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A message from
Sarah Cossette

There have been notable moments over the course of my career where I have known the joy and satisfaction of seeing the pieces of a complex and challenging puzzle solved, and placed with precision and excellence, by accomplished and devoted teammates. As I look back on this year, I am delighted to tell you that I believe we are laying the foundation for many more notable moments ahead.

This year, my colleagues have grown our organization in more ways than I could have imagined. As an organization, we foster an interdisciplinary, collaborative group of units and Stakeholders who work to achieve our core goals and strategic plan as well as prioritize the welfare of our patients. To support that effort, our frontline Stakeholders have identified and maximized chains of command to execute fresh ideas and improve our current processes.

More than ever, our nurses are practicing to their strengths and taking on new opportunities to grow and advance in their roles. I have pride and confidence in the strength of our leaders, the empowerment of our frontline employees, and the grit and determination of the nursing group in its entirety.

Some of my proudest moments as Chief Nursing Officer at Cancer Treatment Centers of America® (CTCA) Phoenix this year include:

• Supporting my team through the process of achieving deemed status with the Centers for Medicare and Medicaid (CMS), earning us our Medicare certification number.

• CTCA® Phoenix also achieved reaccreditation with The Joint Commission this past year, with zero findings in the nursing area!

• Successfully opening two Outpatient Care Centers (OCC) in North Phoenix and Scottsdale.

• Empowering our nurses to come up with a solid foundation for shared governance, ultimately positioning our team appropriately for our pursuit of Magnet Recognition with the American Nurses Credentialing Center (ANCC).

• Our Organizational Health Index (OHI) scores as a nursing team exceeded expectation with perceived health among the team jumping 11 points from 2016 to 2017—placing results in the top quartile (2017) from the third quartile (2016). Those results speak for themselves and tell the story of a focused and professional team—not just one strong leader. In fact, nurses noted the positive consultative change over the year. CTCA Phoenix Nursing continues to excel—we are trusting each other, and we are leading the way. One comment from the survey details, “…I feel as though I truly have a stake in the company…and I CAN be a part of the change and improvement…”
• Our nursing leadership, physicians and frontline nursing team have worked together to enhance our collaboration, efficiencies, and effectiveness towards multiple unit, functional, organizational and enterprise-level successes.

This year has seen heightened collaboration and trust across departments, while striving for the best in nursing and professional practice. New paths and bridges are being built between departments and functions as we launch recognition programs such as the DAISY Award and the Be Exceptional Everyday (BEE) Award. We’re keeping ourselves abreast of what is going on in our respective departments through monthly Nursing Town Hall meetings and frequent council meeting follow-ups. Another annual highlight includes when CTCA hosted an onsite conference for the Society of Gastroenterology Nurses and Associates (SGNA). Our own gastroenterology (GI) nurses were honored with the Flame Award for Unit Excellence at the conference for their years of dedication to improving GI care in our Perioperative Services department.

As we look to this next year, I see exciting opportunities to:

• Empower frontline nurses to offer innovative ideas to enhance our ability to deliver safe, compassionate and quality care to our patients.

• Transform partnership of physician leadership and Chief Nursing Officers across our organization.

• Refine and build upon our culture of safety.

• Standardize processes and practices in our units.

• Ensure that Stakeholders are aware of and engage in opportunities to grow professionally.

I take pride in the significant achievements of our nurses and clinical teams this past year, and their trajectory inspires my expectations for our future. It is a true privilege to work with talented, passionate, and driven people who are dedicated to improving the lives of those they work with and the patients that they care for every day. I love my team, and commit to supporting their efforts, honoring their work, celebrating their successes, and challenging them to be better every day!

Sarah Cossette
Assistant Vice President, Patient Care Services
and Chief Nursing Officer
CTCA Phoenix
A message from
Robert Gould

It is my pleasure to welcome you to the CTCA Phoenix Nursing Annual Report. I could not be prouder of our nursing team as they make important daily improvements striving toward an even more successful and safer environment. Our Chief Nursing Officer, Sarah Cossette, has led the way on many initiatives this past year including building a stronger, unified and multidisciplinary leadership team that is empowered to ideate and implement improved processes and partnerships.

The establishment and development of this robust team has cleared the path for several major accomplishments like revising and improving processes on our way to pursuing our CMS certification, standardizing key policies across our hospital system and strengthening our shared governance structure by engaging our nurses to proactively identify areas for improvement through nursing-led specialized/unit-based councils.

My personal and professional philosophy is, “better every day.” Each morning I ask myself how I can strive to be better and do better than I did the day prior. I am excited that Sarah and nursing leadership lead with the same philosophy and have clearly set our Nursing team on a path that has and will continue to accomplish great things! The nursing team at CTCA Phoenix continues to serve our patients at the highest level and ensure they provide the very best clinical and compassionate care.

Robert Gould
President and Chief Executive Officer
CTCA Phoenix
Delivery of Care Model

Our Professional Practice Model (PPM) sets the theoretical framework for our care delivery system, in which we have one distinct delivery of care model.
Nursing Professional Practice Model

The Mother Standard® of care serves as the “roots” of the PPM, placing the nurse-patient relationship at the center of all practices including one-on-one interactions, treatments, clinical innovation and delivery of a fully focused team of experts for every visit. Relationship-based care (RBC) is the theoretical structure. Born out of Jean Watson’s Caring Theory, RBC supports a culture of caring and healing focused on the patient and family. Caregivers work effectively as a team to provide RBC values around three relationships: the nurse with self, nurse with peers, and nurse with patients and families.

The CTCA Mission serves as our PPM’s “trunk” to support our nursing practice. Unit-Based Councils (UBCs) emerge from the foundation and Hospital-Based Councils (HBCs) serve as branches in order to sustain nursing excellence. The Transformational Leadership Council (TLC) embodies all nursing councils to promote coordination, shared decision-making, and accountability for nursing practice through empowering nurses at all levels throughout CTCA Phoenix. Our nursing excellence flourishes as a result of Our Values: Hopeful, Compassionate, Empowering, Ethical, Responsive, Innovative and Team-Spirited.
ACCREDITATIONS and Certifications

The Joint Commission Gold Seal of Approval® for Hospital Accreditation
Phoenix received the Gold Seal of Approval® for Hospital Reaccreditation in December 2017. This accreditation is given to a health care organization that demonstrates satisfactory compliance with applicable Joint Commission standards in all performance areas. Most notably, the 2018 accreditation survey resulted in zero nursing findings!

National Accreditation Program for Breast Centers Reaccreditation
In 2016, Phoenix was reaccredited by the National Accreditation Program for Breast Centers (NAPBC) for the breast program. In 2013, CTCA Phoenix became the first breast cancer center in the state of Arizona to receive this three-year, full accreditation. The NAPBC has established 27 standards that breast centers must meet to ensure all patients with breast disease receive the highest quality of care. The categories for these standards include: breast center leadership, clinical management, research, community outreach, professional education and quality improvement.

Quality Oncology Practice Initiative Recertification
CTCA Phoenix is currently recognized as meeting the highest standards for quality cancer care by the Quality Oncology Practice Initiative (QOPI®) Certification Program, an affiliate of the American Society of Clinical Oncology (ASCO). The QOPI Certification Program provides a three-year certification for outpatient hematology-oncology practices. CTCA Phoenix first received this accreditation in 2014 and was recertified in 2017. The QCP seal designates those practices that not only score high on the key QOPI quality metrics, but also meet rigorous chemotherapy safety standards established by ASCO and the Oncology Nursing Society (ONS).

ASCO QOPI Certification Program
Quality Cancer Care: Recognizing Excellence

American College of Surgeons Commission on Cancer
Phoenix is currently accredited (June 2018 to June 2021) by the Commission on Cancer (CoC), a quality program of the American College of Surgeons (ACS), with the silver level commendation—the highest level of commendation possible for a new program.
Nursing Strategic Plan FY18

Our strategic plan illustrates a vision for nursing and lists the goals CTCA Phoenix nurses would like to accomplish in the coming years. Nurse leaders and nursing council chairpersons/co-chairs participated in creating the nursing strategic plan. These Stakeholders were able to share feedback and ideas for improving patient care by strengthening nursing practice in several key areas.

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<th>Nursing Objectives</th>
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<td><strong>Innovate</strong></td>
<td>Advance Professional Development</td>
<td>Increase RN educational preparation to BSN or higher by 1% annually. Increase nursing specialty certification by 1% annually. Increase number of specialty certifications in the Infusion department by 1% per year.</td>
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<td>Advance Nursing Research and Evidence-Based Practice</td>
<td>Demonstrate innovations in nursing practice through the support of one new Institutional Review Board (IRB) submission per year. Support the dissemination of knowledge generated through nursing research and evidence-based project.</td>
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<td><strong>Commit to Quality</strong></td>
<td>Enhance Clinical Excellence</td>
<td>Elevate performance on the following selected nurse-sensitive clinical indicators; falls with injury, Healthy Arizona Policy Initiative (HAPI), benchmarks and organizational targets for inpatient and outpatient units. Meet or exceed patient satisfaction established targets for inpatient and outpatient units. Ensure highest quality patient care and safest environment for nurses.</td>
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<td><strong>Engage</strong></td>
<td>Strengthen Nurse Engagement</td>
<td>Outperform the mean or median scores on national benchmarks for RN satisfaction.</td>
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<tr>
<td><strong>Grow</strong></td>
<td>Strengthen Nursing Reputation</td>
<td>Recruit and retain top-quality nursing staff. Implement programs for nurse mentoring and succession planning.</td>
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NEW Leaders

Sandra Pierce MPH, BSN, RN
Director Perioperative Services

Sandra Pierce, MPH, BSN, RN, began her career as a surgical technician at a Level II Trauma Center in Iowa. Her career advanced to obtaining her Bachelors of Science in Nursing at Morningside College in Iowa and her Master’s in Public Health at University of Minnesota. She expanded her experience and fulfilled a variety of leadership roles including Quality, Infection Control, Network Accreditation and CNO. She moved to the Phoenix area in 2012 and chose to return to her surgery roots now serving in the Director of Perioperative Services role. Outside of CTCA, she is utilizing her skills in community service.

Heather Morales MSN, RN
House Supervisor and Float Team Manager

Heather Morales, MSN, RN, House Supervisor and Interim Inpatient Manager, has been with CTCA since 2012. As House Supervisor, Heather manages the Float Team and assists with the coordination of nursing care throughout the hospital to support optimum patient outcomes. Heather also supports and manages the Inpatient, Utilization Review and Discharge Planners.

Joy Zilar
Director of New Patient Experience

Joy Zilar, Director of New Patient Experience, has been with CTCA since 2013. She manages all the new patient departments leading up to the patient’s first onsite visit, which includes the Intake Nurse Navigation team.

Elizabeth Parra BSN, RN
Nurse Supervisor, Oncology Clinic

Elizabeth Parra, BSN, RN, joined Phoenix in 2012 as LPN Care Manager Assistant for the breast team in the Oncology Clinic at CTCA. While working in the Oncology Clinic, Elizabeth obtained her Bachelors in the Science of Nursing from University of Phoenix in 2015 and was promoted to Lead Nurse. Most recently, this year, Elizabeth was promoted to Nurse Supervisor in the Oncology Clinic. Outside of CTCA, Elizabeth is a member of the Arizona Nursing Association and currently serves as Secretary on the Phoenix Oncology Nursing Society (PONS) board.
We Believe in Safety!

At CTCA Phoenix, all injuries are tracked for trends to promote safety.

For Fiscal Year 2018, the Nursing department at CTCA Phoenix only recorded seven total injuries! That equates to 0.17% of Stakeholders at CTCA Phoenix. These injuries are reported to both the Infection Control Committee and Environment of Care Committee for needed follow-up, and to prevent future injuries.
Nurses Serving as Safety Champions

Patty Estrada, RN, Float Team  
Susan Caramico, RN, Oncology Clinic  
Luis Vaca, RN, Infusion Center  
Julie Ketelhut, RN, Occupational Health  
Amie Raney, RN, Infusion Center

Journey to Magnet Excellence

The Magnet Recognition Program recognizes health care organizations for high-quality patient care, nursing excellence, and innovations in professional practice. Less than nine percent of hospitals in the U.S. have earned the coveted honor of Magnet designation. To achieve Magnet designation, hospitals must go through a rigorous process to demonstrate that they have achieved strict qualitative and quantitative criteria regarding patient care and outcomes. Magnet designation provides a competitive advantage as professional nurses, patients, providers and health plans recognize Magnet designation as the ultimate credential for high quality nursing. Achieving Magnet status is the highest honor awarded by the American Nurses Credentialing Center (ANCC) and is universally recognized as the “gold standard” of nursing excellence.

Multiple studies have shown that patient outcomes are more favorable in Magnet hospitals. They experience fewer complications, lower mortality rates and higher patient satisfaction scores. Overall, Magnet signifies high quality care to consumers and the gold standard for professional nurses.

CTCA Phoenix is in the transitional phase and is excited to be fully submerged in the Magnet culture. Many significant practice changes occurred due to the shared leadership councils and changes in our culture in FY18. CTCA Phoenix is excited to submit an application in early 2019. The application is the first phase of a three-step process application, document submission and onsite appraisal.
NURSING COUNCIL

Achievements in FY18

Magnet Design Council

The committee serves as the coordinating body for all activities related to the American Nurses Credential Center (ANCC) Magnet Recognition Program. The committee will ensure adherence to timelines for the overall Magnet processes:

- Update and complete Bylaws.
- Update and finalize the Nursing Care Delivery Model (Jean Watson), Professional Practice Model (PPM), Shared Leadership Diagram and Care Delivery System Diagram.
- Develop a SharePoint site to provide access, support and structured maintenance of documents and projects.
- Maintain booklets available for events and new-hire, providing information on shared leadership and current councils.
- Provide ongoing education on council development as well as creation and maintenance of documents.
- Support Nurse’s Week by providing over 1,100 thank you cards and chocolates to patients, caregivers and Stakeholders to recognize a nurse of their choice.
- Support the DAISY Recognition Program at CTCA Phoenix.
- Provide peer-to-peer evaluation tool with instructions for trial and implementation.

Practice, Research, Outcomes and Development Council

The Practice, Research, Outcomes and Development (PROD) council will ensure that clinical Stakeholders attain, maintain and advance their level of professional development and educational competence; ensure that patient care delivery is aligned with best practices and emerging clinical trends; and ensure a culture of excellence which recruits and retains Stakeholders of the highest caliber. Members of PROD achieved the following in FY18:

- Suicide Awareness – developed a clear process for identifying and assisting patients with suicidal ideation. This process includes the assistance of available resources such as mind body and social work.
- Sepsis Bundle – researched, developed and implemented a comprehensive sepsis bundle to assure positive patient outcomes. This work is now being shared and discussed across the organization.
- Morales Booster – encouraged the development of a subset committee to focus on nursing morale and assist with employee retention and satisfaction. This committee set up fun events outside of work and assisted with the Nurses Week festivities.
- Fall Prevention – updated the fall prevention policy to meet all regulatory standards. Provided hospital-wide education regarding fall prevention techniques and identified Stakeholder responsibilities, should a fall occur. Educated inpatient nurses regarding appropriate documentation.
- Nursing Support Group – identified the need for a nursing support group to assist with compassion fatigue. The intention of the group is to support open dialogue and sharing of emotional stressors. Also helps identify healthy coping mechanisms.
- Pressure Injury Prevention – utilized the specialty knowledge of wound care team to implement a pressure injury pathway. This pathway identifies appropriate interventions to reduce pressure injury risk. It also provides guidance for interventions necessary after pressure injury development. In addition, this pathway expanded into instructional sessions now provided to all nurses onboarding to the Inpatient department.
- Communication Sheet – developed a change of shift reporting tool for charge nurses in the Inpatient department. This tool allows for a one-page synopsis displaying pertinent patient information, including current condition and upcoming interventions/needs. Assists in the determination of patient acuity and assignment allocation.
- Staffing Flex – updated the policy to ensure that nurses from all departments may assist one another, when possible, based on competency and skillset.
“Our nursing councils have been absolutely critical to the success and advancement of our nursing practice here at CTCA Phoenix. Our nurses are passionate about finding evidence-based solutions to problems that impact safety, Stakeholder job satisfaction, and patient satisfaction and outcomes. The nursing profession at Phoenix certainly benefits to have such robust and dedicated nursing councils, who make our practice better every day!”

*Sarah Cossette, AVP, Patient Care Services and Chief Nursing Officer*  
*CTCA Phoenix*
EMPOWERED Stakeholders

EMPOWERED STAKEHOLDER:  
**Jessica Coats MSN, MS, RN, CCRC – Manager, Clinical Research**
Innovation and research are the cornerstone of CTCA, and nursing now has a strong voice to represent. Jessica was selected to sit on the CTCA Regional Cancer Center Institutional Review Board (IRB). This team reviews human research protocols to evaluate how research studies at CTCA will impact our patients. Jessica’s competence in research and nursing make her a perfect fit for this prestigious role. Jessica’s input on research studies allows her to act as a powerful patient advocate. She is able to review research studies from a nursing perspective and provide input on aspects such as patient safety and appropriate clinical interventions. Jessica’s voice in this process will ensure that research studies performed at CTCA remain well-rounded.

EMPOWERED STAKEHOLDER:  
**Luis Vaca BSN, RN – Infusion Charge Nurse**
As CTCA continues to grow and advance as an organization, many processes must adapt to meet our high standards of patient care. During a time of transition, Luis improved the Infusion department’s patient discharge process. His work has streamlined this process so that all RNs are consistently practicing the same and that we are meeting all regulatory requirements. To accomplish this he trained all of the Infusion RNs; and created standard work instructions, documentation acronyms, and printable resources for discharge education.

EMPOWERED STAKEHOLDER:  
**Elaine E Jewett, BSN, CGRN – Endoscopy Nurse**
Elaine initiated the SGNA Infection Prevention Champions Program in the gastroenterology/endoscopy unit. This program allows for a proactive approach to analyze current infection prevention practices, and identify opportunities for improvement and/or initiate process change. Elaine’s mission is to be the subject matter expert on IP practices in the GI/endoscopy service line. It is her responsibility to be familiar with and communicate practice guidelines and industry practice changes within the endoscopy unit. She is the endoscopy liaison to collaborate with Infection Prevention and Risk Management departments regarding endoscopy compliance with national standards and guidelines. Overall, she will be integral in ensuring best practices that contribute to providing a safe environment for our patients and Stakeholders.

EMPOWERED STAKEHOLDER:  
**Erika Lara BSN, RN, OCN – Inpatient Discharge Planner**
Professionalism and compassion are cornerstones of the CTCA culture. Erika Lara, BSN, RN, OCN, has been developing the process for daily interdisciplinary rounds on the Inpatient unit. Rounds consist of multiple health care providers coming together to identify plan of care, patient specific goals, ancillary support needs and discharge requirements for each patient on the unit. This collective discussion supports communication and alignment among multiple disciplines and leads to improved patient outcomes.
EMPOWERED
Stakeholders

EMPOWERED STAKEHOLDER:
Amie Horst, BSN, RN – Internal Medicine Nurse
CTCA values and encourages innovation. Amie felt empowered to bring forth evidence to improve the bladder cancer treatment process, so she met with Urologist, Dr. Farshid Sadeghi, to determine the safest and most efficient way to deliver medication. After working closely with Sarah Cahill, Director of Pharmacy, Cynthia Daniels, Clinical Educator, Jackie Figueras, Director of Professional Practice and Rhiannon Cubello, Infusion Manager, the time that the patient spends in the exam room has been significantly reduced. The patient is now able to leave after instillation, whereas before they would stay onsite for up to three to four hours. Amie also worked closely with Dr. Sadeghi to change several urology supplies to improve the overall patient experience. Amie’s determination exemplifies the Mother Standard® of care.

EMPOWERED STAKEHOLDER:
Tess Magat, BSN, RN, CGRN – Endoscopy Nurse
CTCA encourages continuing education for all Stakeholders, and the support Tess received strengthened her commitment to continuing education. She volunteered as education chair for Society of Gastroenterology Nurses and Associates (ASGNA) from 2014 to 2018 and has been an integral part of the success of the society’s annual educational offerings. In October 2018, Tess worked with CTCA management to hold the 39th annual ASGNA conference. Her efforts to ensure her team’s educational needs exceeded minimum requirements led to the department being recognized by SGNA for the Flame Award for Unit Excellence. Tess co-authored multiple abstracts and posters and was published as co-author alongside Gastroenterologist, Dr. Toufic Kachaamy, on “Liquid Nitrogen spray cryotherapy for dysphagia palliation in patients with inoperable esophageal cancer.” Tess was speaker on esophageal cancer and spray liquid nitrogen cryotherapy at the 35th ASGNA Fall, 44th Annual Society of Gastroenterology Nurses and Association conference and the PNAZ annual conference. She continues to be passionate about cryotherapy and its results on esophageal cancer patients. She is currently involved in a prospective research study on spray cryotherapy at our center. She is working on a quality project with Elaine Jewett and Yashika Young is to recall colonoscopy patients back or inform them of their repeat colonoscopy due date.
NURSE Achievements

Phoenix Nurses Earn Advanced Degrees

The visionary goal at CTCA Phoenix is to have 80% of registered nurses at all levels achieve a Bachelor of Science in Nursing (BSN) or higher by the end of the calendar year of 2020. In FY18, several nurses earned BSN and Master of Science in Nursing (MSN) degrees, raising the percentage of Phoenix nursing Stakeholders holding BSN degrees or higher to 67.5%.

BSN
Maria Ress, BSN, RN
Amie Raney, BSN, RN
Melissa Buckner, BSN, RN
Luis Vaca, BSN, RN
Amie Horst, BSN, RN
Danielle Kopas, BSN, RN
Jodi Klemm, BSN, RN

MSN
Cristina Salas, MSN, RN

Nurses Earn National Certification

Currently, 55% of Phoenix nursing Stakeholders are nationally certified, including 24% holding Oncology Certified Nurse (OCN) certification. Nurses who achieved certification in FY18 include:

Certified Hospice and Palliative Nurse (CHPN)
Cari Conden, RN, OCN, CHPN
Certified Nurse, Operating Room (CNOR)
Melisa Dal Pra, BSN, RN, CNOR
Celebrating our Certified Nurses!

CTCA Phoenix celebrated Certified Nurses Day by honoring our certified RNs who have made a commitment to themselves, their patients, and their profession by achieving national certification. Certification is the official recognition of achievement, expertise, and clinical judgment in a specialty area. It is a mark of excellence that requires continued learning and skill development to maintain. Congratulations to the following nurses who held national certifications in the noted specialty area(s) of practice in FY18.

Susan Caramico, BSN, RN, OCN
Alicia Gadzinski, RN, OCN
Vicki Harris, RN, OCN
Jodi Klemm, RN, OCN
Maggie Muskovin, MSN, RN, OCN
Reanna Rentschler, BSN, RN, OCN
Carrie Turner, BSN, RN, OCN
Jennifer Peterson, BSN, RN, OCN
Ashley Ross, BSN, RN, OCN
Kristine Nelson, BSN, RN, OCN, WCC
Vicki Daigle, RN, OCN
Kim Bergay, BSN, RN, OCN, CHPN
Amy Gaines, RN, OCN
Cynthia Daniels, MSN, RN, OCN
Jaclyn Figuerras, MSN, RN, OCN
Susan Damico, MSN, AOCNP
Niki Ouellett, BSN, RN, OCN, CBCN
Cari Conden, RN, OCN, CHPA
Isaura Estrada-Tesfai, BSN, RN, OCN
Cheryl Rafalski, RN, OCN
Carmen Ramos, BSN, RN, OCN
Rhiannon Cubello, BSN, RN, CMSRN
Astrid Harms, RN, CCRN
Heather Morales, MSN, RN, CCRN
Gerry Harvey-Leonard, ANP-BC
Melissa Dal Pra BSN, RN, CNOR
Angel Guzman, BSN, RN, CCRN
Cristina Norman, BSN, RN, CCRN
Clarissa Poundstone, BSN, RN, ATCN, CCRN, CPAN
Bill Booth, BSN, RN, CNOR
Larry Fetzer, RN, CNOR
Joan Wesenberg, RN, CNOR
Charles Meason, RN, TNCC
Jason Vincent, BSN, RN, TNCC
Sarah Dunbar, RN, CPAN, CAPA
Sheena Hill-Dilla, BSN, RN, TNCC, CPAN
Guen Tawagon, BSN, RN, TNCC, CPAN
Anne Doy, BSN, RN, CNRN
Karen Figueroa-Thomas, RN, CNRN
Luana Krueger, RN, CNRN
Haidee Waymire, BSN, RN, CNRN
Julie Ketelhut, MSN, RN, CEAS
Rowena Omega, BSN, RN, CPAN
Nerissa Zafe, BSN, RN, CPAN
Elaine Jewett, BSN, RN, CGRN
Tess Magat, BSN, RN, CGRN
Boni Sebastianino, RN, AORN
Nancy Angulo, BSN, RN, CWOCN, CMSRN
Sarah Cossette, MSN, RN, ACNS-BC
Jenica Tellez, BSN, RN CCRN
Mary Baramasco, BSN, RN TNCC, ENPC
Lisa Blaydorn, BSN, RN, OCN, CRNI
Jessica L. Coats, MSN, MS, RN, CCRC
ACE LADDER PROGRAM
Maintains Momentum

Level 1
Andrea Badham, ADN, RN, Inpatient
Cari Conden, ADN, RN, OCN, Infusion
Beverly Jacobs, ADN, RN, Surgery
Traci White, BSN, RN, Infusion
Joan Wesenberg, ADN, RN, CNOR, Surgery
Mary Baramasco, BSN, RN, TNCC, Internal Medicine
Alicia Gadzinski, BSN, RN, OCN, Nurse Navigation
Tammy Marra, BSN, RN, Inpatient

Level 2
Elaine Jewett, BSN, RN, CGRN, Surgery
Cynthia Daniels, MSN, RN, OCN, Education
Luis Vaca, BSN, RN, Infusion
Amie Horst, BSN, RN, Internal Medicine
Patty Estrada, BSN, RN, OCN, Infusion

Level 3
Erika Lara, BSN, RN, OCN, Inpatient
Tess Magat, BSN, RN, CGRN, Surgery
Melissa Dal Pra, BSN, RN, Surgery
Sheena Dilla, BSN, RN, CPAN, Surgery
Nancy Angulo, BSN, RN CWOCN, Wound Care
Kim Bergay, BSN, RN, OCN, CHPN, Inpatient
Danielle Kopas, BSN, RN, Internal Medicine
Reanna Rentschler, BSN, RN, OCN, Infusion
Clarisa Rios-Poundstone, BSN, RN, CCRN, CPAN, Surgery
DAISY AWARD Winners and Runner-Up Recipients

November 2017
Kris Nelson was awarded the first DAISY Award at CTCA Phoenix on November 27, 2017! The DAISY award is a globally recognized honor that identifies extraordinary nurses and the behaviors they exhibit that make a difference in the lives of their patients. Kris is one of our valued wound care nurses. To a patient, however, she was more than a nurse, she is an encourager and an educator. In the patient’s own words, “She may be a wound care nurse, but she is also a lifesaver. She is an angel.” Kris utilized her compassion and kindness to help the patient and caregiver cope with an unfamiliar situation. Her character, her nursing skill, and her commitment to putting our patients at ease are truly commendable. The patient was able to fly in from Texas and present the award to Kris. It was a very special moment for Kris, the nurses and the entire organization.

May 2018
Our second DAISY Award celebration occurred on May 9, 2018 and was a unique ceremony. The patient who nominated the nurses, wanted all three to be recognized, as they were a team and impacted her care tremendously. The three winners were Carol Omwancha, Carmen Ramos and Robert Tawagon from Infusion! Read below for their nomination.

Carol took care of me my first infusion, which lasted 12 hours through a PICC line. It was a long day- she was funny, friendly, professional and loving. She made a horrible experience fun, even when I got sick at the end.

My second infusion was with Carmen Ramos. Although I did not get the nice mountain view by the nurse’s desk Carol gave me, Carmen spoiled me with Bear Paws hot air and three blankets; plugged my phone in, helped me to the bathroom; helped me get the pharmacy to bring my Zofran which was forgotten by oversight my first time. I was sick as a dog, vomiting water and diarrhea and had to go to an ER. Carmen was accurate, answered all questions, was personable and encouraging.

Robert Tawagon- This great supervisor pulled out the PICC line from my arm, pulling it out like a two-foot noodle and telling me to “bear down” to avoid an air bubble. He allayed my fears, it always stuck with me that an air bubble in the bloodstream kills you. Robert was a champ!! He’s the best!

Runners up included Kimberly McDaniel and Luana Krueger. All had heartwarming letters written about the compassionate care they provide. It is truly inspirational to read the nominations!

We also recognized the winners who received several nominations throughout the year, Jodi Klemm (eight) and Crystal Paulson-Chestnut (nine). These incredible nurses received more than seven nominations in the past 12 months.
RECOGNITION
AND AWARDS

FLAME Award Goes to CTCA Phoenix Endoscopy Department

CTCA Phoenix was one of three national recipients for the Flame Award for Unit Excellence. This award recognizes GI/Endoscopy units who have shown a commitment to infection prevention, a supportive and educational work environment and positive patient outcomes. This award provides a roadmap for what is considered an exceptional work environment in a GI/Endoscopy nursing unit. Congratulations to the team!

Nancy Angulo Named PONS Nurse of the Year 2018

The Phoenix Oncology Nursing Society (PONS) awarded our own Nancy Angulo the Clinical Excellence in Nursing award-PONS “Nurse of the Year.” Nancy Angulo RN, BSN, WOCN, is a Wound Ostomy Continence Nurse and is dedicated to unfailingly seeking out evidence-based interventions and new products to offer our patients. Nancy embodies being a nurse and impacts many patients’ lives by her thoughtful, caring and attentive nursing skills. She provides supportive care and direction when an issue may not be directly related to their wound/ostomy. Nancy leads with integrity and ensures our patients receive the highest level of care.

Kris Nelson Wins Contest and Symposium Admission

Kris Nelson provided feedback to the Ostomy Wound Management (OWM) Magazine editors during an editorial contest. Contestants were asked to participate in a study of the advertisements for wound ostomy supplies, services, vendors, etc. in the OWM Magazine. Participants had to assess each ad and discuss all aspects of them. They provided feedback on what worked with the ad, what did not, lack of information, too much information, etc. Kris won this contest and was awarded her registration fees to the fall Symposium of Advanced Wound Care (SAWC).
RECOGNITION AND AWARDS

Nurses Attend ONS Congress 2018

In May 2018, many of our CTCA Phoenix RNs including Yashika Young, Jenny Peterson, Nancy Angulo, Reanna Rentschler, Kimberley McDaniel and Geraldine Harvey-Leonard, traveled to Washington, DC to participate in the ONS 43rd Annual Congress. This event provides an opportunity for nurses all over the nation to come together to learn, share and network. At Congress, the nurses were able to attend education sessions that provided current evidence-based solutions to common practice challenges in the ambulatory clinic setting. These nurses brought home a plethora of knowledge to share up-to-date and practical information to their peers.

Phoenix Nurse Awarded Scholarship to ONS Congress

Kimberley McDaniel, RN, BSN, OCN was awarded a scholarship from the ONS Foundation in May 2018 to attend ONS Congress. This highly competitive scholarship award enables the recipient to attend the ONS 43rd Annual Congress with more than 4,000 of her nursing peers. This year’s specialty track at the conference was radiation oncology.

At Congress, Kimberly was able to participate in sessions that discussed clinical practice, advanced practice, leadership/management/education, and research. Kimberly was able to bring this knowledge back to CTCA Phoenix and share up-to-date oncology information with her peers.

Phoenix Nurse Published in Journal of Wound Care

Nancy Angulo, BSN, RN-BC, CWON recognized the patient she was caring for had a rare skin syndrome of small blood vessels with a high mortality rate to his peristomal skin called Calciphylaxis, also referred to as calcific uremic arteriolopathy (CUA). To support her fellow wound ostomy care nurses, Nancy co-authored the following case study, “Management of a Complex Peristomal Calciphylaxis: A Case Study.” This case study was printed by the Journal of Wound Care, Ostomy and Continence Nursing in July/August 2017.

This article discusses management of a patient who developed CUA of the peristomal skin, how to manage topical therapy, prevent secondary infection and additional trauma, pain management and system management of potential risk factors. Using a team approach to care for this complicated patient maximized his well-being and improved his outcome.
Celebrating Hospital Week & Nurses Week
May 6-12, 2018

It was great to watch everyone enjoy Nurses Week and to see the joy on their faces as they participated in planned games and activities. While not everyone was able to leave their units due to patient care, every single one of our Stakeholders was appreciated and valued. Our patients receive the best care because of each of our nurses and the goal was to show that from all of Nursing Leadership. Thank you also to the group of nurses who helped coordinate the events/activities for Nurses Week (listed below).

Kimberley McDaniel
Heather Morales
Jackie Figueras
Nancy Angulo
Sarah Cossette

Melissa Dal Pra
Beverly Jacobs
Christina Salas
Cynthia Daniels

Nurse Week 2018 was one of the best Nurses Weeks experienced at CTCA Phoenix. We kicked it off with an Executive Team pancake breakfast! Throughout the week, education in-services were provided with breakfasts and lunches. Over 1,000 “chocograms” were purchased for Stakeholders throughout the organization, and we had our first ever Nursing team photo (featured above) wearing our beautiful donated CTCA Nursing t-shirts (worn in the photo). We also honored our second DAISY award winners. Our pizza and games event was packed with fun and laughter. One specially noted touch this year were the hand delivered gifts to each nurse that were provided by the Nursing Leadership team.
Nursing Published Highlights of FY18

Fire Drill in OR

In November, 2017, CTCA Phoenix conducted a fire drill in one of the operating rooms (OR) and Fox 10 Arizona News observed, interviewed and featured the team!

One of the biggest threats to patients undergoing surgery is a fire in the OR. That’s why medical teams practice to make sure they know what to do if a fire ever breaks out. In this drill, a team at CTCA utilized the high-fidelity mannequin to demonstrate a fire in the OR. Drills like this are conducted on a quarterly basis to ensure the team understands the process so takeaways are assessed and implanted.

An added bonus was that Melissa Dal Pra and Cynthia Daniels were featured in the Fox 10 article!

Outpatient Care Centers Opened!

In 2018, CTCA achieved something great—opening two Outpatient Care Centers in North Phoenix and Scottsdale. This achievement represents the culmination of incredibly hard work by every CTCA Stakeholder. Many Stakeholders spent tireless hours working through systems and processes, brainstorming new and innovative ways in which we can serve patients in an outpatient setting, without losing sight of the Mother Standard® of care while continuously challenging the norm—and each other.

With thanks to many, especially Tess Shouse, who is missed greatly at CTCA Phoenix, stepped up to become a nurse leader and take on much of the ownership of both OCCs with her incredible knowledge and experience. Rhiannon Cubello also deserves a significant thank you for all she brought to the leadership meetings in ensuring the patients and Stakeholders were safe while administering chemotherapy. There are so many who were involved and we thank you all!

Verbal Order and PPG Project

When CTCA Phoenix began the verbal order project in January 2017, there were 16,838 verbal orders! This is extremely high and immediate process improvements were implemented to educate, support and empower all clinicians to enter their own orders and use verbal order only in times of need. With the incredible support of nursing leadership, Executive Leadership Team (ELT), providers and all frontline clinicians, by June 2018, the verbal orders were reduced by 70% to a total of 2,332!

Ongoing work continues to reduce the new baseline to our goal of only utilizing verbal orders in times of emergencies, in sterile environment and if a provider is not able to access the Electronic Health Record (EHR).

A huge thank you to all who were involved!

Rx Writer

Heather Morales, MSN, RN, worked with the Medical Oncologists and nurses in the Oncology Clinic to enhance the process for electronic prescription entry. The updated workflow enhanced efficiency in prescription entry and approval by physicians. Heather provided one-on-one education to clinic providers and nurses, developed educational handouts for quick reference, and monitored the process for sustainment.
Nursing Highlights in FY18

Communication Strategies

With Sarah Cossette at the helm of nursing leadership, she made it her mission to increase communication to all nursing Stakeholders and open the barriers of trust. Sarah implemented the Nursing Town Halls on a monthly basis to provide a platform for nurses to receive updates of process improvements, upcoming changes and have time for questions to encourage and empower open communication.

Jackie Figueras and Heather Morales revamped the Education newsletter to the Nursing News to expand the information being shared and increase awareness of Stakeholder accomplishments, nurse-driven improvements and upcoming events.

Reanna Rentschler become the moderator and lead of the first ever Facebook page-Nursing Life at Western!

Nurses who joined the group would receive information on upcoming events at the hospital, celebrate successes and build comradery among the nursing teams.

With all of these new and unique ways to keep the nursing team informed, very positive feedback was provided that nurses finally felt more included and in the know. We hope to only expand on more programs and ideas to build team rapport and open communication at all times!

Nurse Practitioner Revamp

We welcomed several new Nurse Practitioners (NPs) this past year, and with that came incredible feedback on how we could improve our processes and NP needs. We were able to modify their credentialing process to ensure they are practicing at their full scope, enhance their onboarding schedule to provide more education, determine more appropriate charting to improve their documentation processes and increase the knowledge of their capabilities throughout the organization. With Phoenix’s changes, the rest of the organization has adopted the new practices and NPs are gaining more recognition. We are so thankful to the dedication our NPs provide to our patients and the crucial role they have as addition to our providers.

In the upcoming year, we hope to embark on our new graduate Nurse Practitioner program and assist with supporting our internal and external nurses who have continued their education as NPs. This is an exciting time for Nurse Practitioners!

Surveys, Surveys, Surveys!

The past year was the year of surveys! Between mock CMS surveys, official CMS surveys, The Joint Commission surveys and re-surveys we barely had time to reorganize in between—but we did! You were all amazing at maintaining your composure, answering appropriately and with confidence and being flexible with the many changes that occurred to ensure the best quality care was provided to our patients while meeting regulatory guidelines. The most exciting accomplishment was The Joint Commissions report of zero findings in Nursing during a key survey in 2018! This is almost unheard of, and speaks volumes to the care and dedication you provide to our patients and the organization, every day.
SENIOR NURSING Leadership

Sarah Cossette, MSN, RN, ACNS-BC  
AVP of Nursing Services, CNO

Jackie Figueras, MSN, RN, OCN  
Director of Professional Practice

Maggie Muskovin, MSN, RN, OCN  
Director of Outpatient Services

Sandy Pierce, MPH, BSN, RN  
Director of Perioperative Services

Rhiannon Cubello, BSN, RN, CMSRN  
Manager of Infusion

Anne Doy, BSN, RN, CNR RN  
Manager of Inpatient Unit

Heather Morales, MSN, RN  
House Supervisor and Float Team Manager