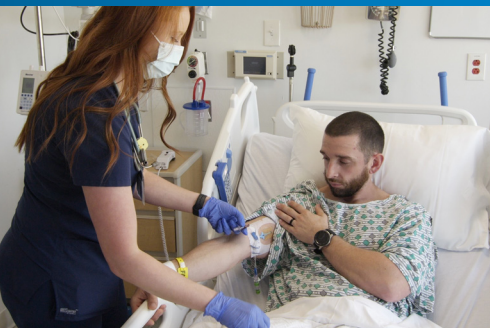




# 2021

## NURSING ANNUAL REPORT



# Nursing Department

## **Cleveland Clinic Akron General Nurses' Mission:**

To be the global leader in the professional practice of nursing through education, research, innovation, collaboration and quality care, where compassionate caregivers excel and patients are first.

## **Who We Are**

Patients who seek care at Cleveland Clinic Akron General will interact with highly skilled and professional nurses. They are an integral part of your care team. They will work with your doctors, pharmacists, patient educators and other caregivers to be your advocate and to enact your personalized plan of care.

As the health system's largest caregiver group, the nurses of Cleveland Clinic Akron General have vast experience and diverse expertise. Our nurses work in every setting and can be found in positions of leadership, advanced practice, quality, research, education and more.

Our nurses also work in a number of settings including inpatient and outpatient. They work with the very latest technologies, develop their nursing practices and excel in patient care.

**With 100+ specialties, nursing careers are available in the following fields:**

Advanced Practice Nursing  
Ambulatory Nursing  
Behavioral Health  
Care Management  
Critical Care Nursing  
Diabetes  
Dialysis  
Heart and Vascular Nursing  
Imaging Nursing  
Medical-Surgical Nursing  
Neuroscience Nursing  
Nursing Professional Development  
Nursing Informatics  
Nursing Quality  
Nursing Research and Innovation  
Obstetric Nursing  
Oncology Nursing  
Pain Management  
Pediatric Nursing  
Perioperative Nursing  
Vascular Access  
Wound, Ostomy and Skin Care



**Sheila Miller** | DNP, MBA, RN, NEA-BC  
Chief Nursing Officer | Cleveland Clinic Akron General

Dear Colleagues,

Welcome to the 2021 Nursing Annual Report. As the Chief Nursing Officer, I am honored to share this report with you on behalf of Cleveland Clinic Akron General nurses. It is amazing that, even during a pandemic, you have continued to provide Magnet-inspired care. Magnet designation is the gold standard for care. It is achieved with a steadfast and hard-earned commitment to excellence, backed with outcomes and dedicated nurses at its heart. A selection of our submitted Magnet examples is included in this report.

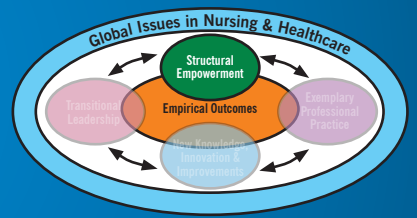
The professional practice of nursing is central to our mission and is supported by our professional practice model. Professional development and recognition support professional nursing. We have an ongoing commitment to both, and this report shares examples including the Nursing Residency Program, and individual and organizational awards.

A key element of our continuous improvement culture is the measurement of performance against goals and benchmarks. A section called “Nursing by the Numbers” provides facts and figures about Akron General nursing and is included in this report. This section highlights performance on select outcomes, workforce and services provided.

We now invite you to celebrate the wonderful accomplishments from 2021! I am proud to share this work with you as we seek our third Magnet designation and live our vision to deliver on the promise of world-class care.

**Sheila Miller**, DNP, MBA, RN, NEA-BC  
Chief Nursing Officer  
Cleveland Clinic Akron General

# Structural Empowerment



## Mother-Baby Unit implements postpartum comfort care bundle

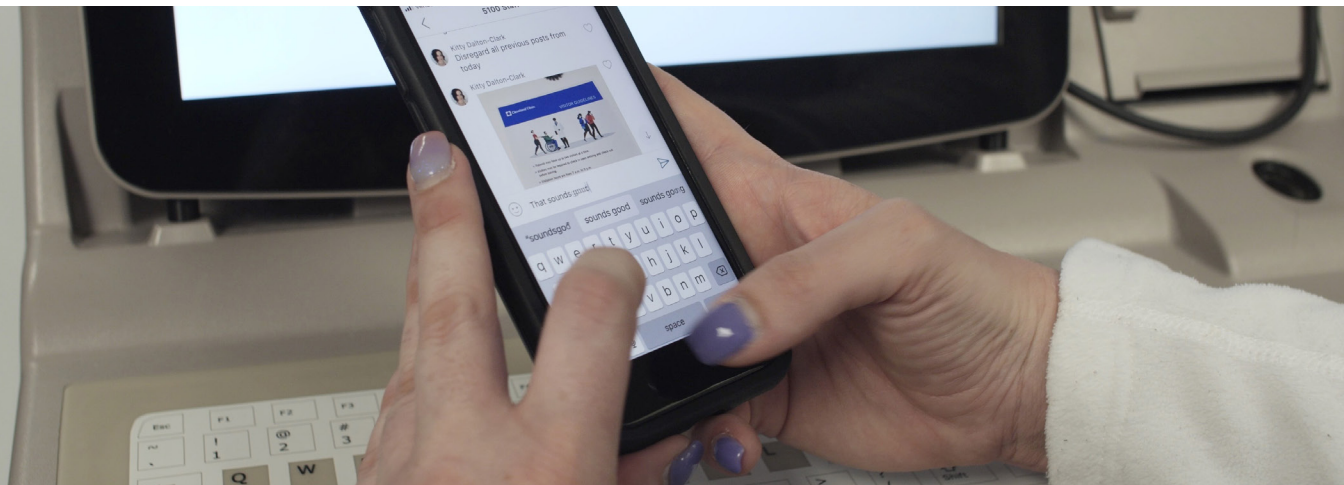
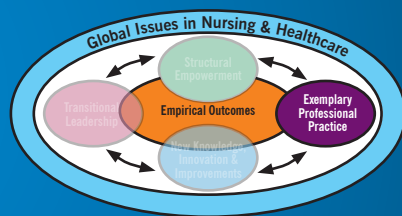
Effective pain control in women who have undergone a Cesarean section can be challenging. Postpartum nurses recognized that these women have difficulties and challenges with pain control because, unlike other postoperative patients, post-Cesarean mothers have the responsibility to learn to care for their babies. Cleveland Clinic Akron General nurses identified the need to reduce the use of opioid pain medication in the postoperative period. They adopted expert recommendations on a variety of pain relief measures to develop a comfort care bundle that included interventions in addition to medication to manage pain. Nurses on the unit were educated on the new process and all essential resources were made available. Within three months, they started seeing a decrease in opioid analgesic use.



## Central Line Associated Bloodstream Infection reduced to zero on postoperative unit

A postoperative unit at Cleveland Clinic Akron General expressed the need for additional education about the CLABSI prevention bundle. Key personnel from infection prevention and a general surgeon partnered with the nurse manager and assistant nurse manager to identify the gap in the process. Nurses on the unit were re-educated and a nurse-led interdisciplinary team was created to ensure that the new process was implemented effectively. Their diligence paid off and there were no CLABSIs on the unit for the rest of 2021.

# Exemplary Professional Practice



## 5100 adopts innovative mode of communication

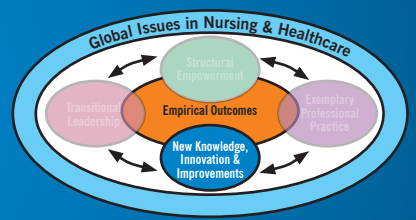
In April 2020, nurses on 5100 started caring for patients with COVID-19. They had to adapt quickly to a different patient population and adopt social distancing and isolation protocols. They came up with an innovative idea to use the GroupMe app to share ideas and concerns and communicate with their leadership team. Better communication among staff and leaders on the unit also impacted patients' experience of their hospital stay. Within a few months of using this app, the unit's positive patient experience scores increased from 46 percent to 73 percent.

## Psychiatry triage nurses coordinate care for patients



When our Emergency Department (ED) receives patients who are in psychiatric crises, the psychiatric triage nurses evaluate and plan for discharge disposition. Psychiatric triage nurses work alongside the ED team to care for these patients effectively. For example, patients admitted to the ED with alcohol intoxication and suicidal ideation are referred to the psych nurse. Based on their assessment, the nurse can recommend discharging the patient to home, admitting them to a facility for care or gathering additional information. The nurse reviews the assessment with the psychiatrist. These specialized nurses function within their full scope of practice by coordinating the care of their patient population.

# New Knowledge and Innovation



## Organ Donation Team is vital support for families and recovery of organs

Recovering organs from a patient who is brain dead is a high-stress and grief-producing situation for family members and caregivers. Providing this specialized care requires skill and compassion, and we created a team to help build these skills. The organ donation team also provides support to the families and coordinates the recovery of organs. The team's goal is to provide optimal and respectful end-of-life care to the donor and promote the most desirable outcome. This innovative practice has increased the comfort level of the team, decreased OR time and established better communication with LifeBanc, the operating room and grieving family members.

## Reduction in Emergency Department wait time

In the Emergency Department (ED), wait times can be a source of frustration to patients and healthcare workers alike. In some EDs, patients with lower acuity may leave before treatment is completed, which negatively impacts patient satisfaction. The ED nurse manager collaborated with the ED medical director to create a team that consisted of a nurse and a provider that worked from 3 p.m. to 11 p.m. Monday through Friday to see patients with lower acuity. These patients were seen for an initial evaluation and to begin the process of care, then they returned to the waiting room. This helped prevent patients from leaving without receiving necessary care.

## Cardiopulmonary Rehabilitation streamlines workflow

Nurses in Cardiopulmonary Rehab realized they were spending more time getting ready for patients' visits than providing actual patient care. They took the initiative to track the time utilization of their current processes. Based on this evaluation, they suggested that an electronic process would better streamline their work. In the summer of 2021, the department decided to use an electronic process to receive referrals and send patient letters through its secure messaging functions to reduce a backlog of patient referrals. The transition to the electronic process from manual processes dramatically reduced the amount of time clinical nurses needed to spend preparing for patients each week and increased the time spent on actual patient care.

# Professional Development

## Journey to Practice Transition Accreditation Program (PTAP)– Nurse Residency

The Cleveland Clinic Akron General Nurse Residency Program is a year-long innovative competency and simulation-based program which tailors the learning to each resident’s specific needs. It supports both newly graduated nurses and experienced nurses who are entering a new specialty. The residency program begins with a core curriculum, which lasts 10 to 12 weeks and focuses on the development of initial competencies at the bedside while paired with a preceptor. The four consistent threads of the core curriculum are competency, technical skills acquisition, critical thinking and professional practice.

The core curriculum is followed by 10 residency days throughout the first year that focus on clinical judgment. These residency days are broken into a tiered approach and culminate in a graduation and career-building session. Tier one is training in their chosen area of specialty: Critical Care, Emergency Department and Medical Surgical. The classes are focused on the patient population, skills and equipment required in each care area. The second tier begins at about six months and continues to provide development in vascular access, problem management and end-of-life care. The Residency Program empowers the nurse to develop as the clinical expert to provide highly reliable patient care. As of April 2022, the application for PTAP has been accepted and a document with supporting evidence is being created for submission.

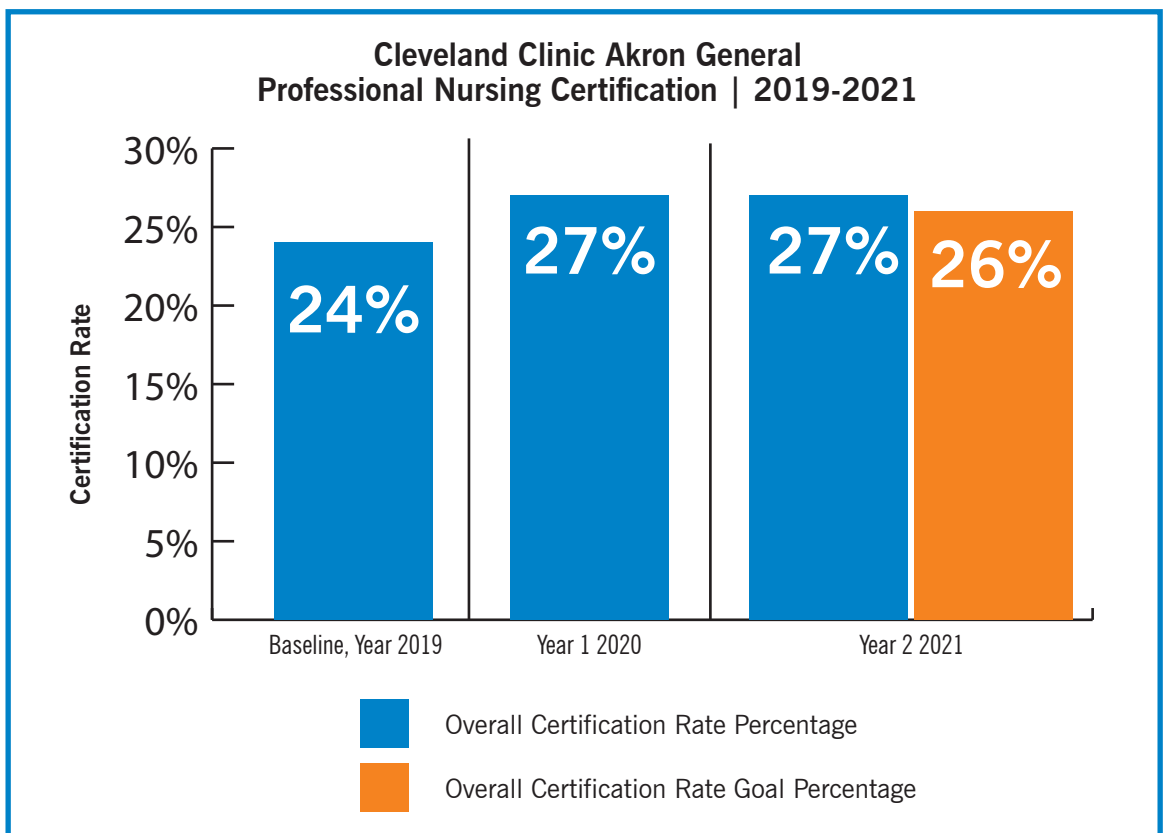


# Professional Development



## Certified Nurses

Specialty Nursing Certification is one way nurses highlight their knowledge and expertise in their field. Nurses worldwide contribute to better patient outcomes through national board certification in their specialty. Becoming certified is no small task and maintaining the certification requires continuing education in their specialty and other scholarship activities based on the individual certification's requirements. In 2020, 48 nurses obtained certifications in various specialties and the percentage of certified nurses increased from 24 percent to 27 percent, and stayed the same in 2021.





CARING FOR CAREGIVERS



46  
departments and units  
supported by nurses

107,447  
emergency room visits



17,705  
surgical visits

25,304  
admissions



2,057  
baby deliveries

1,505  
behavioral health  
admissions

2,750  
trauma  
visits



229 APPs

1,224 NURSES



304 STs

195 NTs



99 UCs

27% Specialty Certification Rate  
*stayed the same in 2021*

53  
positions on  
hospital-wide shared  
governance committees



3  
poster/podium  
presentations



86%  
of nurses hold  
BSN degree or higher

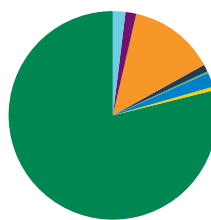
84%  
BSN

2%  
MSN

10%  
ADN

4%  
Diploma

RACE/  
ETHNICITY



- 80.3% White/Caucasian
- 13.7% Black/African American
- 2.5% 2 or more races
- 2% Asian
- 1.7% American Indian or Alaska Native
- 1.2% Hispanic/Latino
- 0.3% Unknown
- 0.1% Native Hawaiian/Pacific Islander

86.4%  
Female



13.6%  
Male



8 years  
average RN experience

NEW HIRES

52 203 121 129 31  
APPS RN ST NT UC

CARING FOR PATIENTS

ROLLING 12 MONTH

18.2%

RN TURNOVER

Benchmark <14.9%

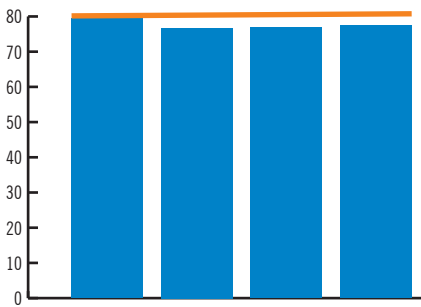
ROLLING 12 MONTH

26.79%

UNLICENSED TURNOVER

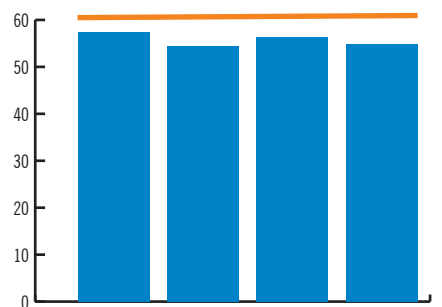
Benchmark <23%

NURSE COMMUNICATION



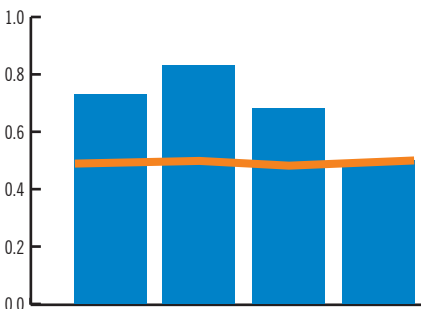
	Q1 2021	Q2 2021	Q3 2021	Q4 2021
Overall CCAG Nurse Communication Press Ganey Top Box Score	79.4	76.7	76.9	77.4
Goal	80	80	80	80

RESPONSIVENESS



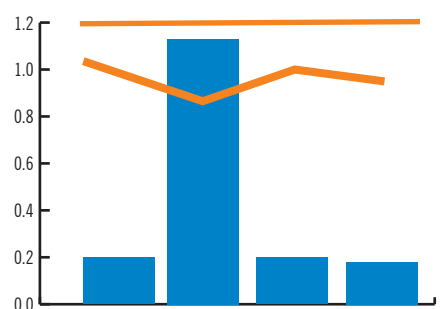
	Q1 2021	Q2 2021	Q3 2021	Q4 2021
Overall CCAG Responsiveness Press Ganey Top Box Score	57.5	54.4	56.4	54.9
Goal	60	60	60	60

FALLS WITH INJURY



	Q1 2021	Q2 2021	Q3 2021	Q4 2021
Overall CCAG Falls with Injury Rate per 1000 patient days	0.73	0.83	0.68	0.5
NDNQI Mean	0.48	0.5	0.49	0.5

CAUTIs



	Q1 2021	Q2 2021	Q3 2021	Q4 2021
Overall CCAG CAUTI Rate per 1000 catheter days	0.2	1.13	0.2	0.18
NDNQI Mean	1.04	0.84	0.98	0.94

# 2021 NURSING EXCELLENCE AWARDS

Nursing Excellence Award  
**Brenda Base, BSN, RN**

Nursing Alliance Award  
**Dale Willis, LPN**

Nursing Excellence Award  
**Samantha Stephens, RN**

Outstanding Clinical Support  
**Donald Flynn**

Excellence in Care Management Award  
**Brittan Hunter, BSN, RN**

Nursing Leadership Award  
**Bobbie Gross, MSN, RN**

Samuel H. Miller Award  
**Laura Lucas, BSN, RN**

Promotion of Evidence-Based Practice and  
Nursing Research Award  
**Anita Meehan, APRN, RN-BC, ONC**

Carolyn Nieman APRN Excellence Award  
**Jane Ragozine, WHNP-BC**

Nursing Team Award  
**Akron Main Emergency Department**

Faces of Care Award  
**Ashlee Frymier, BSN, RN**

Cameos of Caring  
**Barbara McGhee, BSN, RN, CNOR** and  
**Nicole Werbeck, BSN, RN, MNN**

Nightingale Physician Collaboration Award  
**Scott Awender, MD**

Sigma Theta Tau International Delta Omega  
Chapter, Excellence in Nursing Award  
**Mary Lynn Holt, BSN, RN**

Novice Nurse Award  
**Macie Solomon, BSN, RN**

## 2021 DAISY AWARD WINNERS

**Brandy Beresh, BSN, RN**

**Stacy Lucas, BSN, RN, OCN**

**Denise Kastelic, BSN, RN**

**Nora Smith, BSN, RN**

**Kaishin (Sabrina) King, BSN, RN, CCRN**

**Deanna Tuggle, BSN, RN, CCRN**

## ACCOMPLISHMENTS

- **Magnet Recognition Program™** designation, American Nurses Credentialing Center
- **Level I Trauma Center**, American College of Surgeons
- **Gold Seal of Approval™** for Stroke Care
- **Thrombectomy Capable Stroke Center Certification**, The Joint Commission
- **Baby-Friendly® USA designation**, the Baby-Friendly Hospital Initiative is a global initiative at the World Health Organization and the United Nations Children's Fund. It is implemented in the United States by BFUSA
- **Cleveland Clinic Akron General is ranked as the No. 1 hospital** in the Akron Metropolitan Area, according to *U.S. News & World Report*. Akron General is recognized by *U.S. News* as the No. 7 hospital in Ohio for 2021-22