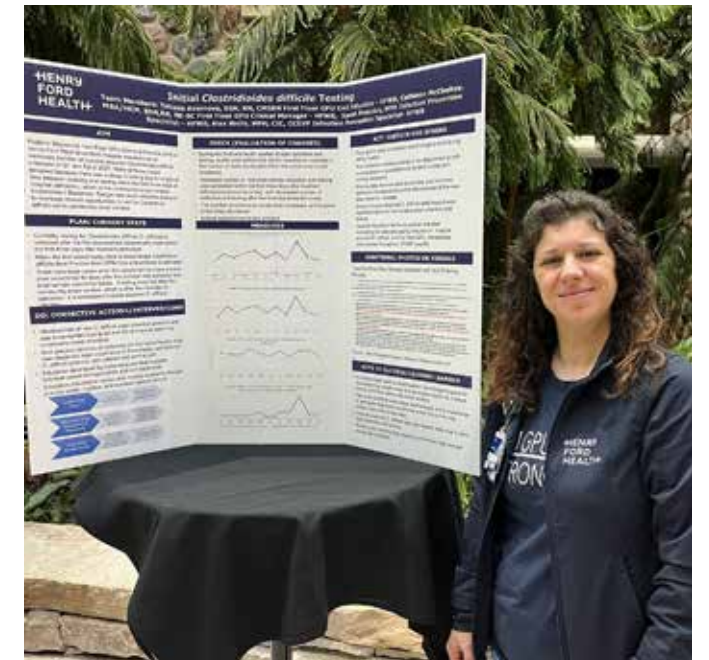
### Nursing Team Hones Skills with Lifelike Mannequin

Thanks to a generous donation, the Nursing Education team received HAL®, an anatomically accurate, life-sized mannequin used for training and education. Artificial intelligence and animatronics enable HAL to simulate verbal communication, breathing, and responses to treatments such as cardio pulmonary resuscitation (CPR). HAL can mimic symptoms of medical conditions such as heart attack and stroke. Stationed in the simulation lab, HAL allows nursing team members to hone their skills in a risk-free, controlled setting, bolstering confidence and facilitating critical thinking abilities in a realistic context. Nursing team members hone their skills a risk-free, controlled setting, bolstering confidence and facilitating critical thinking abilities within a realistic context. Nurses identify opportunities for improvement prior to engaging with real patients, and educators monitor performance and offer specific feedback to refine nursing competencies.



## Testing Protocol Decreases Hospital-Acquired C. diff Rates

A Nursing and Infection Prevention team developed a Clostridioides difficile testing protocol that decreased rates of hospital-acquired infection by increasing early stool sample collection and testing. Team members were Tatiana Assenova, BSN, RN, CMSRN, Unit Educator; Cathleen McCloskey, MBA/HCM, BSN, RN, NE-BC, Clinical Manager; and Infection Prevention Specialists Sarah Prascius, MPH, and Alex Wells, MPH, CIC, CCSVP. The team noted that in the first and second quarters of 2023, many hospital-acquired C. diff infections were detected after delays in testing. Had testing been done sooner, the results would have indicated a community-acquired infection. The team designed a new stool collection protocol that improved testing within the first three days of inpatient admission, the community onset window. After creating education for the unit's nurses and nursing assistants through practice alerts, huddles, and tipsheets, they implemented the new protocol beginning in July for the third and fourth quarters. As a result, the number of community onset C. diff rates increased, while hospital onset rates decreased. The protocol was tested on the first-floor General Practice Unit. After the success of the program, it was expanded to all Henry Ford West Bloomfield inpatient units.



Tatiana Assenova, BSN, RN, CMSRN, Unit Educator, with the poster, "Initial Clostridioides difficile Testing," presented at the 2024 Henry Ford Health Quality Expo.

## 10th Annual Silent Witness Ceremony

For more than 10 years, Henry Ford West Bloomfield Hospital has partnered with HAVEN, a non-profit organization that provides aid to victims of domestic violence and sexual assault to create the hospital-wide Intimate Partner Violence, Sexual Assault and Human Trafficking Prevention Committee. Over half of the committee members from Henry Ford West Bloomfield are registered nurses, working diligently to fight the growing numbers of domestic violence victims in Oakland County. In October 2023, the committee hosted their 10th Annual Silent Witness Ceremony, a highly impactful event that celebrates survivors of domestic violence while honoring those who have lost their lives. Throughout the event the committee highlights how healthcare workers, specifically nurses, can spot signs of abuse and work to help their patients in a discreet and sensitive manner.



## Magnet® Conference

Members of the Henry Ford West Bloomfield Nursing team attended the American Nurses Credentialing Center (ANCC) National Magnet Conference® in October. The group gained knowledge that was essential in the journey to achieving Magnet® designation. Conference sessions focused on translating evidence-based strategies into solutions; leveraging the Magnet® nursing culture to optimize organizational performance through inclusion, belonging, and a harm-free environment; and synthesizing science-based innovations, technology, and research to advance nursing practice, enhance patient safety, and promote optimal health and wellness.

## Project SEARCH Student 'SOARS'

For the past several years, Henry Ford West Bloomfield Hospital has participated in Project SEARCH, a yearlong internship program that helps students with disabilities gain real world experience in order to find a job. Brianna Kassab, a Project SEARCH student, was assigned to work on 2GPU. Upon her arrival, the team realized there was no consistent process for assembling Daily Living Kits. These kits consist of basic items such as a toothbrush, toothpaste, deodorant, and soap, and make a big impact on patient comfort when staying in the hospital overnight. Without readily assembled kits, team members were frequently pulled away from their work in order to meet patient requests for basic items. Kassab assembled the kits daily and placed two or three in each alcove, so they were easily accessible for the 2GPU team. Thanks to her hard work and dedication, the 2GPU team saw a 100% increase in kit assembly in her first month on the unit alone, ultimately leading to the team winning a Successful Outcomes and Results (SOAR) award in March of 2023.



*Project SEARCH student Brianna Kassab second from left), with the 2GPU team as they celebrated their SOAR award.*

## 2023 Podium and Poster Presentations

Trish Klassa, MSN, APRN, CNS-C, C-EFM, IBCLC: Labor Support Skills Workshop - Train-the-Trainer. State of Michigan Obstetrics Initiative Semiannual Meeting, Freeland, MI, Nov. 4, 2022.

Melissa Barach, CNS, National Association of Clinical Nurse Specialists Annual Conference, Portland Oregon, March 8-11, 2023:

- Advocating for Full Scope of Practice: Readmission Risk Reduction Through Implementation of APRN Led Service
- An Advocacy Journey Toward CNS Full Scope of Practice and Recognition as APRNs

Trish Klassa, MSN, APRN, CNS-C, C-EFM, IBCLC, and Laura Taylor, DNP, MS, RN, CNM, Screening for Trauma, Traumatic Childbirth, and PTSD in Women or Birthing Persons at Risk for Perinatal PTSD. MSU Annual Nursing Research Day, East Lansing, MI, March 15, 2023.

Trish Klassa, MSN, APRN, CNS-C, C-EFM, IBCLC: Seen but Not Heard: Dynamics, Assessment and Interventions in Intimate Partner Violence and Sexual Assault for Advanced Practice Providers. APP Fall Symposium, Novi, MI, Nov. 11, 2023.

Trish Klassa, MSN, APRN, CNS-C, C-EFM, IBCLC: Moving Our Mamas (MOMs) Labor Support Training:

- Perinatal Nursing Conference (virtual), Jan. 19, 2023.
- NACNS Conference, Portland, OR, March 8, 2023.
- AWHONN Michigan Fall Conference, Traverse City, MI, Oct. 20, 2023.
- AWHONN National Conference, New Orleans, LA, June 21, 2023.

## 16th Annual HFH Nursing Research Conference, Sept. 26, 2023

- Cheryl (Larry-Osman) Bellamy, DNP, BS, APRN, DNM, CNS-C, CEFM, and Trish Klassa, MSN, APRN, CNS-C, C-EFM, IBCLC. Moving Our Moms (MOMS) Labor Support Training
- Melissa Barach, CNS, Readmission Risk Reduction Through Implementation of APRN Led Service.

## Publications

Melissa Barach, CNS, Henry Ford West Bloomfield Case Management; Iseler, J., Long, T., Barach, M., McClelland, M., & Saunders, M. Credentialed and Privileged Clinical Nurse Specialists. *Clinical Nurse Specialist*, 37 (5), 218-222





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[Click here to learn more](#) about Henry Ford Medical Center - Brownstown.

# Henry Ford Wyandotte Hospital and Henry Ford Medical Center - Brownstown

## A message from our Vice President and Chief Nursing Officer

Dear Henry Ford Wyandotte Hospital Nurses,

It is my privilege to share with you the 2023 Nursing Annual Report for Henry Ford Wyandotte. I am so proud to present exceptional stories that highlight the compassionate nursing practice and clinical excellence you exhibit as we continue to advance in our journey to nursing excellence. Part of that journey is pursuit of Magnet® accreditation through the American Nurses Credentialing Center (ANCC).

As I reflect on all that Nursing has achieved over the past year, I am filled with profound joy and pride with how much we have accomplished together. Throughout my time at Henry Ford Wyandotte Hospital and Henry Ford Medical Center - Brownstown, our Nursing team has shown extreme resilience, empathy, and innovative thinking as we strive for continuous quality improvement and exceptional patient care.

Thank you for the outstanding work you have and continue to contribute to our organization, our patients and our community. This report showcases many of our wonderful accomplishments and achievements in 2023. I hope you read through the following pages with the same sense of pride that I have. I am deeply honored to exalt the nursing profession and work to support you in achieving your vision for nursing excellence.



**Kim Meeker, MBA, RN, NEA-BC**  
Vice President and Chief Nursing Officer  
Henry Ford Wyandotte Hospital and Henry Ford Medical Center - Brownstown

## Empirical Outcomes

### Quality Expo Winners

The Quality Expo is an opportunity for improvement projects created by team members to be shared as part of the Henry Ford Health culture of continuous process improvement. In 2023, 87 projects were submitted systemwide; 12 were from Henry Ford Wyandotte Hospital and Henry Ford Medical Center - Brownstown. Four of the 12 were chosen as finalists:

- Reducing Door to Balloon Time in ST Elevated Myocardial Infarction (STEMI): Celebrating an EMS, ED, and Cardiology QI Collaboration
- From Field to Floor: An EMS Growth and Safety Initiative Centered Around Collaboration, Education, and Innovation
- Reimagining Triage to Higher ED Volumes
- Henry Ford Wyandotte Hospital Vertical Treatment Zone

These projects align with the hospital's journey to Zero Harm and 100% reliability. They also support Henry Ford Health's mission to improve lives through excellence in the science and art of health care and healing, and our vision, improving lives in the Downriver community through health and wellness – one person at a time.



## Nursing Voices from Henry Ford Wyandotte

What do these nurses appreciate about Henry Ford Wyandotte Hospital? Listen to their stories by watching these brief videos:

Scan this QR code to view the Henry Ford Wyandotte Nurses' stories and additional Henry Ford Health Nursing videos.



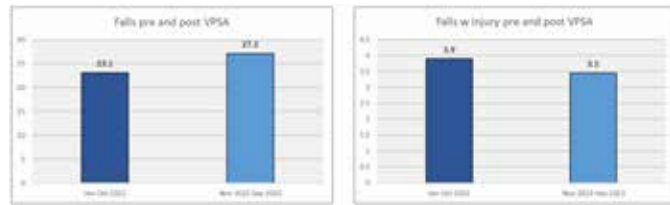
- [Maggie – Positivity](#)
- [Zach – Learning Environment](#)
- [Ashely – Community Involvement](#)
- [Courtney and Kaylee – Mentorship](#)
- [Heather – Team Support](#)
- [Julie – Compassion and Training](#)
- [Lindsey – Smaller Environment and Friendship](#)
- [Megan – Feels Like Home](#)



## Virtual Patient Safety Assistant (vPSA)

In 2022 Henry Ford Wyandotte received a \$900,000 grant for technology to improve patient care. A virtual platform to support patient safety and direct bedside care was selected for the grant-supported project. Two hundred forty hardwired cameras and speakers were installed in inpatient rooms and integrated with a virtual platform into a central command center. (Behavioral Health, inpatient Physical Rehabilitation, Emergency Department, testing and procedural areas did not receive cameras).

The first project that was initiated was implementation of a virtual Patient Safety Assistant (vPSA) platform. After development, system coordination and installation, go-live began in November 2022 with complete implementation December 2022. For the first six months after go-live, 606 patients were virtually monitored. Of those patients, the average fall with injury volume decreased 10.25%. Only eight in 606 patients experienced a fall, just 1.3% of virtually monitored patients.



## Nurse Residency Program Enhancements Improve Graduate Nurse Retention

Effective mentorship, structured orientation programs, ongoing professional development and a supportive work environment are valuable features to incorporate in developing and sustaining a successful transition-to-practice graduate nurse residency program (NRP). Convening a diverse team to review the organization's existing NRP and opportunities for improvement brought varied perspectives, experiences, and insights, fostering creativity and innovation. Diversity-enhanced problem-solving ensured inclusivity in program improvements and promoted a comprehensive understanding of the unique needs of transitioning graduate nurses in their first year of practice. The team's focused efforts resulted in a 10.7% decrease in first-year graduate nurse turnover, from 35% in 2022 to 24.3% in 2023.



## Transformational Leadership

### Meeker shares Journey to Magnet® Best Practices

Kim Meeker, CNO, shared best practices for engaging bedside nurses in owning and advancing their practice environment at the CNO Advisory Board webinar facilitated by Tipton Health Communications. Read more about Henry Ford Wyandotte's journey to Magnet® designation from Tipton.



### 2023 Healthcare Advisory Board Fellowship Grads

For the past two years, Henry Ford Wyandotte Hospital has partnered with the Health Care Advisory Board for an executive program. Twenty-five selected members of the leadership team accepted the opportunity to complete the fellowship program over the course of five years. In 2023, the first group of five that completed the program included the following nurse leaders: Elizabeth Ashley, Darinda Blaskie, Christian Fisher, Toni Silas, and Bernadette White.



Henry Ford Wyandotte graduate nurse residency program graduates.

## Henry Ford Wyandotte and Henry Ford Medical Center - Brownstown Strategic Planning Sessions

Henry Ford Wyandotte Hospital and Henry Ford Medical Center - Brownstown Nursing leadership facilitated strategic planning retreats that set the tone for the next year and the future of Henry Ford Wyandotte Hospital and Henry Ford Medical Center - Brownstown. With a focus on leadership and team members, the sessions looked to the future of how the organization can best serve patients and the Downriver community. Topics for discussion included fundamentals, quality and safety, budget, growth and challenges, service lines, the Future of Health, and providing the safest and highest quality care to patients.



## Nurse Leaders host MONL Road Trip

Nurse leaders hosted the Michigan Organization for Nursing Leadership (MONL) in-person and virtual road trip session in November. Attendees learned about best practices at Henry Ford Wyandotte Hospital, including the use of virtual patient safety assistant (VPSA) to decrease the rate of patient falls; virtual ICU-development of VICU with panelists from the unit; and Vertical Treatment Zone in the Emergency Department.



## Structural Empowerment

### Department of Nursing Education Restructure

The Wyandotte Hospital Nursing Education Department restructured to enhance support for Nursing team members and part of its aim to achieve American Nurses Credentialing Center (ANCC) Magnet® accreditation for Nursing Excellence. The department name was changed to Nursing Professional Development, Magnet to better reflect the department functions. The department structure now comprises clinical nurse specialists; hospital nurse educators; hospital nurse educator and community training center coordinator; diabetes nurse coordinator; professional development and Magnet nurse manager; professional development and Magnet director; and a senior administrative secretary. Each Nursing department added a unit educator position with a reporting structure to the Nursing Professional Development, Magnet department. The new structure emphasizes the importance of meeting the professional development and training needs of nurses to foster excellence in nursing care and aligns with Nursing literature.



## Nursing Residency Program Completion

The following team members successfully completed the Nurse Residency Program in 2023:

### Group 14

Kelsi Brandau  
Nancy Harris  
Hannah Rice  
Danielle Maldonado  
Onyinye Ndiolo  
Stephanie Alshimery  
Natalia McDaniel  
Silmi Iman  
Beverly Rodriguez  
Ashlee Delozier  
Becca Maccani

### Group 16

Kelsey Fry  
Madelyn Labell  
Bobbie Justice  
Jada VanHecke  
Evan Mazurek  
Michael Moore  
Adam Sobczak  
Justin Puttick  
Abigail Hall  
Keri Stevenson  
Christina Gorno  
Calista Smith  
Miriam Hamad  
Aida Lopez  
Natalie McParland  
Michael Pacheco

### Group 15

Ebrahim Algaziri  
Toyann Graves  
Aida Alnassiri  
Tamara Greenawalt  
Bianca Jordan  
Hannah Pryba  
Erika Villanueva  
Terri Villanueva  
Mousa Anani  
Sydney Willis  
Allia Hamood  
Betty Hernandez  
Jennifer Jurado  
Eleni Kaminski

## Certified Critical Care Registered Nurses

Two Henry Ford Wyandotte nurses, Lori Pyszko, ADN, RN, CCRN, second from left, and Rebecca Schultz, BSN, RN, CCRN, third from left, celebrate their CCRN certification with colleagues.



## Preventing Workplace Violence

Jodie Cole, RN, and Wendy Butterfield, RN, presented to Downriver area law enforcement and emergency department leaders on workplace violence at the Law Enforcement and Downriver ER (LEADER) Collaborative, held in September at the Brownstown Police Department. Highlights were Henry Ford Health's strategic priorities for workplace violence prevention, including WELLE annual de-escalation training for all team members; the use of predictive tools; security presence in emergency and inpatient settings; and agenda setting.



## Nurse Recruitment in the Philippines

Kim Meeker, CNO, and Shaula Ocampo, ACM, as part of an overall workforce planning staffing effort, traveled to Davao, Philippines in 2023, marking the first time Henry Ford Health representatives traveled to this part of the country to continue nurse recruitment. In six days of interviews, they offered 152 nurses the opportunity to join Henry Ford Health.

Meeker shared, "The skill level, knowledge and enthusiasm was truly overwhelming. I can't wait to see what they do as they join our team!"



Shaula Ocampo, Kim Meeker, Scott Reglan, Maria Paraschiv and Jennifer Morse travelled to the Philippines to interview nurses and extend job offers at Henry Ford Health.

## Wyandotte Street Fair

Twenty-two nurses volunteered to staff the first aid booth at the 2023 Wyandotte Street Art Fair, held over four days in July. Their time and dedication to community safety enabled people to come together for the annual outdoor festival.



## Annual Henry Ford Wyandotte Golf Classic

The 36th Annual Henry Ford Wyandotte Hospital Golf Classic was held in June at the Grosse Ile Golf and Country Club. Funds generated from the event supported heart and vascular projects at Henry Ford Wyandotte Hospital and Henry Ford Medical Center - Brownstown.



Many Nursing team members participated in the Golf Classic, including (from left) Rachel Toler, Ashley Haddad, Kimberly Rizkallah and Darby Russell.

## Exemplary Professional Practice

### Henry Ford Wyandotte named a Best Hospital for Maternity Care

In December 2023, Henry Ford Wyandotte Hospital achieved high performing ratings from U.S. News & World Report for maternity care, reflecting above average performance on a range of objective quality measures. Henry Ford Wyandotte was selected from almost 700 hospitals as one of 311 to earn the high-performance rating. The Women and Children's Health team's dedication to high quality patient and family care is reflected in their performance on key measures of safety and quality.



### Henry Ford Wyandotte Hospital Maternal Health Earns Platinum Designation

The Henry Ford Wyandotte Hospital Maternal Health team achieved platinum designation from the Michigan Alliance for Innovation on Maternal Health (MI AIM) in May 2022. The highest ranking possible for care of pregnant and new mothers, it reflects the leading-edge medicine and highly skilled maternal health care teams at Henry Ford Wyandotte. AIM is a national data-driven maternal safety and quality improvement initiative that works through state teams and health systems to align national, state and hospital-level efforts to improve overall maternal health outcomes.

### Commitment to Professional Development

The Professional Nurse Advancement Program (PNAP) is the Clinical Ladder for Registered Nurses at Henry Ford Health. It allows for career progression by recognizing the professional nurse's clinical knowledge, competence, and performance. Advancement within the Clinical Ladder is an ongoing process which requires formal documentation of activities for Ladder Level achievement. Each qualifying year allows the RN to pursue their chosen level of advancement. Activities are chosen from several options including precepting, committee attendance, volunteering, nursing certification attainment, advancing formal education, and professional organization membership. Ladder Level achievement is rewarded with a combination of monetary payment, paid conference days, journal subscriptions, book purchases and paid professional nursing organization membership costs.



Henry Ford Wyandotte Hospital's Professional Nurse Advancement Program (PNAP) candidates.

**August 2023 successful candidates:**

- **Level 1:** Rachel Fischer, 2R; Renee Layne, WCH; Courtney McDermott, WCH; Julie Metzger, 2R; Lori Pyszko, ICU
- **Level 2:** Wendy Butterfield, ED; Ashley Krol, BT ED; Dyan Bullard, WCH; Yvette Toscano, 7G; Mary Maria Toscano, 5G; Divina Schneider-Price, ICU; Rebecca Schultz, ICU; Jo Bzura, Nursing Professional Development; Michelle Makely, Trauma Services; Michelle Kraszewski, Surgical Services; Andrea Sheldrake, Wound Care; Carolyn Manchester, Nursing Professional Development; Jennifer Page, Surgical Services; Cydnie Scott, Surgical Services; Rose Ann DeSana, Surgical Services/Endoscopy
- **Level 3:** Andrea Carlson, WCH; Michelle Poberezny, Nursing Professional Development; Jennifer Marr, Surgical Services; Lillian Paciorkowski, Nursing Professional Development; Jillian Romaine, WCH; Lenora Ward, Nursing Professional Development
- **Level 4:** Jodie Cole, Nursing Professional Development; Diane Wyatt, Nursing Professional Development

**HFH Professional Practice Model Retreat**

In October 2023, a team of nurses in diverse roles and responsibilities within the nursing profession collaborated with approximately 100 colleagues across Henry Ford Health to engage in developing professional practice model (PPM) drafts that would clearly represent the nursing practice environment within the health system. The nursing professional practice model is a framework that defines and guides the delivery of nursing care. It outlines the values, beliefs, and principles



that shape nursing practice, emphasizing collaboration, patient-centered care, and professional development. It offers a structured approach to nursing practice, fostering consistency and accountability. A well-defined model enhances communication among healthcare team members, promotes a positive work environment, and improves patient outcomes by ensuring high-quality and evidence-based care. It serves as a foundation for nursing excellence and supports ongoing professional growth within the nursing community.



**New Knowledge, Innovations, and Improvements**

**Henry Ford Wyandotte Opens First vICU**

The Wyandotte Nursing team was an integral part of the planning and launch for the health system's first virtual Intensive Care Unit (vICU), located in 2 ICU. Two-way speakers and mounted cameras focus on each ICU patient, as well as on mobile wireless camera carts in the Emergency Department, to enable remote clinicians to collaborate and deliver real-time support. Virtual ICUs provide numerous benefits for team members and patients, including an added layer of support; responding to bedside staff at a moment's notice; reduction in task burden and length of stay, among other quality metrics; and an increase in overall workplace satisfaction.



**IV Pump Conversion**

Wyandotte Hospital and Brownstown Ambulatory Medical Center nursing teams were vital to the successful replacement of all IV infusion pumps with new pumps, the Plum 360™ from ICU Medical. The conversion will improve efficiency and safety as it becomes integrated with the Epic electronic medical record system.



## Wyandotte RN's Innovation Aims to Improve Telemed Access for Elderly Patients

Darby Russell, Brownstown Ambulatory Medical Center Emergency Department nurse manager, graduated from the Henry Ford Innovations Davidson Fellowship for Entrepreneurs in Digital Health. The fellowship offers education and training for individuals with a passion for healthcare innovation with emphasis on developing and commercializing digital technologies.

Russell's team project was DoorMed – Technology Solutions for Elderly. Elderly patients often struggle to use telemedicine services due to technical challenges, lack of internet access and capable devices to connect. Her team proposed a one-touch device that quickly and securely connects patients to their telemedicine visit. The device would be loaned to the patient for their appointment, complete with cellular network. The patient receives the device via mail to their home and returns the device via mail using an included return shipping label.



Darby Russell, second from right, with her Davidson Fellowship teammates.

## Journal Club

Several Journal Club sessions were offered throughout the year to join as Nursing professionals to review current industry literature and understand and apply advances in knowledge to patient care.

Topics included:

- Cervical cancer
- Binge drinking
- Recreational cannabis use
- Sun exposure
- Implicit bias
- Psychedelic therapy
- Olfactory enrichment and memory
- Breast cancer
- GLP-1 receptor agonist and diabetes and cardiovascular health

## Recognitions and Awards

### Nurse of the Quarter Award

Established by the Medical Staff at Henry Ford Wyandotte and Brownstown Ambulatory Medical Center, the Nurse of the Quarter award is given for exemplary performance. 2023 Nurse of the Quarter honorees are:

#### First Quarter:

Rawahn Saeed, 4th Floor PCU  
Vanessa Wargosie, ED

#### Second Quarter:

Andrea Jakubik, OR  
Patti Miruk, ICU

#### Third Quarter:

Jan Bunting, ICU  
Marie Cady, 3rd Floor PCU

#### Fourth Quarter:

Rose DeSana, OR  
Vicky Lakin, OR



Marie Cady, 3rd Floor PCU, received the Nurse of the Quarter Award for the third quarter.

### Patient Family Advisory Council (PFAC) Receives First Place in Competition

Henry Ford Wyandotte Hospital Patient Family Advisory Council (PFAC) won first place in the Poster Competition, held in October 2023 at the 7th Annual Henry Ford Health Patient Advisory Retreat. The poster highlighted the PFAC's work, including demonstrating the impact of the Discharge Checklist they helped develop. The Discharge Checklist team included Julie Johns, Brenda Vanwallaghen, Caleb Ashley, Dina Morrison, and Heather Rudy.



## Celebrating Nurses and Hospital Week

Henry Ford Wyandotte and Brownstown Ambulatory Medical Center celebrated Nurses Week and Hospital Week with activities, treats and recognitions for their dedication and professionalism.





# Henry Ford Ambulatory Care

Henry Ford Health Ambulatory Care is deeply rooted in the communities we serve, providing widespread access to healthcare services from southeast Michigan to the greater Jackson area. With more than 100 sites and 450 clinics, our extensive ambulatory network provides comprehensive healthcare services to a large population, ensuring convenient access to medical care for our patients. Services include Primary Care, Internal Medicine, Pediatrics and Family Practice, Medical and Surgical specialties, Women’s Health Services, Transplant, Oncology and more. Ambulatory care includes preventive and acute care, chronic disease management and end-of-life care. Nearly 1,500 nurses, 2,000 physicians, and 1,000 medical assistants work together to provide care for 200,000 patient visits per month, performing 100,000 procedures and 800 surgeries monthly.

## A Message from our Chief Nursing Officer

Dear Ambulatory Care Team,

Every day, I am filled with immense pride and gratitude for each and every one of you. I am thrilled to express my deepest thanks for the outstanding efforts and dedication you exhibited throughout 2023. Your collective achievements have not only strengthened our position as a leader in ambulatory care, they have also positively impacted the lives of the patients we serve. Your commitment to excellence, compassion and innovation has been instrumental in creating a culture of success within our team. We will continue our focus on communication, collaboration and continuous education, with opportunities to learn and grow, both personally and professionally.

Together, you have navigated challenges and embraced opportunities for growth, always putting patient care at the forefront of our mission. Your hard work has not gone unnoticed, and I am truly grateful for the positive impact you have made on the lives of our patients and their families.

Let us carry the momentum of our successes forward. I am confident the future holds even greater possibilities for us to make a difference in the lives of those we serve. With your unwavering dedication and the collaborative spirit that defines our team, I am excited about our limitless potential. Thank you for your hard work, dedication, and the exceptional care you provide every day.



With gratitude,

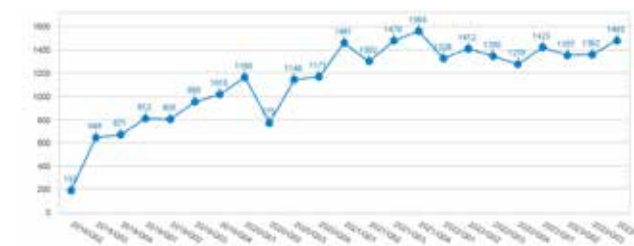
**Jeff Bechard, MSN, RN**  
Chief Nursing Officer  
Henry Ford Health Ambulatory Care

## Empirical Outcomes

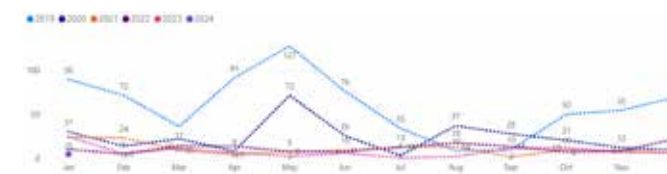
### Positive Trends Continue for Safety Reporting and Resolution

Ambulatory Care continues to see strong positive trends in both reporting of safety events and in days-to-close-out patient and employee safety events. Prompt and appropriate follow-up by leaders supports patient safety, together with ensuring Nursing and other team members have the skills, training, processes, and equipment to care for patients.

### Five-Year Trend for Closing Out Risk Events



### Empowering Team Members to Improve Safety



In response to a staff safety event, the team members shared that it was not obvious when a patient had a history of violence before arriving for an appointment. Ambulatory Risk worked with HELIOS to add a “History of Violence” column to each clinic’s department appointment report (DAR). The DAR is viewable to clerical and clinical teams and is often reviewed as teams prepare for the next day. Team members can quickly identify a potential safety concern, empowering Nursing team members and colleagues to take steps to mitigate violent behaviors and make safety plans, if needed, before a patient arrives. All team members are able to flag patient records when they identify a patient behavior or safety concern.

### Improved Safety Protocols for Zero-Tolerance Patient Behaviors

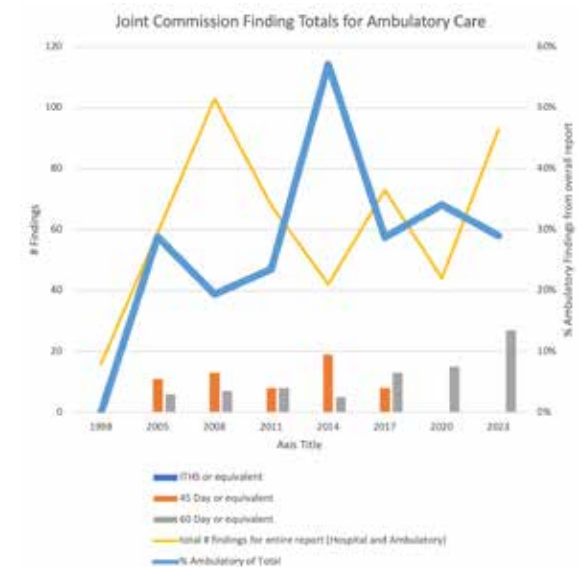
To address an industry-wide increase in aggressive and inappropriate behavior from patients and visitors, Ambulatory Risk implemented an “immediate dismissal” process. When nurses and other team members encounter specific zero-tolerance behaviors, patients or visitors are immediately reviewed for administrative discharge. If appropriate,



patients are administratively discharged by the next business day and safety plans are put in place at the clinic site. Ambulatory Risk reduced the number of days to remove a patient from our care from 160 days to less than one week.

### Joint Commission Successes

The Joint Commission completed their triennial accreditation survey of Henry Ford Hospital and affiliated Ambulatory Care locations in May 2023, and spent 12 days of the survey at Ambulatory sites. Following a successful survey, teams were proud of the lead surveyor’s comment, “It is truly remarkable and commendable that I reviewed a process at a clinic on one side of a county, go to the other side of another county to review the same process in a different clinic, and see identical steps, as well as the use of identical language.” Ambulatory Care findings decreased from approximately 60% in 2014 to less than 30% in 2023. In addition, the severity of Ambulatory Care findings decreased despite growing complexity and footprint. Henry Ford Jackson also underwent their triennial Joint Commission survey in March 2023. The surveyors were on site for five days and visited 26 clinics. The Medical Group saw a reduction of more than 30% in Ambulatory Care findings



from their 2020 survey and was awarded full accreditation.

### Hematology/Oncology Accreditation Milestone

The Hematology/Oncology team in Jackson became accredited through the College of American Pathologists (CAP) in October 2023.



## Ambulatory Teams Meet Hand Hygiene Goals

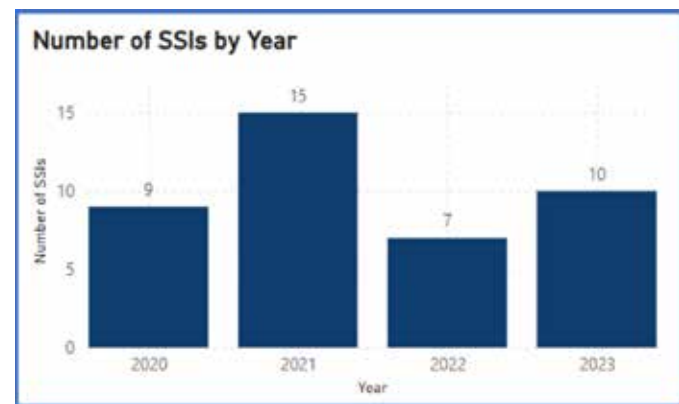
Ambulatory Care teams remained focused on hand hygiene and other infection prevention and control practices. They met their goal of 98.0% compliance for both patient (blue form) observations and stealth observations. The overall compliance for 2023 was 98.5% that came from a total of 107,580 observations.



April Parr, MA, Henry Ford Jackson Internal Medicine, demonstrates hand hygiene.

## Surgical Site Infection Prevention

To assure patient safety within our Ambulatory Surgery Centers, our teams continue to perform surveillance for surgical site infections (SSI) and implement best practices to ensure patient safety within the ORs.



## Focus on Nursing Communication

Nursing Communication continues to be a focused goal for all clinical areas in Ambulatory Care. Metrics and progress toward goals are shared weekly as part of daily huddles. Information is also shared monthly at the Ambulatory Nurse Council meeting, along with an Experience Brief leaders share with their teams.

- All markets and the Henry Ford Medical Group demonstrated an improvement in top-box percentage compared with 2022. Top-box percentage is the percentage of patients who gave the best possible response on the five-point response scale. For the “friendliness/courtesy of nurse/assistant” measure, approximately 98% of patients provided either the top-box or second-best response for

the Henry Ford Medical Group. Twenty-three clinics were in the 90th percentile or greater in 2023, and 10 clinics improved their performance by 50 percentile points or greater in 2023. Overall, patients indicated they are very satisfied with the communication skills of Ambulatory Center RNs, LPNs, and medical assistants.

- Henry Ford Ambulatory Medical Group converted a monthly newsletter into the Viva Engage platform in 2023. This communication tool provides real-time updates, kudos, and education from an easy-to-use, mobile-friendly platform.

Market/Operating Unit	2022 Top-box %	2023 Target	OCT 2023	YTD	Monthly Variance	YTD Variance	Change from 2022	Months at Target
CENTRAL	83.4	84.9	85.5	84.2	0.4	-0.7	0.8	3
NORTH	86.2	87.2	87.3	86.6	0.1	-0.6	0.4	4
SOUTH	84.7	86.2	85.3	85.1	-1.0	-1.3	0.4	0
Henry Ford Medical Group	85.2	86.7	85.8	85.4	-0.9	-1.3	0.2	0
HHS TOTAL	85.2	86.7	86.2	85.7	-0.6	-1.2	0.4	0



The Women's Health team at New Center One comes together for a daily huddle.

## Transformational Leadership



Lisa Tylsenko, LPN, Endocrinology Clinic (seated left), gathered with colleagues after receiving an “M&M” award from the Henry Ford Allegiance Medical Group.

## M&M Awards

Twenty Ambulatory Care team members were honored with Henry Ford Allegiance Medical Group's Magnificent and Marvelous (M&M) Award, enjoying a celebration and receiving a jar filled with M&Ms. From the Nursing team, Lisa Tylsenko, LPN, Endocrinology Clinic, received an M&M Award in 2023.

## Chief Ambulatory Nurse Executive Council Launched

Henry Ford Health launched its first Chief Ambulatory Nurse Executive Council in 2023. Ambulatory Nursing executives and leaders set these goals for Ambulatory Care:

- Address Unique Challenges:** Ambulatory Care settings have their own set of challenges and dynamics. This council addresses the unique needs and issues specific to nurses working in these settings.
- Promote Collaboration:** The council facilitates collaboration and information-sharing among professionals in diverse leadership roles, leading to best practices, improved patient care, and enhanced operational efficiency.
- Advance Nursing Leadership:** By creating a platform for Ambulatory nurse executives, the council contributes to the advancement of nursing leadership in outpatient and community-based care.
- Quality Improvement:** The council drives Ambulatory Care quality improvement initiatives.
- Policy Advocacy:** The council advocates for policies that support the needs of nurses working in outpatient settings. This can include advocating for resources, staffing levels, and regulatory changes that positively impact Ambulatory Care.

## Professional Organization Board Leadership

Jenny Gubler and Cincy Dover, Ambulatory Infection Prevention & Control, were elected to the board of the Association for Professionals in Infection Control and Epidemiology (APIC) - Great Lakes Chapter. This marks the first-time professionals in Ambulatory roles were elected to the organization's board.



Jenny Gubler, Manager - Ambulatory Infection Prevention & Control



Cincy Dover, Ambulatory Infection Prevention Specialist

Gabrielle Newton, MSN, RN, was elected to the board of the Quality & Accreditation Nursing Network (QANN). This Michigan-based professional organization is comprised of Quality and Accreditation leaders from healthcare in Michigan.



Gabrielle Newton, MSN, RN, Ambulatory Nursing and Quality

## APIC Conference Presentations

The Ambulatory Infection Prevention & Control team presented at the 2023 National Association for Professionals in Infection Control & Epidemiology (APIC) conference and The APIC Great Lakes regional society chapter meeting. Presentations included:

### National APIC 2023

- “Leveraging Electronic Medical Records during a Candida Auris Investigation,” was presented by Nicole Savard, Ambulatory Infection Control team, and co-authored by Eman Chami, MHA, CIC; Jenny Gubler, MS, CIC; Jessica Kilpatrick, MPH, CIC; and Alex Wells, MPH, CIC. [Review the abstract.](#)
- “Developing a Robust Leak Response Program,” was presented by Nicole Savard, Ambulatory Infection Control team, and co-authored by Eman Chami, MHA, CIC; Deirdre Salanger, MHA; Jenny Gubler, MS, CIC; Cincy Dover, MSA, MLS(ASCP)CMQLS, CIC; Jason Weaver, MPH. [Review the abstract.](#)



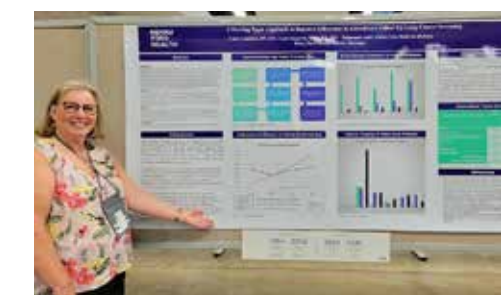
### APIC - Great Lakes

- “Ambulatory SSI Surveillance” was presented by Cincy Dover, MSA, MLS(ASCP)CMQLS, CIC; and Jessica Kirkpatrick, MPH, CIC. [Watch the recording on YouTube.](#)



## Nursing-driven Lung Cancer Screening Process presented at CHEST

The American College of Chest Physicians (CHEST) accepted the [first-ever registered nurse submitted poster](#) from Cindy Lambdin, RN, MS, and Lana Saugrich, MBA, RN, BSN, Pulmonary and Critical Care Medicine Division, for inclusion at the CHEST annual meeting, held in October in Hawaii. CHEST is the leading professional association in innovative chest medicine. The poster describes the nurse-driven process to improve adherence for patients returning for annual lung cancer screening and follow-up scans. It was developed and based on a centralized approach to ensure consistency, continuity, and leveraging LEAN principles. The Henry Ford Health Lung Cancer Screening Program's success utilizes registered nurses and advance practice providers to create and sustain patient relationships. The team coordinates all aspects of care, from eligibility confirmation to screening and through diagnosis, treatment and cure. Ninety-nine percent of patients in the database returned for annual or follow up scans, and 319 cancers were found. The early identification and intervention resulted in improved patient outcomes for those patients.



Cindy Lambdin, RN, MS, with the poster presented with Lana Saugrich, MBA, RN, BSN, at the CHEST annual meeting.

## Structural Empowerment

### Medical Assistant Flight School

In April 2023, in response to a medical assistant staffing shortage, executive leaders sponsored the inception of the Medical Assistant Staffing Workgroup. This multi-disciplinary team transformed recruitment, orientation, and retention of medical assistants. They created "Flight School," an extended orientation program to enhance onboarding and integration for medical assistants. After completing Flight School, new full-time hires also complete a comprehensive two-week orientation to "earn their wings." The innovative program is in operation in Internal Medicine at Henry Ford Medical Center – Ford Road, and Orthopedics and Urology at Henry Ford Hospital. Early results show Flight School reduces first-year turnover by enhancing overall job satisfaction and a sense of belonging. Since its launch in October 2023, nearly 80% of Flight School graduates are still employed with the health system.



The Henry Ford Hospital Orthopedics Flight School crew.

### Medical Assistant Apprenticeship Program

Henry Ford Health's Medical Assistant Apprenticeship Program was launched 2019 in close collaboration with Michigan Works! and with the support of GoingPro grants. The 10-month program includes financial assistance, in-depth education and hands-on clinical training. In partnership with Oakland, Schoolcraft, Henry Ford, and Macomb community colleges, this unique approach ensures a well-rounded understanding of the healthcare landscape while fostering a sense of belonging among participants. Apprentices meet regularly with the clinical service manager to discuss strengths, receive educational guidance, and chart their career paths at Henry Ford Health. Upon successful completion of the AAMA CMA exam, apprentices receive certification from the Department of Labor and commit to two years of full-time employment with Henry Ford Health. Since 2019, Henry Ford Health has supported 47 apprentices with 32 currently employed with the health system.

### Medical Assistant Externships

In 2023, Ambulatory Care welcomed 45 medical assistant externs in southeast Michigan, resulting in the permanent hire of 17 team members from the externship group, a five percent increase over the previous year. Together with the health system's Talent Acquisition team, Ambulatory Care further aligned with southeast Michigan externship programs to foster a more dynamic and supportive environment. The team aims to increase retention an additional five percent in 2024.

### Jackson Area MA Program Connections

Henry Ford Jackson has four affiliation agreements with local area medical assisting programs, at Jackson College, Jackson Area Career Center, Wilson Talent Center and Ross Medical Education Center. In 2023, Henry Ford Jackson hosted 17 medical assistant student externs in Ambulatory Clinics in the Jackson area. Nine of the 17 students accepted job offers with Henry Ford Jackson, achieving a 53% retention rate, an increase of 22% compared with 2022. [asp?efp=RUVMV0dSR-loxMjlk0Ng&PosterID=569004&rnd=0.6465871&mode=posterinfo](https://www.henryford.com/~/media/2023/12/12/2023-12-12-10xMjlk0Ng&PosterID=569004&rnd=0.6465871&mode=posterinfo)

## Exemplary Professional Practice

LPNs like Kimberly Marsh and Jonathan Deering at Henry Ford Medical Center – Royal Oak offer valuable patient care assistance.



### LPNs introduced into Ambulatory Care

Early in 2023, an Ambulatory Care team addressed the registered nurse and medical assistant shortage adding licensed practical nurses (LPN). This entailed a careful review of Michigan Law, Public Health Code, and regulatory requirements of the Michigan Board of Nursing and other entities. The team developed an Ambulatory LPN job description, scope of practice guidelines, and amended multiple policies to encompass these changes.

### Scope of Practice Guidelines Developed

The shift to more outpatient procedures and interventions in Ambulatory Care led to comprehensive guidelines for registered nurses, licensed practical nurses and medical assistants in 2023. These guidelines delineate roles more clearly and empower teams to provide optimal care tailored to a diverse patient population. They also aid physicians in delivering effective treatment. By specifying which team member is authorized to perform particular duties, the guidelines prioritize safe and seamless patient care.

### KLAS Survey leads to Improved Epic Efficiency

The KLAS Research survey is sent out yearly by Nursing Informatics to gather feedback on the Epic electronic medical record system. The Helios/EPIC team reviews all responses with our Ambulatory Nurse Advisory Council with a goal of addressing every concern received on the survey regarding documentation and workflow. This led to more than 25 targeted education sessions for end users. Nursing and medical assistant feedback led to multiple improvements and enhancements to optimize Epic capabilities. One specific optimization eliminated unnecessary in-basket folders, added expiration dates for specific messages, and addressed more than seven million messages that were greater than 18 months old to improve efficiency and end-user satisfaction.

## Henry Ford Jackson Ambulatory Medical Group Initiatives

- Registered Nurse Educator Elise Davis traveled to all Henry Ford Allegiance Medical Group sites for a clinic-specific skills fair. Content was a combination of hands-on practice, online learning, and instructional sessions for clinical and non-clinical team members that were specific to the specialty.
- In collaboration with the Henry Ford Jackson Point-of-Care Coordinators, a Point-of-Care Testing Train-the-Trainer Program was established that enabled clinic trainers to review policies and procedures related to point-of-care operations and complete competencies to train colleagues.
- Newly offered traveling Basic Life Support Certification renewal classes made it more efficient for Henry Ford Allegiance Medical Group team members to maintain compliance with certification requirements.
- Senior leadership facilitated didactic sessions on Culture of Ownership Customer Service Training for more than 900 team members within the Henry Ford Allegiance Medical Group including all patient care teams, leaders, and providers.

### Ambulatory Educational Offerings

With a focus on patient care and safety, Ambulatory Education enhanced its offerings to include:

- Specialized classes in electrocardiogram (EKG), phlebotomy, and intravenous (IV) initiation.
- Comprehensive training in utilizing nurse triage protocols to optimize patient care.
- Enhanced orientation for all ambulatory team members, with education and competency assessments for crucial tasks such as utilizing two patient identifiers and proper specimen labeling.

### Ambulatory Clinical Rotations

Embarking on an exciting collaboration with Wayne State University, in 2023 Henry Ford Health's Ambulatory Nursing program began offering clinical rotations for students nearing completion of a bachelor's of science in nursing. Teaming up with Pediatrics, Infusion Oncology, Ambulatory Surgery, and Emergency Medicine, Ambulatory Care is helping prepare nursing students to explore a diverse array of specialties and career pathways. The program fosters mentorship and enables the Nursing team to share their expertise.

## New Knowledge, Innovation, and Improvement

### Epic Advances Improve Workstreams

- Primary Care Nursing redesigned Epic In-basket Patient Messaging to allow message streams to be categorized. This enables nurses to better manage their workloads, share responsibility with other team members and practice at top of license. Additional benefits include reducing clerical work for clinicians and providing more efficient and timely patient care.
- Primary care nurses have also been trained to use Epic gold standard nursing triage protocols to ensure standardized, safe telephone triage for our patients. Adopting these protocols enables nurses to make timely, evidence-based decisions based on telephonic nursing assessment while thoroughly documenting all information related to medical advice given to patients and families.

### Primary Health's Polychronic Care Model

The Ambulatory Care Primary Health team piloted the Polychronic Care Delivery Model (PCC) in Internal Medicine at Henry Ford Medical Center – Woodhaven and Troy, and Henry Ford Family Medicine – East Michigan. By integrating the physician, advanced practice practitioner, pharmacist, medical assistant, registered nurse, and case manager, care delivery is more intentional and specific to the needs of the patient. Using a teams-based approach that is coordinated and patient centered improves outcomes and reduces cost. Teams identify high-risk patients and account for hospitalization risk, emergency room utilization and chronic disease complexity.





## IV Pump Conversion

Henry Ford Ambulatory Care transitioned to three new pumps: Plum large volume IV pumps, CADD Solis PCA pumps and Medfusion 4000 syringe pumps. Prior to the systemwide IV pump conversion, the team completed site assessments to determine inventory needs, evaluated IV poles, built the drug library and provided team education. All Plum and CADD Solis pumps were deployed in 2023 and integrated across the Ambulatory Care sites.



The Cancer Pavilion Infusion team with their new IV pumps after the transition.



The K13 Specialty Infusion team with one of the new Plum large volume IV pumps.

## Nitrous Oxide Initiative for Urology Patients

The team of nurses and physicians in Urology at K9 on the Detroit campus worked together to plan and coordinate an initiative to offer Urology patients the option of receiving nitrous oxide gas for specific procedures which can be physically and psychologically distressing for patients. Low-dose nitrous oxide is widely used in the ambulatory setting and provides rapid-onset analgesia without requiring anesthesia personnel or extended post-procedure monitoring. Patients do not need an escort home. The team's focus was on improving the quality of care by decreasing discomfort and improving patient satisfaction. During 2023, the team continued preparations to go live in late spring 2024.

## Nurse Alert to Medical Alert

In 2023, we began the work of converting our existing "Nurse Alert" policy to a broader "Medical Alert" policy, which is utilized in many Ambulatory sites when a patient, visitor, or employee experiences an event where medical attention is needed, such as a fall, a syncopal episode, or a hypoglycemic event. The Medical Alert policy involves nurses and all available team members to assist the patient in a timely and efficient manner. Transitioning to the Medical Alert policy has improved safety for our patients, visitors, and our staff.

## Opioid Overdose Intervention

In any healthcare setting the possibility of opioid overdoses looms, necessitating swift action to potentially save lives. Recognizing this urgent need, Ambulatory Care teams implemented a nasal naloxone standing order, a critical policy that empowers all clinical staff members to intervene effectively in suspected opioid overdose situations. The policy grants team members immediate authority to administer nasal naloxone. Team members also receive essential education to identify opioid overdose symptoms, clear instructions for nasal naloxone administration, and guidance on seeking additional assistance for the patient post-intervention.

## Master Ambulatory Competency List

To streamline education and staff competency across Henry Ford Health's primary and specialty care ambulatory sites, Ambulatory Education is developing a master competency list with anticipated completion in late 2024. This comprehensive document aims to consolidate varied competencies into one universal standard per clinical task. In collaboration with primary and specialty care leaders and staff, this initiative ensures accessibility and convenience for end-users. By centralizing clinical practice competencies and fostering communication across all service lines, leaders will be equipped with the tools to provide team members with cohesive educational experiences. Ultimately, this endeavor will empower team members with additional confidence and competence, enabling more consistent delivery of safe, high-quality patient care.



The Supply Chain team was part of a program that created a timely, efficient process for supply substitutions.

## Improving Outcomes, Safety and Efficiency

Robust reporting and prompt investigations enabled clinical leaders to improve outcomes, safety and efficiency by:

- Implementing an immediate dismissal process for aggressive patients/visitors.
- Adding redundancies and technology for intraocular lens selection in Ambulatory clinics.
- Standardizing the process for verification of intraocular lenses in operating rooms.
- Modifying a tier I policy to standardize use of two patient identifiers, reducing errors.
- Transitioning to Sunquest label printers at the Cancer Pavilion to reduce errors with lab labeling.
- Developing an enterprise-wide process for maintaining light cords in the operating room.
- Reducing trichloroacetic acid use by 65% enhancing both patient and team member safety.
- Adding a patient violence row to the department appointment report (DAR) at all ambulatory sites
- Implementing a process for staff members to safely handle dry ice contained in boxes from vaccine manufacturers.
- Clarifying the expiration date on new vaccine labels to reduce expired vaccine administration.
- Adding wheelchairs at several sites to improve patient and visitor safety and comfort.
- Replacing several lot numbers of needles to improve patient and employee safety.

## Supply Chain Substitution Program

Supply Chain, Ambulatory Care and Inpatient Care team members came together to form a group tasked with reviewing all Supply Chain proposed substitutions for supplies. When an item is on backorder or no longer available, a suitable and safe alternative product can be substituted as soon as possible, preventing interruptions in availability. The program creates a timely, efficient process for product review by Ambulatory regional nurse managers and team members from Surgical Services, Infection Control, and Central Reprocessing to review products and select appropriate substitutes. The team ensures any necessary education and communications are provided and distributed. In 2023, almost 340 clinical items were approved and substituted through this team.



# Community Care Services

Henry Ford Health Community Care Services ensures that patients receive appropriate services after returning home from a hospital stay or for their next stage of life. Working in collaboration with the system's medical experts and specialists, the Henry Ford Medical Group (HFMG), Community Care Services team members offer a wide range of services, including eye care, end-of-life care, dialysis, home care, pharmacy services, and home medical equipment and supplies. Our team continues to remain strong in its mission of providing these services seamlessly under one umbrella.

## Greenfield Health Systems

Greenfield Health Systems (GHS), Henry Ford Health's provider of dialysis services, helped establish Community Care Services in 1983. GHS supports patients needing high acute dialysis through state-of-the-art treatment at 11 in-center dialysis clinics, 14 home dialysis programs and six acute dialysis treatment locations across southeast Michigan. More than 500 team members serve nearly 1,700 patients a week. GHS also offers education and training for health care professionals.



## Retail Pharmacies

### Pharmacy Advantage

Pharmacy Advantage is a specialty pharmacy serving patients across the country who require complex medication therapies for acute and chronic conditions.

### Inpatient Pharmacy

Pharmacy services is essential part of care for many hospitalized patients. Henry Ford Health has developed and implemented innovations in pharmacy practices to improve the quality and economy of patient care.

### Pharmacy Care Management

The Pharmacy Care Management division ensures pharmaceuticals are used appropriately, maximizing affordability and quality care. With 450 team members, including more than 100 pharmacists and nurses, Pharmacy Care Management has 30 pharmacies throughout Henry Ford Health, including a 25,000-square-foot central facility in Rochester Hills, Mich.

## Henry Ford Health - OptimEyes



## Henry Ford @ Work



## Henry Ford at Home

Henry Ford at Home is Michigan's largest home health group and offers a comprehensive network of services, including including Henry Ford e-Home Care, Extended Care/Private Duty, Home Health Care, Hospice, and Home Infusion.



## Henry Ford e-Home Care



## Henry Ford Extended Care/Private Duty



## Henry Ford Home Health Care



## Henry Ford Hospice



## Henry Ford Home Infusion



## Empirical Outcomes

### 2023 Home Health Consumer Assessment of Healthcare Providers and Systems (HH-CAHPS®) Scores

The results of HHC's 2023 HH-CAHPS patient satisfaction survey demonstrated:

- 86% of respondents gave Henry Ford Home Health Care (HFHHC) a top box overall patient satisfaction score, a nine or 10, compared to 86% in 2022.
- 78.3% of respondents provided a top box score, indicating they would "definitely recommend" HHC to family and friends if they needed home health services compared to 77% in 2022.

### 2023 Hospice CAHPS (Consumer Assessment of Healthcare Providers and Systems) Scores:

The results of Hospice's 2023 CAHPS patient satisfaction survey demonstrated:

- Patient satisfaction composite score of 89%, compared to the national average of 82%.
- 88% of respondents indicated their willingness to recommend hospice to friends and family if they needed hospice services compared to the national average of 85%.

### 2023 Greenfield Health Systems In-Center Hemodialysis – Consumer Assessment of Healthcare Providers and Systems (ICH-CAHPS) Scores

The results of Greenfield Health System's 2023 ICH-CAHPS patient satisfaction survey demonstrated:

- 70% of respondents gave Greenfield Health Systems a top box overall patient satisfaction score, a nine or 10, compared to 63.5% in 2022.

### Outcome and Assessment Information Set (OASIS-C) Process Measures

These measures indicate Home Health Care, Hospice, and Dialysis' responsiveness to initiating patient care and responding to patients that require help as well as the attentiveness we pay to meeting the patients emotional, physiological, and spiritual support needs.

Process Measure	HFHHC	SHP National Avg.
Timely Initiation of Care	97.1%	96.5%
Depression Assessment Conducted	99.4%	97.2%

Process Measure	Hospice	National Avg.
Communication with the family	94%	83%

Process Measure	GREENFIELD HEALTH SYSTEMS	National Avg.
Quality of Dialysis Center Care and Operations	73.6%	64%
Rating of the Dialysis Center Staff	71.2%	64%
Rating of the Dialysis Facility	73.5%	69%

### Henry Ford @ Work Injury Case Closure Rate

Injury case closure rate measures the number of visits that a patient is seen after a work-related injury before they are cleared to return to work. The Henry Ford @ Work LPN-led clinics averaged a 1.5 visit case closure rate compared to the national average of four visits.



## Transformational Leadership

### Inaugural Continuum of Care Executive Collaborative with Epic

Henry Ford at Home Vice President Mike Ellis, RN, participated on an inaugural Continuum of Care Executive Collaborative with Epic senior leaders and developers in the Continuum of Care division. The Collaborative included many large post-acute providers from health systems in the United States and around the world.



### SandCastles Grief Support Camp

Together with year-round programming, the Henry Ford SandCastles Grief Support Program includes an annual summer camp for grieving children who have experienced the loss of a loved one. The weekend camp is a unique interactive experience with activities that create a team building environment, normalizing the grieving process. Henry Ford Hospice nurses volunteer their time and expertise to make this opportunity possible. The nurses ensure all campers receive their medications, provide assessment and treatment to injuries and promote a safe experience.



At camp in 2023, a teen confided in the facilitator that they had started cutting themselves. The facilitator immediately called the volunteer nurse to assess her injuries. Although the child did not require medical attention for injuries, the nurse, staff, and facilitator met with the teen and encouraged conversation. The teen made a contract not cut or harm themselves and agreed to come to one of the adults if they were thinking about it. Before the end of camp, the teen asked if a staff member would call home and tell the parent. Because of the safe space and caring support Sandcastles offered, this teen asked for help, and the parent increased the frequency of her therapy at home.



### Family Medicine Residents spend a day with Home Health Care Nurses

Two groups of five Family Medicine residents accompanied Home Health Care nurses on a day of home visits in spring and fall 2023. The residents were able to better understand the patient transition home from the hospital and/or clinic setting and how medical care in the community may impact their well-being.

### Team Member Retention

Henry Ford at Home leaders kicked off a series of Organizational Update Town Hall meetings sharing Henry Ford at Home and divisional progress on goals as well as answering questions from the team. At every session, team members expressed why they work at Henry Ford at Home and the positive work-life balance the organization provides. Many process improvement ideas were generated, and the leadership team will evaluate these opportunities to improve processes and engagement.

### Michael Ellis, RN, Re-elected chair of LINC

Michael Ellis, RN, vice president of Henry Ford at Home, was re-elected Chair of the Executive Committee of LINC, a national consortium of 12 of the largest health system based post-acute providers in the nation. In addition to Henry Ford Health, members include Advocate Aurora, Allina, Banner, BayCare, Atrium, Intermountain, Northwell, OhioHealth, Mass Brigham General, Sutter, and UPMC. The term ends in 2025.



Henry Ford at Home Vice President Michael Ellis, RN

### Greenfield Health Systems celebrates 40 years

In October 2023, Greenfield Health Systems (GHS) celebrated their 40th year in business. One of the oldest non-profit dialysis providers in the country, GHS cares nearly 1,700 patients in southeast Michigan every week.



## Structural Empowerment

### Home Health Care and Hospice collaborate with Michigan Nursing Schools

Henry Ford Home Health Care held meetings with Oakland, Michigan State, and Eastern Michigan universities, University of Detroit Mercy and Madonna Colleges of Nursing to explore ways to integrate nursing students into Henry Ford Health e-Home Care and Hospice. A total of 14 university nursing rotations were placed in Henry Ford at Home in 2023 from University of Detroit Mercy, Michigan State and Oakland universities and Madonna College of Nursing. The students worked collaboratively with Henry Ford at Home Health Care Nurses, Henry Ford Hospice and Henry Ford e-Home Care to enjoy a true all-around experience from the patient perspective at home.

### Career Goals for Henry Ford Early College Students

Henry Ford Home Health Care (HFHHC) continues to support the Henry Ford Early College program. High School students attend five years of schooling and earn a high school diploma and an associate degree in any number of health care related fields. HFHHC provides a registered nurse, physical therapist, occupational therapist, wound, ostomy and continence nurse, clinical specialty coordinator, speech language pathologist, social worker and an expert in digital health that present community-based career information to the students.

### New Name and Location for West Pavilion Dialysis

Greenfield Health Systems West Pavilion Dialysis relocated to their new home at 6525 Second Avenue in Detroit. The all-new, state-of-the-art facility began serving patients in June 2023, and was well received by the community.



### Community Vaccination Event

Greenfield Health Systems (GHS) hosted a community vaccination event in May using funds provided from a United Way grant. Held during the National Kidney Foundation of Michigan Kidney Walk at the Detroit Zoo, the goal was to provide the renal community and their support systems with COVID vaccine education, health screenings, and an opportunity to get vaccinated. GHS nurses and coordinators partnered with Wayne State University to administer vaccinations, and a local nonprofit, Your Good Village Collective, offered education on the importance of vaccinations. A team of dialysis peer mentors were on site to answer patients' vaccine questions.

## Exemplary Professional Practice

### Mobile Application improves Team Safety

In our continuing efforts to promote safety and security, Bond provides unique services for team members working in the community:

- Ready an Agent – Puts an agent in standby mode, connecting them with the team member through their cell phone.
- Track me on the Go- Agents and technology track the team member's planned route and assist if there is a variation.
- Video Monitor Me – A Bond Security Agent stays on the team member's cell phone video and to monitor and record surroundings, interacting with an assailant if needed to deter crime.
- Security Check – Team members can request Bond Security agents check in on them at regular intervals by phone call or text.

### Building our Nursing Teams

Henry Ford at Home, Greenfield Health Systems (GHS) and Henry Ford Health Human Resources held virtual and in-person job fairs throughout the year in a continued effort to recruit high-quality nurses. Flyers were posted on the Henry Ford at Home Facebook page, as well as on Indeed and LinkedIn job sites. Applicants who attended the event virtually were greeted by a recruiter then interviewed by a manager or supervisor. On-the-spot job offers were made throughout the programs to more than 90 nurses. Through visits to local training schools to market a career in dialysis to new talent, GHS Nurse Managers and others have been making on-site job offers and scheduling site visits to help capture the attention of these individuals. Henry Ford at Home also participated in a Henry Ford Health sponsored Canadian Registered Nurse job fair.



### Impact of Social Determinants of Health

Data on how Social Determinants of Health (SDOH) impacts patient clinical outcomes, together with the introduction of SDOH assessment into Outcome and Assessment Information Set (OASIS-E) in 2023, led to education. Henry Ford Home Health Care provided introductory education and the opportunity for our team to address specific SDOH to improve outcomes for customers.

### De-escalation and Personal Safety Training

Community Care Services registered nurse trainers, with the assistance and leadership of the administrative team, continued training from their 2022 initiative. During 2023 training, 426 Home Health Care and Hospice clinicians learned to recognize escalating behavior, respond in an appropriate manner and document it effectively to ensure follow-through. Training included how to assist helping people in developing methods to cope with stress.

## New Knowledge, Innovation and Improvement

### Mobile Integrated Health Paramedics Orientation

Home Health Care's RN Clinical Specialty Coordinator for High Tech provided five Henry Ford Health Mobile Integrated Health Paramedics (MIHP) team members with three days of education and orientation in PICC line management; gastric feeding tube care; tracheostomy cleaning and care; PleurX drainage CATH care and management; medi-ports access and de-access; and phlebotomy with two additional MIHP team members.

### Henry Ford at Home and Pace of Southeast Michigan Collaborate

The effort is aimed to improve collaboration and the utilization of products and services both organizations offer to better serve the community in Southeast Michigan. A pilot program utilizing Henry Ford at Home Remote Patient Monitoring and Advanced Home Health products and services is being explored to improve patient outcomes and reduce length of stay in skilled nursing facilities and in the hospital.

### Greenfield Health Systems leads Peer Mentor Initiative

Terrie Colvard, RN, and Ethel Hudson, LMSW, and the GHS Lahser Dialysis Patient Peer Mentor Team created a newsletter to help enhance their peer mentor program. The newsletter is aimed at enhancing the sense of community and belonging among patients in the dialysis setting.



### Home Health Care takes Team Members on Nursing Visits

Vanessa Mona, vice president, Consumer Insights and Experience, and Talent Selection Specialist Manal Khamaro, spent two days accompanying home health care nurses on home visits. Mona assisted a caregiver in obtaining a specialist appointment for the patient. Khamaro said the home visit would assist her in recruiting nurses for the team.



In addition, Eric Wallis, SVP and System Chief Nursing Officer, accompanied Reyne Nowicki, RN, on a Home Health Care Visit. Wallis gained more insight into the impact and role home health care plays in the health continuum.

### Henry Ford at Home and Henry Ford Hospital Bariatric Surgery Collaborate

Henry Ford at Home and Henry Ford Hospital Bariatric Surgery worked together to improve post-operative care of same-day surgery for bariatric patients. They used a Home Health Care pathway that included nursing, therapy, and remote patient monitoring.

### Healthcare Equity Scholars

Three Community Care Services team members completed the Healthcare Equity Scholars Program (HESP): Allyce Haney Smith, Greenfield Health Systems Patient Education Coordinator; Naima Ogletree, HFH Nephrology Nurse Practitioner; and Nawaal Elhaddi, CCS Human Resources Director. The yearlong program includes monthly education and support, and implementing a health equity-focused quality improvement or research project. They partnered with Rohini Prashar, M.D., Henry Ford Health Living Kidney Donation Medical Director, to address racial disparities in living kidney donation transplant. These teams will continue working on this important issue moving forward.



## Diagnosing and Treating Parkinson's Disease

Henry Ford Medical Group Neurosurgeon Ellen Air, MD, provided the latest information on diagnosing and treating Parkinson's Disease. The session was available virtually to all Henry Ford at Home clinicians. The clinicians voiced that educational offerings from world-renowned physicians are a positive differentiator and one of the reasons they prefer to work for Henry Ford at Home.

## ALS/Amyotrophic Lateral Sclerosis: Diagnosis, Treatment and Updates

Ximena Arcila-Londono, MD, presented to more than 150 Henry Ford Home Health Care clinicians on ALS/Amyotrophic Lateral Sclerosis, including diagnosis, treatment and updates. Dr. Arcila has been specializing in caring for ALS patients and is the director of the Henry Ford Health Harry J. Hoenselaar ALS clinic.

## Hospital at Home Launched

Henry Ford at Home, in conjunction with Henry Ford Hospital, launched the Hospital at Home Medicare Waiver option allowing Medicare primary patients the option of receiving hospital level care in their homes. This is an extension of the Hospital at Home Services offered to Henry Ford Hospital patients who have Health Alliance Plan (HAP) insurance.

## Skilled Nursing at Home Expands

In addition to Henry Ford Hospital, now Health Alliance Plan (HAP) patients at Henry Ford West Bloomfield Hospital who meet the eligibility criteria for a skilled nursing facility placement and can safely receive that level of care at home can choose to have nurses, therapists, aides, and physicians provide skilled care in the comfort of their own residence.



## Advanced Home Health transitions Cardiothoracic Surgery Patients Home Sooner

Henry Ford Home Health Care partnered with Henry Ford Macomb Hospital cardiothoracic surgery (CTS) to assist with safely transitioning CTS patients home one to two days earlier than usual with the use of the Advanced Home Health program. The CTS surgeons and midlevel providers and the Henry Ford at Home transition coordinator

round daily and identify post-surgical patients on the right trajectory for transition home and coordinate an early discharge with the patient receiving intensified in-home registered nurse, physical therapist, occupational therapist, aide and virtual physician services for three to seven days, then transitioning to traditional home health care services until they are recovered.

## Keeping Seniors Safe at Home

In partnership with Henry Ford West Bloomfield Hospital, Henry Ford Extended Care developed a philanthropically funded program called Safe at Home, designed to help reduce the risk of readmission for seniors discharged home who have limited or no support. Through the initiative, patients can receive community resources, assistance and companionship. In addition, the Safe at Home team will identify risks, education opportunities and utilize technology and remote patient monitoring systems to ensure safety. Patients can receive personal care assistance, Lifeline, Remote Patient Monitoring, assistance with errands or light housekeeping, food preparation, medication reconciliation and scheduling follow-up appointments with their doctor(s). Over 320 hours of private duty services were provided in 2023.

## Palliative Care at Home

This program for Health Alliance Plan (HAP) patients started in October 2023 and enrolled more than 230 patients in the first three months. Close collaboration with the Palliative Care at Home team and Henry Ford at Home resulted in increased referrals to Home Health Care, Hospice and Hart Medical. Most medications can be ordered through Henry Ford Health Pharmacies.

## Henry Ford @ Work Launches Virtual Care Program at School-based Onsite Medical Center

Henry Ford @ Work partnered with the Advanced Technology Academy to have a Henry Ford @ Work onsite registered nurse daily. As part of this partnership, parents have same-day access to virtual primary care appointments for their children. This program provides expedited medical care for Advanced Technology Academy students and enables parents to arrange convenient appointments for their children.

## Hospice RN brings Homecoming Celebration to the Hospital

Henry Ford Hospice Registered Nurse Emily Langford went above and beyond to create a homecoming celebration for a hospital patient who is also a participant in Sandcastles Grief Support Program. Because the patient would miss her senior homecoming, Langford took the initiative to make sure she had a memorable experience. She arranged



decorations, music, photos, dresses, shoes, jewelry, hair, makeup and more. The patient and her family were overwhelmed with gratitude for Langford's kindness, and for bringing hope, comfort and support to the patient and family.

## American Heart Walk

Henry Ford at Home worked throughout 2023 to raise money for the American Heart Walk. More than 34 team members and their friends and families walked on June 3, raising more than \$9,700.

## Showcase of Champions Conference

The following nurses from Community Care Services presented their quality champion projects at the Showcase of Champions Conference, held in March 2023 at the Radisson Hotel-Southfield.

- Jeri Howard, RN, Henry Ford Hospice: Improvement in Pain Documentation. Accurate nurse documentation increased from



59% of the time to 86% of the time.

- Jamie Taylor, LPN Henry Ford Home Health Care: Improving Home Health Clinicians Resolution of SHP Alerts. Clinician documentation rose from resolving less than 30% of Overall SHP Alerts to more than 75% of Overall alerts.
- Kay Stevenson-Renny, RN, Henry Ford Home Health Care: Improving Transitions of Patients from HHC to Hospice
- Katy Isles, RN, Henry Ford @ Work: Customer Satisfaction Survey
- Patrick Pagarigan, RN, and Lizette Berant, LPN, Greenfield Health Systems: Central Line Dialysis Assessment Tool
- Candice Ebbale, RN, Greenfield Health Systems: The Effect of Patient Education on Achieving Adequate KT/V Results within Peritoneal Dialysis
- James Foucher, RN, Henry Ford at Home: Episode Management (Focus on Visit Utilization)

## Annual Renal Care Symposium

The annual Renal Care Symposium was hosted by Greenfield Health Systems to create a memorable day of learning and networking for nurses and further their efforts to achieve professional and personal goals. Nearly 150 registered nurses from Henry Ford Health and other local organizations attended the event.

## Raising Funds for the National Kidney Foundation of Michigan (NKFM)

Greenfield Health Systems proudly supports the NKFM and is a sponsor of annual events including the Kidney Walk at the Zoo, Trick or Feet Run and the Kidney Ball. Money raised from the events helps fund innovation in kidney disease research, advocacy, patient support programs and transplants. In 2023, Greenfield Health Systems donated a total of \$53,325.



## Hospice helps a Caring Husband return Home

A patient from Escanaba, located in Michigan's Upper Peninsula, was admitted to Henry Ford Hospital in Detroit for advanced care. After exhausting all treatment options, the patient was referred to hospice. The patient and her husband chose to receive hospice care at home in Escanaba, a 6+ hour drive away. The patient was transported by ambulance, but her husband had no means to follow her. He had driven to Detroit when she was transferred and had spent all his money on accommodation and food. The team learned about his situation and collected donations from the staff. He received \$150, enough to cover his gas and lunch on the drive home.

## World Medical Relief receives Donations

More than \$800 was raised by Henry Ford at Home for World Medical Relief to purchase items for hygiene kits and baby blankets for people who are unhoused. With the donations, they bought and distributed bath towels, washcloths, toothpaste, toothbrushes, soap, shampoo, deodorant and combs, and 230 baby blankets.

## Adopt-A-Family

- For the sixth consecutive year, Greenfield Health Systems partnered with the National Kidney Foundation of Michigan and McCann Worldgroup to provide support for dialysis families during the holidays. Through generous donations, 48 families received donations of clothes, household essentials, toys, gift cards and cleaning supplies. More than 800 gifts were purchased from family wish lists, wrapped, and delivered to the corporate office where the team presented them to the families. Nearly 130 people of all ages had a brighter holiday season because of this act of kindness.



- Henry Ford at Home adopted five families, a total of 23 individuals. We provided several thousand dollars in gift cards to Meijer, Walmart, and Target so families could buy items that they need. In addition, team members purchased hundreds of gifts for specific team members including clothing, toys, household items, book etc., wrapped the gifts and our team delivered everything to the family's homes.

## Henry Ford at Home collects hygiene items for Health Emergency Lifeline Programs (HELP)

Henry Ford at Home collected and delivered over 650 hygiene items to the Health Emergency Lifeline Programs (HELP) and their Corktown Health Center. Their HIV programs serve more than 1,600 people annually, 1,500 for primary care, cancer screening, aging services, and a range of preventive programs.

## 2023 Henry Ford Health Nursing Certifications

### Adult-Gerontology Clinical Nurse Specialist - Board Certified (AGCNS-BC)

Amanda Bradley Henry Ford Jackson Hospital

### Certified Ambulatory Perianesthesia (CAPA)

Tammy Hadden Henry Ford Jackson Hospital

### Certified Critical Care RN (CCRN)

Makenzie Marinkovich Henry Ford Hospital  
 Jacob Ponder Henry Ford Hospital  
 Grace Choi Henry Ford Hospital  
 Jacob Ponder Henry Ford Hospital  
 Cassandra Schweitzer Henry Ford Hospital  
 Charles Shamoun Henry Ford Hospital  
 Katherine Wideman Henry Ford Hospital  
 Emma Koberstein Henry Ford Hospital  
 Jaclyn Reed Henry Ford Hospital  
 Cassandra Schweitzer Henry Ford Hospital  
 Abigail Bastien Henry Ford Hospital

### Certification in Electronic Fetal Monitoring (C-EFM)

Lauren Lee Henry Ford Hospital

### Certified Emergency Nurse

Monica Smith Henry Ford Jackson Hospital  
 Rachel Witgen Henry Ford Jackson Hospital

### Certified Medical Assistant

Amanda Ingledue Ambulatory Care  
 Joann Monrreal Ambulatory Care

### Certified Medical-Surgical Nurse (CMSRN)

Jessy Philip Henry Ford Hospital  
 Venessa Vasquez-Sobush Henry Ford Hospital

### Certified Neuroscience Registered Nurse (CNRN)

Charles Shamoun Henry Ford Hospital  
 Brad Torrie Henry Ford Hospital  
 Jennifer Towler Henry Ford Hospital

### Certified Nurse Manager and Leader (CNML)

Bonna Cross Henry Ford Jackson Hospital

### Certified Nurse Operating Room (CNOR)

Sara Breiler Henry Ford Jackson Hospital  
 Sherrie Combs Henry Ford Jackson Hospital  
 Robin Ebersole Henry Ford Jackson Hospital  
 Michelle Hamlin Henry Ford Jackson Hospital

### Cert-ONS/ONCC Chemo Biotherapy

Joann Monrreal Ambulatory Care  
 Kelly Grace Sklarczyk Ambulatory Care  
 Amandalynn Sue Podpora Ambulatory Care  
 Kathrine Kohling Ambulatory Care  
 Tina O'Branovic Ambulatory Care

### Certified Perioperative Nurse (CNOR)

Jerick Tabudlo Henry Ford Hospital

### Certified Professional in Healthcare Quality (CPHQ)

Ashli Arthur Henry Ford Jackson Hospital

### Certified Professional in Patient Safety (CPPS)

Erin Baker Henry Ford Jackson Hospital  
 Kendra Natter Henry Ford Hospital  
 Cheryl (Larry-Osman) Bellamy Henry Ford Hospital  
 Stacy Sparks Henry Ford Jackson Hospital

### Holistic Nursing - Board Certified (HN-BC)

Laura Van Dusen H enry Ford Jackson Hospital

### International Board-Certified Lactation Consultant

Madelyn Blondeau Henry Ford Hospital

### Maternal Newborn Nursing (RNC-MNN)

Lena Zabian Henry Ford Hospital

### NICHE certification

Vivian Heinrich, 1 GPU Henry Ford West Bloomfield Hospital  
 Cathy-Lynn La Burdy Henry Ford West Bloomfield Hospital  
 Veronica Maisevich Henry Ford West Bloomfield Hospital  
 Tonia Prado Henry Ford West Bloomfield Hospital  
 Priscilla Stine Henry Ford West Bloomfield Hospital  
 Luke Braska Henry Ford West Bloomfield Hospital

### Oncology Certified Nurse (ONC)

Carla Marie Coyne Ambulatory Care  
 Kevin Moynahan Ambulatory Care

### Psychiatric Mental Health Nurse (PMH-BC™)

Tanya Hobson Henry Ford Kingswood Hospital

### Psychiatric Mental Health Nurse Practitioner (PMHNP-BC™)

Aleksander Jensen Henry Ford Kingswood Hospital  
 Taneisha Mackey Henry Ford Kingswood Hospital

### Trauma Certified RN (TCRN)

Drake Sluchak Henry Ford Hospital  
 Max Skolnik Henry Ford Hospital

# Henry Ford Health 2023 Nursing Recognition and Awards



## DAISY Award® Honorees

### Henry Ford Ambulatory Care

Nancy Amezcua  
Joel D'Angelis  
Joseph Robinson  
Lisa Wynn

*Lisa Wynn, Henry Ford Ambulatory Care, received a DAISY award in 2023.*



### Henry Ford at Home

Amy Ladzinski, I2 Acute Dialysis  
Jacqueline Griffin, Fairlane Dialysis  
Merlyn Valentino, Macomb Regional Dialysis  
Nykisha Mays, Second Avenue Dialysis

### Henry Ford Hospital

Bassam Ammary, P5 – Cardiovascular ICU  
Andrew Bozimowski, 6 West – Neuro ICU  
Erin Cavanagh, Emergency Department  
Kayla Christodouloupoulos, Labor & Delivery  
Dragana Geml, B5/F5 – Neurosciences  
Batool Hadi, Labor & Delivery  
Diana Hoffman, P5 – Cardiovascular ICU  
Khloe Johnson, Labor & Delivery  
Athena Kostoulakis, I6 – Acute Stroke/Neuro Stepdown  
Brandon Roy, P5 – Cardiovascular ICU  
Georgia Scholl, Emergency Department  
Phaedra West, Clinical Resource Office



*Bassam Ammary, pictured above, from Henry Ford Hospital Emergency Department, was honored with a DAISY award.*

### Henry Ford Jackson Hospital

Emily Banner, 7T Neuroscience Universal Bed  
Ashley Bissett, Joint Replacement, Orthopedics & General Surgery  
Christina Burt, Pre-Admission Testing  
Jordan Covell, Hematology/Oncology  
Melissa Doser, Hospice Home  
Savannah Every, Home Health  
Heather Faggion, 4T Surgical Universal Bed

Christopher Gebhardt, Emergency Department  
Cynthia Girlish, Clinical Decision Unit  
Jessica Green, Emergency Department  
Kaylie Tyler-Holroyd, 7 Northwest Medical Surgical Unit  
Tracey Hunter, Comprehensive Clinical Care  
Gayle Johnston, Hospice In-Home  
Emilee Losey, WCS Labor and Delivery  
Stacey Lynn, Emergency Department  
Ashley McKay, Inpatient Behavioral Health  
Kelsey McDonald, Perioperative Services  
Janelle Pallas, 4T Surgical Universal Bed  
Sarah Rickerd, Emergency Department  
Kristyn Sandoval, WCS Maternal Fetal Medicine Clinic  
Porsche Teller, 4T Surgical Universal Bed  
Tami Thayer, Joint Replacement, Orthopedics & General Surgery  
Samuel White, Critical Care Float Pool  
Ross Witgen, Emergency Department



*Jordan Covell, Henry Ford Jackson Hematology/Oncology, received a DAISY Award.*

### Henry Ford Kingswood Hospital

Cynthia Hartman, R.N., MOD A



*At Kingswood Hospital, Cynthia Hartman, R.N., left, received the Daisy Award and Francina Body, BHT, received the Honey Bee Award in 2023.*

### Henry Ford Macomb Hospital

Susan Bradke, RN, Unit 46  
Paul Russo, RN, Unit 43  
Melissa Tilton, RN, Unit 29  
James Winiarski, RN, Unit 25



*At Henry Ford Macomb Hospital, Michael Markel, CEO, congratulated DAISY Award winner Paul Russo, RN.*

### Henry Ford West Bloomfield Hospital

Sherry Beaudoin, Women's Breast Clinic  
Linda Brown-Twum, Garden GPU  
Ashly Collins, 3B  
Kristen Engstrom, 3B/C  
Kristina Figueroa, Diagnostic Holding  
Meredith Fortney, Labor & Delivery  
Nermin Harb, 1GPU  
Tracy Haly, Periop & Pre-Op/PACU  
Audrey Jennings, Garden GPU  
Diane Kargol, Operating Room  
Hannah Reynard, SICU  
Madisyn Schultz, MICU  
Cynthia Sheridan, Observation Unit  
Dayna Stevens, Best Choice, SICU

*Linda Brown-Twum, Henry Ford West Bloomfield Hospital, with her 2023 DAISY award.*



### Henry Ford Wyandotte Hospital

Matthew Falcioni, 4 PCU  
Stacie Forbes, 5 GPU  
George Hotham, 6 GPU  
Samantha Kletter, 5 GPCU

*Henry Ford Wyandotte Hospital Honey Bee award winner Stacie Forbes, 5 GPU.*



## Extraordinary DAISY Champion Honoree



Bernadette White, Director, Nursing Professional Development, Magnet®

## DAISY Nurse Leader Honorees



Jorge Romero, Clinical Resource Officer, Henry Ford Hospital.

### Henry Ford Hospital

Katherine Balten, Family Center Maternal Child  
Jorge Romero, Clinical Resource Office

### Henry Ford Jackson Hospital

Kristin Wood, Surgical Services – Admin

### Henry Ford Wyandotte Hospital

Beth Ashley, Emergency Department

### DAISY Team Award

Henry Ford Hospital  
MICU Pod 1

### Henry Ford Jackson Hospital

The Obstetrics Initiatives (OBI)

### Henry Ford Macomb Hospital

#### Unit 2800

The Unit 2800 team at Henry Ford Macomb Hospital received the 2023 Daisy Team Award for their perseverance during the RSV surge, ongoing care of special needs patients, and the outstanding and compassionate clinical care they deliver to a diverse patient population, from babies to hospice patients, on a regular basis.



*The Unit 2800 team at Henry Ford Macomb Hospital.*

## Honey Bee Honorees



### Ambulatory Care

Stephanie Montague, MA, Henry Ford Medical Center – Fairlane, Hematology/Oncology



Honey Bee Award winner Stephanie Montague, MA, Henry Ford Medical Center – Fairlane, Hematology/Oncology, with colleagues (from left) Danielle Todd, administrative secretary, Ambulatory Care; Jeff Bechard, chief nursing officer, Ambulatory Care; and Eleya Montroy, manager Clinical Care Services.

### Henry Ford Hospital

Vale Copeland, Unit Secretary, F6 – Infectious Disease  
Samer El Hassan, Nurse Assistant F6 – Infectious Disease  
Lajuana Francis, Patient Safety Assistant, Clinical Resource Office  
Melissa Langston, Nurse Assistant/Unit Secretary, Neonatal ICU  
Andrew Witt, Technical Assistant, Emergency Department



Henry Ford Hospital Honey Bee winner Lajuana Francis, Patient Safety Assistant, Clinical Resource Office.

### Henry Ford Jackson Hospital

Latresa Boone, WCS Labor and Delivery  
Mikayla Bujno, Perioperative Services  
Froilan Camarao, 5S – Clinical Decision Unit 5  
Danielle Crosby, Organizational Throughput Department  
Magdalena Delarosa, 6th Floor Renal & Oncology  
Nathan Ellsworth, Emergency Department  
Colette Evans, Hospice Home  
Olivia Gross, Emergency Department  
Angela Harrell, 4T Surgical Universal Bed  
Tiara Hindermeier, 7T Neuroscience Universal Bed  
Tina Hobbins, 7S Medical Unit  
Abigail Horning, Organizational Throughput Department  
Cim Hubbard, Ambulatory Surgery Center  
Melody Keenan, 6T Medical Universal Bed  
Desiree Mathews, Digestive Health  
Tina Purdy, 7S Medical Unit  
Morgan Sipes, Emergency Department  
Makayla Smoker, Emergency Department  
Tiffany Smoot, Cardiac Catheterization Lab  
Erica Stephens, Joint Replacement, Orthopedics, & General Surgery  
Regina Summers, 4T Surgical Universal Bed  
Lindsey Taylor, 7T Neuroscience Universal Bed  
Nicole Wallace, Inpatient Behavioral Health

### Henry Ford Kingswood Hospital

Francina Body, BHT, MOD A

### Henry Ford Macomb Hospital

Lelian Dela Pena, Unit 56  
Chrissy Erdelyi, Unit 17  
Daliborka Loznjakovic, Unit 43  
Mirna Yousif, Unit 43



Henry Ford Macomb Hospital Honey Bee awardee Lilian Dela Pena.



Henry Ford West Bloomfield Hospital  
Rhonda Watson, PCU  
Anne Marie Bulbuk, SICU

Henry Ford West Bloomfield Hospital  
Honey Bee awardee Anne Marie Bulbuk, SICU.

### Henry Ford Wyandotte Hospital

Laiba Gull, 5 GPU  
Stacey Brewer, 7th Floor  
Angel Davis, 5 GPU  
Mark Reifsnider, ED

Honey Bee award winner Laiba Gull, Henry Ford Wyandotte Hospital.



## Clara Ford Nursing Excellence Award



The 2023 Henry Ford Health Clara Ford Nursing Excellence Award winners.

### Henry Ford Hospital



Linda Nguyen, BScN, RN, Exceptional Experience Award, was recognized for her positive attitude, calming presence and ability to connect with team members, patients and their families.

### Henry Ford Home Health Care



James Foucher, RN, Clinical Specialty Coordinator, Affordable, Efficient Care that Provides Value Award, was recognized for his leadership and creative approaches to improve efficiency and financial performance.



Joshua Markell, RN, Compassionate and Committed People Award, received the award for his role as an educator, preceptor and outstanding clinical mentor – boasting a 100% nurse retention rate over the last year.

### Henry Ford Jackson Hospital

Amanda Dominique, BSN, RN, 4T Surgical Universal Bed – Exceptional Experience Award, was selected for her leadership, tenacity, advocacy and exceptional commitment to patient care.



Janelle Pallas, BSN, RN, 4T Surgical Universal Bed – Compassionate and Committed People Award, was honored for her commitment and dedication to serving others, empowering her unit and the community. She is seen above as she accepts the Clara Ford for Nursing Excellence from Bob Riney, Henry Ford Health CEO.



### Henry Ford Macomb Hospital

Brigitte Ludwiczak, ADN, RN – Safest Care and Best Outcomes Award, was honored for her strong work ethic, mentorship and advocacy, which has helped increase patient satisfaction and team member retention.



Brigitte Ludwiczak, ADN, RN

### Nightingale Award

#### Henry Ford West Bloomfield Hospital

John Roberts, RN, BSN, NE-BC, Nurse Manager ICUs, Runner Up, Nursing Excellence

#### Henry Ford Hospice

Jeri Howard, RN, Clinical Manager, Runner Up, Nursing Excellence in the Community

### Association of Women’s Health Obstetric and Neonatal Nurses Award of Excellence

#### Henry Ford West Bloomfield Hospital

Trish Klassa, MSN, APRN, CNS-C, C-EFM, IBCLC, Clinical Education

## Henry Ford at Home Employee Recognition Awards

### Customer Service Award

Nicole Savage, RN, Hospice  
David Tavares, RN, Home Health Care

### Above and Beyond Award

Emily Langford, RN, Hospice  
Dawn Stone, RN, Home Health Care

### Teamwork Award

Beverly Cornwall, RN  
Laura Chapa, RN  
Toshia Kole-James, MSW  
Sheila Mackowski, RN  
Rose Middleton, RN  
Jill Miller, RN  
Denise Nash, RN  
Charlotte Sims, RN



The Community Care Services team received the Henry Ford at Home Teamwork Award in 2023.

### Michigan Home Care and Hospice Association Spirit of Caring Award

Kathy Bulgarelli, RN, Henry Ford at Home Director of Support Services

### Henry Ford Jackson Hospital Nursing Excellence Award

Stacy DeWitt, Hematology/Oncology – Dedication to Nursing Practice Award  
Kelsie Diamond, 6T Medical Universal Bed – Compassion, Commitment and Patient Advocacy Award  
Heather Faggion, 4T Surgical Universal Bed – Georgia R. Fojtasek Leadership Award  
Keith Miller, Anesthesia Services – Advanced Practice Nursing, Exceptional Experience Award  
Janelle Pallas, 4T Surgical Universal Bed – Humanitarian Award:  
Jessica Schmidt, Comprehensive Clinical Care – Innovative, Efficient, and Affordable Care Award  
Amy Winget, 6T Medical Universal Bed Clinical Practice – Safe Care and Best Outcomes Award



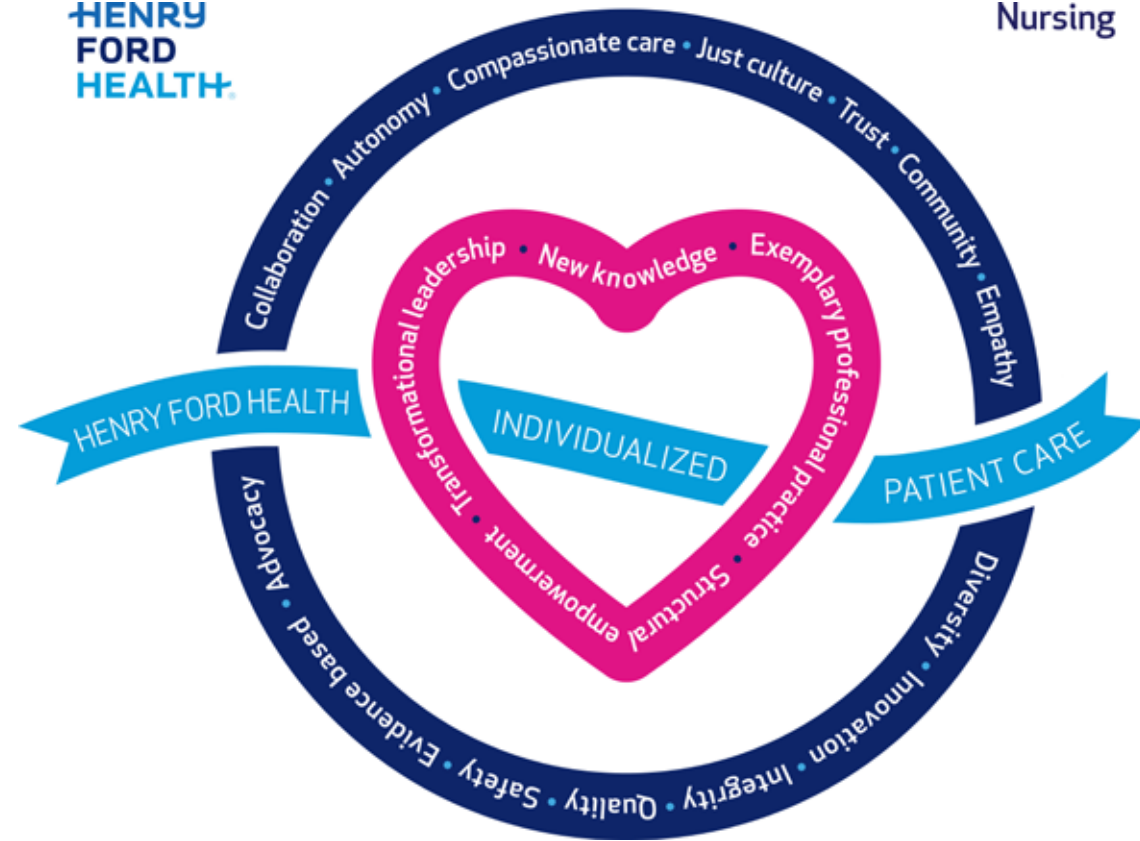
Vice President and CNO Wendy Kim presents Keith Miller with the Henry Ford Jackson Hospital Nursing Excellence Award.

Henry Ford Health thanks every member of the Nursing team for their compassion and dedication to patient care.



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FORD  
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Nursing



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