

Memorial Hermann Cypress Hospital

Nursing Accomplishments Report

FY24: July 1, 2023 - June 30, 2024



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Message from the Senior Vice President and System Chief Nursing Executive



Dear Colleagues, Patients, Families, Friends and Community Members:

Of all the satisfactions that come with my job, the days when I get to spend time focusing on our amazing caregivers at Memorial Hermann campuses are among the most rewarding.

I think of the patient care technician I shadowed, who told me she felt like a true part of the team and shared her dream of going to nursing school. The charge nurse who stopped me in the hall to express her thanks for Memorial Hermann's investment in staff.

I witness first-hand nurses' sense of pride in being part of a major health care system that serves the community within and beyond hospital walls. Their excitement at limitless possibilities for career growth, advanced education and professional involvement.

I hear our teams talk about the tremendous support they get from their peers, professional colleagues and the system itself.

That sense of pride and excitement tells me that Memorial Hermann has the right people, the right processes and the right tools in place to realize our strategic nursing vision: Grow, Excel, Reimagine.

And I'm reminded of what this pride, excitement, energy and dedication can accomplish:

- Magnet® recognition from the American Nurses Credentialing Center (ANCC) for nine of our facilities—a leader among health care system in the U.S. Two more campuses are earning the ANCC's Pathway to Excellence. Of note is Memorial Hermann Cypress Hospital, which achieved Magnet® with Distinction with its initial accreditation—a rare achievement for first-time applicants and the only hospital in Texas to do so.
- A dynamic shared-governance system at our facilities, which supports a system-level congress elevating the voice of nursing, has resulted in significant achievements including workflow and patient-care advances.
- Career advancement for nurses, including LVNs who have become RNs and RNs who have earned advanced credentials and moved into exciting and challenging new specialties.
- Implementation of EPIC, a comprehensive system-wide electronic medical records system that helps nurses deliver highest-quality, personalized care to every patient.

And so much more. This is just a sampling of the accolades and achievements that have made Memorial Hermann an industry-leading exemplar in the nursing profession. We are creating a system where nurses don't just work, they thrive.

Together we grow, excel and reimagine. Together we advance exemplary nursing practice and extraordinary professionalism. Together we make a difference in the lives of our patients, their families and our community, now and for generations to come.

My sincere thanks and appreciation to a remarkable group of professionals!

Appreciatively,



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

Message from Our Vice President and Chief Nursing Officer



As I reflect on the past year, I am filled with immense pride and gratitude for the exceptional nurses at Memorial Hermann Cypress. Their unwavering dedication to excellence, compassion, and innovation has shaped who we are as a team and has made a profound impact on the lives of our patients every day. This report offers a comprehensive overview of our care team's achievements and advancements from July 1, 2023, to June 30, 2024.

A few key highlights from the past year include:

- Transitioning to a Professional Governance structure, which empowers our frontline nurses with greater ownership of decisions and enhances professional practice.
- Implementing a forward-thinking approach to nursing strategic planning, allowing frontline nurses to provide invaluable input in shaping our future direction.
- Continuing our commitment to professional development, achieving a remarkable 51% RN certification rate.
- Participating in an AI-assisted Virtual Nursing pilot aimed at improving nursing workflows and enhancing patient care.

One of our most significant accomplishments was the submission of our first ANCC Magnet document in February. From the moment we opened our doors seven years ago, we have been on a steadfast journey toward Magnet recognition. This milestone marks a proud moment in our growth as we showcased everything we've achieved in such a short time. Our site survey was a resounding success, with zero deficiencies, and we eagerly await the results.

While Memorial Hermann Cypress has always fostered a culture of safety, quality, service, learning, and evidence-based practice, this year we made a dedicated effort to strengthen our culture of workplace safety. In response to the national priority of preventing workplace violence in nursing, we introduced several new initiatives, including enhanced security measures, increased incident reporting and tracking, and the launch of our kindness campaign. These initiatives are designed to safeguard the well-being of our staff as we continue to serve our community.

I am deeply grateful to each member of the Memorial Hermann Cypress nursing staff for their unwavering dedication to our patients, each other, and the community we serve. They exemplify the Memorial Hermann standards of safe, compassionate, personalized, and efficient care. I am incredibly proud to be part of the Cypress family.

Sincerely,

A handwritten signature in black ink that reads "Christie Dawson".

Christie Dawson, MSN, RN, NE-BC
Vice President and Chief Nursing Officer
Memorial Hermann Cypress Hospital

Our Nurses



391
Nurses



88
Professional
Nurse Advancement
Program Participants



91%
Clinical Nurses with
BSN or Higher Degree



51%
Certified Nurses



5
Research
Projects



13 + 4
Nurse Residents
and Nurse Fellows



797
Number of
Employees



327
Nurses with
5 or more
years of
experience



7,765
Admissions



1,862
Number of Births



4,361
Number of Surgeries



39,479
ER Visits



143
Beds

Memorial Hermann Cypress Nursing Professional Practice and Delivery Model

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

Nursing Mission

To create exceptional patient experiences by fully recognizing our tremendous potential to positively impact the patient experience and outcomes and inspire others to do the same. To make a difference with the smallest acts of kindness and compassion through excellence in nursing practice, leadership, research, education, innovation and caring.

Nursing Vision

Memorial Hermann Cypress Hospital 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 Hospital's PPM was developed by the System Magnet Collaborative Council to standardize all Memorial Hermann locations. In FY23, nurses at all levels from throughout the system redesigned the nursing PPM to create a model that describes professional nursing systemwide 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 Hospital 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.



Grow Skills and Talent

- Optimize Clinical Education Efforts
- Advancement and Opportunities
- Talent Strategy
- Enhance Academic Partnership

Reimagine

- New Care Delivery Models
- Culture of Inquiry & Innovation
- Safety & Well-Being
- Build our Nursing Brand

Excel

- Nursing Professional Practice Model
- High Reliability/Zero Harm
- Industry Recognition
- Professional Governance & Advocacy

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.

Blast Off to the Future: With Nurse Strategic Planning

Memorial Hermann Cypress hosted an innovative nursing strategic planning gallery walk that engaged frontline staff in organizational goal setting and provided education about significant workforce and global health challenges. The gallery walk comprised four stations that provided an opportunity for education, discussion, brainstorming, and feedback. Each station was led by interprofessional leaders and staff nurses and included an overview of the current state of healthcare, relevant legislation, the alignment with the ANCC Magnet designation, and our organization's current state. Nurses and staff

were able to provide feedback within each station as well as via an anonymous survey, ensuring their voices were heard and valued.

Over 160 attendees participated in the event providing survey feedback that was reviewed and considered when establishing the FY24-FY26 Nurse Strategic Plan. In addition, multiple initiatives were established based on the feedback received. Memorial Hermann Cypress Hospital disseminated this innovative best practice at the Nursing and Clinical Innovation Summit 2024, inspiring others with our collaborative approach and commitment to excellence.





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 with education and empowering nurses to invest in personal and professional commitment to the organization and the community.

Sharing our BSN rate and Certifications rate

Memorial Hermann Cypress Hospital boasts an impressive 91% Bachelor of Science in Nursing rate among its nursing staff, reflecting a commitment to higher education and professional development. Additionally, with a 51% professional board certification rate, our hospital is dedicated to ensuring that its nurses are highly qualified and specialized in their respective fields. Memorial Hermann Cypress prioritizes excellence in nursing care and continuous professional development for its nursing staff.

Transition from Shared Governance to Professional Governance

In alignment with the Memorial Hermann Institute Strategies, Memorial Hermann Cypress Hospital transitioned from a Shared Governance to a Professional Governance structure, including four core councils. This organizational transformation

aimed to create a robust and sustainable infrastructure to increase frontline ownership of decisions and professional development and elevate professional practice accountability. Through system-wide standardization of structures and resources, establishment of a bi-directional framework, and robust education and training, our hospital was able to transform our governance structure to foster empowering environments and professional satisfaction.

Establishment of Interprofessional Councils

Memorial Hermann Cypress Hospital established a Patient Care Technician (PCT) Council and an Advanced Practice Provider (APP) Council to further strengthen professional governance and enhance interprofessional collaboration. These councils allow PCT and APP team members to contribute their unique perspectives and expertise, leading to more comprehensive and effective input and

solutions. This collaborative approach fosters a culture of respect, trust, and innovation amongst our interprofessional teams.

Professional Governance

This year, Memorial Hermann Cypress Hospital restructured its professional governance model, which now consists of seven hospital-wide councils. This collaborative approach supports interprofessional leadership from every level of the organization. Unit Practice Council (UPC) leaders facilitate communication needs from the bedside staff of every department to the hospital-wide councils, each of which has its own CNO, bylaws, goals and members.

All council leaders of unit-based and hospital-wide councils meet with the CNO in the Professional Governance Collaborative meeting, where

teams discuss various projects, concerns or ideas. Recommendations advance to the monthly meeting of the Nursing Executive Council which is comprised of patient care directors and managers.

Community Service Corps

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

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.

Certified RN

Memorial Hermann Cypress Hospital values certified nurses who are clinical specialists and meet the highest standards in their practice areas. Memorial Hermann offers fee reimbursement for all nursing specialty certification exams and participates in the Success Pay Program® of the ANCC, allowing nurses to take other specialty certification exams without paying fees.



Advanced Degrees

Memorial Hermann offers education 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.

Health Access & Engagement

Memorial Hermann has a formal, comprehensive and ever-expanding Health Access and Engagement (HAE) program with HAE Councils, a Strategic Roadmap and four pillars: Community, Health, People and Research. The HAE focus 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.

Employee Engagement Groups

Our Employee Engagement Groups (EEGs) provide a forum for employees and physicians who are drawn together by 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 EEGs 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.

Leading in Service Standards

Memorial Hermann Cypress Emergency Department Awarded Lantern Award Memorial Hermann Cypress Hospital has been awarded the Emergency Nurses Lantern Award for demonstrating exceptional and innovative performance in leadership, practice, education, advocacy, and research.

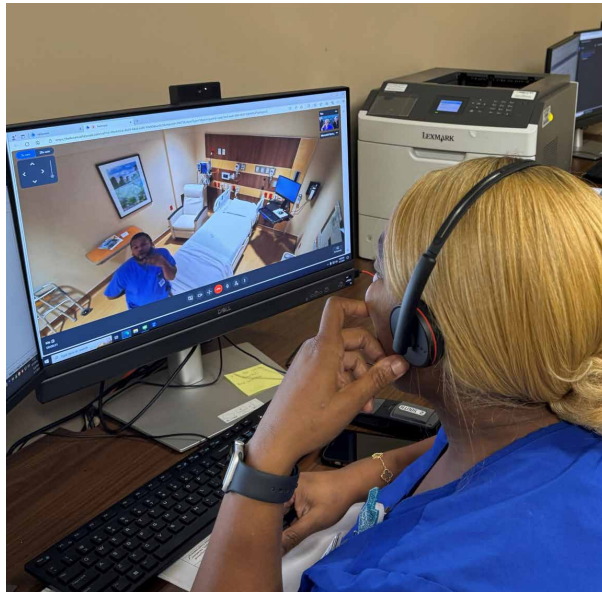


Memorial Hermann Experience

The Memorial Hermann Experience (MHE) service commitment is “We care for every member of our community by creating compassionate and personalized experiences.” The MHE is based on four service standards: safe, caring, personalized and efficient. All employees have completed a 90-minute “Navigating the Memorial Hermann Experience” training session where they learn how to make decisions that lead to providing exceptional service and care every minute of every day.

New Knowledge, Innovations and Improvements

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



Virtual Nursing Pilot

Memorial Hermann Cypress nurses expressed a strong desire to explore the implementation of virtual nursing services as an innovative method to enhance nursing retention and satisfaction. In response, in collaboration with the Memorial Hermann Institute for Nursing Excellence, we implemented an AI-assisted virtual Nursing pilot on the 2 South Medical Surgical unit with an onsite command center. This Virtual Nursing Pilot is a testament to our unwavering commitment to the nursing profession, applying new evidence to improve the workforce and patient outcomes.

Using Hello Care Technology, our nurses can provide 24/7 coverage in collaboration with the bedside staff. The program has supported mentoring and supporting new nurses, improving workflow and job satisfaction of bedside nurses, closing gaps in patient safety, and AI-assisted monitoring for proactive nursing care including fall and pressure injury prevention.

Complete Nursing Research

Project TIDE: A Pilot Study of Trauma Informed Development and Education in a Nurse Residency Program

Ongoing Nursing Research

Psychosocial Impact on Peer Responders as a Result of Volunteering in An Emotional First Aid Program for Health Care Providers.

Characteristics of Trustworthiness in Nursing Professional Development Practitioners

Understanding Implementation Outcomes of Hello Care, a Virtual Nursing Model

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.

Memorial Hermann Cypress Hospital benchmarks nurse sensitive quality indicators and continues to use the National Database of Nursing Quality Indicators (NDNQI). The indicators tracked include falls with injury, catheter-associated urinary tract infection, central-line associated blood stream infection, and hospital-acquired pressure injury. The ambulatory indicators tracked include falls with injury, burns, and surgical errors. Our goal is not just to meet, but to outperform the means of other comparable facilities, indicating our unwavering commitment to high-quality patient care.

Skin Council

The Memorial Hermann Cypress Hospital Skin Council recognized the importance of proper wound care and prevention measures, so they implemented Wound Care Wednesdays and a two-person staging process to allot dedicated time for staff to focus on these issues and to ensure accurate assessment and treatment. Additionally, a team of nurses, the Wound Treatment Associate Nurses (WAT), were trained and certified as Wound, Ostomy, and Continence Nurses to serve as experts and support assessment and monitoring of hospital-acquired pressure injuries to identify areas of improvement and prevent further occurrences. These initiatives have contributed to decreased hospital-acquired pressure injuries, and the hospital outperformed the benchmark for this indicator.



Excellence in Nursing

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

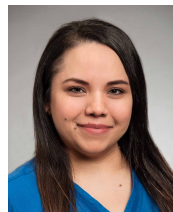


DAISY Award® for Extraordinary Nurses

The DAISY (Diseases Attacking the Immune System) Award® is an international recognition program honoring the skillful, compassionate care nurses provide every day. The DAISY Foundation was established by the family of J. Patrick Barnes after he died from complications of the autoimmune disease idiopathic thrombocytopenia purpura (ITP) in 1999. When he died, his family felt compelled to say “thank you” to nurses in a very public way for the amazing care they experienced.

DAISY Award winners are celebrated among their peers and presented a DAISY statue, badge pin and certificate. The award represents the significant contribution nurses make to the lives of patients, families and community members.

Memorial Hermann Cypress Hospital's 2023-2024 DAISY Honorees:



(L to R):

Monica Delgado Alfaro, BSN, RN
Fabiola Vivy Bonner, BSN, RN
Sara Dangerfield, BSN, RN, RNC-OB



(L to R):

Haike Hutchison, BSN, RN, RNC-LRN
Amy Moore, BSN, RNC-OB

Memorial Hermann Cypress Hospital also awards the annual DAISY Team and DAISY Nurse Leader Awards during National Nurses Week in May.

DAISY Team Award

The DAISY 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.

Memorial Hermann Cypress Hospital awarded the DAISY Team Award to the Intensive Care Unit for exemplifying Memorial Hermann's mission,



vision, and values. During a recent critical patient emergency, the ICU team demonstrated exceptional efficiency and communication, working together cohesively to promptly provide life-saving care to a patient. Through their collaborative efforts the patient ultimately achieved positive outcomes demonstrating the team's commitment and dedication to providing the best care possible for all patients.

DAISY Award for Nursing Ethics FY24

The DAISY Ethics Award honors nurses who exemplify the highest ethical and professional standards outlined in the ANA Code of Ethics. Recipients prioritize ethical decision-making, foster compassionate and respectful care, advocate for equity, and lead initiatives that advance ethical practice. They promote a healthy work environment, apply evidence-based insights to guide decisions, and demonstrate accountability, integrity, and a deep respect for human dignity.

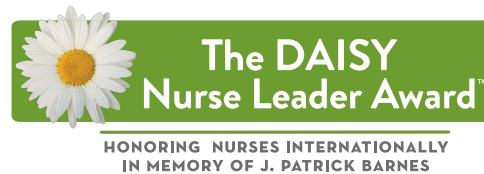
Our Hospital's 2023-2024 Honoree

Memorial Hermann Cypress Hospital presented the 2024 DAISY Award for Nursing Ethics to Bonnie Macius, BSN, RN, CPHRN, ARM of the Risk Management Department.



As the Risk Manager, Bonnie Macius was nominated for consistently demonstrating the highest ethical and professional standards in her daily work. She is a trusted resource who brings current,

evidence-based information to our teams, empowering staff to make informed and ethical decisions. Bonnie's commitment to upholding ethical principles and promoting a culture of safety and respect makes her an outstanding candidate for this well-deserved recognition.



DAISY Nurse Leader Award

Executive leaders, middle managers, educators and preceptors who supervise outstanding direct patient care nurses fully support recognition for their direct care staff and understand the value of celebrating the impact staff have on the patient experience.

Our Hospital's 2023-2024 Honoree

Memorial Hermann Cypress Hospital presented the 2024 DAISY Nurse Leader Award to Jacquee Bogard, MBA, BSN, RN, CEN of the Emergency Department.



Jacquee Bogard was nominated for her outstanding dedication and support to the emergency department staff. Her willingness to come in on a night shift and lend a helping hand has not

gone unnoticed and has greatly improved the morale of the team. Additionally, Jacquee has shown exceptional care and concern for the personal matters of the staff, offering support and resources whenever needed. Her genuine empathy and understanding makes her a valuable asset to the team and deserving of this recognition.

Good Samaritan Foundation

Through the Excellence in Nursing Awards, the Good Samaritan Foundation encourages others to celebrate and recognize individual nurses who excel in their chosen fields. Nurses are nominated by their peers for their passion, leadership, mentorship and service to our Texas communities. “The Purpose of the Good Samaritan Foundation Excellence in Nursing Awards is to recognize those nurses who are leaders at the bedside offering extraordinary and compassionate care and service. While degrees, certifications and research exhibit great dedication on the candidate’s part for developing professionally, the foundation’s priority of focus is on the nominees’ stories of the work they do every day servicing patients, families, employees and students.”

Good Samaritan Bronze Winner 2024

Jacquee Bogard, MBA, BSN, RN, CEN
Eileen Calumpang, BSN, RN
Monica Dyne, BSN, RN, CEN, CPEN, TCRN
Emmanuele Garcia, BSN, RN, CVRN-BC
Jennifer Haisler, BSN, RN, CEN
Briston Hashaw, BSN, RN, CEN, CPEN, TCRN
Veronica Jefferson-Coats, BSN, RN, CEN
Harpreet Kaur, BSN, RN
Lovepreet Kaur, BSN, RN
Donald Luyun, BSN, RN
Erin Masterson, BSN, RN, CEN
Sarah Morse, BSN, RN
Miriam Mostacho, BSN, RN
Jo Ann Mullins, BSN, RN, CVRN-BC
Diana Penn, BSN, RN, CVRN-BC
Monette Porter, MSN, RN, CCRN, CVRN-BC
Sarah Sheaffer, BSN, RN
Anthony Teves, BSN, RN, CCRN, CVRN-BC
Geraldine Tolibas, BSN, RN, CVRN-BC
Iliana Ventura, BSN, RN, CCRN



Magnet Journey

Memorial Hermann Cypress Hospital has made significant progress on the Journey to Initial Magnet Designation. The ANCC Magnet Document was submitted in February 2024 and received overwhelmingly positive feedback, advancing the hospital straight-to-site survey. The Magnet Champions, Escorts, Leaders, nurses, and all our staff welcome the appraiser team to our campus with a large celebration led by Cypress Fairbanks I.S.D. Cheerleaders, drum line, and Clutch the Bear from the Houston Rockets. The appraisers were impressed with our culture and provided stellar feedback about our teams. We are thrilled about the progress we’ve made and the exciting future that lies ahead as we advance to the next step, receiving the call with our results and completing this Journey to Magnet Designation.

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