

# Memorial Hermann Southeast Hospital/Pearland Campus FY22 Nursing Accomplishments Report



FY22: July 1, 2020 – June 30, 2022

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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 12,000 highly skilled and dedicated professionals who bring their special touch of empathy and expertise 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 single 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.

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). Seven hospitals are recognized; three more anticipate site visits in 2023. 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 is being created 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 have also 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 Vice President and Chief Nursing Officer

Among the many nursing accomplishments for Memorial Hermann Southeast Hospital and the Pearland Campus during fiscal year 2022, our most outstanding was earning designation as a Magnet Recognition Program® from the ANCC. Magnet recognition reflects our commitment to delivering compassionate and highly reliable care to our patients and community.

Our team worked hard to earn this distinction and I want to take this opportunity to congratulate everyone on this tremendous achievement. While going above and beyond to serve our community through an unprecedented pandemic, our nurses remained committed to our Magnet journey, providing high-quality, evidence-based care to our patients.

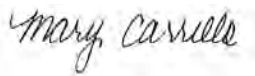
Our nurses continue to achieve quality patient outcomes through innovative and evidence-based practices, participation in research and continued advancement in the professional practice of nursing. This commitment, which is unmistakable throughout our facilities, is evident in the dedication and engagement of the entire team.

Through our shared governance structure and care delivery model, we empower our nurses on the front line to engage in the assessment, deployment, learning and integration of exceptional patient care that is demonstrated in our core values of safety and quality.

This report is a comprehensive summary of the achievements and advancements of our nursing division and exceptional interdisciplinary partners over the past fiscal year. It is dedicated to each one of our nurses for their contributions to both advancing the nursing profession and transforming the lives of our patients every day.

As we look back on our accomplishments, I want to thank nurses at Memorial Hermann Southeast Hospital and the Pearland Campus for their dedication and support and for all that they do each day to further our vision of creating a healthier community, now and for generations to come.

Sincerely,



**Mary Carrillo, MSN, MBA, RN, CVRN, FABC**  
Vice President and Chief Nursing Officer  
Memorial Hermann Southeast Hospital and Pearland Campus







**Thank  
You**  
for helping  
us achieve  
Magnet  
designation.



# Our Nurses



**906**

Number of Nurses  
856 RNs and 50 LVNs



**22.73%**

Percentage of  
Certified Nurses



**74**

Number of Professional  
Nurse Advancement  
Program Participants



**6**

Number of  
Research Projects  
and Number of  
Evidence Based  
Practice (EBP) Projects **16**



**78%**

Percentage of RNs with  
>5 Years of Experience



**67.66%**

Percentage of Clinical Nurses  
with BSN or Higher Degree



**59**

Number of Nurse Residents  
and Nurse Fellows



**458**

Number of Nursing (Traditional ADN  
and BSN) Students Supported





# Memorial Hermann Southeast Hospital and the Pearland Campus' Nursing Professional Practice and Delivery Model

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

## **Nursing Mission**

The mission of nursing at Memorial Hermann Southeast Hospital and the Pearland Campus is to provide excellent, compassionate and personalized care in a collaborative environment to advance the health of our patients.

## **Nursing Vision**

Nurses at Memorial Hermann Southeast Hospital and the Pearland Campus relentlessly pursue quality outcomes through innovation in clinical practice and nursing excellence.

## **Nursing Professional Practice Model**

Nurses are on a journey to achieving positive patient outcomes. Along the way, they utilize Memorial Hermann's Nursing Professional Practice Model as a guide. Over the years, as patient acuity and the demands on nursing have increased, nurses have moved away from being the overall coordinators of patient care to focusing on a long list of specific and often complex tasks.

Memorial Hermann's model for nursing practice is based on the knowledge that individuals are whole, complex persons with the right and the responsibility to make informed decisions about their care. Nurses at Memorial Hermann Southeast and the Pearland Campus utilize an organized, systematic process of identifying patients' needs and determining ways to meet those needs.

The professional practice model gives nurses and potential nurse recruits an understanding of how Memorial Hermann supports nursing care, sets strategic goals and designs clinical supports. It also establishes an environment where nurses can provide innovative, quality care.

Within that environment, the professional nurse stabilizes patients, acts as a patient advocate, serves as the coordinator of care to ensure consistency and defines how the plan of care will be carried out.



# 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 professional practice model (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.



# 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.

## Mentoring for the Future

Memorial Hermann Southeast Hospital and the Pearland Campus are committed to the continued professional development of nurse leaders and provide a variety of pathways for mentoring with senior leaders. Mentorship is a valuable way for individuals to learn from a more experienced and knowledgeable colleague or teammate in a safe space through a mutual established relationship.

Many mentoring opportunities are available within the organization:

- **Memorial Hermann Health System Nurse Executive Leadership Academy (NELA)** focuses on mentoring that is designed to inspire, engage and develop exceptional nurse leaders by empowering them to reach their personal and professional best. NELA graduate: Louise Hernandez, MSN, RN, NE-BC
- **Women Leaders of Memorial Hermann Mentoring Circles** provide the opportunity to interact closely in group discussions and 1:1 mentor sessions with Memorial Hermann executive leaders who serve as career mentors and guides.
- **Quarterly Director Retreat** provides existing nurse leaders growth and developmental opportunities to acquire advanced leadership skills and to further develop high-level analysis and business acumen to strategically drive outcomes.
- **Monthly Manager Lunch & Learn** provides ongoing development to strengthen nurse management competencies and to support and foster a culture of professional practice that contributes to optimal patient outcomes and professional growth.
- **Professional Nurse Advancement Program (PNAP) Committee** provides 1:1 mentoring to nurses to support their success in the Professional Nurse Advancement Program.

## Chief Nursing Officer (CNO) Communication and Transparency

- **Coffee with the CNO** provides opportunities for nurses to communicate openly with the CNO regarding ideas and concerns.
- **CNO/Charge Nurse Forums** give front-line leaders opportunities to share ideas and concerns and to work collaboratively with the CNO to identify solutions.

## Magnet Champions

The Magnet Champions, led by Casey Fife, BSN, RN, CMSRN, are staff nurses, nursing leaders and inter-professional team members who work with Magnet Program Director Laura Gobeli, MSN, MEDSURG-BC™, NPD-BC. Their focus is on building and sustaining the hospitals' Magnet culture of excellence by sharing information, increasing awareness, promoting engagement, infusing fun and communicating the Journey to Magnet Excellence® re-designation.

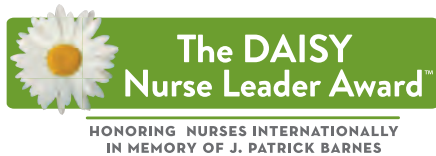
## Developing Leaders through Succession Planning

Memorial Hermann Southeast Hospital and the Pearland Campus are committed to identifying and developing high-performing individuals through succession planning. Identified individuals, in collaboration with their direct supervisors, are responsible for creating and implementing a personal development plan. Ownership in the succession planning process allows individuals to be more engaged in their development and success.

Among the succession planning opportunities offered to participants are meetings with departmental leaders and clinical nurse managers to help them understand manager roles and responsibilities. They also participate in leadership development courses, including Jumpstart for Leaders, LEAD for Frontline Managers, Crucial Conversations, Crucial Accountability, Retention Engine, Building and Sustaining Trust, Emotional Intelligence, Leading the Memorial Hermann Experience and Evidence-Based Practice.

The following completed succession planning activities:

- **Erica Capps**, BSN, RN (supervisor, Megan Garifalos, BSN, RN, Memorial Hermann Southeast Emergency Center Director). In January 2022, Erica was promoted to Clinical Manager in the ER.
- **Kristin Layton**, BSN, CEN, CPEN, TCRN, (supervisor, Gregg Shoemaker, BSN, RN, Pearland Emergency Center Director). In December 2021, Kristin was promoted to Clinical Manager in the Memorial Hermann League City Convenient Care Center ER.



### DAISY Nurse Leader Award

Memorial Hermann Southeast Hospital and the Pearland Campus proudly partner with the DAISY (Diseases Attacking the Immune System) Foundation™ to recognize extraordinary nurse leaders through the DAISY Nurse Leader Award™. The DAISY Foundation recognizes that the environment created by nurse leaders is a strong factor in how direct-care nurses take care of patients.

Transformational DAISY nurse leaders create a workplace where compassionate care thrives and where nurses deliver the quality of care that DAISY, Memorial Hermann Southeast Hospital and the Pearland Campus celebrate.

### DAISY Nurse Leader Honorees

#### FY20



**Amanda McCormick**, BSN, RN  
Nurse Manager  
3B Medical-Surgical/Telemetry  
Memorial Hermann Southeast

*Amanda pushes others to do the best thing for patients and colleagues for their safety and because it is the right thing to do.*

#### FY21



**Linda Garcia**, MSN Ed, RN, CMSRN  
Nurse Manager  
1B Medical-Surgical/Telemetry  
Memorial Hermann Southeast

*Linda was making rounds throughout the hospital offering treats to staff.*



**Tara Dandridge**, BSN, RN, CCRN  
Nurse Manager ICU & 3rd and 4th  
Floor Medical-Surgical/Telemetry  
Memorial Hermann Pearland

*Tara is always available by phone for guidance and support.*

#### FY22



**Margaret Stewart**, BSN, RN  
Nurse Director  
2A Orthopedics/Rehabilitation  
& 2B Medical-Surgical/Oncology  
Memorial Hermann Southeast

*Margaret is the epitome of what a true leader is, while she strives to enrich others and encourage them to get to higher heights, she remains humble while crafting ways to ensure our hospital is the best place to be, either as a patient or staff member.*



**Linh Tang**, BSN, RN  
Nurse Manager Surgical Services  
Memorial Hermann Pearland

*Her compassion for staff, patients, patients' families and physicians has promoted an ease of seeking guidance.*



# 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 empowerment of nurses to invest in personal and professional commitment to the organization and the community.

## Coordinating Council

The Coordinating Council, an important aspect of shared governance at Memorial Hermann Southeast Hospital and the Pearland Campus, meets monthly with the CNO, who provides insight on current trends in nursing and healthcare that impact the nursing profession. The Council, which is led by frontline nurses, consists of three groups: the Professional Growth, Development and Education Council; Care Delivery Council; and Research, Innovation and Informatics Council. It also provides a meaningful outlet for bi-directional communication and collaboration on strategic issues and improvement.



## DAISY Team Award

The DAISY Foundation recognizes that while an idea to achieve better patient and family outcomes may start with one individual, it often takes an entire team to implement an idea successfully. The DAISY Team Award honors collaboration by two or more people, led by a nurse, who identify and meet patient and/or patient family needs by going above and beyond the traditional role of Nursing. DAISY team members model collaboration and teamwork that make a difference in the lives of patients, families, employees and the community.

## DAISY Team Honorees

### FY20

#### Memorial Hermann Southeast Emergency Center

The Memorial Hermann Southeast ER was recognized for its dedication to meeting the needs of patients.

*This team does extraordinary things on a daily/nightly*

*basis and seldom sees themselves in need of recognition because the mentality in this department has always been: "It's my job, my responsibility to my patients, to work as a team."*

### FY21 Mid-Year

#### Memorial Hermann Southeast 3A/ICU/Cardiovascular ICU

The Southeast ICU/CVICU/3A team was recognized for its cooperation and commitment during and after the COVID-19 surge to cross-train all 3A nurses for the ICU and continuing to ensure high-quality care for patients.

#### Memorial Hermann Pearland Medical-Surgical

The Pearland Campus medical-surgical team was recognized for going above and beyond to ensure high-quality care for patients. To meet patient demand during the surge, the med-surg team partnered with the education team to complete IMCU COVID-19 training.

### FY21

#### Memorial Hermann Pearland Emergency Center

Memorial Hermann Pearland ER was recognized for its continued dedication to providing high-quality and compassionate care throughout the pandemic.

*This team is a magnificent group of individuals who demonstrate again and again that caring is more than just a word; it is an attitude and the basis of a formidable culture that drives this team every day.*

#### Memorial Hermann Southeast Dialysis

The Memorial Hermann Southeast dialysis team was recognized for its dedication to providing efficient and high-quality care for patients during the COVID-19 pandemic and the February 2021 winter storm. They ensured that patients received necessary dialysis treatments despite the closure of some local dialysis clinics.

**FY22**

**Memorial Hermann Southeast 1A**

The Memorial Hermann Southeast 1A team was recognized for the dedicated care and service members provided during the COVID-19 pandemic, serving as a COVID-19 medical-surgical unit and at one point serving also as a COVID-19 IMU (intermediate medical unit).

*The leaders and staff worked tirelessly, embracing the transition and challenges with pride and honor. The team took extra care to be there for COVID-19 patients whose family couldn't be there for them.*

**Memorial Hermann Southeast and Pearland Education**

The Memorial Hermann Southeast and Pearland education team was recognized for its endless energy, enthusiasm, innovation and desire to develop the staff and impact patient outcomes.

*Their focus on the frontline has been a valuable asset to the inter-professional and contract staff guiding and*

*supporting daily and during the COVID-19 pandemic. This team is nimble and can pivot and turn on a dime to support whatever is needed to help their frontline teams. They shared the responsibility and worked closely with the nursing leaders, security, pharmacy, lab, the screeners and the staff.*

**Memorial Hermann Pearland Clinical Decision Unit (CDU)**

The Memorial Hermann Pearland CDU team was recognized for its adaptability and collaboration during COVID-19 surges.

*Each nurse on this unit takes ownership of their success and strives to provide compassionate care on a unit that operates at what is often a frenetic pace. Courage is a central value at Memorial Hermann, and this team held this quality on display as they worked to care for our patients during the recent pandemic surges. It is an honor to work with such a resolute and dedicated team.*





# Exemplary Professional Practice

Exemplary professional practice involves collaborating with physicians, nurses, patients and communities to identify health care needs, using resources to deliver high-quality patient care and achieving operational excellence while advancing health outcomes.



**FOR EXTRAORDINARY NURSES**  
IN MEMORY OF J. PATRICK BARNES

## DAISY Award

The DAISY Award is an international recognition that honors and celebrates the skillful, compassionate care nurses provide every day.

## DAISY Award Honorees

### FY20

**Bonnie Goodwin**, BSN, RN, CEN  
Memorial Hermann Southeast

*I now feel certain that this patient has someone advocating for her outside of our emergency department, and because of Bonnie, will get the care she needs and have a better quality of life.*

**Courtney Miles**, ADN, RN  
Memorial Hermann Southeast

*Courtney took the extra time to set her belongings down and kneel at eye level with this child to make sense of what he needed.*

**Sara Funderburk**, BSN, RN  
Memorial Hermann Southeast

*Sara took care of this patient during her last days and provided true compassionate nursing care.*

### FY21

**Karlene Dicello**, ADN, RN, OCN  
Memorial Hermann Southeast

*Karlene shows great concern for the welfare of others and is actively involved in finding solutions for difficult challenges. She is a true humanitarian.*

**Erica Capps**, BSN, RN  
Memorial Hermann Southeast

*Erica kept her staff afloat, responding to problems, trying to figure it out. I never once saw her get flustered, or show an ounce of unease.*

**Esther Atuogu**, ADN, RN  
Memorial Hermann Southeast

*She even rubbed my head like my own mother did.*

**Rose Schwager**, ADN, RN  
Pearland Campus

*Rose demonstrated compassion toward a patient who was concerned about paying for his prescription. Rose went above and beyond to consult Case Management and Navigators to help the patient.*

**David Fischer**, ADN, RN  
Pearland Campus

*David always goes the extra mile. He is regularly noted on charge reports for going above and beyond for the team and his patients.*

### FY22

**Vanessa Godfrey**, ADN, RN  
Memorial Hermann Southeast

*Vanessa comforts patients' families with such care and compassion.*

**Christi Gallier**, BSN, RN  
Memorial Hermann Southeast

*When I informed another nurse about what Christi had done for this patient, she said, "I am not surprised at all. That sounds exactly like Christi."*

**Heather Bean**, ADN, RN  
Memorial Hermann Southeast

*It was not until after Heather spoke with him about how serious his condition was at the time of his visit and showed genuine concern for his wanting to leave AMA, that he decided to stay and be admitted.*

**Mark Pascasio**, BSN, RN  
Pearland Campus

*Mark was truly an advocate on my behalf, throughout a difficult night.*

**Cassie Stinson**, BSN, RN  
Pearland Campus

*I would definitely refer my friends and family here because of nurses like her.*

## Transition-to-Practice Programs

### Nurse Residency Program

The Nurse Residency Program (NRP) is a comprehensive transition-to-practice program for newly graduated registered nurses. The NRP is supported through an alliance with Vizient/AACN Nurse Residency Program™ and Memorial Hermann Clinical Development programs. In May 2022, the Nurse Residency Program earned its second Practice Transition Programs (PTAP) Designation with Distinction from the ANCC's Commission on Accreditation.

### Nurse Fellowship Program for Experienced Nurses

The Nurse Fellowship Program is a transition-to-practice program providing a pathway for experienced nurses to enter a new specialty. It has a structured framework for experienced, licensed registered nurses to acquire the knowledge, skills and professional behaviors necessary to deliver quality care in a new area of nursing. Since its beginning through fiscal year 2022, Memorial Hermann Southeast Hospital and the Pearland Campus have had three nurse fellows complete this program: **Nancy Ting**, BSN, RN; **Ana Davila Fraga**, BSN, RN; and **Mary Hwang**, BSN, RN.

### Salute to Nurses Honorees



Each year, the *Houston Chronicle* celebrates National Nurses Week by recognizing 150 nurses in the Greater Houston community

with the Salute to Nurses Award. Nominated by their peers and patients and selected by a panel of nurse educators and leaders, the honorees are recognized for both their compassion in serving patients in the community and their outstanding contributions to the field of nursing.

These honorees deserve congratulations for their hard work, compassionate care and dedication to patients:

#### FY20

**Laura Gobeli**, MSN, RN, MEDSURG-BC™, NPD-BC  
Memorial Hermann Pearland

#### FY21

##### Top 15

**Andrew Bueno**, ADN, RN, Memorial Hermann Southeast

**Jennifer Esparza**, BSN, RN, RNC-OB, C-ONQS  
Memorial Hermann Southeast

#### Honorees

**Kristen Arriola**, BSN, RN, RN-BC, RNC-MNN  
Memorial Hermann Southeast

**Ana Cook**, BSN, RN, RN-BC, WTA-C  
Memorial Hermann Southeast

**Linda Garcia**, MSN Ed, RN, CMSRN  
Memorial Hermann Southeast

**Gregg Shoemaker**, BSN, RN  
Memorial Hermann Pearland

#### FY22

**Margaret Stewart**, BSN, RN, Memorial Hermann Southeast

**Casey Fife**, BSN, RN, CMSRN, Memorial Hermann Pearland

**Tara Dandridge**, BSN, RN, CCRN  
Memorial Hermann Pearland

### Excellence in Nursing

- Magnet® designation for excellence in nursing and quality care by the ANCC (July 2021)
- Triennial Joint Commission Accreditation survey completed by Memorial Hermann Southeast, Memorial Hermann Pearland and the Memorial Hermann Convenient Care Center in League City (December 2021)
- LAAO (left atrial appendage occlusion) therapy added to the Heart and Vascular Physiology Program at Memorial Hermann Southeast (January 2022)
- 100th TCAR (transcarotid artery revascularization) procedure to treat carotid artery disease at Memorial Hermann Southeast (February 2022)
- Grand opening of Endoscopy Room II at Memorial Hermann Pearland (May 2022)

Memorial Hermann Health System recognition for achievements in clinical safety.

- Memorial Hermann Southeast received Certified Zero Awards for:
  - Zero Retained Foreign Bodies for 12 months (January 2020 to December 2020)
  - Zero Serious Safety Events 1 & 2 for 12 months (September 2020 to August 2021)
  - Zero Early Elective Deliveries for 12 months (October 2020 to September 2021)
  - Zero Birth Traumas for 12 months (February 2021 to January 2022)
- Memorial Hermann Pearland received Certified Zero Awards for:
  - Zero Manifestations of Poor Glycemic Control for 24 months (November 2018 to October 2020)
  - Zero Accidental Punctures or Lacerations for 12 months (November 2020 to October 2021)

# 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.



## Research and Evidence-Based Practice

A variety of resources and infrastructures support nursing research and EBP at Memorial Hermann Southeast Hospital and the Pearland Campus. The infrastructure for nursing EBP employs the ASK, GATHER, APPRAISE, EVALUATE, DISSEMINATE process model, a modified Iowa Model (as the EBP Practice Model) and the Seven Levels of Evidence Scale as common languages for describing the strength of evidence for decision making. Nurse-led research studies are approved by the Memorial Hermann Clinical Innovation and Research Institute (CIRI) and The University of Texas Institutional Review Board (IRB) Committee for Protection of Human Subjects (CPHS).

In alignment with the Memorial Hermann Nursing Strategic Plan for FY22-25, which calls for a strong focus on EBP and research, Mary Carrillo, MSN, MBA, CVRN, FABC, Chief Nursing Officer at Memorial Hermann Southeast Hospital and the Pearland Campus, paved the way for nursing leaders to increase their knowledge and comfort level with research and EBP. She encouraged all nursing leaders to attend the Virtual EBP Program by including it as a goal on their performance evaluations.

The Virtual EBP Program was conducted by a Memorial Hermann Health System Nurse Scientist. The monthly classes, held during the Nurse Executive Council meeting involved 29 nurse leaders, educators, and leaders from other disciplines who enrolled in the program in March 2022.

The participants were **Shivapriya Basak**, MS, PharmD; **Regina Brandon**, BAAS, RRT-NPS, AE-C; **Marlea Bourque**, BSHA, RRT, RCP; **Erica Capps**, BSN; **Mary Carrillo**, MSN, MBA, CVRN, FABC; **Tara Dandridge**, BSN, CCRN; **Megan Ferris**, MSN, CVRN-BC; **Casey Fife**, BSN, CMSRN; **Megan Garifalos**, BSN; **Mercedes Green**, BSN; **Janet Gregory**, MSN, CCRN, CVRN-BC; **Brian Hafele**, BSN; **Louise Hernandez**, MSN, NE-BC; **Nikole Keenan**, BSN, RNC-MNN, NE-BC; **Jessica Kopacz**, MSN; **Mack McClung**, BSN, CEN; **Carolyn Mwaura**, MSN; **Hannah Ndirangu**, MBA-HCM, BSN, CVRN; **Toni Price**, MS, RD, LD; **Mindy Rivera**, BSN, RN-BC; **Esteban Rodriguez**, MSN, NEA-BC; **Rachael Samuel**, BS, RPh; **Sonia Santillan**, BSN; **Gregg Shoemaker**, BSN; **Latanya Smith**, MSN, APRN; **Nicole Smith**, MSN; **Margaret Stewart**, BSN; **Jennifer Werner**, MSN, CWOCN; and **Kristen Marinello**, BSN, NPD-BC.

## iGenerate

**Erica Davila**, BSN, RN-BC, CCRN, Pearland Campus Intensive Care Unit, received special recognition in the 2022 iGenerate Spring Campaign for her idea to attach a collapsible step stool to crash carts for use when performing chest compressions on patients.



# 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 Southeast Hospital and the Pearland Campus utilize the National Database of Nursing Quality Indicators (NDNQI) to benchmark nurse-sensitive clinical quality indicators against all facilities. These indicators include falls with injury, catheter-associated urinary tract infections (CAUTI), central line-associated bloodstream infections (CLABSI) and hospital-acquired pressure injuries (HAPI) stages 2 and above. The hospitals' goal is to lead the nation in clinical quality indicators and exceed the means of other comparable facilities, utilizing empirical outcomes to promote nursing practice and improve patient outcomes.



## Pearland: Certified Zero Award Recipient—No CLABSIs for 12 Months

**Tara Dandridge**, BSN, RN, CCRN, Intensive Care Unit (ICU) Clinical Nurse Manager, and **Casey Fife**, BSN, RN, CMSRN, ICU and Medical-Surgical Unit Nursing Director, worked closely with Pearland ICU and med-surg registered nurses and intensivists **Vishal Demla**, MD, and **Justin Wong**, MD, to develop a plan to decrease the CLABSI SIR (Standard Infection Ratio).

The team identified key strategies to help improve outcomes:

- educating on site care and intravenous (IV) tubing changes

- restricting the ordering of cultures to intensivists ordering for ICU patients
- nurse notification of physicians to obtain a blood culture for new admissions with a central line
- requiring attestation forms for all ICU contract nurses on strategies to reduce CLABSIs
- minimizing use of femoral lines with a plan to change site within 48 hours
- displaying a laminated form outside a patient's room to identify those who have a central line and when it was inserted to raise awareness for early removal
- daily discussion in multidisciplinary discharge rounds (MDDRs) to work toward early removal

Since July 2021 when the prevention plan was implemented, Memorial Hermann Pearland has had zero CLABSIs.

## Professional Nurse Advancement Program

The PNAP, a clinical advancement-incentive program, is available to registered nurses who have direct patient-care responsibilities for greater than 50% of the time. PNAP rewards and recognizes nurses for elevating the level of nursing professionalism—for themselves and their peers—throughout the organization. PNAP encourages nurses to advance their nursing degrees and become certified in their nursing specialties.



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