From the Chief Nursing Officer

At Akron Children’s Hospital, we are committed to delivering evidence-based and exemplary nursing care that is patient- and family-centered, compassionate and equitable. Our philosophy is guided by our Professional Practice Model.

This report provides a summary of a few notable highlights from 2018-2019, which demonstrate our True North Objectives of Quality, Strategic Growth & Collaboration, Access & Patient Experience, and Research & Innovation. They also reflect our most important Operational Imperative – Our People.

There are many other examples of ways we are fulfilling our True North Objectives. This includes implementing evidence-based practices to improve the screening and timely diagnosis of children with Autism Spectrum Disorder in primary care, create a Small Baby Unit that provides standardized care to the tiniest neonates, and use early mobility in the care of critically ill children to improve clinical outcomes. Another example is a quality project that successfully addressed barriers that prevented our non-English speaking patients from receiving essential home care supplies.

I am proud to share that in 2019, our Transport Services was re-designated by the Commission on Accreditation of Medical Transport Systems, while our inpatient rehabilitation unit was accredited by the Commission on Accreditation of Rehabilitation Facilities. We also received the Prism Diversity Award from the American Organization of Nurse Executives for our efforts to advance the diversity of our nursing workforce.

Every day, I am inspired by our nurses and their dedication to our patients and their families, our hospital and the nursing profession.

Christine Young
MSN, MBA, RN, NEA-BC
Chief of Hospital-Based Services
and Chief Nursing Officer

Twitter: @childrens_CNO
Instagram: @childrens_CNO

Pictured on cover: J.J. Crowley, BSN, RN
PEOPLE

NURSING AWARDS

Akron Children's Magnet® Nurse of the Year
2018
Anna Hauenstein, APRN-CNP

2019
Joy Burt, MSN, RN, NE-BC, CPXP, and Megan Foster, BSN, RN

March of Dimes Nurse of the Year
2018
Debra Scott, MSN, RN, CPN, and Jill Smith, APRN-CNP

Advanced Practice Provider Excellence in Practice Award
2018
Carrie Litten, DNP, APRN-CNP

2019
Christine Singh, APRN-CNP

LPN of the Year
2018
Stephanie Rollyson, LPN

2019
Megan King, LPN
(No photo available)

AKRON CHILDREN'S CAMEO OF CARING AMBASSADOR

2018
Tracy Edwards, MSN, RN, LSN, NCSN, CCCTM

2019
Barb Bungard, MSN, RN, CPHIM

DAISY Award Nurses
2018
Marissa Pugh, BSN, RN
Samantha Ramer, BSN, RN
Victoria Wadsworth, BSN, RN
Nathan Ference, BSN, RN
Ted Keener, BSN, RN
Stephanie Bodjanac, BSN, RN

2019
Sarah Sands, BSN, RN
Melanie Brewster, BSN, RN, CCRN
Jackie Warner, BSN, RN
Erica Ruddock, BSN, RN
Brittany Keller, BSN, RN

 Outstanding Nurse Leader Award
2018
Jessica Truesdell, MSN, RN, WCC
(No photo available)

2019
Angela Contant, MSN, RN, CEN, NEA-BC

Our Nurses

Our Nurses

Lois M. Hodgson's Nursing Excellence Award
2018
Department of Pediatrics' Nurse Educators
2019
Burn Center

Ohio Organization of Nurse Executives Nursing Leadership Award
2018
Pam Baker, MSN, MBA, RN

84%* hold a bachelor's degree or higher

34.55% are certified

*Exceeds Institute of Medicine's Goal of 80% by 2020
The multidisciplinary Skin Care Champion Program was implemented to address an increase in hospital-acquired pressure injuries. By developing unit-based skin care champions, we’ve provided expert resources for staff on every inpatient unit. This has helped decrease pressure injuries throughout the organization, while increasing staff awareness of high-risk patients. It has also made staff more comfortable in applying their knowledge to prevent pressure injuries and skin breakdown.

PICU recognized for excellence

Akron Children’s Pediatric Intensive Care Unit (PICU) has received the Beacon Gold Award for Excellence from the American Association of Critical Care Nurses. The award recognizes units that distinguish themselves by applying evidence-based practices to improve patient outcomes. Akron Children’s is currently the only PICU in the state of Ohio and one of 13 nationally to achieve gold recognition.

Compared to national benchmarks, our patient outcomes demonstrated fewer central line-associated bloodstream infections, catheter-associated urinary tract infections, ventilator-associated pneumonia and unplanned extubations.
Improving patient safety

NICU achieves significant safety milestone
As of January 30, 2019, Akron Children’s Neonatal Intensive Care Unit (NICU) achieved a significant patient safety milestone: It’s been three years since an infant in the unit had a central line-associated bloodstream infection (CLABSI). This achievement is the result of a strict adherence to a bundle of best nursing practices and the work of the NICU staff. It is notable that in 2019, all our NICUs and the Burn Unit were also CLABSI-free.

Hematology-Oncology sets record in reducing CLABSI
In our Hematology-Oncology Department there was a statistically significant drop in the incidence of CLABSI such that the center line dropped to zero, along with a record-setting 200 days without an infection.

This is due to the ongoing commitment to our environmental and oral care bundles, including regular deep-cleaning of patient rooms, and on a daily basis the cleaning of high-touch surfaces, changing of bed linens and gowns, patient bathing and oral care, and the use of lip balm to prevent breakdown in the mucosal barrier, which increases the risk of infection.

Emergency Department honored for patient care

Akron Children’s Emergency Department on the Beeghly campus is one of 29 recipients of the Emergency Nurses Association’s 2019 Lantern Award. The national award recognizes emergency departments that demonstrate excellent practice and innovative performance through leadership, education, advocacy and research, and reflects our commitment to interdisciplinary, family-centered, evidence-based care.
Meeting the needs of our communities

**Reaching more students**
Recognizing that many school-age children do not have a primary care provider, we piloted School-based Health Centers in two northeast Ohio school districts with 490 visits. Services include in-person well-child exams, telehealth evaluations for minor illnesses, hearing and vision tests, depression screenings and sports physicals.

**Expanding our collaborations**
We expanded our decade-long collaboration with Aultman Hospital to operate their 25-bed NICU, a Level III perinatal facility.

The NICU that we also staff and manage on Summa Health’s Akron City Hospital campus was moved to a newly constructed patient tower. Also a Level III perinatal facility, the new 22-bed unit offers single family rooms for more privacy and comfort to promote healing and bonding.

**Finding new ways to improve patient experience**

**Enhancing the patient survey process**
In 2018, our organization transitioned to a new vendor, NRC Health, for patient experience surveys. This change brought substantially shorter surveys, delivered more quickly through email, phone and text, which have doubled response rates.

A Customer Feedback Advisory Committee was created to facilitate the ongoing review and optimization of patient feedback and make recommendations regarding changes to survey questions, outreach methods and goal setting. This has enhanced engagement at all levels of the organization, while helping us meet our True North objective of delivering consistently excellent patient and family experiences.

**Helping parents stay close to baby**
Parents now have a new way to check in on their babies when they’re in the hospital. Thanks to the annual Walk4babies fundraiser, 118 NICView cameras were installed in 2019 at all patient beds in our Akron NICU, St. Elizabeth NICU and the Special Care Nursery on our Beeghly campus. There were about 20,000 views from 33 states and six countries.

**Elevating family-centered rounds**
Leader rounding with nursing and other hospital leaders is an effective tool to enhance patient experience and proactively address concerns.
To further improve family-centered rounds, our Rounding Committee piloted a new process in acute care areas in 2019. Training sessions for nurses, residents and hospitalists included role-playing exercises, and a checklist to ensure the process is implemented consistently. As it is refined, it will be rolled out to other specialties.

**PATIENT EXPERIENCE DATA**

<table>
<thead>
<tr>
<th></th>
<th>Inpatient Units</th>
<th>National Pediatric Benchmark</th>
<th>Inpatient Units</th>
<th>National Pediatric Benchmark</th>
</tr>
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<tbody>
<tr>
<td>Nurses’ courtesy &amp; respect</td>
<td>78</td>
<td>77.5</td>
<td>80.8</td>
<td>79.9</td>
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<tr>
<td>Nurse listened carefully</td>
<td>75.7</td>
<td>76.4</td>
<td>78.1</td>
<td>77.9</td>
</tr>
<tr>
<td>Confidence &amp; trust in nurses</td>
<td>75.8</td>
<td>76.5</td>
<td>78.5</td>
<td>78</td>
</tr>
<tr>
<td>Comfortable talking to nurses</td>
<td>79.3</td>
<td>80.5</td>
<td>82.7</td>
<td>81.5</td>
</tr>
</tbody>
</table>

Figures shown are the percent of patients who chose the highest rating (Yes, Definitely).
The Lavender Project was implemented, through the generosity of hospital donors, to support staff members who are experiencing increased stress and compassion fatigue – the physical and mental exhaustion of caring for sick or traumatized patients. This can lead to poor health, burnout and increased turnover rates.

The Lavender Project applied research-based stress management interventions to create quiet spaces equipped with relaxation aids, where staff can retreat during times of increased stress.
Jennifer Kirkhart, BSN, RN, CPEN, a nurse in the Infusion Center, one of the departments that exceeded the Nurse Excellence RN Satisfaction Categories below.

Top Performers Exceeding All 7 Nurse Excellence RN Satisfaction Categories

- AKRON CHILDREN’S HOSPITAL PEDIATRICS, GREEN
- HOME CARE-SKILLED NURSING INFUSION CENTER
- INTERVENTIONAL RADIOLOGY
- MAHONING VALLEY EMERGENCY DEPARTMENT
- MAHONING VALLEY PEDIATRICS
- PEDIATRIC HOSPITAL MEDICINE
- PULMONOLOGY
- SCHOOL HEALTH
- SPECIAL CARE NURSERY, WOOSTER

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