

Memorial Hermann Cypress Hospital

FY23 Nursing Accomplishments Report

FY23: July 1, 2022 – June 30, 2023



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Message from the Senior Vice President and System Chief Nursing Executive

Where can you see the face of Memorial Hermann Health System’s commitment to advancing health and personalizing care? It’s in our nurses—approximately 14,000 highly skilled and dedicated professionals who bring their special touch of empathy and specialized training to patients throughout Greater Houston each day.

Memorial Hermann’s nursing program is built on professional engagement, career development, health care partnerships, patient safety, workplace safety, employee physical and mental wellness, equity, diversity and inclusion, with the important goal of creating healthier communities now and in the future.

Our staff has confronted many new challenges since the onset of COVID-19, and we’ve taken steps to better serve our communities and enhance the Memorial Hermann experience for all the lives we touch.

At the very heart of that experience is our remarkable nursing staff, consistently recognized for commitment to excellence, including Magnet® recognition from the American Nurses Credentialing Center® (ANCC). Eight hospitals are recognized and many anticipate site visits in FY24. Magnet is a reflection of nursing professionalism, teamwork and distinction in patient care.

As we celebrate our accomplishments, we recognize that our profession cannot stand still, so we have implemented several initiatives to support our threefold Enterprise Nursing Strategic Pillars: Grow, Excel, Reimagine. Our new Memorial Hermann Institute for Nursing Excellence has been established to bring us to the forefront as a national leader in nursing quality, research, evidence-based practice and innovation.

We are participating in the Health Management Academy’s Nursing Catalyst Program, which focuses on shared operational challenges including virtual nursing and clinical documentation strategies, as well as nursing recruitment, engagement and retention.

Our new System Professional Governance Congress, an interdisciplinary committee, aims at assuring that Memorial Hermann’s metrics for patient outcomes, patient experience and professional practice environment lead in national, regional and community benchmarks. We also have added a Chief Nursing Informatics Officer to support our transition to a new electronic medical records platform that will help increase care efficiency.

At Memorial Hermann, we remain committed to providing our nurses with the tools and resources necessary to deliver high-quality care and ensuring their voices are heard as we carry out our shared vision of nursing excellence throughout the communities we serve.

Appreciatively,



Bryan Sisk, DNP, MPH, RN, NE-BC, CENP
Senior Vice President and System Chief Nursing Executive
Memorial Hermann Health System

Message from the Campus Chief Nursing Executives

It is with great honor and pride that we present the Memorial Hermann Cypress Hospital Nursing Accomplishments Report for fiscal year 2023. This report highlights our health care heroes and demonstrates who we are as a community hospital. We are pleased to share the most notable achievements of our exemplary nurses, providers and health care partners during the past 12 months.

Our campus, the newest acute care facility in the Memorial Hermann Health System, recently celebrated its sixth anniversary. One of two major hospitals in the fast-growing Cypress community in Harris County, Memorial Hermann Cypress is uniquely positioned to provide outstanding care to a very diverse population of patients.

We have accomplished a great deal that supports our vision of creating healthier communities, now and for generations to come. As we continue our journey to nursing excellence, our campus has earned comprehensive bariatric, maternal and neonatal level II, trauma level III and Texas Ten Step program facility designations; Chest Pain Center Accreditation; Primary Stroke and the coveted Silver Level Beacon award.

Through our shared governance model, we empower our nurses to engage in the assessment, deployment, learning and integration of exceptional patient care. We continue to align our priorities with the strategic planning process of the organization with a culture that promotes learning, evidence-based practice and recognition of excellence.

Our nurses have been innovative and resilient during the most difficult of times, and this year has been particularly challenging as we recover and heal from the COVID-19 pandemic. Nurses have been at the forefront of promoting health, advocating for patients and continuing to advance the science of how we deliver care during and post COVID-19.

It is a privilege to be a part of a family that cares for our Cypress community, utilizing our core values of compassion, dedication and teamwork in all that we do. We hope that you enjoy reading about the individuals who make Memorial Hermann Cypress an amazing place to work and receive care.

Sincerely,



Marci Holub, DNP, RN, CENP, NEA-BC
Vice President and Chief Nursing Officer
Memorial Hermann Cypress Hospital



Christie Dawson, MSN, RN, NE-BC
Associate Vice President of Nursing
Memorial Hermann Cypress Hospital

Our Campus and Nurses

FY23 Data



105

Beds



603

Employees



37,875

ER Visits



319

Nurses



6,414

Admissions



51%

Certified Nurses



64

Professional
Nurse Advancement
Program Participants



1,660

Births



4

Research Projects



229

RNs with >10 Years
of Experience



4,046

Surgeries



46

Nurse Residents
and Nurse Fellows



91%

Clinical Nurses with
BSN or Higher Degree



Memorial Hermann Cypress Nursing Professional Practice and Delivery Model

Recognizing the complexity and unpredictable nature of the work of nursing, Memorial Hermann Cypress developed a Nursing Care Delivery Model and Professional Practice Model to define how nurses practice, collaborate, communicate and develop professionally.

Campus Nursing Mission

The mission of nursing at Memorial Hermann Cypress is to provide exceptional outcomes with extraordinary nurses who show compassion, dedication and teamwork in everything that we do.

Campus Nursing Vision

Memorial Hermann Cypress nurses strive to provide extraordinary and personalized patient care with a commitment to advance the health of our Cypress community and surrounding area.

Nursing Professional Practice Model (PPM)

Memorial Hermann Cypress' PPM was developed by the System Magnet Collaborative Council to standardize nursing practice across all Memorial Hermann locations. Nurses at all levels within the System redesigned the nursing PPM to create a model that describes professional nursing and guides nurses to provide and maintain safe, clinically competent nursing practice.



Nursing Professional Practice Model

Core Values

Community

We serve our diverse community with a focus on quality and patient safety.

Compassion

Through diversity and inclusivity, we care for everyone with kindness and respect.

Credibility

We provide credible evidence and research to improve quality of care and patient outcomes.

Courage

We have courage to advance and grow professionally through leadership and governance.



Nursing Philosophy

- A PPM depicts nursing values and defines the structures and processes that support nurses to empower and optimize their own practices in the delivery of quality care.
- A PPM is a conceptual framework that enables nurses in our organization to envision and communicate their practices.

Nursing Care Delivery Model

Patient- and family-centered care is our nursing care delivery model. It allows our nurses to assess, plan and implement care by collaborating with diverse patient populations and their families to provide safe care in a high-reliability organization.

Vision

Excellence in nursing allows us to create healthier communities, now and for generations to come.

Theory of Human CARING: Jean Watson

A relational caring for self and others, based on a moral/ethical/philosophical foundation of love and values that is mutually rewarding to the patient and the nurse.

System Nursing Strategy

Memorial Hermann Cypress is part of a system nursing strategy based on three pillars: Grow, Reimagine, Excel. This strategy aims to create an innovative health care environment that will **grow** by attracting and retaining top talent, **reimagine** care at the bedside and **excel** to ensure world-class nursing for generations to come.



Transformational Leadership

Transformational leaders empower nurses to be innovative, accountable, collaborative, compassionate and results-oriented by advocating for resources, enhancing partnerships and achieving positive outcomes.



Code Lilac

Memorial Hermann Cypress is committed to providing resources that support the well-being of our health care teams. Through the leadership of Chief Nursing Officer Marci Holub, DNP, RN, CENP, NEA-BC, the Cypress Campus launched the Code Lilac peer support program.

Code Lilac provides an emotional rapid response team of highly trained, multidisciplinary peers who support staff during stressful, emotional or spiritual crises. The volunteer responder team consists of hospital employees who have been trained for emotional debriefing and are available as needed to provide confidential support.

Cancel CLABSI Initiative (Central Line Blood Infection)

Transformational leadership also addresses Memorial Hermann Cypress's commitment to providing quality patient care and exceptional patient outcomes.

The Cancel CLABSI Council, coordinated by infection preventionist Victoria Hachat, RN, BBA, CIC, focuses on ensuring adherence to Central Line-Associated Bloodstream Infections (CLABSI) best practices are adhered to from the initial insertion to the maintenance and care of the central line. To support improvement in patient outcomes, the council and education team provided education to all clinicians who provide care for central lines. As a result of these efforts, Memorial Hermann Cypress sustained excellent results demonstrated by many days without a CLABSI.

The Council continued to evaluate practice, specifically in regard to maintenance and care of the central line. All nursing staff completed an in-person, direct observation of central and vascular access competency in the Intensive Care Unit and all Medical Surgical Departments.

Structural Empowerment

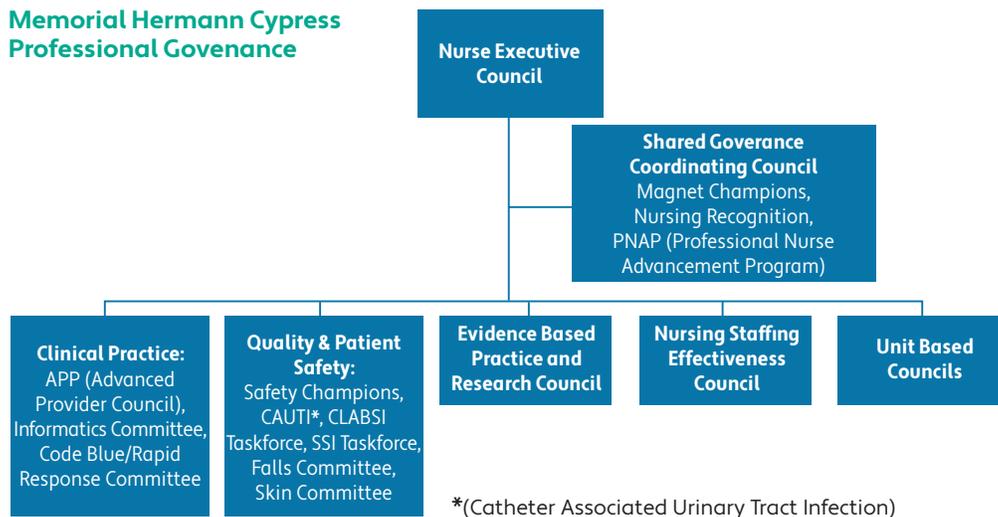
Structural empowerment creates a positive culture of open and effective communication with collaborative members of the health care team. This facilitates quality patient care and empowers nurses to invest in personal and professional commitment to the organization and the community.

Professional Governance

Professional governance at Memorial Hermann Cypress places decisions about nursing professional practice in the hands of nurses at the bedside. Our professional governance structure consists of nursing-led, interprofessional committees and councils that focus on quality outcomes, staffing, and hospital initiatives and programs.

Nurses at Memorial Hermann Cypress are involved in decision-making throughout the patient’s hospital experience by establishing the patient’s plan of care and input during our interdisciplinary team process. Nurses are valued as equal patient care team members, as seen in our Professional Governance Structure. Memorial Hermann fosters an environment that enables continued growth and professional development.

Memorial Hermann Cypress Professional Governance



Employee Resource Groups

Our Employee Resource Groups (ERGs) provide a forum for employees and physicians with shared characteristics, and allies who are passionate in supporting their causes. Together, they work with leadership and stakeholders to transform our organizational culture into one that promotes equity and inclusivity, and where all employees and physicians are engaged and feel heard and valued. Our ERGs also provide cultural insights as we address the many health inequities that may stand in the way of our neighbors’ access to quality health care and well-being resources.

Community Service Corps

The Memorial Hermann Community Service Corps (CSC) connects our workforce with volunteer events which support community organizations that align with our vision to create healthier communities, now and for generations to come. The CSC offers opportunities for employees to volunteer with community partners who share our passion for advancing health equity by increasing access to high-quality health care, reducing food insecurity, creating employment opportunities and much more.

Advanced Degrees

Memorial Hermann offers educational benefits for employees who want to earn advanced degrees. The program provides financial assistance that enables employees to meet career goals in a manner that both supports individual needs and adds value to the organization. Part-time and full-time clinical employees are eligible. Student loan repayment benefits also extend to employees who have already reached their educational goals. This assistance is administered through a third-party vendor to help repay educational loans from federal, state and private sources. Part-time and full-time clinical staff are eligible.

Exemplary Professional Practice

Strive to promote exemplary professional practice by collaborating with physicians, nurses, patients and communities to identify health care needs, using resources to deliver high-quality patient care and achieve operational excellence while advancing health outcomes.

System Nurse Residency Program

The System Nurse Residency program is a comprehensive transition-to-practice program for new graduate RNs (Registered Nurses) at Memorial Hermann, which was designed through the collaborative efforts of all Memorial Hermann facilities. At the core of the residency is the Vizient/AACN NRP™ curriculum and ongoing Memorial Hermann clinical development programs.

Since the residency's introduction, 40 nurses from Memorial Hermann Cypress have participated in the program, which includes experience in medical surgical, surgical services, endoscopy, the emergency department, labor and delivery, and the mother-baby unit.

Fellowship Program

The fellowship program offers current staff the opportunity to acquire the knowledge, skills and professional behaviors necessary to deliver quality care in a new nursing specialty. Like Memorial Hermann's System Nurse Residency program, fellowships offer transition-to-practice and provide an evidence-based training pathway for experienced nurses who want to enter a new area. Since Memorial Hermann Cypress' first fellowship in 2021, six nurses have completed the program.

Certification and Advancing Degrees

Memorial Hermann Cypress encourages nurses to enhance their professional development through

education and certification. Gaining professional certification validates a nurse's mastery of skills and knowledge, while recertification meets ongoing learning and practice. Patients and families, employers and nurses all benefit from certification.

Memorial Hermann Cypress supports nurses in achieving certification by providing access to free specialty review courses and recognition initiatives. The campus has met our target goal of greater than 50% of nurses holding a national certification. In addition, 91% of our nurses have a Bachelor of Science in Nursing (BSN) or higher nursing degree. These accomplishments place us among the top 10% in the nation.

Supporting Nurses to Achieve Certification

The Women's Services Department was awarded a grant from the Anne Wilford Endowment Fund to support educational opportunities for nurses in their departments. The leadership team purchased prepaid seats for testing through the National Certification Corporation and Memorial Hermann Cypress provided several certification resources to prepare nurses to test for the Maternal Newborn Nursing (RNC-MNN), Inpatient Obstetric Nursing (RNC-OB), and Inpatient Antepartum Nursing (RNC-IAP) certifications. The Women's Services Department increased its certification rate by 18%, with 56% of its nurses now holding a national certification, well above the average national mean.

Equity, Diversity and Inclusion

Memorial Hermann has a formal, comprehensive and ever-expanding Equity, Diversity and Inclusion (EDI) program with EDI Councils, a Strategic Roadmap and four pillars—which consist of Community, Health, People and Research. The EDI program and commitment is to ensure we are a health system where everyone—patients, employees, physicians and members of the community—can feel welcome, respected, seen and understood.

Memorial Hermann Experience

The Memorial Hermann Experience service commitment is “We care for every member of our community by creating compassionate, personalized experiences.” The Memorial Hermann Experience is based on four service standards: safe, caring, personalized and efficient. In order to provide exceptional service and care every minute of every day, all employees have completed the “Navigating the Memorial Hermann Experience”, a 90-minute training session designed to teach our employees how to make decisions to meet the four service standards.

Nursing Advocacy Initiatives

Nurse Day at The Capitol

In support of the advocacy to improve safety and protect nurses, Memorial Hermann Cypress participated in Nurse Day at the Capitol, on Feb. 27-28, 2023, during the 88th Legislative Session. Sponsored by the Texas Nurses Association, this event provided an opportunity for nurses of all backgrounds to gather and advocate for policies that improve the nursing profession.

Memorial Hermann chartered buses for more than 100 nurses, many of whom are from Cypress, to

advocate for solutions that will decrease incidents of workplace violence—an issue addressed by House Bill 112. These nurses gave their state representatives insight on the overall impact of frontline nursing experiences and workplace violence by sharing their personal stories.

As a result of the advocacy by Memorial Hermann’s nurses, the House Committee on Public Health placed House Bill 112 on their agenda for a hearing on March 6, 2023. During this hearing, Chief Nursing Officers testified on this bill and shared our nurses’ testimonies.

Volunteers Support School Nurses

Memorial Hermann Cypress, a proud supporter of Cypress Fairbanks Independent School District (CFISD), partnered with the district to support school nurses by hosting CFISD’s Health Service Department meeting.

At this meeting, Memorial Hermann Cypress provided education and training to over 100 school nurses on the frequently utilized skills that are necessary when supporting athletic programs and responding to emergencies that involve medically fragile students. A team of nurses volunteered to educate and validate competency in various skills, including enteral feeding and catheterization, while other specialists provided training on electrocardiograms and concussion protocols. This training enhances the competency of school nurses, ensures up-to-date, evidence-based skills and knowledge and improves the care that is provided at school campuses.

We thank our nurses for volunteering to make this community health initiative successful.

New Knowledge, Innovations and Improvements

Advancing quality health care, nurse engagement and community health requires promoting awareness and communicating evidence-based practice, research and new technology to create innovative solutions.

Pulsara in the Emergency Center

To simplify and improve communication, Memorial Hermann Cypress' Emergency Center, Catheterization Lab and Imaging Team collaborated with community medical services to adopt Pulsara, a digital pre-hospital notification application and system.

Pulsara allows EMS to pre-activate for suspected ST-elevation myocardial infarctions (a possible heart attack) before hospital arrival to notify all essential team members and securely share information within the platform. By replacing multiple phone calls, radio reports, faxes and pagers with one unified patient channel, care providers saw reduced treatment times and more streamlined communication.

Improving Neonatal Resuscitation Response

Recognizing that neonatal resuscitation requires a multidisciplinary team to deliver safe, effective and efficient care, the Memorial Hermann Cypress Neonatal Intensive Care Unit (NICU) Resuscitation Team strives to provide high-quality resuscitation responses for optimal patient outcomes.

The team identified an opportunity to redesign the NICU Resuscitation Room. A NICU workgroup, led by Wendi Bolton, director of Women's Services, and Amanda Alvey, NICU education specialist, collaborated to identify best neonatal care practices and implement them.

To improve workflow and meet operational needs, the NICU team recommended a new resuscitation room layout with necessary supplies and equipment that would be readily available. This enhancement located the room adjacent to the operating room to minimize delays in receiving and caring for neonates who require a higher level of intervention.

Equipment in the room included two radiant warmers with thermoregulation capabilities, oxygen/CPAP (Continuous positive airway pressure) and suctioning devices. The neonatal crash cart, intubation supplies, emergent line equipment and thermo-regulatory items for micro-preemies are always stocked and readily accessible.

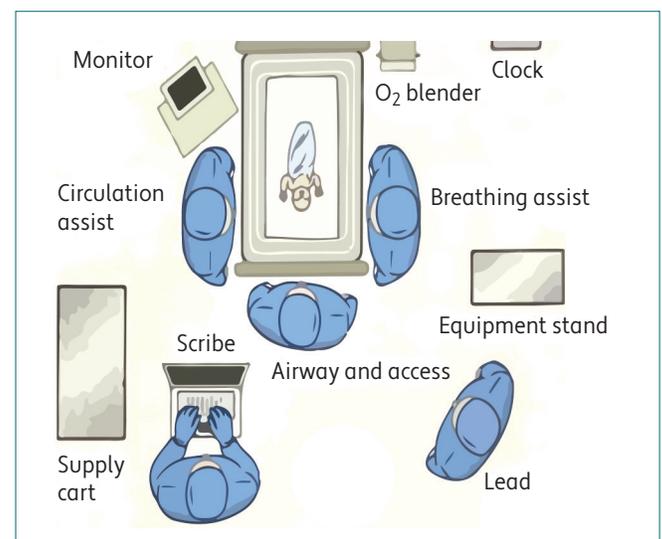


Figure. Sample 5-member team position schematic for a complex resuscitation.

Evidence-Based Practice Program (EBP)

Nursing-led evidence-based practice and research projects help advance health and improve the quality of nursing care. In collaboration with the Memorial Hermann Health System, Memorial Hermann Cypress participates in an ongoing nurse-led, research study approved by The University of Texas Institutional Review Board committee for the protection of human subjects. Several EBP projects are in the development phase, and approximately five have been completed, producing significant results leading to practice improvements.

Ongoing Research

- *Psychosocial Impact on Peer Responders as a Result of Volunteering in an Emotional First Aid Program for Health Care Providers:* Co-primary Investigator, Audrey Kobina, MSN, RN, CPN, EBP-C)

Completed Evidence-Based Practice Projects

- *Safe Sleeping Action Plan:* Lisa Voss, BSN, RN and the NICU Unit Council
- *Birth Center Collaborative:* Heather Walker, MSN, RN, RNC-OB
- *Code Blue Debrief:* Kim Kocian, MSN, RN, CCRN, CVRN-BC
- *Best Practice Recommendations for Postpartum Hemorrhage:* Mary Holdsworth, BSN, RN
- *Patient and Family Rapid Response:* Audrey Kobina, MSN, RN, CPN; Sheelu Joseph, MSN, RN, CCRN-K; and Azeneth Hernandez, BSN, RN, CVRN



Empirical Outcomes

By utilizing empirical outcomes, nurses can advance their practice, achieve positive patient and nursing satisfaction and improve nursing-sensitive quality indicators to ultimately improve patient health.

Measuring Success

Memorial Hermann Cypress utilizes measurable, quantitative quality data to evaluate the success of professional nurses. Our nurse-sensitive indicators include four measures:

- Falls with injury
- Hospital-acquired pressure injury (HAPI) stage 2 and above
- Central line associated blood stream infections (CLABSI)
- Catheter-associated urinary tract infections (CAUTI)

Utilizing the National Database of Nursing Quality Indicators, Memorial Hermann Cypress benchmarks against hospitals with the same number of beds, with a goal of outperforming the benchmark in the majority of quarters. For FY23, the hospital outperformed the benchmark in all four areas of nurse-sensitive indicators.

Measuring Satisfaction

Exemplary professional nurses work in environments where they can grow professionally, practice autonomy, have strong interprofessional relationships based on mutual respect, have resources to provide high-quality care and have the support and access to leaders at all levels.

Research shows that nursing satisfaction directly impacts errors and patient outcomes. To measure nurses' satisfaction, Memorial Hermann Cypress

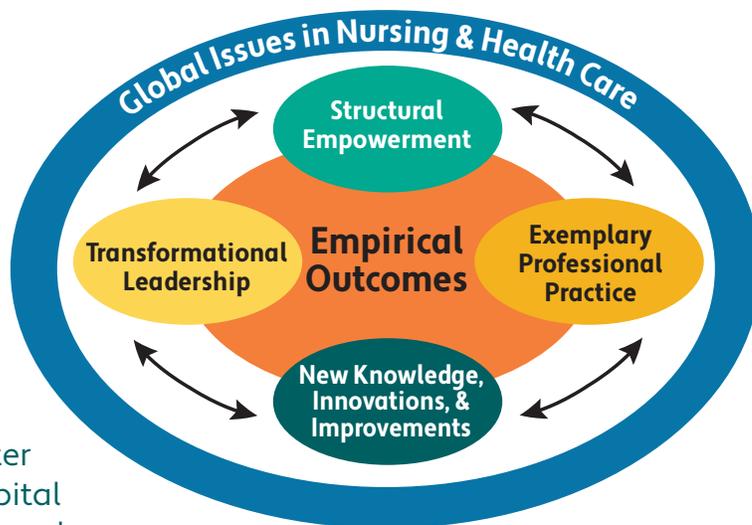
conducts an annual employee engagement survey, which includes dedicated questions for nurses. The resulting data compares our campus to similar hospitals, with the goal of outperforming the benchmark in a majority of our patient care units.

The chart below contains the results from our survey in July 2022.

| | |
|---|--------------------------|
| Adequacy of Resources & Staffing | 12/13 Patient Care Units |
| Autonomy | 10/13 Patient Care Units |
| Fundamentals of Quality Nursing Care | 11/13 Patient Care Units |
| Interprofessional Relationships | 11/13 Patient Care Units |
| Leadership Access and Responsiveness | 11/13 Patient Care Units |
| Professional Development | 12/13 Patient Care Units |
| RN-to-RN and Collaboration | 10/13 Patient Care Units |

Our Journey to ANCC Magnet® Status

Memorial Hermann Cypress is in the initial stages of its journey to achieve the American Nurses Credentialing Center Magnet® designation, the ultimate hospital credential for distinguished and exceptional practice in nursing.



Studies have shown that Magnet® recognized hospitals typically provide higher quality patient care, better patient outcomes and higher patient satisfaction. The thorough and lengthy process of seeking Magnet® designation requires widespread organizational support and participation. The journey is a revealing self-assessment that creates opportunities for organizational advancement, team building and enhancement of individual professional self-esteem.

Memorial Hermann Cypress is well on its way to successfully achieving this prestigious designation by demonstrating the magnet model with the intent to survey in 2024. The components include: transformational leadership; structural empowerment; exemplary professional practice; new knowledge; innovations and improvements; and empirical outcomes. Our hospital has built a strong foundation that incorporates the magnet model components in all areas where our nurses work and learn.



Excellence in Nursing

Nursing awards and recognition play a significant role in professional development. As our nurses continually strive to excel in their profession, we want to acknowledge and celebrate their many achievements along the way.



DAISY Award® for Extraordinary Nurses

The DAISY (Diseases Attacking the Immune System) Award® celebrates the skillful, compassionate care nurses provide every day. The award is presented in conjunction with the DAISY® Foundation, which was established by the family of J. Patrick Barnes after he died from complications of the autoimmune disease idiopathic thrombocytopenia purpura in 1999. His family felt compelled to say “thank you” to nurses in a very public way for the amazing care they experienced.

DAISY nominations come from patients, family members, other nurses, physicians, clinicians or staff who experience or observe extraordinarily compassionate care provided by a nurse. Honorees receive a DAISY statue, badge pin, certificate and fresh cinnamon rolls during a celebration with their peers.

Our 2022-23 DAISY® Award winners:



Angelica Antaran,
BSN, RN, CMSRN,
Critical Care



Melissa Havelka,
BSN, RN, Family Life



Kristin Brinz,
BSN, RN,
Surgical Services



Stacey Muckler,
BSN, RN,
Critical Care

During National Nurses Week in May, Memorial Hermann Cypress also presents the annual DAISY Team and DAISY Nurse Leader Awards. The Team Award honors effective collaboration by two or more people, led by a direct-care nurse, who provide exceptional care or create a memorable experience by going above and beyond their traditional duty requirements. In 2023, the DAISY Team Award honored the Emergency Center.

The 2023 Nurse Leader Award was presented to Associate Vice President of Nursing Christie Dawson, MSN, RN, NE-BC, for her support of direct-care nurses and her recognition of the impact that staff have on the patient experience.

Good Samaritan Excellence in Nursing Awards

Through the Excellence in Nursing Awards, the Good Samaritan Foundation celebrates and recognizes individual nurses who excel in their chosen specialty areas. Nurses are nominated by their peers for their passion, leadership, mentorship and service to Texas communities. Awards recognize nurses who are leaders at the bedside and offer extraordinary and compassionate care and service.

Memorial Hermann Cypress’s recent Good Samaritan Bronze Award winners:

Emmanuele Garcia,
BSN, RN, CVRN

Mignonette Palermo,
BSN, RN, CVRN

Sheelu Joseph,
MSN, RN, CCRN-K

Allison Reimers,
MSN, RN, CRRN, CENP

DeAnna Pace,
BSN, RN, CCRN

Geraldine Tolibas,
BSN, RN, CVRN

American Association of Critical Care Nurses Recognitions

In July 2022, the Intensive Care Unit at Memorial Hermann Cypress received the American Association of Critical Care Nurses Silver Level Beacon award. This award recognizes meaningful leadership, staff engagement, effective team communication, professional development, evidence-based practice and processes, and improved outcomes. Silver-level

recipients demonstrate continual learning and effective systems to achieve optimal patient care.

Additionally, the ICU was recognized as a healthy work environment, as measured by the AACN's six essential standards: skilled communication; true collaboration; effective decision-making; appropriate staffing; meaningful staff recognition; and authentic leadership.



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