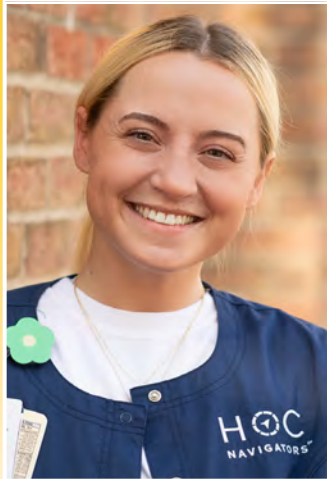


# Nursing – The TriHealth Way

Nursing  
Annual  
Report  
2024



**TriHealth**  
Nursing

Bethesda North Hospital | Good Samaritan Hospital  
Bethesda Butler Hospital | McCullough-Hyde Memorial  
Hospital

Bethesda Arrow Springs | Bethesda Surgery Center  
Good Samaritan Endoscopy Center North  
Good Samaritan Surgery Center West

Good Samaritan Western Ridge | Hospice of Cincinnati  
Onsite Medical

Cardiac Rehabilitation at TriHealth Fitness & Health Pavilion



Bethesda Arrow Springs, Bethesda Butler Hospital,  
Bethesda North Hospital, Bethesda Surgery Center, Cardiac  
Rehabilitation Center at TriHealth Fitness & Health Pavilion,  
Good Samaritan Endoscopy Center North, Good Samaritan  
Hospital, Good Samaritan Surgery Center West, Good  
Samaritan Western Ridge, McCullough-Hyde Memorial  
Hospital

## Farewell

TriHealth Nurses,

It has been my greatest privilege to serve as your Chief Nursing Executive for more than five years. I reflect on my career feeling confident in the future success of TriHealth Nursing, having trust in all of those on the TriHealth Nursing team. My heart is filled with pride over the many accomplishments we have achieved together, and of the difference we have made in the lives of our patients, their loved ones, and the community. With every touch and interaction, you prove that nurses are the heart of healthcare, and you are the reason why TriHealth will continue to be the preferred healthcare system for patients and the preferred place for nurses to practice.



*Jenny Skinner, MSN, RN, NEA-BC  
Retired Senior Vice President and Chief Nursing  
Executive, TriHealth*

## Thank you, Jenny Skinner!

Throughout a 46-year nursing career, Jenny Skinner consistently embodied the nurturing spirit of the nursing profession, whether ministering to patients or supporting and leading caregivers. Her career as a true servant leader began as a staff nurse, working her way up to even higher managerial positions. Following a successful 15-year tenure as the Senior Director of Organizational Effectiveness for the system, she was selected to serve as Senior Vice President & Chief Nursing Executive for TriHealth, a role that she held from 2018 through June 2024.

Jenny was instrumental in achieving numerous awards and milestones, such as Magnet designation and re-designation of 10 TriHealth locations, and leading TriHealth Nursing through the COVID-19 pandemic. Because of her leadership, TriHealth Nursing is thriving today as the regional destination for nursing practice.

Her colleagues' reflections express the powerful ways in which Jenny has shaped and nurtured nursing at TriHealth:

- "Jenny has served with distinction as a visionary, an inspiring nursing and system leader, and a change agent, always committed to "people-first" excellence! Her personal connection to our nursing team and visible presence throughout our system have been an inspiration to us all. She is the true embodiment of the TriHealth Way!" – Mark Clement, TriHealth President and CEO
- "Her leadership, guided by her vast clinical experiences, compassion and professionalism, has shaped today's strong and vibrant TriHealth nursing culture." – Helen Koselka, MD, Chief Medical Officer
- "I am grateful to have had the chance to learn from Jenny, and lead alongside her, for a portion of her exceptional career. Because of her leadership, TriHealth Nursing is a thriving regional destination for nurses to practice." – Maria Ashdown, Interim Senior Vice President and Chief Nursing Executive
- "As a leader, she consistently advocated for the needs of our nurses so that excellent patient care was always the outcome." – Dale Tripodi, Interim Chief Nursing Officer, Bethesda North Hospital



*Jenny Skinner*



## Adapting to Change – A Message from Nursing Leaders



Maria Ashdown

TriHealth Nurses,

Together, we've accomplished so much this year. We have made significant progress on our TriHealth Nursing vision: Every Nurse is a Leader. We explored ways to make the future of TriHealth Nursing better and focused on targeted improvements in quality, safety, service, efficiency, and culture and people.

The FY 2024 annual report tells the story of exceptional leadership, innovations orchestrated by our empowered staff, interdisciplinary efforts that improve the patient experience and exemplary practices that ensure the highest quality and service for the people we serve.

While more changes lie ahead, following the retirement of our esteemed Chief Nursing Executive Jenny Skinner, we promise to carry on the compassionate and knowledgeable patient-centered culture she championed across our system. Together as a team, we will continue to work together and care together, for our patients and for each other.

Thank you for all you have done this year, and we look forward to embracing new opportunities and celebrating future successes in the coming year.



Dale Tripodi

Handwritten signature of Maria Ashdown in black ink.

Maria Ashdown, MSN, RN, NE-BC  
Interim Senior Vice President and Chief Nursing Executive

Handwritten signature of Dale Tripodi in black ink.

Dale Tripodi, MBA, BSN, RN  
Interim Vice President and Chief Nursing Officer, Bethesda North Hospital Region



Sarah Barwell

Handwritten signature of Sarah Barwell in black ink.

Sarah Barwell, MBA, BSN, RN, OCN  
Interim Vice President and Chief Nursing Officer, Good Samaritan Hospital Region

# Transformational Leadership

*Through their vision, influence and clinical knowledge, nurse leaders use creative energy to solve problems and develop innovative ideas.*

## Nurse Manager Trisha Lehnert Honored as 2024 Transformational Leader

In her two years as manager of the Mother-Baby Unit (MBU) at Good Samaritan Hospital, Trisha Lehnert, MSN, RN, RNC-MNN, has distinguished herself as a leader who empowers her nurses through recognition, encouragement, communication, accountability and clear expectations.

She received the TriHealth Nursing 2024 award for Transformational Leader for all of these qualities and more. As the nomination by Kim Harmeyer, BSN, RN, RNC-MNN, states, "She has a pulse on unit activities that transcends understanding. Without notification, she will just appear during stressful times to offer her assistance, and she has the skill and knowledge to back up that offer."

Lehnert has worked the past 12 years in Good Samaritan Hospital's Maternity Services. Her roles have included Staff Nurse and Charge Nurse on the MBU,

Assistant Nurse Manager for the Neonatal Intensive Care Unit, and now manager of MBU. She oversees 75 nurses on the 39-bed unit.

"I try to be there for my nurses," Lehnert says. "When we have 15 deliveries, we're admitting and discharging. I step in and offer to help if I am free."

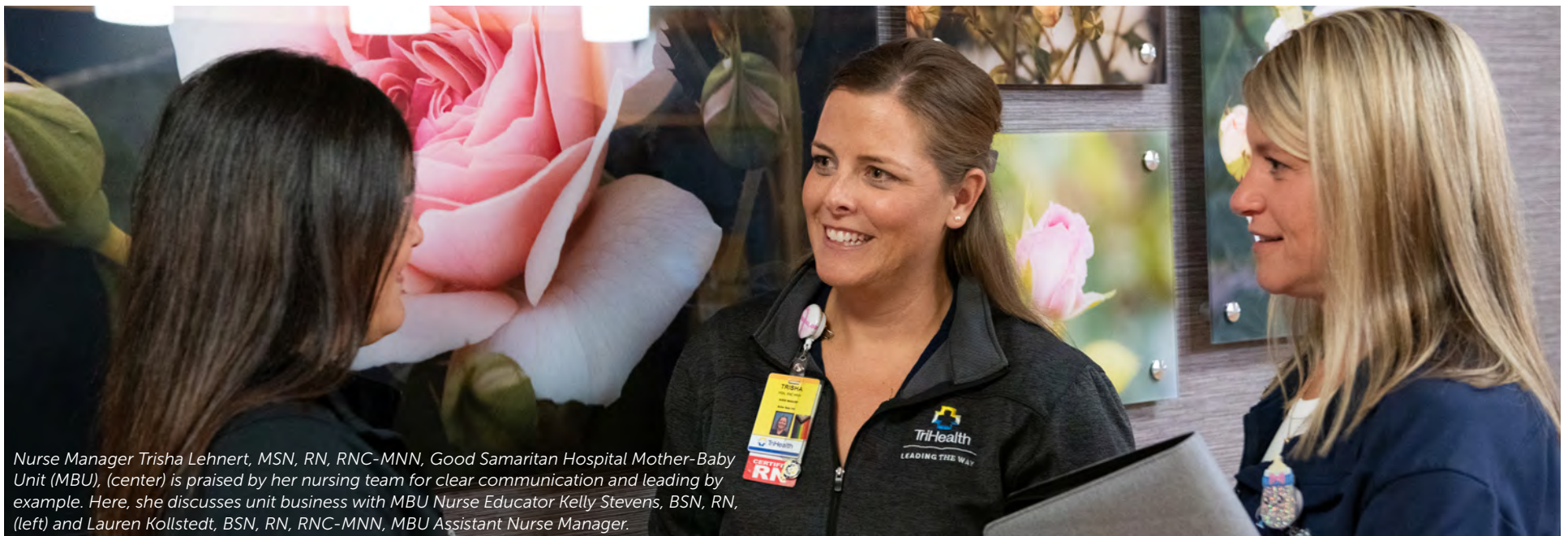
Harmeyer writes, "Even during challenging situations, Trisha is calm and approachable, while welcoming multidisciplinary feedback that may improve the success of our unit. She is present daily, with a smile, asking if team members are doing OK, and asking what she can help with."

Patient satisfaction on the MBU has ranged between the 94th and 99th percentiles in recent quarters.

Lehnert has nothing but praise for her team: "They provide the best maternity care in the city, and I'm their biggest cheerleader. Families really appreciate our care."

She challenges herself to keep learning and traveled to Dallas in 2023 to be part of an American Heart Association writing group project. Lehnert met medical providers across the country and learned about postpartum hypertension, cardiovascular issues for pregnant women and disparities in delivering babies in underserved areas. Her writing group is preparing new postpartum guidelines to disseminate across the country on these and other perinatal issues.

Harmeyer's nomination notes, "Trisha is an open and honest person who is always leading by example. She successfully communicates both unit and organizational goals in a clear, concise manner. Our staff believes that the organization's mission is succeeding on the unit due to Trisha's leadership."



*Nurse Manager Trisha Lehnert, MSN, RN, RNC-MNN, Good Samaritan Hospital Mother-Baby Unit (MBU), (center) is praised by her nursing team for clear communication and leading by example. Here, she discusses unit business with MBU Nurse Educator Kelly Stevens, BSN, RN, (left) and Lauren Kollstedt, BSN, RN, RNC-MNN, MBU Assistant Nurse Manager.*





Perinatal Services Director Tammy Tenhundfeld, MSN, RN, NE-BC (third from left), Bethesda North Hospital, meets with (from left) Tabitha Kahle, BSN, RN, NE-BC, Nurse Manager, Special Care Nursery and OB Float Pool; Megan Litvak, BSN, RN, RNC-OB, C-EFM, Assistant Nurse Manager, Labor & Delivery; and Stacy May, BSN, RN, RNC-MNN, Nurse Manager, Mother-Baby Unit, to discuss census issues.

## Perinatal Services Director Initiates Surge Guidelines for High Census

The number of babies born at Bethesda North Hospital rose in FY 2024. To effectively manage the increasing numbers of deliveries and alleviate patient wait times, Bethesda North Hospital Director of Perinatal Services Tammy Tenhundfeld, MSN, RN, NE-BC, created surge guidelines.

“Our goal is to have a safe place for all moms and babies to deliver. The ability to move patients without delays and to have open, clean beds ready for admissions is key,” Tenhundfeld says.

She sought feedback from leaders and charge nurses at Bethesda North Hospital on Labor & Delivery, Mother-Baby Unit, Special Care Nursery and OB Float Pool. Medical Director Sara Lyons, MD, approved the

guidelines.

Frequent communication and huddles among the managers and charge nurses regarding staffing for the upcoming 24 hours is a critical piece of the surge plan. Tenhundfeld or the administrator on call are contacted as needed.

According to the plan, strategies for maximizing room availability and timely patient care include:

- Reviewing possibility of delaying patients scheduled for inductions
- Discharging moms with Special Care Nursery babies within two hours of a discharge order
- Moving recovering moms from Labor & Delivery to the MBU, with a Labor & Delivery nurse, at one hour

postpartum

- Requesting pediatricians to see babies scheduled for discharge first on morning rounds
- If no beds are available for new admissions, contacting leaders at Good Samaritan Hospital to see if they have capacity
- Setting up warmers for newborns in triage
- Evaluating whether postpartum readmissions or antepartum patients can go to a medical floor
- Using an operating room if all Labor & Delivery suites are full

The guidelines have provided the Maternity Services team with a path to initiate creative thinking for throughput in times of high volume.

## TriHealth Physician Partners CNO Establishes Forums for Outpatient Nursing

To promote professional networking, inter-practice communication and improved clinical practices for nurses from 125 TriHealth Physician Partners (TPP) locations, Elizabeth Berter, MSOL, BSN, RN, Senior Director and Chief Nursing Officer for TPP, created a TPP All Advanced Practice Providers (APP) Forum in FY 2024 in addition to the TPP Nursing Forum that was created in 2022.

For TPP’s 200 APPs, the All APP Forum met quarterly, twice in person and twice in virtual meetings. Keynote

topics in FY 2024 included: Risk Management Updates, Resistant Hypertension, Coding/Billing Updates, and Precision Medicine Updates.

The TPP Nursing Forum, held quarterly for TPP nurses, offered both in-person and virtual attendance. Popular topics included system program updates such as: Health Disparities, Complex Care Management, and Stroke Program. In addition, quality, performance, and clinical practice updates are reviewed quarterly. TPP employs 248 Registered Nurses (RNs) and 164

Licensed Practical Nurses (LPNs) across 39 TPP specialties.

“Establishing forums for our outpatient nurses and APPs provides a structure for nursing and APPs to share best practices, drive quality improvements, and elevate the care provided to our patients,” Berter says.



Elizabeth Berter

## Clinical Decision Unit Team Members Advance Careers with Nurse Manager Support

Sheila McCane, MSN, RN, is nurse manager for the Clinical Decision Unit (CDU) at Bethesda North Hospital. She also supports her team with education and onboarding new hires. She is passionate about guiding her team members, teaching them a multitude of skills and inspiring them to advance their careers.

"We have lots of new grads, lots of student nurses, and I try to get them to where they want to go," McCane says. "I try to build them up, take people under my wing and see their leadership qualities."

She started her own career in healthcare as a Patient Care Assistant, then became a nurse and has been manager of the CDU for two years.

In FY 2024, McCane supported eight of her Acute Care Technicians (ACTs) in pursuing or achieving education to be a Registered Nurse (RN) or Licensed Practical Nurse (LPN). One of her LPNs also received her nursing degree.

The CDU offers exposure to a broad range of patient conditions. McCane explains, "If a doctor feels a patient isn't safe to discharge, we see any and every kind of patient. That includes stepdown ICU, kidney stones, rule-out stroke, and oncology treatment for electrolytes or fluids. Sometimes it's like a mini emergency room, and other times it's like a unit of sick nursing home patients. We are ready for any kind of patient."

McCane manages 28 RNs (including RNs who pick up extra shifts), 10 LPNs and 12 ACTs. She not only wants to help her team members advance in their careers, but she also wants them to work at the top of their licensure whenever possible. RNs, LPNs and ACTs work together in a pod to achieve the best and most efficient patient care.

"This is a great learning environment. I'm willing to train nurses and develop them to give them all possible skills and advantages," McCane says. Her LPNs are



*Sheila McCane, MSN, RN, Nurse Manager and Educator of the 5200 Clinical Decision Unit at Bethesda North Hospital, shows team member Iman Abdur-Rahman, LPN, how to hang medications on the Alaris pump.*

certified to read and interpret telemetry strips. ACTs can draw labs and apply leads for ECG readings.

"I love being my team's leader and a partner with

them," McCane says. "I also help them manage work/life balance. I want them to get what they need, how they need it."





Bethesda North Labor & Delivery nurses customize "Happy Birthday" messages to welcome new babies in their family's own language: "Joyeux Anniversaire!" "Feliz Cumpleaños!" "Shengri Kuaile!" and "Tug'ilgan Kuningiz Muborak Bo'lsin." Pictured in the front row, from left: Sydney Snow, MSN, RN, CNL, AHN-BC, C-EFM; Julia Krauth, BSN, RN; Marisa Pike, BSN, RN, RNC-OB, HNB-BC, C-EFM; and Marissa Gunasekera, BSN, RN, C-EFM. Back, from left, are: Emily Haufler, BSN, RN, and Jessica Suggs, BSN, RN, RNC-OB, C-EFM.

## Shared Leadership Committees Focus on Improving Nursing Practice, Quality of Work Life

Shared Leadership Committees (SLC) work at the ground level on nursing units to improve nursing practice and policies. They play a critical role in TriHealth's Shared Decision-Making Structure.

SLC accomplishments in FY 2024 included:

**Bethesda North Hospital Labor & Delivery** presents each new family with a card featuring a newborn's footprints as a memento. In FY 2024, the SLC wanted to acknowledge the diversity of the patient population and typed a sheet of basic words for team members with translations in nine languages. The nursing team can handwrite "Happy Birthday," "Congratulations," "Weight" and "Length" in a language the family speaks.

**Bethesda North Hospital Mother-Baby Unit** assists Spanish-speaking patients by presenting them with an information sheet in Spanish that translates basic whiteboard information in their room, as well as information about feedings, follow-up appointments with a pediatrician, and postpartum medications for the new mom.

**Bethesda North Hospital Cardiovascular ICU** introduced a new Foley catheter care and CHG wipe process for open-heart surgery patients, to reduce infections in postoperative patients. They standardized documentation and times for Foley care at 5 a.m. and 4 p.m. daily. The practice change improved care provided: In FY 2022, the unit had six catheter-associated urinary tract infections (CAUTIs). In FY 2023, the number dropped to two CAUTIs. Since the last CAUTI in December 2023, the unit went eight months and counting with no CAUTIs.

**Surgery Departments at Bethesda North and Good Samaritan Hospitals** revised their count policy to include counting sponge trees at the conclusion of surgeries. Both hospitals improved patient safety and positioning for specialty tables in operating rooms. Bethesda Butler Hospital also follows these practices.

**Bethesda Butler Inpatient Unit** improved their visitors' experience by adding a new vending machine for better food options, setting up a system to contact Security

to escort visitors after hours upon request, and establishing a charging station for electronic devices for visitor and patient use. To improve the nursing experience, the unit developed an acuity tool for charge nurses to use to ensure fair assignments for each nursing shift. The Perioperative Department began posting signs on operating room doors during joint replacement cases to limit team members in the room.

**McCullough-Hyde Memorial Hospital's Emergency Department** implemented code readiness training and assigned roles to code team members on daily assignment sheets to increase responsiveness and teamwork in emergency situations. The team performed simulation training to hardwire roles and responsibilities while improving skills to meet core metrics of resuscitation.

**Good Samaritan Hospital 15AB** identified barriers to admitting patients and worked with Logistics and Nursing to create a nurse's admission kit containing useful items, including Curoc disinfection caps, rulers and electrodes. Team members also worked on more consistent stocking in the nurse server and clean room areas.

**Good Samaritan Hospital 14CD** established an Employee of the Month program to recognize staff members on the unit for their stand-out performances. Their picture and nomination are shown on the unit for others to see.

**Good Samaritan Hospital 14AB** created a checklist for handoffs at shift change for Acute Care Technicians (ACTs). The ACT going off duty and the ACT coming on duty complete the checklist together to make sure all tasks are completed before the end of the shift. Key duties are stocking supplies and rounding on patients at high risk for falls and those who need to be checked for incontinence and changed as needed.

**Hospice of Cincinnati Central Inpatient Unit** team members developed, wrote and distributed an educational monthly newsletter, with topics such as order set EPIC documentation, falls and IV best practice. Topics are selected based on unit happenings and team member feedback.

## Nurses as Policy Makers: Champions for Change

Nurses at TriHealth have expanded their reach by advocating for health care change and talking to policy makers – or sponsoring bills as a lawmaker. Their actions have improved both nursing and patient care.

### Advocating for Cancer Patients

Tracy Hall, DNP, RN, CCN, CBCN, Survivorship Coordinator and Specialty Navigator for the TriHealth Cancer and Blood Institute, participated in state and federal advocacy work coordinated by the Cincinnati Tristate Chapter of Oncology Nursing Society. She spoke directly with lawmakers in Washington, DC, and at the Ohio Statehouse in spring of 2024. In Ohio, her group promoted a bill to expand coverage of biomarker testing for public and private insurance plans.

“I thought it would be intimidating but it was not intimidating at all. It felt like patient education, where you are explaining and advocating for bills based on what you know,” Hall says.

“Nurses have wide-ranging knowledge, skills and experiences to educate lawmakers to bring direct change to issues that seem frustrating or even morally wrong. The only way to gain experience in this is to step out of your comfort zone and get involved.”

### Serving as State Legislator

“What’s most striking to me is that ALL policy is health policy. A huge majority of ‘health’ is determined by issues like housing, transportation and education, which public policy can largely influence,” says TriHealth Nurse Researcher and Ohio State Representative Rachel Baker, PhD, RN, CRN-BC.

Baker notes, “Nurses are content experts about health issues and know how to look to evidence and data to make decisions. Every day we negotiate with patients, families, physicians and hospital administrators to advocate for the health of our patients. These same skills can be translated to



*Tracy Hall (left), TriHealth Cancer Survivorship Program Coordinator and Specialty Navigator, advocated for cancer patients at the U.S. Capitol with Oncology Nurse Gigi Robinson, who works in the Tristate and serves as a board member of the Oncology Nursing Society.*

negotiations with constituents, colleagues, leadership, lobbyists and activists to advocate for health of communities.”

Baker was elected to the Ohio Legislature in 2022 and has sponsored or worked on several health-related bills, including bills to:

- Increase access to medication-assisted treatment for patients with opioid use disorder
- Address exposure of children to lead paint

- Increase public awareness around early detection and treatment of Alzheimer’s disease
- Decrease cost of all prescription drugs

### Being the Voice for Domestic Violence Survivors

“On average, most domestic violence survivors attempt to flee a violent relationship seven to eight times before they leave for good. It is rewarding to be the voice for someone who does not yet have the strength to speak for themselves,” says Christine Hassert, MSN, RN, TNCC, CEN, SANE, Forensic Nurse Examiner Program Coordinator, TriHealth Center for Abuse and Rape Emergency Services (CARES). “Survivors need to know that we understand the cycle of abuse and are here to support them with a trauma-informed approach.”

She continues, “In February 2024, I made my third visit to Washington, DC, to lobby for continued support of programs such as CARES and the need for forensic nursing, as well as the continued need for further education with our community partners about non-fatal strangulation (NFS).”

At the state level, she continues to advocate for more legislative support for the services CARES provides. She successfully advocated, along with other forensic nurses, to make NFS a felony in Ohio. She has educated law enforcement and prosecuting attorneys in Hamilton County about domestic violence and NFS. Hassert also helped develop strangulation kits to collect touch DNA evidence from strangled domestic violence survivors, and TriHealth is the only forensic program in Greater Cincinnati using these kits.

Hassert states, “It is so rewarding to see change by being persistent and using your voice! Start with a question, then keep knocking on doors until you get to the right person. If you need help knocking on doors, I can be very persistent!”



## Newly Formed Committee Tackles Unique Issues of Nurses Working the Night Shift

After a survey indicated high interest in having a committee geared toward night-shift interests and concerns, a new Night Shift Committee formed and met seven times in FY 2024.

With three co-chairs and about two dozen committee members, all on night or evening shift, the committee demonstrates how TriHealth's Nursing Shared Decision-Making Structure allows team members most proximate to the issues to tackle the challenges night shift team members encounter.

The Night Shift Committee reported several accomplishments in its first year:

- Developed a platform, soon to be implemented, to identify which doctor is on call for each specialty, to enhance communication and patient care
- Generated wellness strategies for team members to avoid burnout and boost retention
- Invited speakers from support departments, including Protective Services, Risk Management,

Patient Safety, Human Resources and Compensation to learn and ask questions pertaining to night shift

- Initiated discussions with senior leadership about having a window of time from 6:45 to 7:30 p.m. where no admissions from the Emergency Department are brought to the floor, allowing nurses to receive report on their patients first

- Established a work group to address skill building and confidence building with IV starts.

New surveys have been distributed to seek additional input from night shift team members about their top priorities for FY 2025.

"We want to help be a voice for the night shift team members, and the hospital as a whole. We want people to enjoy what they do and feel they have what they need to do their job safely and efficiently," says committee co-chair Jeanna Neville, BSN, RN, CMSRN, evening Assistant Nurse Manager on Good Samaritan Hospital's 11th floor.



*Night Shift Committee Co-Chair Jeanna Neville, BSN, RN, CMSRN, evening Assistant Nurse Manager on Good Samaritan Hospital's 11ABCD (left), works with fellow committee member Michelle Stotler, BSN, RN-BC, CMSRN, night shift supervisor, on a Night Shift initiative.*

## Recruitment & Engagement Council Addresses Nurses' Priorities

A survey conducted by TriHealth Nursing Recruitment & Engagement (R&E) Council in December 2023 identified staffing, vacation/PTO hours and workplace safety as nurses' top priorities.

"What nurses really value to enhance their wellbeing are things that relate to their day-to-day activities in their jobs," says Zakiyyah Thurman, MSN, RN, CMSRN, co-chair for the Council at the time of the survey.

Concerning staffing, Thurman says, "We hear you! We know that here, and nationwide, there aren't enough nurses to care for patients. We are continually hiring nurses, pumping up recruitment and filling vacancies. Our float pool and Internal Agency are working well, and we are aggressively recruiting at colleges with videos and other strategies."

"We're also working to make sure current team members are engaged," she continues. One initiative introduced to improve work life was scheduling coverage for lunch shifts so all nurses have a break to eat, and installing vending machines with fresh foods to provide more eating options for team members.

The survey also heightened awareness that workplace safety is a concern for nurses. To address this important issue, Protective Services and TriHealth leaders created a task force.

Thurman, who served on the task force, says, "We looked at workplace violence and where it was happening, and came up with an action plan. We added self-defense classes for team members at various sites and have continued to offer de-escalation and crisis prevention training."

Regarding vacation/PTO hours, the R&E Council submitted nurses' requests to Human Resources for consideration.

# Nursing Achievements



The awardees for the 2024 Directors' Awards for Excellence in Nursing, TriHealth's highest nursing honor, were (from left): Jonathan Northcutt, Mary Dunsieith, Karen Knapp, Luann Slusher, Mandy Bryant and Kristy Leach.

## Directors' Awards for Excellence in Nursing

Six TriHealth nurses received the system's top award for exemplary nursing. Winners of the 2024 Directors' Awards for Excellence in Nursing were:

- **Amanda Bryant**, BSN, RN, Hospice of Cincinnati Central Inpatient Unit
- **Mary Dunsieith**, BSN, RN, CNOR, Bethesda North Hospital Surgery
- **Karen Knapp**, RN, Good Samaritan Hospital Neonatal Intensive Care Unit
- **Kristy Leach**, BSN, RN, CMSRN, McCullough-Hyde Memorial Hospital Inpatient Unit
- **Jonathan Northcutt**, BSN, RN, CCRN, CNRN, SCRN, Good Samaritan Hospital Neuroscience Intensive Care Unit
- **Luann Slusher**, BSN, RN, C-EFM, RNC-OB, Good Samaritan Hospital Labor & Delivery

## Nursing Excellence Awards

**Advanced Practice Provider:** Donna Sadelfeld, MSN, RN, CNP, FNP-C, TPP, Group Health West Chester. This was a new award.

**Collaborators in Care:** Christina Cox, Bethesda Butler Hospital, Emergency Department & ECG Tech

**Engaged Nurse of the Year:** Gina Marie Allaire, DNP, RN, RNC-OB, C-EFM, Good Samaritan Hospital OB Nurse Float Pool

**Exceptional Educator:** Brittany Callahan, MSN, RN, BMTCN, Good Samaritan Hospital 14CD

**Nursing Clinical Support Award:** Kim Link-Albers, BSN, RN, Norwood, Clinical Education

**Partner in Practice:** Sundus Alhilu, Unit Coordinator, Bethesda North Hospital Endoscopy

**Preceptor/Clinical Coach:** Julia Steward, RN, Good Samaritan Hospital 11ABCD

**Rookie of the Year:** Molly Nieman, BSN, RN, Good Samaritan Hospital 10FGHI

**Transformational Leader:** Trisha Lehnert, MSN, RN, RNC-MNN, Nurse Manager, Good Samaritan Hospital Mother-Baby Unit (see story on page 4)

## DAISY Awards

As a Flex RN on 8AB, **Katherine Mosier**, RN, approached a crying patient who was not assigned to her. When Mosier learned that the patient was anxious to get up and walking as part of her treatment regimen, Mosier told the patient she would come and walk with





her if no one else was available. The woman was touched by her kindness and by Mosier remembering her from a previous hospitalization.

Mosier and seven other nurses received DAISY (Diseases **A**ttacking the **I**mmune **S**ystem) awards for extraordinary nursing in FY 2024. TriHealth Nursing also presented two Nurse Leader awards.

Nurse leaders recognized for their impact on team members' ability to provide quality, compassionate care were:

**Kandas Mullinax**, MSN, RN, AMB-BC, Assistant Nurse Manager, Good Samaritan Endoscopy Center North

**Mona Ohmart**, BSN, RN-BC, Assistant Nurse Manager, Good Samaritan Hospital PACU

Nurses honored for compassionate care provided to patients and family members included:

**Jana Becksmith**, RN, Bethesda North Hospital 4100

**Olivia Clausen**, BSN, RN, Bethesda North Hospital 4200

**Peyton Fagerlund**, BSN, RN, Good Samaritan Hospital NICU

**Tonya Galgozy**, BSN, RN, PCCN, Bethesda North Hospital 4100

**Ava Geers**, RN, Good Samaritan Hospital Neonatal Intensive Care Unit (NICU)

**Bobbie Moore**, RN, Hospice of Cincinnati Hamilton Inpatient Unit

**Katherine Mosier**, RN, Good Samaritan Hospital, Flex RN, 8AB

**Rebecca Winterhalter**, MSN, RN, Good Samaritan Hospital Surgery

## Living Our Values Awards

The TriHealth Living Our Values Award honors exceptional non-management team members who embody SERVE (Serve, Excel, Respect, Value, Engage) values, consistently exhibit always behaviors, and inspire other team members in the process. Of the 40 team members recognized in FY 2024, nine were nurses,

LPNs or STNAs. Those receiving the award were:

**Alec Bomske**, MSN, RN, TriHealth Physician Partners Aeropointe

**Susan Fluty**, BSN, RN, McCullough-Hyde Memorial Hospital Administration

**Amy Helmeccamp**, BSN, RN, CGRN, Bethesda Butler Hospital Endoscopy

**Garrett Hoff**, BSN, RN, McCullough-Hyde Memorial Hospital Inpatient Care Unit

**Ashley Longhauser**, STNA, Hospice East Inpatient Unit

**Allyson Schulte**, RN, Bethesda North Hospital 8300

**Jeri Schulz**, MSN, RN, Hospice Blue Ash

**Lisa Sierra**, BSN, RN, CEN, SANE, TNCC, Western Ridge Emergency Department

**Amanda Voss**, LPN, Northcreek Family Practice

## Sunshine Awards

Established in 2023, the Sunshine Award recognizes an Acute Care Tech (ACT), State-Tested Nurse Aide (STNA), or a direct patient care tech (ED, OR, etc.) who consistently demonstrates our core values of Serve, Excel, Respect, Value and Engage, along with our mission to improve the health status of the people we serve.

Winners for FY 2024 were:

**Garrett Cooper**, BSN, RN, (former ACT) Good Samaritan Hospital, 8AB

**Alexander Hayden**, STNA, Hospice of Cincinnati Blue Ash Inpatient Unit

**Kaylee Kaiser**, RN, (former ACT) Bethesda North Hospital 4200

**Sara Robertson**, STNA, Hospice of Cincinnati Central Region Field Team

**Jermaris Shepard**, ACT III, Good Samaritan Hospital 14CD

**Dianna Stevens**, ACT III, Good Samaritan Hospital 10FGHI

**Kari Thompson**, ACT II, Bethesda Butler Hospital ICU

## TriHealth Nurses Contribute to Emergency Nurses Association

Three TriHealth nurses held prominent leadership positions in the Ohio Emergency Nurses Association (OENA) in FY 2024:

- **Jeannie Burnie**, MS, APRN, AG, CNS-BC, CEN, FAEN, FCNS, President-elect and Chair of Education Council
- **Samantha Koeninger**, BSN, RN, CEN, Secretary – Social Media Chair
- **Megan Ellis**, MSN, RN, CEN, Director at Large

Other accomplishments included:

- **Burnie, Ellis, Koeninger and Curt Rowland**, BSN, RN, CEN, authored a resolution for the ENA's national conference in San Diego in September 2023 regarding Environmental Safety in the Emergency Department (ED). It was decided more nursing research was required to gain feedback from ED nurses on safety in their work environments. A research protocol was approved by Hatton Research in May 2024, and a survey tool was developed. TriHealth ED service line team members received the survey in May 2024. Survey results will be shared with Ohio and national ENA members and the Ohio legislature.
- **Burnie and Forensic Nurse Examiner Program Coordinator Christine Hassert**, MSN, RN, TNCC, CEN, SANE, received a TEAM Award from the ENA for their work in developing a system to report on patients who are survivors of non-fatal strangulation (NFS) who come to the ED. NFS was recently made a felony in Ohio. (See related story on page 8.)
- **Bethesda Butler Hospital Emergency Department** won the ENA Lantern Award in 2024 for quality, innovation, evidence-based practice and healthy work environment.

## TriHealth Student Nurse Internship Program Gains High Praise from Participants

After successfully piloting a Student Nurse Internship Program in school year 2022-2023, TriHealth expanded the paid internship for the 2023-2024 school year and hired 25 interns. Of those, 72% are currently employed at Bethesda North, Good Samaritan and McCullough-Hyde Memorial Hospitals. Four of the seven student nurses in the initial pilot program remain employed by TriHealth a year later.

“The Student Nurse Internship Program has proven to be incredibly rewarding for all involved,” says Kristen Bagnall, MSN, RN, CMSRN, GERO-BC, who served as student liaison in FY 2024. “The interns who have participated in the program are grateful for the opportunity and enter nursing orientation with a higher level of confidence and excitement for their new roles.”

She notes that research consistently shows exposure to the practice setting, support from a mentor and familiarity with the patient population prior to graduation can ease transition to practice and help

new graduate nurses to establish a solid foundation for their careers.

“The purpose of the program is to identify and hire high-performing senior nursing students to the unit where they want to work upon graduation to help them become familiar with the unit and provide a built-in mentor so they are better prepared for practice,” Bagnall continues.

The hands-on work helps narrow the gap between nursing school and nursing practice. Interns work closely with an RN mentor partner and are permitted to do anything an Acute Care Technician (ACT) can do.

Staff Nurse Olivia Clausen, BSN, RN, joined Bethesda North Hospital 4200 in early 2023 as part of the internship program. “I was exposed 10-fold to the skills most of us learn in nursing school. I put in IVs and Foley catheters and witnessed the flow of the day so I could time manage better,” Clausen says. “Jessey Benedict, my mentor, was amazing, and knew answers to questions about skills, policies and medications.”



Staff Nurse Olivia Clausen, BSN, RN, (left) Bethesda North Hospital 4200, appreciates the mentoring Charge Nurse Jessica Benedict, MSN, RN, GERO-BC, who has offered her since her days as a student nurse.

I joined the floor full-time after graduating from Xavier University’s nursing program, with a lot more confidence in my abilities.”

## Charge Nurses Hone Skills with Professional Development Classes

Building on a foundational two-day Charge Nurse Development Class, TriHealth Nursing offered charge nurses quarterly professional development classes in FY 2024.

Nearly 100 nurses in the Good Samaritan Hospital Region and about 80 from the Bethesda North Hospital Region attended the quarterly classes in person.

Topics covered in FY 2024 included:

- Productivity and Staffing
- Conflict Management/Crucial Conversations
- Leading Effective Huddles
- De-escalation
- Psychological Safety and Productivity

The two-day development course was attended by 44 newly appointed charge nurses. New charge nurses learned about their role, communication skills, leadership style, coaching and feedback. Nurses

increased their skills in team member recognition, engagement, patient experience and conflict management.

Tonya Gilmore, MSN, RN, NE-BC, Bethesda North Hospital Critical Care Director, describes the charge nurse’s leadership role on the unit: “They are the clinical expert, the mentor to nurses and acute care techs, and the first person to complete service recovery.”

Nurses attending both the two-day course and the developmental classes have praised the educational sessions, with comments such as:

“...talking out the scenarios and getting feedback helps me better know how to approach issues.”

“I like that it was a small class with lots of discussion.”

“I appreciate you showing us how to be a charge nurse, not just telling us we are leaders now.”



Newly appointed Charge Nurse Ty'Ara Warren, RN, (second from left) values the professional development opportunities available to her in her new role on 14CD at Good Samaritan Hospital. She is pictured with team members, from left, Madelyn Overberg, ASN, RN; Julie Bremer, ASN, RN; and London Marshall, ACT (Good Samaritan College of Nursing student).



# Exemplary Professional Practice

*Our professional practice model, "Caring for People First," emphasizes patient- and family-centered care. We collaborate with other professionals to create a safe, healing environment that is ethically based, sensitive to diversity and focused on quality.*

## TriHealth Team Brings Comprehensive Stroke Care In-House

TriHealth's Stroke and Neurosciences Emergencies (STANSE) Team began independently managing all aspects of stroke care for TriHealth's six Emergency Departments (EDs) in February 2024. After building a team of eight neurointensivists over the past year, the program no longer relies on external consulting to treat stroke patients.

Studies have shown that initiating stroke treatment just 15 minutes faster can save lives and prevent disability. Early recognition and activation of a stroke team is critical. The EDs' collective door-to-needle time for administering clot-busting drugs lowered from a median time of 60 minutes a year ago to about half that with a new median time of 32 minutes.

"If patients arrive to the ED showing problems with balance, vision changes, facial droop, arm weakness, or trouble speaking – or if EMS reports a possible stroke is enroute, nurses are empowered to activate the STANSE team and place critical orders for a stroke evaluation, including imaging," says Kim Schmeusser, MSN, RN, CEN, manager of the TriHealth Stroke Program.

### A Streamlined Process

The STANSE provider immediately responds to the ED in person, or a nurse brings a Teladoc machine to connect the physician with the patient for remote evaluation. The virtual option is especially valuable for after-hours cases or at locations other than Bethesda North and Good Samaritan Hospitals. Nurses from all six TriHealth EDs who are with the patients, assisted with the physical aspects of more than 700 Teladoc exams in the program's first six months.

"Although about 87% of all strokes are ischemic strokes, caused by a blockage in an artery, the medical team must perform a head CT scan to rule out



*Stroke Team members simulate evaluation of a stroke patient, with Collin Herman, MD, STANSE team Neurointensivist, (back left) performing a stroke exam and Bethesda North Emergency Nurses Jenna Mummert, BSN, RN, (left) and Casey Stigler, BSN, RN, preparing to start an IV.*

bleeding in the brain before administering treatment," Schmeusser says. "If there is no bleeding (hemorrhagic stroke) and a patient presents within 4.5 hours of onset of stroke symptoms, a doctor can provide orders for the nurse to administer the clot-busting medication tenecteplase (TNK) in one IV bolus right in the scanner. Additional imaging can be quickly ordered to extend this treatment window."

On inpatient units, nurses who recognize stroke symptoms have the authority to alert the STANSE team

and set in motion next steps to treat or rule out stroke. The STANSE team follows patients for 24 to 48 hours after an initial evaluation. Schmeusser and four stroke coordinators, all nurses, support the neurointensivists in their work and provide education and resources to nursing units.

The American Heart Association's Get with the Guidelines program awarded all TriHealth EDs a Gold+ rating in summer 2024 for keeping door-to-needle times under 60 minutes more than 85% of the time.

# Behavioral Health Makes Strides in Outpatient Practices

Progress has continued in FY 2024 to integrate Behavioral Health Services into TriHealth.

“There is increasing awareness that you can’t achieve positive medical outcomes unless you support mental health. Behavioral health has been transformed over the last five years at TriHealth,” says Judith Mitchell, MSN, RN, PMHCNS-BC, Senior Director of Behavioral Health Services.

With funding from a \$9 million grant from bi3, a philanthropic arm of Bethesda Inc., TriHealth has built a coordinated mental health strategy to support providers and patients in 48 TriHealth Physician Partners’ Adult and Pediatric Primary Care practices. Behavioral health experts trained and licensed as Psychiatrists (for adults, children and adolescents), Psychologists, Licensed Independent Social Workers, Licensed Professional Clinical Counselor, and Nurse Practitioners provide diagnostic assessments, medication management and brief and longer-term evidence-based therapy.

New behavioral health services include:

## Adult Primary Care and Integrated Behavioral Health

- Behavioral Health Consultants (BHC) support 37 Adult Primary Care practices with onsite and telehealth support
- Collaborative Care Program is a new 13-week program that offers brief intervention, supportive therapies and medication management. A Psychiatrist, Behavioral Health Care Manager, the patient and the patient’s primary care provider work together on the treatment plan. About 218 adult primary care providers have referred to this program thus far.
- BHCs have received 8,348 referrals, with 9,896 completed appointments. This is an increase of 2,727 appointments from the prior year.
- Behavioral health support is provided for patients at Bethesda Family Practice and the Good Samaritan Faculty Medical Center.

## Pediatric Primary Care and Integrated Behavioral Health

- Eleven pediatric primary care offices are supported by Pediatric BHCs. Pediatric BHCs received 2,130 referrals and completed 2,522 appointments in FY 2024. This is a new program with a marked increase from 188 referrals and 217 appointments, as the program launched in the latter half of FY 2023.
- The Pediatric Navigator program received 1,457 referrals in FY 2024 to connect patients age 18 years and younger to services such as family therapy, individual psychotherapy and diagnostic testing. Mitchell states, “Pediatric Primary Care physicians previously reported spending one to four hours a day on needs ranging from depression and anxiety to other mental disorders.”
- Child and Adolescent Consultative Psychiatrist received 234 referrals. In FY25, TriHealth plans to launch a Collaborative Care Depression Care Pathway.

## Behavioral Health Outpatient Practices

Two Outpatient Behavioral Health Practices moved into their current locations in early 2024 to support adult primary care providers and patients who require more intense medication management.

- In FY 2024, these practices received 2,657 referrals and completed 4,616 appointments.



*Psychiatric Mental Health Nurse Practitioner Andrea McClellan, MSN, RN, PMHNP-BC, (right) provides behavioral counseling to a patient at Outpatient Behavioral Health – West.*

- Outpatient Behavioral Health – North is located in the TriHealth Evendale Medical Office Building, 3147 Glendale Milford Road.
- Outpatient Behavioral Health – West sees patients at TriHealth Physician Partners, 6331 Glenway Ave. “We have seven advanced practice nurses/physician assistants split between two offices. Each practice has an adult psychiatrist. In addition, we have one child-and-adolescent psychiatrist on staff,” Mitchell explains. Patients need to have a TriHealth primary care provider to refer. “All referrals come directly from TriHealth primary care practices,” she continues. “Our clinics currently are receiving, on average, greater than 300 new referrals a month. They provide more than 750 visits per month. Our team has a strong sense of satisfaction with the infrastructure we’ve built.”



# Nurses as Teachers

Nurses at TriHealth perform the role of teacher in a variety of ways. In 2024, nurses as teachers made significant impacts in diverse ways:

## Advancing Trauma Education

TriHealth Emergency Department (ED) nurses became course directors and instructors for the Emergency Nurses Association (ENA) Trauma Nurse Core Curriculum (TNCC). In FY 2024, 55 TriHealth ED, ICU and PACU nurses completed the course, which is offered four times a year.

“This training provides an excellent overview of the care of the trauma patient,” says Jeannie Burnie, MS, APRN, AGCNS-BC, CEN, FAEN, FCNS, Senior Manager Education Services, Emergency Services. “It does a great job of reviewing the assessment expectations, injury processes and what to look for and expect based upon injury patterns. Interventions are a key component in the course, with a focus on ensuring that reassessment occurs after each intervention. The assessment is effective on any really sick patient.”

Burnie and Stephanie Mackey, BSN, RN, CEN, were course directors and assistants in teaching. Instructors were Megan Ellis, MSN, RN, CEN; Samantha Koeninger BSN, RN, CEN; Curt Rowland, BSN, RN, CEN; Aminda Seymour, MSN, RN, CEN, VA-BC; Rebecca Lemaster, BSN, RN, TCRN; and Wendy Walters, BSN, RN, CEN, EMTP.

The course includes both online lecture and in-person testing in the simulation lab to confirm that nurses have acquired necessary skills.

## Simulating Trauma Care of a Pregnant Patient

Using a scenario from the TNCC course described above, Maternity Services and Emergency Department (ED) nurses worked together to refine the care and teamwork required to provide an optimal outcome for a pregnant trauma patient. The simulation focused on treating a pregnant patient who had fallen down stairs.

Thirty-six trauma and obstetrics nurses participated in the simulation in February 2024. Those who collaborated on developing the simulation included

Anna Kiefer, BSN, RN, CEN, ED educator at the time; Katie Stegman, MSN, RN, CEN, TCRN, Trauma Program Manager; Cynthia Leicht, MSN, RN, C-EFM, Obstetrics Nurse Educator; and Jeannie Burnie.

Burnie says, “We wanted to increase our teams’ exposure to this patient population to improve the chances of survival for both mom and baby and improve confidence levels for team members.”

She continues, “The use of simulation is a key component in our education for our new graduates and trauma training. I think that it gives the team time to ask questions and really think about the WHY behind what you are doing. It enhances critical thinking ability. In my opinion, nothing can take the place of hands-on, face-to-face learning. I tell new graduates all the time, ‘this is the time that you can make a mistake and no one gets hurt!’”

## Ramping Up Nursing Skills for Pediatric Inpatient Stays

To upgrade skills in treating the small number of inpatient pediatric patients admitted at McCullough-Hyde Memorial Hospital (MHMH) each year, Staff Nurse Sarah Herrle, PhD, MPH, RN, CPN, created an Inpatient Care Center (IPC) Pediatric Foundations course.

Herrle previously had a long career in pediatrics and noticed her team members’ lack of confidence in caring for children.

“I was motivated to fill a gap in our nursing staff’s knowledge by teaching them about evidence-based care for pediatric assessment, use of pediatric equipment, appropriate documentation and improved



*Curt Rowland, BSN, RN, CEN, Emergency Department Staff Nurse, demonstrates a new, disposable Hare traction splint for patients who have a fractured femur, as part of a musculoskeletal trauma lecture.*

critical thinking skills related to safely caring for children,” Herrle says.

The children who are admitted at MHMH typically have self-limiting diseases, such as flu, pneumonia or RSV. On average, they stay on the unit for 24 to 36 hours under the care of pediatricians from Oxford Pediatrics. The goal is to have all inpatient nurses at MHMH complete the training. Ongoing pediatric nursing education will build on Herrle’s presentation to incorporate multidisciplinary, individualized patient care.

Herrle concludes, “Having a child in the hospital is incredibly stressful and having to travel to a hospital that is relatively far away increases parental stress. Being able to care for otherwise healthy children who have a self-limiting disease in their own community serves the families of our region well by keeping them close to their support systems.”

# Clinical Redesign Focuses on Improving Nursing Quality and Efficiency

Creating a more robust Nursing team, with innovative staffing strategies, better communication and more efficient processes is the goal of Clinical Redesign. Implemented by the system-wide interdisciplinary Shared Decision-Making team, in support of the 2024-2026 Nursing Strategic Plan and TriHealth's Strategic Pillars, "The Clinical Redesign project aims to make TriHealth the place where team members want to work, where physicians want to practice and where the entire community increasingly chooses to receive care," explains Trisha Lyons, MHI, Lean Coach.

Major accomplishments for FY 2024 included:

- Reduction of external agency nursing reliance by 88% from a baseline of 119 FTEs in FY 2022 to 14.1 FTEs going into FY 2025. A key strategy was creation of the FlexRN program, which offers nurses temporary assignments. Since the program's inception in April 2023, 123 FlexRNs have been hired.
- Deployment of a tiered recruitment plan in spring 2024 that prioritized hiring bedside staff nurses, LPNs, medical assistants and clinical technician positions before non-clinical positions.
- Improved incentives for float pool and on-call pay.
- Launch of the Career Success Center in 2024. Career Success coaches provide personalized guidance while connecting nurses and Acute Care Techs (ACTs) with valuable resources to support career growth and achievement within the organization.
- Increased ACT retention through standardizing shift reporting and job duties, job shadowing, development of career pathways for ACTs, and discussion of job expectations early in the employment process.
- Implementation of Charge Nurse development sessions (See story on page 12).
- Launch of Precision Leadership Development clinical cohort pilot at the end of 2023. Leaders, including charge nurses, assess their own skills, while their one-up completes the same assessment. The two then meet to discuss assessment findings and create a precision leadership development plan.



A major goal of Clinical Redesign is strengthening TriHealth's Nursing team. Pictured here, from left, are Rachel Lathery, BSN, RN, Simone Johnson, MSW, BSN, RN, and Cora Stapleton, ACT II, from McCullough-Hyde Memorial Hospital.



Raejean Miller, LPN, Bethesda North Hospital 8300, assists nurses on her unit by administering medications to patients and performing a variety of patient care tasks.

## Increasing LPNs in the Acute Care Setting

In FY 2024, TriHealth hired 46 Licensed Practical Nurses (LPNs) into the acute care setting. Key areas where LPNs have been hired include:

- Bethesda North Medical-Surgical Units and Clinical Decision Unit
  - Good Samaritan Hospital Medical-Surgical Units, including 8AB, 8Q and Behavioral Health
- LPNs support RNs by collecting data observations, measurements and test results. They administer medications and collaborate with RNs to provide necessary interventions.

Nurse Manager Tina Corson, BSN, RN, RN-BC, CMSRN, Bethesda North Hospital 8300 Medical-Surgical/Oncology Unit, says, "LPNs are a vital part of the care team delivery model. They have contributed to quality of daily care and support of better patient outcomes."

Corson notes that the addition of LPNs has supported 8300 and other units by:

- Improving nurse retention
- Stabilizing the nursing workforce
- Increasing RN satisfaction, collaboration and patient satisfaction.



# Reducing HAIs and Falls Remains High Priority

TriHealth hospitals saw an increase in hospital-acquired pressure injuries (HAPIs) and a slight decline in inpatient falls with injury in FY 2024. Overall falls had a small increase but remained below the target rate.

## Successes in Reducing HAPIs

The following units went five quarters without a HAPI:

- Bethesda Butler Hospital: ICU
- Good Samaritan Hospital: Neonatal Intensive Care Unit, Neuroscience Intensive Care Unit, 8AB, 8Q, 11ABCD
- McCullough-Hyde Memorial Hospital: Inpatient and Intensive Care Unit

On 5300 Medical-Surgical Unit at Bethesda North Hospital, Staff Nurse Chicquetta Gibson, MSN, RN-BC, Professional Excellence Champion, and her daughter, Staff Nurse Jasmine Gibson, BSN, RN, started a turn team in response to high HAPI rates of up to 11. From July 2023 to February 2024, they reduced the rate of HAPIs to one. Nurses buddy up with another nurse and Acute Care Technician (ACT) to turn patients every two hours, from side to back to side.

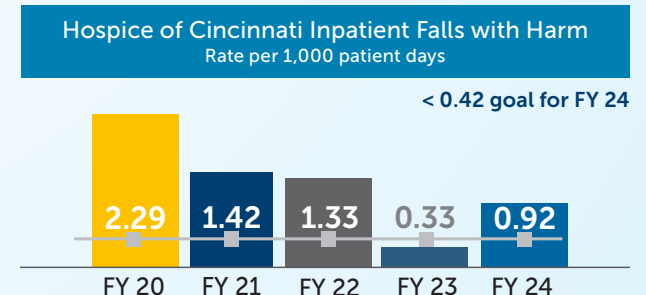
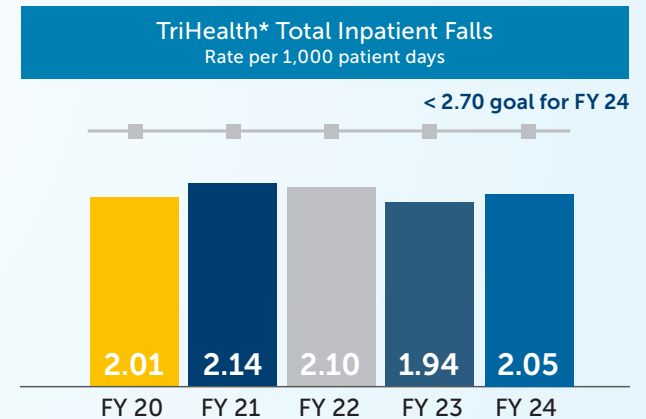
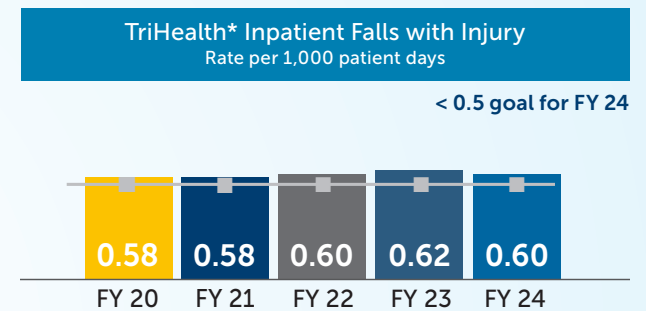
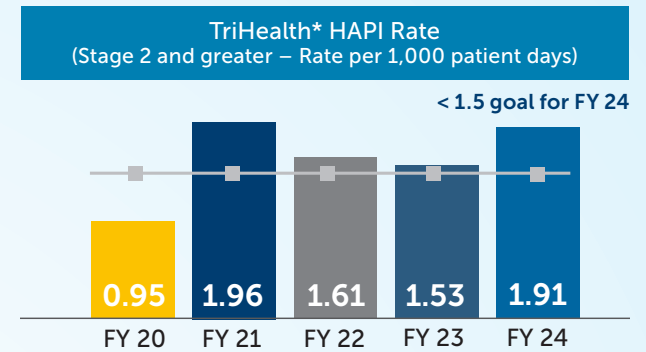
“This is reducing length of stay, pressure ulcers and extra costs,” Chicquetta Gibson says. It’s also increasing patient satisfaction – patients like seeing us. Our successes have been reported at Leadership Rounds, and the practice has gone house wide and is happening at Bethesda Butler Inpatient Unit.”

Throughout TriHealth, nearly 800 Stryker beds have replaced an aging fleet of Hill-Rom beds. The new gel mattresses have pressure-relieving qualities, which will help TriHealth nurses reach the goal of preventing pressure injuries. A low-air-loss pump can be attached to the end of the ProCuity LEX MedSurg bed for at-risk patients to circulate air throughout the bottom of the mattress and help support patient microclimate management.

## New Technologies and Strategies Applied to Fall Prevention

Innovations and new technologies to reduce falls in FY 2024 included:

- The Fall Steering Committee introduced an Epic predictive fall model, which examines data on labs, medications and mobility status after a patient is admitted. The tool generates a score to predict whether a patient is at risk for falls. Pilots on targeted units will continue in FY 2025.
- New Stryker beds deployed throughout most of the system can be lowered to 11.5 inches off the ground to safely assist patients in getting out of bed. Adaptive alarm systems are installed and cannot be unplugged by patients and their families.
- The Stryker iBed Vision technology electronically sends information from a patient’s bed to a dashboard in the nurses’ station so nurses can monitor in real time the data on bed alarms, bed heights and side rails.
- Colorful mobility cards were trialed and moved forward on all inpatient units to identify for team members whether the patient needs assistance and, if so, how much assistance.
- An automated Voalte fall audit app went live in FY 2024 to streamline questions for each unit based on patient population.
- A new fall contract engages team members to review safety information and acknowledge actions to prevent a fall.
- TriHealth Physician Partners developed learning modules and implemented safety precautions to reduce falls in outpatient practices.



\* Includes Bethesda North, Bethesda Butler, Good Samaritan and McCullough-Hyde Memorial Hospitals

# New Knowledge, Innovations and Improvements

*Nurses integrate existing evidence into practice, discover new evidence and visibly contribute to the science of nursing through research and innovations.*

## TriHealth Researchers Explore Diverse Topics

In a robust year for inquiry and research, TriHealth nurses completed seven research studies in FY 2024. An additional 12 studies are ongoing.

Completed studies included an “Evaluation of Providing Coffee to Patients Postoperatively to Decrease Length of Stay in the PACU [Post-Anesthesia Care Unit].” Principal Investigator Brandon Ballhaus, MBA, BSN, RN, CNOR, and his team from Bethesda North Hospital Minimally Invasive Surgery Center and Bethesda Surgery Center conducted a five-year study with 178 patients, based on Ballhaus’ hypothesis that many patients who rely on coffee daily to provide caffeine and an energy boost might benefit from a cup of coffee postoperatively.

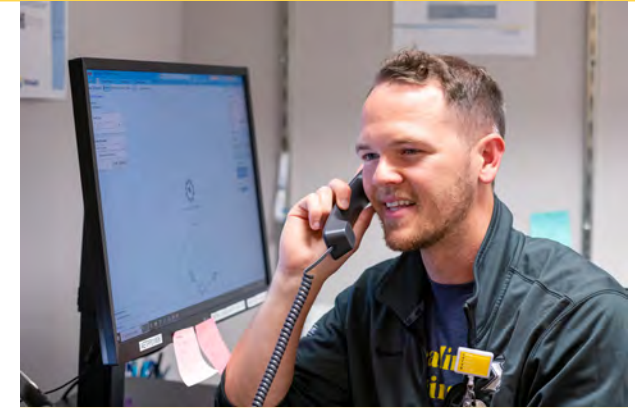
The research team, which included Andrea Dowdy, BSN, RN; Cynthia Kennedy, BSN, RN-BC, CAPA; Holly McQuillan-Emerson RN, RNC-MNN; and Diane Reinert, BSN, RN, CGRN, concluded, “We did not find a difference in the mean length of stay, postoperative nausea and vomiting, or patient satisfaction among patients who received coffee in the PACU. Additionally, there were no safety events with offering coffee.

While providing coffee did not change the measured outcomes, the study did allow us to see that coffee could be safely provided to patients after surgery, if requested.”

Other studies pursued by TriHealth researchers were:

- Evaluating the Use of Pre-Epidural Placement of Sequential Compression Devices (SCDs) to Prevent Hypotension. Kelly Ghent, MSN, RN, APRN, FNP-C; Jessica Suggs, BSN, RNC-OB, C-EFM; and Bethesda North Hospital Labor & Delivery team
- Skin Injury and Care Practices in NICU [Neonatal Intensive Care Unit] Patients. Rachel Baker, PhD, RN, CRN-BC, and Cincinnati Children’s Hospital Medical Center team
- Door-to-EKG and Door-to-Balloon Times for STEMI Patients, Three-Year Retrospective Study. Kelly Bruns, BSN, BA, RN, CPHQ, and TriHealth Heart Institute team
- Methocarbamol: Effect on Postoperative Pain Following Laparoscopically Assisted Vaginal Hysterectomy. Traci Castelli, DNP, RN, CRNA; Carlie Grubbs, BSN, RN; and Seven Hills Anesthesia team
- Perceptions of the Brand Image of Nursing at TriHealth. Rachel Baker, PhD, RN, CRN-BC
- Impact of Positive Thinking Skills Training for Clinical Nurses to Cope with Stress and Engagement. Amy Keller, MSN, RN, NEA-BC, NPD-BC; Rachel Baker, PhD, RN, CRN-BC; Handada Atetih, BSN, RN; Brandon Ballhaus, MBA, BSN, RN, COR; Amanda Broyles, BSN, RN, AMB-BC; and Michele Huff, MSN, RN, CPHQ, GER-BC, CMSRN.

*(From left) Cynthia Kennedy, Diane Reinert and Holly McQuillan-Emerson raise their coffee mugs to salute their research project on the merits of drinking coffee postoperatively.*



*Alec Bomske, MSN, RN, triages incoming calls for outpatient care.*

## Telephonic Nurse Triage Standardized by TriHealth Physician Partners Nurses

“Telephone triage” or “triage calls” often describe any clinical phone call between a patient and a physician’s office. However, true telephone triage requires a licensed nurse or provider who can assess and determine the urgency and level of care required for the patient’s clinical needs. Epic Ambulatory (electronic health records for outpatient care) made available a “Triage Call” module with a “gold standard” for consistent, approved protocols, according to Elizabeth Berter, MSOL, BSN, RN, Senior Director and Chief Nursing Officer for TPP.

Berter says, “Epic’s ‘Triage Call’ module has been a game changer for TPP...to guide assessment, documentation and recommended level of care and medical advice.”

Over the last year and a half, TPP’s Nursing and Clinical Education leadership has been deploying Epic nurse “Triage Call” training to ensure successful standardization and deployment of the new triage documentation module.





## Electronic Poster Event Promotes Learning

Each May, TriHealth nurses have an opportunity to view a video of educational poster presentations selected by TriHealth Nursing Research Council. As part of TriHealth's 2024 Electronic Poster Event, a record-high 2,064 viewers voted on their favorite quality improvement project, evidence-based practice project and research study.

Poster winners for 2024 were:

### Quality Improvement

"Maternal Hypertension: The Importance of Early Detection and Treatment" – Allison Weber, MSN/Ed, RNC-OB, C-EFM, and Nichole Georg, BSN, RN



Allison Weber

### Evidence-Based Practice

"Guideline for Human Trafficking Survivor Placement" – Karina Rodriguez, BSN, RN, SANE-A



Karina Rodriguez

### Research

"Evaluation of Providing Coffee to Patients Postoperatively to Decrease Length of Stay in the PACU" – Diane Reinert, BSN, RN, CGRN; Holly McQuillan-Emerson, RN, RNC-MNN; and Cynthia Kennedy, MSN, RN-BC, CAPA



From left: Holly McQuillan-Emerson, Diane Reinert and Cynthia Kennedy

## TriHealth Nurses Shine at Area Nursing Symposium

TriHealth nurses played a leading role at the TriState Nursing Excellence Collaborative (TNEC) symposium in April 2024. Keynote speaker Rachel Baker, PhD, RN, CRN-BC, delivered a presentation titled "Nurses' Voices: Adding an Important Perspective to State Legislation and Funding Decisions."

TriHealth nurses presented three of the six podium presentations during the one-day event. Seven of the 22 poster presentations were from TriHealth and three of the six poster presentation winners were from TriHealth.

TriHealth nurses and nurses from other Magnet-recognized programs formed the symposium in 2013 to share ideas and create a nurturing environment to promote external dissemination of knowledge, a Magnet priority. This was the first TNEC symposium since 2020.

"I was impressed with the highly engaged and enthusiastic nurses who participated," says Amy Keller, MSN, RN, NPd-BC, NEA-BC, TriHealth Professional Excellence Specialist, and a primary planner for the event. "The peer-to-peer sharing among local healthcare organizations of innovation, research and best practices enhances patient safety and promotes health and wellness in the Tristate region."

TNEC winner for Best Overall Quality Poster went to "Prison to Practice: Implementing a Restraint Chair in the Emergency Department," presented by Jerell Wilburn, RN; Samantha Koeninger, BSN, RN, CEN; and Jeannie Burnie, MS, RN, APRN, AGCNS-BC, CEN, FAEN, FCNS. (See "Improving Care Through Evidence-Based Practice Projects" on page 20).

A Fan Favorite poster winner was "Evaluation of Providing Coffee to Patients Postoperatively to Decrease Length of Stay in the PACU," presented by Cynthia Kennedy, BSN, RN, RN-BC, CAPA.

Another Fan Favorite winner was "Evaluation of the Use of Leg Elevation on a Peanut Ball to Prevent Hypotension Following Epidural Anesthesia in Laboring Women," presented by Teresa May, BSN, RN, RNC-OB, C-EFM; A. Rebecca Neiheisel, BSN, RN, RNC-OB; and Sarah Evans, BSN, RN, C-EFM.

Podium presentations on quality improvement projects from TriHealth nurses included:

- "Pregnancy Test Workflow for Moderate Sedation" – presented by Amanda Broyles, BSN, RN, AMB-BC
- "Naloxone Distribution in the Emergency Department" – presented by Aimee Schulten, MSN, RN
- "Reducing Stress and Burnout in Bedside Nurses Using Aromatherapy" – presented by Elyse Jarad, MSN, RN.



TriHealth nurses had outstanding participation at the TriState Nursing Excellence Symposium (TNEC) symposium held in Cincinnati in April 2024.

## New Technology



Staff Nurse Kelley Stevens, BSN, RN, Good Samaritan Hospital Mother-Baby Unit, holds a JADA device, introduced on her unit in FY 2024 to help stop heavy postpartum bleeding.

## New JADA System Helps Stop Postpartum Bleeding

Good Samaritan Hospital's Mother-Baby Unit acquired the JADA System in summer 2023 to treat women experiencing postpartum uterine bleeding. Postpartum hemorrhage poses a risk after delivery, and incidence increases with comorbidities.

"It's a great device to control bleeding in the first 24 hours. This conservative management controls bleeding in 94% of cases, in a median time of three minutes," says Trisha Lehnert, MSN, RN, RNC-MNN, Nurse Manager, Mother-Baby Unit.

Bleeding occurs if uterine muscles don't contract after delivery and release of the placenta. A physician inserts the JADA device into the uterus. It has an intrauterine loop with vacuum pores to evacuate blood and an expandable cervical seal to create a vacuum within the uterus. The vacuum causes the uterus to contract, leading to bleeding control.

"This is an incredibly safe, effective alternative to medication to stop the bleeding," Lehnert says. "Labor & Delivery (L&D) has used it, and their team helped us with our first few cases. Our nurses received thorough education on the process, and it has been awesome to keep patients on our unit and not have to send them back to L&D."

## Improving Care Through Evidence-Based Practice Projects

TriHealth nurses completed seven evidence-based practice (EBP) projects in FY 2024 and work continues on 12 additional projects. Here are the completed EBP projects:

Project leader Jerell Wilburn, RN, Good Samaritan Hospital Emergency Department (ED), explored whether ED nurses prefer to use a six-point restraint chair versus a stretcher with four-point violent restraints for patients requiring restraints. Following a year-long pilot program alternately using restraint chairs and beds with restraints, Wilburn polled nurses and concluded that nurses felt safer securing someone in a chair, and patients responded better to sitting in a chair.

"I used to work in a prison where we used restraint chairs for behavioral and medical issues," Wilburn says. "When I saw that only restraint beds were used here in our ED, I thought there might be a better way for some patients exhibiting difficult behaviors. You can secure the chest better in an upright position, and it is easier to do EKG monitoring, get vital signs and give oral medications with sips of water. You can also restrain a patient in a chair in less than 60 seconds."

She believes dignity of the patient is also better preserved when people are sitting up. "A person feels more vulnerable lying down, with someone standing over them and speaking."

As a result of the EBP project, The Good Samaritan ED restraint policy and documentation now includes the option of using a restraint chair. It is used in about half of the cases where restraints are needed. Bethesda Arrow Springs' ED has also adopted use of a restraint chair.

Other projects asked:

- For human traffic survivors, is the Emergency Department the safest place to wait (as compared to home or a hotel) before relocating to a safe environment? Project leader: Karina Rodriguez, BSN, RN, SANE-A
- Among patients requiring PEG tube placement, does having a standardized policy to guide nursing care impact rates of dislodgement and

complications? Project Leader: Sabrina Drake, BSN, RN

- Does post-incident debriefing of caring for a critically ill patient improve caregivers' resiliency, wellbeing and engagement? Project Leader: Matt Garrett, MSN, RN
- For patients with type 2 diabetes, does a self-guided management tool lower HbA1c and improve patient self-advocacy? Project Leader: Jami Gibson, MSN, BSN, RN, APRN
- Does using a standardized tool to assess a patient's readiness for discharge after receiving an intravenous opioid pain medication increase nurse confidence in safe discharges? Project Leader: David Fenner, MSN, RN, CNL
- Does aromatherapy before and during a shift decrease perceived job stress in acute care nurses? Project Leader: Elyse Jarard, MSN, RN



Staff Nurse Jerell Wilburn, RN, (standing) convinced her boss, Nurse Manager Bill Hawke, RN, NE-BC (sitting) that using a restraint chair versus a bed could be a better option in many cases for both the nurse and the patient. Her EBP project demonstrated the chair's effectiveness, which is now being used in Emergency Departments at Good Samaritan Hospital and Bethesda Arrow Springs.



# Disseminating Knowledge

## Publications

- Seymour, A., Borggren, M., & Baker, R. (2023). Escape the monotony: Gamification enhances nursing education. *Journal of Emergency Nursing*. <https://doi.org/10.1016/j.jen.2023.06.004>
- Rogers, L., Kennedy, C., Dowdy, A., McQuillan-Emerson, H., Reinert, D., Ballhaus, B., & Baker, R. (2024, September). Providing coffee in the PACU: Impact on postoperative nausea and vomiting, patient satisfaction, and length of stay. *Ambulatory Surgery*.

## State, National and International Presentations

- “The Future Nurse Leader: Key Trends and Challenges” – roundtable panel discussion participant Elizabeth Berter, MSOL, BSN, RN, at Becker’s 11th Annual CEO+CFO Roundtable Meeting, Chicago, IL, November 2023
- “Lighting the Way to Excellence: Lantern Award Recipient Panel” – Jeannie Burnie, MS, APRN, AGCNS-BC, CEN, FAEN, FCNS; and Jennifer Bohan, MSN, RN, CEN, TriHealth Emergency Departments panelists at the Emergency Nurses Association Conference, San Diego, CA, September 2023
- “Power of Positivity! Impacting Nurse Leaders’ Engagement and Ability to Cope with Stress” – presented by keynote speakers Amy Keller, MSN, RN, NPD-BC, NEA-BC, and Rachel Baker, PhD, RN, CRN-BC, TriHealth Nursing Administration, at the Michigan Nurse Leaders Conference, Plymouth, Michigan, January 2024
- “Transitioning to Tenecteplase for Acute Ischemic Stroke: What ED Nurses Need to Know!” – podium presentation by Jeannie Burnie, MS, APRN, AGCNS-BC, CEN, FAEN, FCNS; and Brittany Turner, PharmD, BCPS, BCEMP, TriHealth Emergency Services, at National Association of Clinical Nurse Specialists Annual Conference, New Orleans, LA, March 2024

- “Nurse-Led Implementation of Orthostatic Vital Signs to Reduce Falls” – poster presented by Brittany Callahan, MSN, RN, BMTCN, Good Samaritan Hospital 14CD, at the ANCC Magnet Conference, Chicago, IL, October 2023, and the 49th Annual Oncology Nurses Society Congress, Washington DC, April 2024
- “Hybrid Two-Day Chemotherapy Course” – poster presented by Brittany Callahan, MSN, RN, BMTCN, and Crystal Schmidt, MSN, RN, CMSRN, OCN, Good Samaritan Hospital 14CD, at the 49th Annual Oncology Nurses Society Congress, Washington DC, April 2024
- “Maternal Hypertension: The Importance of Early Detection and Treatment” – poster presented by Michele Lamping, MBA, BSN, RN, NE-BC, C-EFM; Allison Weber, MSN/Ed, RN, RNC-OB, C-EFM; Maria Kreitzer, BSN, RN, CLC, C-EFM; Lyndsey Bengal, MSN, BA, RN, C-EFM; Denise Fantetti, BSN, RNC-OB, RNC-IAP, C-EFM; Nichole Georg, BSN, RN, CLC, C-EFM; and Carolyn Slone, MSOL, BSN, RN, NE-BC, C-EFM, TriHealth Perinatal Services, at the 2024 Ohio Hospital Association Annual Meeting, Maternal Health Summit, Columbus, OH, June 2024

## Quality Improvement Projects

TriHealth Nursing supports quality improvement (QI) projects that strive to enhance patient care and work life for nurses. A few examples of outstanding QI projects in FY 2024 included:

- **Infusion Center Staffing Acuity Tool.** Caitlin Greve, BSN, RN, Charge Nurse, Arrow Springs Infusion Center, wanted to decrease time making daily nursing assignments and determining staffing needs. She, along with other nurse managers, designed an acuity tool to determine appropriate staffing for Outpatient Infusion Centers. Bethesda Arrow Springs trialed the tool for three months and then rolled it out to other sites. Greve had charge nurses score patients 1 to 5, depending

on their anticipated acuity for their injection or infusion appointment. A computerized report then generated a total daily score for each center. For example, with a goal of 20 points as a fair daily assignment per staff nurse, an acuity score of 72 indicated four nurses would be needed at the center for that day. By August 2023, all nine TriHealth infusion centers had implemented the tool.

- **Reducing Falls with Orthostatic Vital Signs.** Three years ago, Brittany Callahan, MSN, RN, BMTCN, then Good Samaritan Hospital 14CD Nurse Educator, and a team of 14CD nurses noted a significant increase in falls for leukemia patients of all ages. The common denominator for the majority of the patients was being orthostatic. These patients can commonly have complications related to dehydration from chemotherapy that manifests in diarrhea and nausea. Performing orthostatic vital signs – measuring a change in blood pressure and/or pulse as a patient stood upright from a sitting or prone position – alerted nurses to take action. If the patient met criteria for orthostatic, the nurse would contact the patient’s doctor and treat as indicated by the physician. Orthostatic vital signs are now taken twice a day on leukemia and bone marrow transplant patients. Callahan estimated that about 20 falls were prevented in FY 2024.
- **Hybrid Two-Day Chemotherapy Course.** TriHealth’s oncology units, 8300 at Bethesda North Hospital and 14CD at Good Samaritan Hospital, offer their nurses who are new to oncology a two-day in-person training course on administering chemotherapy. The course is offered every other month in a classroom setting, with online training, instructor presentations, customized training for specific chemotherapies and hands-on training for identifying side effects and proper technique in hanging bags. Introduced in August 2022, the course is now part of standard practice. Close to 20 nurses completed the training in FY 2024.

# TriHealth Nursing by the Numbers

# 4,157

TriHealth nurses

# 3,572

Registered nurses

# 261

Licensed  
practical nurses

# 324

Advanced  
practice nurses

## Professional Development

In FY 2024, TriHealth Nursing began calculating professional development numbers for the calendar year (CY). Numbers here reflect CY 2023.

### Certifications

- 87 new specialty certifications
- 72 recertifications
- Total number of certified nurses: 563 of 1,697 eligible nurses who have been in their specialty for longer than two years

### Percentage of TriHealth Direct Care Nurses with Certification



FY 2019	36.08%
FY 2021	42.04%
FY 2023	42.30%
CY 2023*	33.18%

\*With a change to Oracle in FY 2024, team members now maintain their own records for education and certification. Because not all nurses have reported achievements in education and certification, the percentage has decreased.

## Nursing Degree

### Percentage of TriHealth Direct Care Nurses with BSN or Higher



FY 2020	61.8%
FY 2021	64.3%
CY 2022	70.86%
CY 2023	77.02%

### Percentage of Nursing Management with Graduate Degrees



FY 2020	40.0%
FY 2021	41.3%
CY 2022	47.18%
CY 2023	54.67%

### Continuing Education

# 15,114

CE credits

earned by nursing team members in 417 live continuing education offerings in FY 2024. TriHealth educators also created many more CE courses, which resulted in 7,390 web-based trainings completed and 6,801 contact hours awarded for TriHealth-specific education through Corporate Clinical Education.

### Unlimited Possibilities

Charles Cox, RN, began his career at Good Samaritan Hospital in 2014 as a dishwasher in Dietary Services. In 2017, he became a Patient Care Assistant (now called an Acute Care Technician) and in 2019, he became full-time staffing coordinator for the evening shift. He received his LPN from Cincinnati State in 2022 and earned his RN in May 2024.

In fall 2024, he will pursue his BSN at Northern Kentucky University, while working night shift on 15AB. He aspires to work in the ICU and pursue a Nurse Practitioner's degree. "In all of my roles, everyone has been so supportive of my journey," Cox says. "My mom is my number one supporter. She went to nursing school and didn't finish. I'm doing this for both of us."



Staff Nurse Charles Cox takes vitals on a patient on 15AB at Good Samaritan Hospital.

### Implicit Bias Training

# 533

nurses

completed a four-hour, in-person Implicit Bias Training course in FY 2024 to help them recognize biases, preconceived opinions and judgments outside their own conscious awareness. The goal is to promote equitable mindsets among team members so they can provide equitable healthcare to all.



## Clinical Ladder Participation



	Level IV	Level III	Level II	Total
FY 2022	18	219	45	282
FY 2023	23	257	46	326
FY 2024	26	288	41	355

## Community Outreach

### Corporate Health Onsite Medical Services

**50** healthcare practitioners (physicians, nurse practitioners, physician assistants, nurses, licensed practical nurses) provided services to:

- **18** business partners
- **57,000+** client employees (and students at Miami University, Oxford)

### TriHealth Nurse Midwives

- **5** nurse midwives
- **Centering Pregnancy Program:** TriHealth Nurse Midwives Affinity practice in the Clifton office, where they conducted **8** groups with a total of **65** participants who completed **215** visits.

### Cardiac Rehabilitation Programs

#### TriHealth Fitness & Health Pavilion

- Patients: **475**
- Visits: **12,117**

#### Good Samaritan at Western Ridge

- Patients: **215**
- Visits: **5,638**

## Interpreter Services

**3,689,053** minutes of interpreting provided through TriHealth nurses collaborating with Diversity and Inclusion

Interpreter Services. The service included **1,728,889** minutes of in-person interpreting and **1,960,164** minutes of audio or video interpreting. People communicated in **85** different languages. Numbers increased from FY 2023, in which **3,279,523** minutes were logged.

## Foundation and Guild Contributions

- In FY 2024, Good Samaritan Foundation's Grateful Patient Program honored **56** nurses and hospital teams and raised a total of **\$305,371** to support services in the Good Samaritan Region.
- The Good Samaritan Hospital Guild funded many projects across the Good Samaritan Region in support of the nursing staff. More than **\$85,000** was awarded to a variety of areas including the Good Samaritan Hospital and Western Ridge Emergency Departments, the Good Samaritan Hospital Breast Surgical Practice, the Good Samaritan Hospital Float Pool, and more.
- The Mary Ann McGrath Nursing Scholarship Fund reimbursed **29** Good Samaritan Region team members more than **\$30,000** for further education.
- The Bethesda Foundation raised **\$259,045** from Grateful Patients in **2024**. Donations honored **14** nursing teams and **26** individual nurses. The Foundation awarded **\$69,992** in nursing scholarships and **\$135,142** in Auxiliary grants to Bethesda North and Bethesda Butler Hospitals.
- Hospice of Cincinnati's Grateful Family Program received **\$226,615**, honoring more than **70** individuals and teams.

## Nursing Achievements

### Innovation Center Bright Ideas

- **6,523** Bright Ideas were submitted, many by nurses
- **58%** of Gold Shovel Ideation Awards were earned by Nursing staff for their outstanding Bright Ideas.
- **35%** of Spotlight Recognitions were awarded to nursing staff for exceptional Bright Ideas



*Gold Shovel Ideation Award Winners Amy Currin, RN, (left) Case Management Nurse, and Latisha Little, Lead Medical Assistant, both from the Bethesda North OB-GYN Center, proposed using yellow stickers for lab specimens needing to be transported on ice. Specimen tubes must first be spun down in the centrifuge machine and, while waiting for the spin down, it is easy to forget that the tube must be transported on ice. By placing a yellow circle sticker on the bio bag, it will remind the MA or RN who gathers the tubes from the centrifuge machine that it needs to go on ice. Communication is much better with the team, as everyone now understands what it means if there is a yellow sticker on the bio bag. It cuts down on confusion and rework, and improves safety, service and quality.*

# TriHealth Mission Statement

Our Mission is to improve the health status of the people we serve. We pursue our Mission by providing a full range of health-related services including prevention, wellness and education. Care is provided with compassion consistent with the Values of our organization.

## TriHealth Nursing Division Mission

The Mission of TriHealth Nursing is to assist and support the people we serve to optimize their health status. We pursue our Mission through interdisciplinary collaboration to provide services across the continuum of care and throughout the life span.

## Vision

**EVERY** TriHealth nurse is a leader!

## Philosophy

The nursing philosophy within TriHealth is rooted in the Christian heritage of the Founding Sisters of Charity and the German Methodist Deaconesses.

- 1 We believe that each human being possesses personal dignity, worth and God-given human rights.
- 2 We believe in the uniqueness of the individual and approach care from a holistic perspective.
- 3 We believe that caring and service are fundamental components of the art, science and practice of nursing.
- 4 We believe the professional nurse is responsible for implementing the nursing process to guide nursing practice.
- 5 We believe nursing processes and patient outcomes are enhanced in an environment of continuous quality improvement and collaborative practice.
- 6 We believe each nurse is responsible and accountable for his/her own practice and professional development.
- 7 We believe creativity, innovation, competency, stewardship, compassion and leadership are needed to assure our future state.
- 8 We believe we are responsible for creating a professionally satisfying and rewarding practice environment.



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## TriHealth Hospital Certifications and Accreditations

TriHealth has 20 specialty-specific programs certified or accredited by national organizations, mostly from The Joint Commission.

### Bethesda North Hospital

Joint Replacement – Hip  
Joint Replacement – Knee  
Hip Fracture  
Advanced Inpatient Diabetes  
Advanced Perinatal Care  
Patient Blood Management  
Advanced Thrombectomy Capable Stroke Center

In addition, Bethesda North Hospital is certified in Left Ventricular Assist Device by DNV-Healthcare, certified in Trauma Care by the American College of Surgeons, and an accredited Sleep Center by the American Academy of Sleep Medicine.

### Good Samaritan Hospital

Advanced Total Hip and Knee Replacement  
Joint Replacement – Shoulder  
Leukemia  
Advanced Inpatient Diabetes  
Advanced Perinatal Care  
Patient Blood Management  
Advanced Comprehensive Stroke Center

In addition, Good Samaritan is accredited by FACT for Immune Effector Cell Therapy and Autologous Bone Marrow Transplant

### Bethesda Butler Hospital

Advanced Primary Stroke Center

**Bethesda Arrow Springs, Good Samaritan Western Ridge, McCullough-Hyde Memorial Hospital**

Acute Stroke Ready