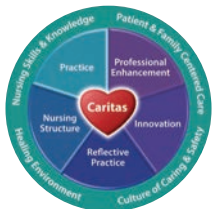




GUNDERSEN
HEALTH SYSTEM®

NURSING ANNUAL REPORT.



2019

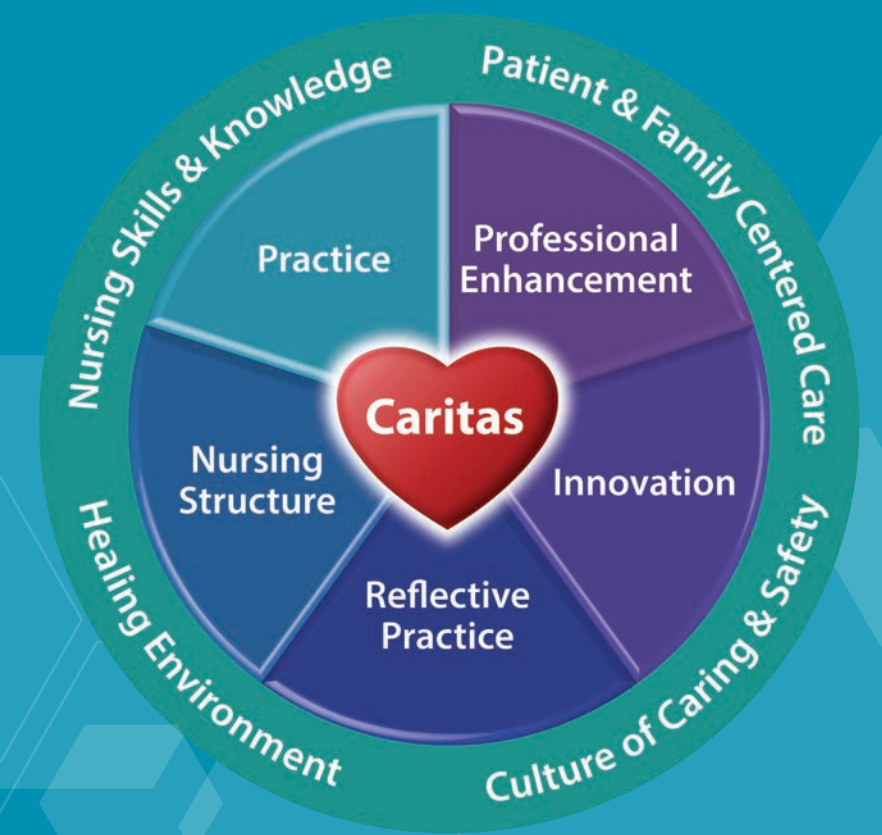


NURSING PROFESSIONAL Framework

Our Nursing Vision: We are inspired by the patient's story and known for our passion, dedication, knowledge, engagement and joy in our profession.

Our Nursing Professional Framework defines what nurses believe, how we practice, what is expected of us and how we grow in our profession at Gundersen Health System.

- The center heart—Caritas—is the foundation of our framework. Caritas represents Human Caring Theory, developed by nursing theorist Jean Watson, PhD, RN, AHN-BC, FAAN. The theory and Caritas Processes® guide us as we care for patients, families and each other with authenticity, presence and loving kindness.
- The outer circle displays our Nursing Values of Nursing Skills & Knowledge; Patient & Family Centered Care; Culture of Caring & Safety; and Healing Environment.
- The five sections surrounding the heart hold the components of Practice, Professional Enhancement, Innovation, Reflective Practice and Nursing Structure.



Dear colleagues,



When I came to Gundersen Health System more than 10 years ago, I realized quickly that this organization is special, made even more so by you. Today, my conviction is stronger than ever that you—our nurses—are at the heart of what makes Gundersen such an exceptional healthcare system.

While it would be impossible to capture all the ways your commitment to excellence enriches lives every day, I am proud to present

to you the 2019 Nursing Annual Report. The following pages are a snapshot of the many ways you routinely go above and beyond for your patients and co-workers. I hope you enjoy looking back on many of our accomplishments from the last year and are inspired to continue to pursue excellence in the future.

I am honored to work alongside such an amazing group of compassionate, dedicated professionals.

Sincerely,

Beth Smith-Houskamp
Chief Nursing Officer
Administrative Chief Operating Officer
Gundersen Health System

TABLE OF CONTENTS

Message from Beth Smith-Houskamp, PhD, RN, administrative chief operating officer, chief nursing officer p. 1

Nursing Professional Framework..... p. 2

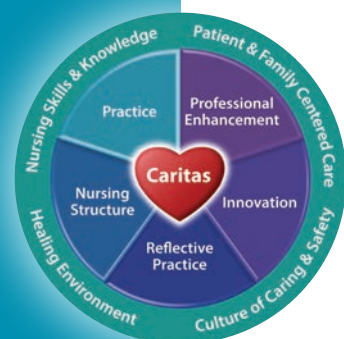
Enriching Every Life p. 3

Enriching the lives of staff p. 3

Enriching the lives of patients and families.....p. 13

Enriching the lives of our communityp. 19

Message from Andrea Hauser, DNP, RN, CNL, director of nursing....p. 24



Enriching Every Life

Last year's nursing report was a great success, and we continue to celebrate the practice of Gundersen Health System nurses in this 2019 report. We honor your compassionate care and accomplishments as we share moments of how nurses enrich the lives of each other, patients, families and our community.

ENRICHING THE Lives of Staff

Nursing Connections brings nurses together to share, learn

Nurses gathered systemwide for Nursing Connections 2019, an intimate gathering created in response to feedback from nurses desiring even more thoughtful connections with Gundersen nursing leadership.



Lansing & Waukon, IA

Gundersen's chief nursing officer, director of nursing and other nursing leaders met with 187 nursing staff at 14 locations to hear how nurses at Gundersen are innovating, inspiring and influencing patient care. The series also served as a chance for nursing leaders to share important information and learn how they can continue to enrich the lives of Gundersen nurses.



Tomah, WI



Christina Eliason, RN,
Inpatient Council
Chairperson

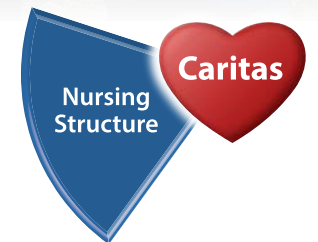
Dylan Flannery, RN,
Inpatient Council
Vice-Chairperson

Tracy Dayton, RN,
Outpatient Council,
Chairperson

Nicole Penzkover, RN,
Outpatient Council
Vice-Chairperson

SHARED GOVERNANCE

The following are examples of how shared governance achievements made a difference in 2019:



Inpatient Council

- Enhanced nursing handoff communication by eliciting discussion, feedback and communication via units' Unit Practice, Education, Quality and Safety Committee (UPEQs)
- Contributed to the discussion of what care planning is, the value of taking nursing voices into the charts and bringing care planning changes back to units
- Discussion and feedback were given surrounding the new patient care website, the look of eClinical Skills and how to best get the information to the nursing staff

Outpatient Council

- Collaborated on the Ambulatory Vacancy Project to create staff resource card and to help determine vacation guidelines
- Contributed to technology integration by offering input on several documentation and workflow changes including:
 - Pain documentation, medication refill, metered-dose inhaler documentation and Epic updates

Inpatient C4 Committee

- Processed 76 intakes/requests
- Highly involved in technology and nursing practice-focused decision making within the Care Planning Update (CPU) project
 - Design of new care planning workflow in Epic, review and redesign of flowsheets, review and updates to all Epic Lines/Drains/Airways (LDA) flowsheets
- Began work to review all patient list columns in Epic and create a condensed, nursing-specific list of columns to choose from

Outpatient C4 Committee

- Launched in March 2019
- Organized and prioritized nursing-related technology requests
- Reviewed, planned and triaged outpatient nursing-related EPIC quarterly update content
- Participated in two-day outpatient nursing-focused EPIC site visit with IS staff, including discussing current state of outpatient nursing practice and workflow and EPIC tools
 - Compiled a final report with various observations and recommendations for next steps



Sam McCullough, RN,
Inpatient C4 Committee
Chairperson

Cheri Kjos, RN,
Outpatient C4 Committee
Chairperson

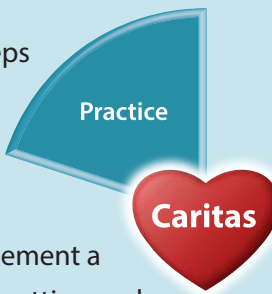
CARE PLANNING UPDATE PUTS PATIENTS FIRST

In 2019, hundreds of staff including inpatient council, helped implement a Care Planning Update (CPU). This project focused on the inpatient setting and nursing roles, but also spanned the interdisciplinary team and continuum of care.

The CPU shifted the care planning process to a meaningful, patient-centered model, eliminating some inefficient and confusing tasks. Improving this foundational piece of nursing practice brought patients' needs and stories front and center.

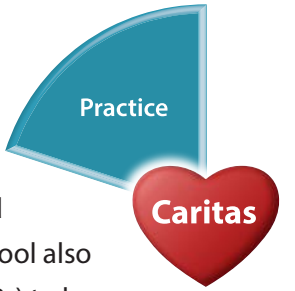
As Erica Ericksen, RN, illustrates: "A patient in Medical Oncology told a nurse that he missed his dog. The nurse recorded this detail in the patient's chart, which was then included in a report pulled by the chaplain. After seeing the note—thanks to the CPU—the next morning the chaplain brought in a therapy dog to spend time with the patient. Putting important, patient-

centered information through the CPU tools in the chart helps us to live out Caritas Processes® and care for the whole person, not just the disease."



Erica Ericksen

ECLINICAL SKILLS PROVIDES BEST-PRACTICE WEB-BASED RESOURCE FOR NURSES



Courtney Elliott

In 2019, the Department of Nursing adopted a new resource—eClinical Skills—that provides nurses with leading, evidence-based resources relating to patient care assessments and skills. The new tool also allows for Gundersen-specific Standard Operating Procedures (SOPs) to be accessed within the application.

As a relatively new nurse, Courtney Elliott, RN, Family Medicine-Sparta, recalls watching a fellow nurse give IV push medications in a way that she was not familiar. Being a novice nurse with little experience administering IV push medications, Courtney didn't question her mentor, but began to question her own practice. After reaching out to her nurse educator, Courtney was introduced to the eClinical Skills application. She adds, "I was happy to learn from reading and watching a video demonstration within this application that, in fact, both practices are correct."

PROFESSIONAL ENHANCEMENT

Gundersen Health System is committed to investing in nurses by providing staff with a wide range of opportunities that support education and professional development.

NURSING PROFESSIONAL DEVELOPMENT FUND

In 2019, 106 grants were awarded from the Nursing Professional Development Fund (NPDF), supporting conference attendance for nursing. Both registered nurses and licensed practical nurses are eligible to receive funding. The grants cover costs related to conference registration, lodging and travel, allowing conference attendees to gain knowledge, network with peers and formally share information they learn with colleagues. The NPDF is instrumental in expanding learning opportunities for nurses at Gundersen and keeping us at the forefront of our field.



"I was thankful to attend the National Conference on Tobacco or Health in Minneapolis and sit in an auditorium full of likeminded, engaged colleagues with one common theme in mind: tobacco cessation. The educational opportunities were endless, and I was able to take what I learned back to the clinic and use it every day. I am happy to be part of a system like Gundersen that values its people!" – Connie Guza, RN, Ashley Wellness Center



"I had the opportunity to attend the American Society of PeriAnesthesia Nurses national conference in Nashville, thanks to the generous support of a Nursing Professional Development Fund grant and the support of the perioperative unit. What a wonderful way to network with and learn from fellow registered nurses working in similar areas across the nation. It was exciting to be part of this conference and bring back a wealth of knowledge to share with my co-workers." – Patty Stilwell, RN, Surgery and Procedures

LEGACY OF NURSING SCHOLARSHIPS

Gundersen Medical Foundation maintains and funds six nursing scholarships. These scholarships are part of the Foundation's Legacy of Nursing Scholarship Program and encourage and support nurses at all levels of nursing education. They are awarded annually.

Dianna P. Myhre Nurse Practitioner Scholarship



This scholarship was established in 2007 in honor of Dianna Myhre, NP, to recognize an individual at Gundersen who exemplifies excellence in nursing and compassionate care of the elderly.

Jessica Bumgarner, BSN, RN

Barbara Kroner Scholarship



This scholarship was established in 2015 to honor the excellent care and compassion shown to Barbara Kroner while she was a patient at Gundersen.

Sara Langsdorf, RN

Karen C. Pretko-Arndt Nursing Scholarship



This scholarship was established in 2016 to honor Karen Arndt, DNP, RN, a well-respected nurse and mentor who practiced her entire career at Gundersen and was passionate about promoting patient-centered care.

Sonja Brickner, BSN, RN

Heritage Nursing Scholarship



Established by Gundersen Medical Foundation, this scholarship celebrates nursing accomplishments and encourages nursing practice.

Torre Kramer, BSN, RN
Wendy Sullivan, MSN, RN

Julie MacDonald Nursing Scholarship



This scholarship was established in November 2007 in recognition of Julie's passion for providing nursing education opportunities.

Christina Eliason, RN
Brianne Erickson, RN

Alice Wehrenberg Scholarship



This scholarship was established in 1991 and credits its namesake, a long-time and well-respected Lutheran Hospital Urology nurse.

Caitlin Dansdill, RN

"I want to express my sincere gratitude for being awarded the Heritage Nursing Scholarship. Going back to school can be stressful, overwhelming and exciting all at the same time. Gundersen's support, both financially and professionally, is amazing and appreciated. I feel honored and blessed to have been selected. Thank you!" – Torre Kramer, BSN, RN

"I am very grateful to be selected as a recipient of the Heritage Nursing Scholarship. It is wonderful to work for an organization that values nursing and supports education advancement. This scholarship will help me fulfill my dream of becoming a nurse practitioner. I look forward to using my education to help care for those in our community." – Wendy Sullivan, MSN, RN, IBCLC



GUNDERSEN NURSE INTERNSHIP PROGRAM CELEBRATES 40 YEARS OF TRAINING NURSES

Gundersen's nursing internship program, an extensive program to mentor and train future nurses, celebrated its 40th anniversary in 2019. More than 985 junior-level nursing students have participated in the program since its inception.

Stephanie Swartz, MA, BSN, was part of that original planning group in 1980 with the vision to help nurses grow, gain knowledge at the bedside and learn first-hand from our outstanding nurses. Through the years, the name of the program changed from Reality Summer Internship to Nurse Intern 1 and 2.

Of all the interns trained over 40 years, about 50 percent still work at Gundersen, including Edie Kubicek, BSN, RN, who participated in the program in 1989.

"I still remember when I received the offer to work at what was then known as Lutheran Hospital and was excited to accept the position in Rehabilitation," Edie says. "I had no clue what that meant, but it was the best thing to happen to me and taught me so much. It was an amazing foundation to the beginning of my 30-year career at Gundersen. We have a wonderful nursing family here and an outstanding culture to practice nursing. Don't blink as time goes by faster than you think."

Nurse interns, like Edie, who continue their career at Gundersen after the program are able to make deep connections with and be inspired by other former interns who are in leadership roles, including Lisa Lock (1996 nurse intern), Cardio Pulmonary/Medical Specialty manager; Shannon Hulett (2003 nurse intern), manager of Nursing Technology; Dani Rathke (1999 nurse intern), manager of Inpatient Nursing; and Andrea Hauser (2002 nurse intern), director of Nursing.

"Being selected for the summer Nurse Intern Program was such an honor," Lisa Lock says. "I appreciated the opportunity to transition from being a student to a nurse. It's really great to see the program continue and help new nurses launch their careers."



NURSES OF EXCELLENCE

For nearly two decades, Gundersen has presented Nurse Excellence Awards to nurses for their exceptional contributions in various areas of practice and exemplary expression of our nursing theorist Dr. Jean Watson's Caritas Processes®. The award areas include practice, education, leadership, management, lifetime achievement, advanced degree and excellence in innovation.

Nurses are nominated through letters submitted by fellow nurses, physicians, patients, and other colleagues. Award recipients are determined by their nomination narratives and examples of their outstanding contributions that meet award criteria.

Congratulations to the 2019 recipients!

2019 Nurse Excellence Awards Recipients

Advanced Degree  Beth Krage, MSN, RN	Education  Leta Johnson, RN	Innovation  Marilyn Michels, MSN, RN
Leadership  Becky Fruechte, BSN, RN	Lifetime Achievement  Patricia Bruger, BSN, RN	Management  Stephanie Swartz, MS, RN
Nursing Practice—RN  Marbeth Johnson, RN	Nursing Practice—LPN  Paige Hafner, LPN	Rookie of the Year  Charlene Nelson, RN

2019 Nurse Excellence Awards Nominees

Advanced Degree
 Erica Ericksen
 Jennifer Kendhammer

Education
 Erica Ericksen
 Edie Kubicek
 Taylor Peck

Innovation
 Jacob Carpenter
 Shannon Hulett
 Emily Newbury
 Brittany Viner

Leadership
 Katherine Achenbach
 Amy Barna
 Shannon Blumenstein
 Marie Heiser
 Mary Mathy
 Danielle Mills
 Katelyn Sheehan
 Mary Beth Smith

Lifetime Achievement
 Renee Druliner
 Wendy Gephart
 Barbara Hogden

Joan Lenarz
 Lori Meyer
 Jamie Moody
 Margaret Schedivy

Nursing Practice—RN
 Anthony Apuan
 Melissa Baxter
 Shari Cavadini
 Katie Christiansen
 Erica Cook
 Bridgette Ennis
 Nicole Halvorson
 Brittany Johnson

Lindsey Joseph
 Rachel Kerian
 Becky Kiesau
 Samantha Koonce
 Nicole Lavoy
 Jennifer Lietzau
 Kiah Mccauley
 Danielle Mills
 Amanda Nelson
 Breeilyn Sauer
 Melissa Sawyer
 Raena Sheffer
 Jessica Sims

Megan Striegel
 Heather Tourville

Nursing Practice—LPN
 Wendy Gephart

Rookie of the Year
 Katie Cramer
 Alyssa Houskamp
 Molly Kieser
 Brock Rutzen
 Katherine Thompson
 Katelyn Wiese



LOCAL NEWS ANCHOR INSPIRES AT NURSES DAY CELEBRATION

The annual Nurses Day celebration took place May 9 at the Cargill Room at The Waterfront Restaurant and Tavern. The evening was an opportunity to celebrate nurses for the important work they do every day and be inspired to continue to the enrich lives of patients and families.



Jennifer Livingston—News 8 This Morning anchor at WKBT La Crosse—inspired attendees as the event's keynote speaker. Her keynote emphasized the importance of being present, being resilient and finding purpose as a nurse. In doing this, Jennifer eloquently paired the humor and grace of her most memorable experiences with GHS nursing care and the kind, heartfelt words of her viewers for the nurses who made a difference in their lives.



"It was YOU who made my month-and-a-half long stay in Pediatrics seem bearable. And it is you who inspired me to be a nurse."
 — News 8 This Morning viewer

NEW ROLE OF SWAT RN HELPS PROVIDE CONSISTENT CARE THROUGHOUT HOSPITAL

With evolving patient needs throughout the hospital and higher acuity patients being admitted outside of the Critical Care Unit (CCU), a hospital need was recognized to help support bedside staff. When there was a Code Blue, trauma, Medical Response Team or other situations requiring high acuity care, a CCU nurse would be assigned to respond. This meant leaving a patient's bedside to tend to the emergency situations. The CCU nurses weren't always able to provide clinical resources or support to other units and, at times, patient(s) were transferred to a higher level of care.



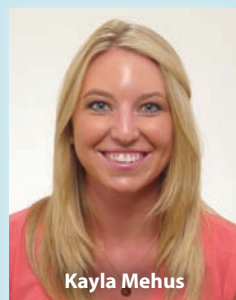
Adam Street

To remedy the situation, in early 2019 Gundersen launched the role of the SWAT RN. The SWAT RN is a dedicated CCU nurse who is available to respond to high acuity care needs throughout the hospital. A pool of approximately 20 nurses from CCU have been trained in this specific role. They maintain their knowledge and skills by alternating

shifts as the SWAT RN and bedside care. The SWAT RN has provided a clinical resource and is available 24/7 to go to the bedside and help support intermediate care patients and the staff taking care of them. This support includes providing knowledge about the disease process, interventions and medication administration. The development of this role helps decrease the number of unnecessary transfers to higher levels of care, which helps support our organizational goal of decreasing the cost of patient care.

"Now there's always a SWAT RN available 24/7 in the hospital," says Adam Street, RN. "Anyone can call the SWAT RN for help."

The SWAT RN role has had a positive impact throughout the hospital for both staff and patients. For the CCU, the addition of the role has led to more consistent bedside care, while maintaining rapid responses to high acuity situations occurring in the hospital. The SWAT RN monitors patients in numerous areas of the hospital, including but not limited to Emergency Services, Inpatient Behavioral Health, Post Anesthesia Care Unit, Adult Inpatient Units and Maternal Child. The availability of the SWAT RN has resulted in a more proactive approach to prevent patient deterioration.



Kayla Mehus

"SWAT nurses don't just respond to traumas," Adam says. "We check in on patients on all floors and can help catch problems before someone needs to be transferred to the Critical Care Unit."

"As a Neuro charge nurse and floor RN, having the additional resources and knowledge that the SWAT RN role provides gives me a sense of security knowing that my floor will be well-supported in unexpected patient situations," says Kayla Mehus, RN, Neuroscience Unit.



COLLABORATING TOWARD TEAM-BASED CARE WITH THE MODEL CELL PROJECT

Practice

Caritas

Gundersen Health System's Department of Nursing, Family Medicine Residency Clinic and Population Medicine Team worked together in 2019 toward a team-based approach to care in the Model Cell Project.

Tracy Grant, RN, Family Medicine Residency Clinic, explains, "The Model Cell Project was started to streamline new Population Medicine initiatives through Primary Care. Rather than start new initiatives in all primary care clinics at once, one initiative at a time is rolled out in the Model Cell. The Model Cell can test the initiatives, provide feedback and work out any issues that may arise prior to it being rolled out to another primary care clinic."

Through this new process, knowledge can be gained regarding what resources are needed for patients and the care team with each initiative, if there are any barriers that need to be addressed before expanding the initiative to additional clinics, and what successes can be anticipated with the changes.

The Model Cell Project has helped redesign the RN role to one that works in a true "care team" for the benefit of the patients and families we serve. An example of this team-based care is the development of pre-visit call and implementation of an RN managed hypertension visit.



Tracy Grant

ENRICHING THE Lives of Patients and Families

INTERMEDIATE CARE IN ACTION

The Intermediate Care (IMC) project began as an opportunity to prevent avoidable Critical Care admissions and streamline patient flow by decreasing patients' transitions of care. A multidisciplinary team, including leaders and bedside nurses from Cardio-Pulmonary and Critical Care, designed and developed the IMC model to align with the organization's strategic plan of easing the financial burden and offering an outstanding experience of care. Implementing IMC level of care on specific Medical/Surgical Units has helped create consistent lines of communication and standards of practice. Because of the preparation and hard work of the nurses on Cardio-Pulmonary, General Medical, Surgical Digestive and the Neuroscience Unit, we have seen successful management of IMC patients and look forward to continuing to support the Medical/Surgical teams who care for these patients.



The Cardio-Pulmonary Unit shares what led to their success in managing higher acuity patients:

Keys to a smooth transition for TAVR patients



Patients undergoing transcatheter aortic valve replacement (TAVR) used to spend one night in the Critical Care Unit (CCU) before a daylong stay on the Cardio-Pulmonary Unit. But, thanks to the collaboration of bedside nurses on both units, TAVR patients can now bypass Critical Care altogether. Throughout 2019, Cardio-Pulmonary nurses trained to provide intermediate care for patients with higher level acuity and complexity, including patients undergoing TAVR or those experiencing active chest pain, for example. TAVR patients now go straight from the Post Anesthesia Care Unit to the Cardio-Pulmonary Unit before their discharge home. "One of the biggest advantages for patients is a shorter overall hospital stay. We get patients up and moving right away. The continuity of care has improved, too," shares Melissa Baxter, RN, an 11-year Cardio-Pulmonary nurse who helped lead this transition.

To prepare for higher acuity patients, Cardio-Pulmonary nursing staff spent hours on the CCU, learning the ins and outs of caring for TAVR patients. "The Critical Care nurses were extremely receptive and helpful in allowing Cardio-Pulmonary nurses to spend a day with them in the unit to take care of TAVR patients as they came out of surgery. It allowed us to see the current process and find how it will best work for us on Cardio-Pulmonary," Melissa adds. In addition to the guidance of CCU nurses, Melissa says bringing the perspective of the bedside nurse to planning meetings was one of the keys to a smooth transition for TAVR patients.

'THINGS LIKE THIS FEED MY NURSING SOUL' Staff goes above and beyond to enrich young patient's hospitalization

Araina Roderick hadn't felt the warmth of the sun, hadn't inhaled fresh air, for 30 days before Gundersen staff orchestrated a special event for her in summer 2019.

Araina, who has spina bifida, was hospitalized in Gundersen's La Crosse Hospital for an ulcer on her back. To heal, she needed to remain on her stomach or back for weeks.

It was a tough restriction for a 14-year-old and a family that travels the state to participate in walks that benefit those impacted by spina bifida.

On Aug. 9, staff learned Araina and her mother couldn't make a benefit walk in Madison the next day because of the hospitalization. Instead, the family planned to honor the walk by wearing matching shirts in the hospital room.



"I thought, 'We can do one better. Why don't we hold our own walk here?'" says Jenna Pellowski, clinical nurse leader fellow, Pediatrics.

"And they took it from there," says Araina's mother, Shannon Roderick.

Gundersen staff decorated Araina's bed with gold parade float fringe. They made posters to hold during the walk and recruited others to join. They got a portable speaker to play the soundtrack from Araina's favorite movie and dressed in costumes, says Rachael Kaiser, child life specialist, Pediatrics.

"When I proposed this idea, no one really questioned it," Jenna says. "They just jumped in and started planning and coordinating, working through roadblocks to make it possible."

That afternoon, for 30 minutes, no one focused on how long Araina had been in the Hospital or what she needed to overcome before she could go home.

For those 30 minutes, staff were by her side during her own spina bifida walk on Gundersen's La Crosse Campus.

"It felt so good to be able to prioritize what was most important to the patient and make it happen," Jenna says. "Things like this feed my nursing soul. It makes me honored to work for an organization that truly lives its mission to Enrich Every Life."

'IT WAS THE ONLY TIME IN OUR MARRIAGE THAT I SURPRISED HER'

On his wedding anniversary, nurses helped a patient deliver on a promise to his wife

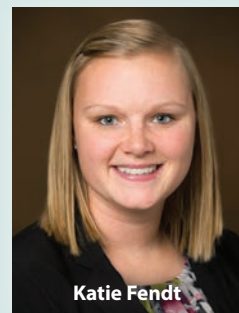
Dennis Kronberg knew he would be in the Gundersen La Crosse Hospital on his wedding anniversary. "I promised my wife we were going somewhere new," he says, laughing.

Sideline by surgery, Dennis shared the news with his care team. On that upcoming Sunday, he told them, the couple would celebrate 57 years of marriage with bed rest. "His wife was not in the room yet so I asked him if we could set up an anniversary dinner on Sunday night up on the floor," Jill Miller, RN, Pre-Op, remembers.



Jill Miller

Jill reached out to Katie Fendt, RN, manager, Surgical and Digestive Care Unit, to make a "dinner reservation" in a conference room on 6th floor of Legacy where Dennis would recuperate from a surgery procedure to remove a leg ulcer.



Katie Fendt

"The Hospital is not the most romantic place to celebrate a wedding anniversary," Katie says. "But I knew how much their marriage and love meant to each of them and I wanted to make it a special occasion for them."

Surgical and Digestive Care staff transformed a conference room. They decorated with flowers, balloons and flameless candles. Jill wrote a poem for Dennis to read to his wife. They queued up their wedding song—Elvis Presley's "Can't Help Falling in Love." They reached out to the couple's daughter to bring in taco salads from Señor Villa and gifts. And when it was time for the celebratory dinner, staff lined the hall and applauded as the couple entered the room.

"It was the only time in our marriage that I surprised her," Dennis says. "Even when I try, I can't explain how nice it was. That shows the kind of people who work at Gundersen."

On his wedding anniversary, Gundersen nurses helped Dennis deliver on his promise to celebrate somewhere "new."

"All of this brought a smile to his face and I think he forgot he had major surgery," Jill says. "At Gundersen, we do a great job with those 'extras' to make a patient stay better."

HAPPY Anniversary



PATIENT HANDOFFS AT THE BEDSIDE: A STEP IN THE RIGHT DIRECTION

Inpatient nurses demonstrated their commitment to patient and family-centered care in 2019 by assuring patient handoffs happen at the bedside. They also worked to standardize the reporting process using Situation, Background, Assessment and Recommendation (SBAR).

Prior to this initiative, there was a significant amount of variation among nurses and units/departments. Often, handoffs were done in the hallway or at the nurses' stations. Patients and families were not always included.



Katy Meyer



Tracy Weber

"SBAR is a very useful and concise way to communicate information with the patient, families and the interdisciplinary care team. I find it extremely helpful when starting a shift or if a patient is transferring to or from my care, as it provides a very clear picture of what is going on with the patient and what I need to know to provide the highest quality of care," says Tracy Weber, RN, Medical Specialty Unit.

Katy Meyer, RN, illustrates the benefits of bedside handoffs on the Pediatrics Unit: "I was taking care of a trauma patient who had many injuries, several lines and drains. Having the patient and the lines/drains/airways (LDA) flowsheet in front of us, while doing bedside report, helped us address everything in real-time and allowed us to both visualize the injuries and report off on the improvement and status of everything addressed. The patient's mother was also able to voice her questions and concerns, which we noted on the whiteboard so the other teams could address them when they rounded."



Dylan Flannery

This standardized approach to care has aided nurses in preventing medical errors and addressing safety concerns. "Bedside handoffs allow us to verify clinical information, see the patient's present health status and greet the patient before officially starting our shift," states Dylan Flannery, RN, General Medical Unit, and chairperson of the Inpatient Nursing Council

Research shows that when patients can participate in this exchange of information, not only does patient safety improve but patient satisfaction, as well.

In one instance, a patient of Tracy's expressed he didn't want chemotherapy but felt that it was part of the plan that had to happen. SBAR at the bedside allowed Tracy to learn more about the patient and pass on his wishes

to the interdisciplinary team. This resulted in a new care plan for the patient.

"Getting to know patients' stories and what motivates them allows me to create a more unique patient and family-centered care experience, which I truly feel aids in their recovery," Tracy adds.

By the fourth quarter of 2019, nurses on the Medical/Surgical and Critical Care Units were using SBAR at the bedside with 95% of handoffs.



NURSING STAFF CELEBRATES PATIENT AS HONORARY NURSE

Iris Abbott listened as her colleague called out numbers on a bag of platelets, verifying information before a patient's transfusion.

"Are you doing OK?" Allie Strom, RN, asked.

Iris nodded.

While it was her first time participating in the procedure—and her first day on the job—Iris didn't feel any butterflies as they hung the honey-colored liquid. After all, she already knew many of her co-workers well. She was familiar with Medical Oncology at Gundersen Health System, too.

As someone with cancer, Iris has spent significant amounts of time in the hospital. Throughout it all, the 18-year-old has dreamed of being on the other side of the bed.

"I've always wanted to be a nurse," Iris said.

Maybe a flight nurse, helping people through emergencies. Perhaps an international nurse, serving children in developing countries. For certain, caring for those in need.

In May, Iris was able to mark the goal complete, thanks to the perseverance of some Gundersen nurses who couldn't imagine not welcoming Iris into their ranks for a day. As illuminated on a name badge, clipped to a white jacket embroidered with Gundersen's logo, Iris spent the afternoon rounding as an honorary nurse—as well as was recognized that same month in front of more than 200 "colleagues" at Gundersen's Nurses Day celebration.



"At first, I was like I can't believe I'm doing this," Iris said, reviewing orders alongside Allie. "Then, I realized I'm caring for people, and that's what matters."

Iris' interest in nursing was piqued at age 7 while dealing with Crohn's disease. After being diagnosed with cancer in early 2019, her desire to join the profession grew.

"I've always seen a lot of my own nurses as friends," Iris said. "Besides, I really love people, and I love to get to know them. I get to do that today."

First up was the patient in need of platelets. After helping start the transfusion, Iris and Allie sat down at a computer to review lab results of other people in their care.

"She's so eager to learn," Allie said, turning toward Iris. "I feel lucky and special that you chose to spend the day with me."

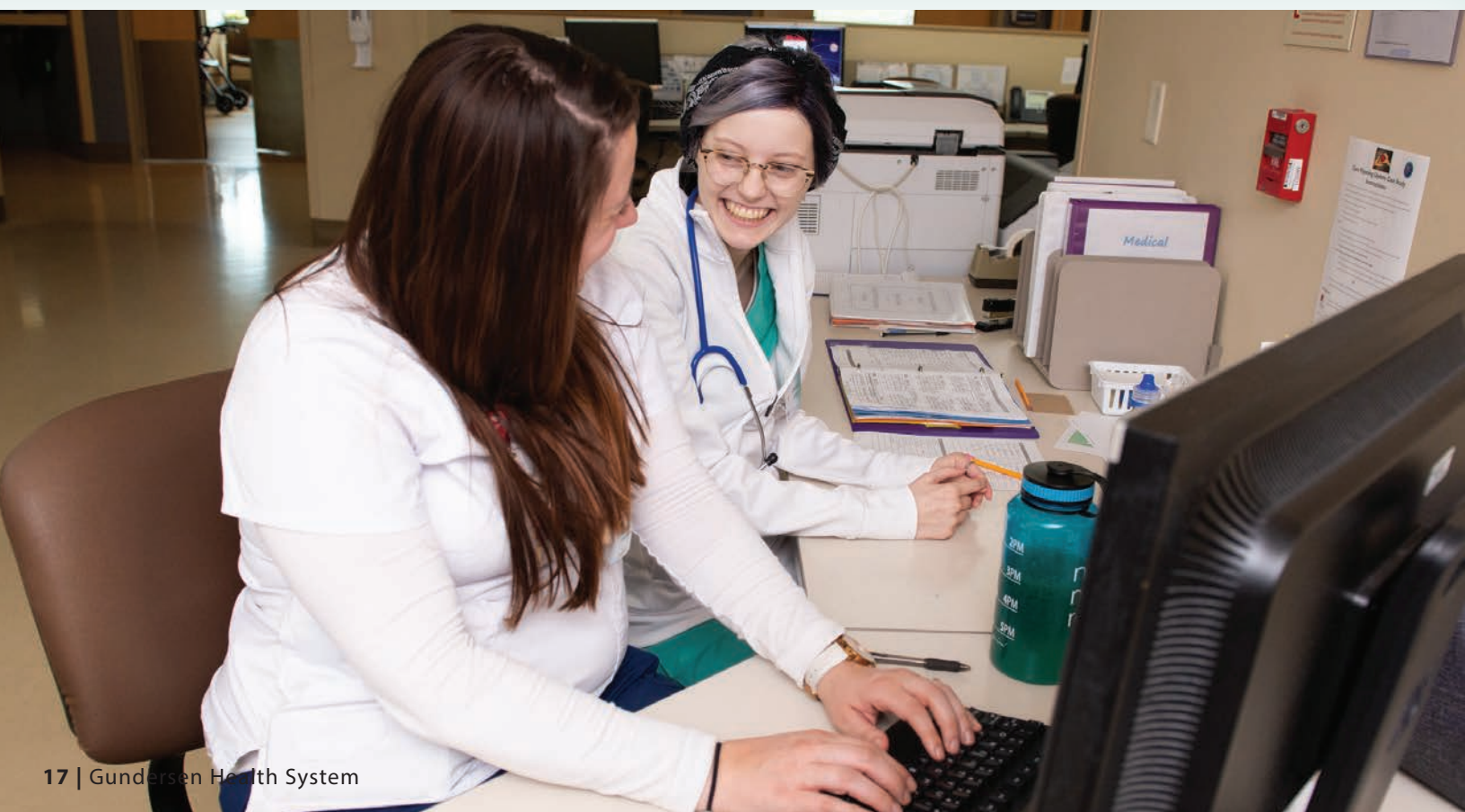
After several hours on the job, what stuck out most to Iris wasn't the fast-paced environment required of nursing. Or the exorbitant amounts of information. Or the mandatory attention to detail.

It was something innate:

"Nursing is about treating people with kindness and wanting them to know they're being cared for," Iris said. "It's about making people feel comfortable and letting them know they can trust you."



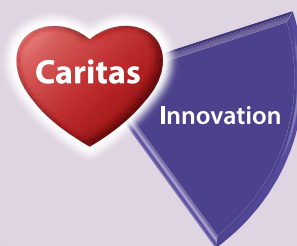
*"Iris exemplifies love, courage, strength and never ever giving up."
— Kristi Sunday, RN, care coordinator*



ENRICHING THE Lives of the Community

NURSING RESEARCH ON THE GREEN

Nursing Research on the Green is an annual event that recognizes nursing scholarship and sharing of research and evidence-based practice innovations. The April 25 event featured 31 posters with seven posters representing work of nurses at Gundersen Health System.



Addressing Fall Risk in Community Dwelling Older Adults

Stephanie Grove, BSN, RN-BC

Preceptor Perceptions: Three Schools of Nursing on a Dedicated Education Unit and Traditional Clinical Unit

Karen Hayter PhD, RN; Lance Owen BSN, RN; Dawn Steffes, CRC

Admission Simplification: User & Patient Centered Design

Shannon Hulett, DNP, RN, CNL; Amber Czys, MSN, RN, CNL; Dana Check, MSN, RN, CNL



Caregiver Education Class: Closing the Gaps

Beth Krage MSN, RN, CNL; Rachel Sting MSN, RN

Please Release Me, Let Me Go

Cindy Leis, BSN, RN-BC; Jessie Alexander, MSN, RN-BC

Decreasing Patient Violence Through Improvements in Early Recognition of Violence Potential

Tara Weidner BSN, RN



RN-led Medicare Annual Wellness (MAW) Visits

Danielle Souder; Nicholle Frahm-Ward, MSN, RN; Jennifer Kendhammer, MSN, RN-BC; Stephanie Grove BSN, RN-BC



DAHLBERG SCHOLAR 2019

Each year, a local or nationally-recognized nurse leader is selected to receive the Dahlberg Scholar Nursing Lectureship award and is invited to showcase their research and evidence-based practice expertise at Gundersen Health System and Nursing Research on the Green.

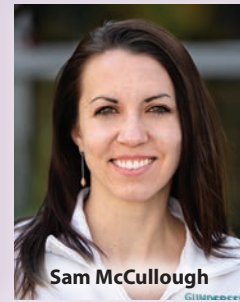
Kathleen Delaney, PhD, PHM-NP, FAAN, was named the 2019 Dahlberg Scholar Award recipient. A teacher, practitioner and researcher at Rush University College of Nursing, Dr. Delaney delivered the event's keynote presentation titled, "Connecting with the Patient Experience of Care: Honoring Time for the Narrative." Her presentation emphasized the importance of enhancing outcomes of care by getting to know the patients' story, despite the current hectic and productivity-driven environment.

PATHWAYS TO A HEALTHCARE CAREER INSPIRES BUDDING HEALTHCARE PROFESSIONALS

Gundersen nurses interacted with hundreds of area students in 2019 as part of the Pathways to a Healthcare Career event, introducing seventh- through 12th-graders to different career opportunities and talking with them about how to pursue a career in healthcare.

For many of the aspiring nurses, doctors and other healthcare professionals who attended the events, which took place in April and November, it was their first-time exploring careers in healthcare. Pathways to a Healthcare Career aims to:

- Provide students with valuable first-hand interactions for them to talk with real people working in healthcare, rather than relying on secondary information or other resources
- Expose participants to career opportunities that they may not know exist and pique their interest in the field of healthcare
- Better prepare students for how to pursue a career in healthcare



Sam McCullough



Jeremiah Galvan

"It was exciting to see students brighten at the opportunity to learn about the nursing profession at a time in their lives when they can follow any path they choose," says Sam McCullough, RN. "Their engagement and interest were refreshing and reminded me of why I chose to become a nurse."

"The event provided me with an appreciation for the up-and-coming nurses of tomorrow and renewed my passion for our profession," says Jeremiah Galvan, RN. "At the event, when we were face to face with these potential caregivers, it was clear that nursing will be in good hands. Their empathic passion for others was already evident."

'HEART OF HEALTHCARE': GUNDERSEN NURSES HONORED FOR DEDICATION, COMPASSION

Four nurses at Gundersen Health System were honored in May for the commitment and compassion they show their patients day in and day out.

The recognition was part of the River Valley Media Group's inaugural "Nurses: The Heart of Healthcare" event, which recognizes excellence in nursing. More than 120 nominations were received from grateful patients and colleagues. A committee of four community members narrowed the nominations to 10 nurses who especially stood out. Those 10—four of them from Gundersen—were highlighted at a gala at the Court Above Main in downtown La Crosse.

During the event, Gundersen's Alyse Betchner, RN, Medical Oncology, was surprised with the top honor: Nurse of the Year.

As highlighted in the La Crosse Tribune, the Gundersen nurses who were celebrated include:



Deb Augedahl BSN, RN

Department: Care Coordination

Years of experience: 21

"To even be nominated ... is very humbling and exciting at the same time," Deb says. "Being a nurse, you're not really looking for awards. You go into nursing because you love patients and want to see them succeed."

Alyse Betchner BSN, RN

Department: Medical Oncology

Years of experience: 4

"I think ... so many of us are good nurses, because we can't shut off the work and home," Alyse says. "We sit around and think about patients all the time, hope they're having a good day. Even if we can't be there, we're still thinking about them."

Debra Ciokiewicz RN

Department: Radiation Oncology

Years of experience: 29

"A lot of the people I see are terminally ill," Deb says. "[Nursing] is about allowing people to have a good quality of life, however long that is."

Matt Gasper BSN, RN

Department: Critical Care

Years of experience: 19

"I'm taking care of teachers and my friends' family members," Matt says. "I really get to change people's lives in a way I never really thought about."

NURSES 'WRAP THE COMMUNITY IN WARMTH'

For the past 14 years, nurses, staff and community members have donated blankets to help keep our community warm during the winter season. The annual "Wrapping our Community in Warmth" blanket drive distributed a total of 823 blankets. Monetary donations from Gundersen Partners and others made it possible to gift 231 new blankets to hospital patients. An additional 592 donated blankets were distributed to organizations in the Tri-state Region.

Thank you for all your help making the blanket drive a success.



Dear nursing colleagues,



In 2019, the American Nurses Association celebrated America's over 4 million nurses. This nursing report is designed to celebrate each of you, our over 2,000 nurses, through stories of how you and your colleagues showed us what it really means to practice love + medicine. Threaded throughout this report are stories of nurses excelling to improve patient care using innovative strategies, technology and advanced clinical knowledge—all the while anchored in creating an experience of caring. We hope that these stories create a sense of inspiration and connection to all our amazing nursing staff.

With gratitude and pride,

Andrea Hauser

Andrea Hauser, DNP, RN, CNL
Director of Nursing, Gundersen Health System

2,000+ REASONS to CELEBRATE AT GUNDERSEN HEALTH SYSTEM

Gundersen Health System employs over 2000 nurses across our 21 county service area



NATIONAL NURSES WEEK
MAY 6-12, 2019

million REASONS TO CELEBRATE



AT GUNDERSEN HEALTH SYSTEM

- Cynthia Calogero
- Jane Hess
- Kathryn Mix
- Kerri Piazza
- Pamela Lambert
- Paul Abicht
- Mary Jo Maleskycki
- Kristin Lischer-Lee
- Jane Remus
- Joan Lenarz
- Carol Paulsrud
- Maureen Hurley
- Karen Bennett
- Janine Alland
- Virginia Matsyk
- Lona Albert
- Laura Grant
- Kay Johnson
- Sara Carpenter
- Rosemary Pennebecker
- Jolene Williams
- Ann Puel
- Jeanne Kremer
- Catherine Kumlin
- Lynette Dobbins
- Elen Ott
- Laura Stuber
- Stephanie Schini
- Sharon Davis
- Kim Dowat
- Karen Bennett
- Kerri Eggen
- Barbara Tieskoetter
- Christine Dowiasch
- Jeanne Reed
- Mary Johnson
- Mary Kay Priem
- Jayne Spindler
- Tammy Chafar
- Patricia Mach
- Annalisa Johnson
- Mary Balder-Schroede
- Gina Mason
- Sara Heffernan
- Kae Conrad
- Lori Meyer
- Sheila Lawrie
- Tanya Hothaus
- Cheri Gys
- Susan McLadden
- Stacey Lock
- Sherry Trudo
- Sue Einwallter
- Christine Masterson
- Noreen Rem
- Kathleen Rowan-Koenen
- Joni Nalli
- Denise Nicholson
- Vicki Kruckow
- Patricia Anderson
- Sally Utting
- Elsie Raths
- Kathy Hanson
- Mark Heffernan
- Renee Holzer
- Ann Tyler
- Jennifer Bedward
- Rosa Hanson
- Christen Morris
- Susanne Milsa
- Holly Dvork
- Kellie Bachman
- Connie Hoppe
- Marybeth Cary
- Melodi Bryant
- Rita Richmond
- Anne Kelley
- Juliana Wypyszynski
- Francesca Ortmeier
- Amy Olson
- Sally Hanson
- Sally Haines
- Emily Sackman
- Monica Kehlen
- Mary Smith
- Connie Huggett
- Pamela Black
- Mary Payne
- Shelly Tully
- Kimberly Hamilton
- Judy Brennan
- Kim Dockham
- Lorna Barnes
- Elen Lashome
- Ann Terry
- Karen Lenh
- Tammy Aspeslet
- Carrie Lapham
- Karine Bruenggen
- Julia Formanek
- Rebecca Stayton
- Susan Sorrentino
- Rosanne Potts
- Linda Schöen
- Tamm Kostka
- Sandra Erickson
- Caroline Flatten
- Vicki Heuser
- Kristi Sunday
- Janet Bah
- Cassandra Brathwaite
- Heidi Stevenson
- Michelle Sulentic
- Kathleen Young
- Tracy Vangundy
- Lori Shams
- Rebecca Robbe
- Heidi Clements
- Debra Gokiewicz
- Stephanie Skogen
- Stephanie Hill
- Eric Berke
- Christina Russell
- Angela La Fleur
- Patrick Frawley
- Sharon Barnhart
- Nancy Davis
- Bonnie Gensch
- Lance Trimborn
- Amy Becker
- Cassandra Strong

- Jennifer Sowell
- Julie Sonalla
- Matthew Wiat
- Angela Connelly
- Kirsten Berge
- Cristin Feuerhelm
- Shannon Huelt
- Monica Stanek
- Carleen Poellinger
- Katie Tracey
- Julie Trussoni
- Jennifer Jordan
- Laura Blaken
- Melissa Miller
- Sue Kirner
- Tara Deigmant
- Jennifer Berendes
- Marbeth Johnson
- Amy Sweney
- Jennifer Johnson
- Andrea Brettschpeher
- Cathy Mooney
- Stephanie Ryan
- Jane Mitley
- Michael Walter
- Mary Simon
- Brittany Brown-Palmer
- Kelly Callan
- Christine Rathbun
- Connie Halverson
- Donna Wiestert
- Margaret Wylthe
- Vivian Schaefer
- Jeanne Tipper
- Barbara Hodgden
- Rebecca Inglis
- Rhonda Larson
- Christine Roraff
- Rebecca Davis
- Karla Sprague
- Rhonda Berg
- Rebecca Degarmo
- Kris Rumpel
- Renee Druliner
- Kandis Lupowski
- Kathleen Nevin
- Wendy Gephardt
- Delores Sauer
- Diana Olson
- Judy Peterson
- Darre Druschke
- Janice Hernandez
- Susan Saca
- Diane Briggs
- Dorothy Stofenson
- Mary Lewington-Eiland
- Paul Larson
- Nancy Soldner
- Mary Johnson
- Cynthia Tjoflat
- Stephanie Swartz
- Ann Kolour
- Kerry Mach
- Lola Guillen
- Leta Johnson
- Lynn Purkowksi
- Catherine Bly
- Paula Papaleas
- Kathleen Mccgettigan
- Connie Knudson
- Nancy Russell
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- Mary Mitchell-Winther
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#NursesWeek

GUNDERSEN HEALTH SYSTEM

