2014 Nursing Annual Report
Continuing on our pathway to EXCELLENCE

Nurses at Renown Health demonstrate commitment to patients and their families through the integration of caring, clinical expertise, education, evidence-based practice and the pursuit of quality patient outcomes. This dedication is reconfirmed through the many accomplishments of nursing teams at Renown Health from July 2013 to June 2014.

Renown Regional Medical Center and Renown South Meadows Medical Center were named American Nurses Credentialing Center (ANCC) Pathway to Excellence® Hospitals for the past two years. This designation is awarded to healthcare organizations that demonstrate a dedication to nursing excellence and confirms what Renown nurses have always been committed to – providing the best patient care possible.

Renown Regional and Renown South Meadows are 2 of 118 hospitals nationally – and the only two hospitals in Nevada – to have earned the Pathway to Excellence® designation.
We are extremely proud of the work we do in the ER every day. Our entire team is committed to being ready to provide care to the community, no matter how big or small the emergency.”

Jenn Mahan, RN, MSN, CNML
Director of Nursing
Emergency and Trauma Services
Renown Regional
We welcomed 4,119 new babies into the world.

Jane Stacy, RN in the Wilbur D. May Pediatric ICU, was named Renown Health’s Employee of the Year for the quality fundamental.

We have seven registered nurses certified in neonatal intensive care.

Eleven nurses hold pediatric certifications and 25 nurses worked toward their association of pediatric hematology/oncology nurses certifications.

We take pride in serving our community, participating in several events throughout the year including: Save Your Skull, Lights Up at the Summit, Big Brothers and Big Sisters Miniature Golf Tournament, Miracles in Motion, Baby Expo, All American Tournament and the Children’s Oncology Christmas Party.

We house the only Children’s ER in the region with a dedicated lobby, exam rooms and equipment designed specifically for children.

The Wilbur D. May Pediatric ICU is the only service of its kind between Sacramento and Salt Lake City, ensuring critically-ill children have access to the care they need close to home.

We cared for 1,124 Neonatal ICU patients and 1,511 pediatric patients.

“Our dedicated, family-focused obstetric and neonatal healthcare professionals provide highly personal, evidence-based care. We are excited and looking forward to our comfortable, newly remodeled birthing rooms to welcome the newest additions to families in our community.”

Natalie Nicholson RN, MBA, CNML
Manager of Nursing
Renown Labor & Delivery
We take pride in ensuring our patients have a positive experience every time they are treated by building personal relationships with patients and their families. The nurses are committed to providing compassionate, patient-specific care based on the patient’s needs and desires.”

Brandi Griggs, RN, BSN, OCN
Manager of Nursing
Renown Infusion Services

• All four of our nurse navigators have an oncology nursing certification. Our nurse navigators guide patients every step of the way providing support 24/7.

• Infusion Services has one of the highest percentages of nurses at Renown who hold an additional certification in their specialty, an oncology nursing certification.

• Three nurses expanded their clinical skills through membership in professional organizations, national certifications, committee participation, mentoring and teaching by completing the clinical ladder III program.

• Infusion Services provides care 365 days a year.

• Renown Institute for Cancer has unmatched experience offering a Comprehensive Cancer Program, Breast Cancer and Radiation Oncology accreditations.

• We focus on a healing environment with completely renovated treatment areas at Radiation and Infusion Services. These areas feature beautiful original artwork throughout the institute, providing an inspiring place to heal.
Our expert surgical and cardiac intensive care team treats over 300 heart surgery patients a year.

• The skilled care team in the Emergency Room at Renown Regional performs in the 90th percentile with a median door-to-balloon time of 46 minutes, improving outcomes for heart attack patients.

• We have dedicated heart and vascular nurse navigators offering 24/7 support for heart patients.

Our expert cardiac cath lab team cares for

<table>
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<tr>
<th>over 100</th>
<th>STEMI heart attack patients</th>
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| and over | 1,300 patients a year who have coronary interventions and diagnostic procedures.

“Management of cardiovascular disease depends on a commitment to innovation, excellence and evidence-based care. As nurse navigators, we provide our patients with the tools to modify their lifestyle and manage their disease, ensuring continued health, wellness and happiness.”

Jessica Frank, BSN, RN, CCRN
and Wende Schwake, BSN, RN, CHFN
Cardiovascular Nurse Navigators
• We are a Primary Stroke Center, certified by the Joint Commission.
• Each month, we care for an average of 80 stroke and transient ischemic attack (TIA) patients.
• Our door-to-CT scanner time for acute stroke patients is 4 minutes, which means patients have a much better outcome after a stroke.

“Nurses play a pivotal role in all phases of care for stroke patients. Stroke is a complex disease that requires skill and expertise. I am proud to work with our competent, professional and caring nurses to achieve the best outcomes for stroke patients.”

Vicki Skorupski, MN, RN, Program Coordinator, Renown Institute for Neurosciences
Our **NURSES** at a Glance

263 new nurses joined the Renown family.

We hired 164 newly graduated nurses from our local nursing schools.

We awarded 12 scholarships totaling $15,750.

With a retention rate of 80 percent, Renown truly is a great place for great nurses to do great work.

**Longevity**

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<th>Years at Renown</th>
<th>Nurses</th>
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<td>1 - 4</td>
<td>828</td>
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<td>5 - 9</td>
<td>215</td>
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**Credentials and Education**

(self reported)

- 4 nurses have a Doctorate of Nursing Practice or PhD in nursing
- 35 nurses have a Master of Science in nursing
- 470 nurses have an Associate’s Degree in nursing
- 513 nurses have a Bachelor’s Degree in nursing
- 208 nurses have achieved professional certifications
Eight Nurses of Achievement Winners were recognized at the Northern Nevada Nurse of Achievement Awards

AMBER BOOBAR, RN  
Telemetry at Renown Regional, Medical/Surgical Nurse

AMY MURPHY, RN  
Palliative Care at Renown Regional, Patient Advocacy Nurse

CARRIE ARCHIE, RN  
Neonatal Intensive Care Unit at Renown Regional, Nursing Innovation

POETH KILONZO, RN  
Supervisor of Nursing, Medical Telemetry at Renown South Meadows, Nursing Leadership

MARY JEPPSON, RN  
Pediatric Specialty Care at Renown Regional, Office/Outpatient Nurse

JENNIFER STEVENS, RN  
Medical Telemetry at Renown South Meadows, Rookie of the Year Nurse

ALEXANDRIA O’BRIEN, RN  
Renown Regional Nurse of the Year

ROWENA SWEGLES, RN  
Renown South Meadows, Post Acute Services Nurse of the Year

More than 400 nurses attended the 11th Annual Nursing Excellence Conference hosted by Renown.

Nurses had the opportunity to test their ideas and implement changes that impact patient care by participating in more than 100 Rapid Process Improvement Workshops and Kaizen events to create more reliable, efficient and patient-driven processes.

We have 220 critical care nurses on our Rapid Response Team who are trained to respond to emergency situations 24/7 to assist in patient outcomes.

Thanks to the Nursing Annual Fund, 20 nurses were able to attend key national conferences including:

- Advance in Quality Outcome
- Nevada Organization of Nurse Leaders
- National Teaching Institute & Critical Care Exposition
- STABLE
- Association of periOperative Registered Nurses
- Advanced Fetal Monitoring
- Society of Cardiovascular Patient Care
- Oncology Nursing Society
- American Association of Heart Failure Nurses
Renown SOUTH MEADOWS Medical Center

• Our ER cared for more than 21,000 patients.
• We are a Pathway to Excellence designated hospital.
• Carol Hull, RN, Emergency Room, was named the 2013 Renown Health Supervisor of the Year.
• We received the 2013 HealthInsight Quality Award for demonstrating excellence in performance on publicly reported quality of care measures and patient perception of care measures.
• We are a designated Chest Pain Center without Percutaneous Coronary Intervention.
• We are an accredited Bariatric Center for Excellence through the American College of Surgeons.
• In 2013, we received The Joint Commission’s 2012 Top Performers on key quality measures for pneumonia and surgical care.

Our nurses won the 2014 Northern Nevada Nurses of Achievement awards in the categories of Leadership, Poeth Kilonzo, RN, and Rookie of the Year, Jennifer Stevens, RN.

“Quality and compassion are at the forefront of everything we do.”
Terry Thomas, MSN, RN, CCRN-CMC
Director of Inpatient Nursing
Renown South Meadows Medical Center
Renown REHABILITATION Hospital

- More than 50 percent of our eligible nurses are certified in Rehabilitation Nursing.
- We are the only hospital in the region to receive a three-year accreditation from the Commission on Accreditation of Rehabilitation Facilities.
- We are a Nurses Improving Care for Health System Elders facility, accredited through December 2014.
- We are Joint Commission accredited for DaVita® Services, which provides our patients with on-site dialysis services.
- We have 62 beds — the region’s largest and only certified rehabilitation hospital.

We provided care to nearly 1,000 patients and an estimated 32,000 hours of therapy.

“The primary goal of our nurses is to promote recovery and to have our patients return safely to the community. Nurses at Renown Rehabilitation Hospital take great pride in the success our patients attain.”

Kathy Lewis, MSN, RN
Quality Consultant
and Ashley McCoy, BSN, RN,
Supervisor of Clinical Nursing
Renown Rehabilitation Hospital
Renown Skilled NURSING

- We are the proud recipient of the Nevada Healthcare Association Perry Endeavor Gold Award for quality care for the top facility in northern Nevada.
- We are ranked sixth in Nevada and second in northern Nevada skilled/long term care for meeting quality measures.
- Our nurses focus on a holistic-healing approach to reduce unnecessary medication uses. Our hypnotic and anti-anxiety medication uses are well below the national and state averages.
- We provided more than 810 days of care to uninsured and underinsured patients.

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We are a **five-star** quality-rated facility by the Centers for Medicare and Medicaid Services.

“Renown Skilled Nursing is the best place to work. You will polish your nursing skills, and if you are a new nurse, you will gain good experience. ‘Jack of All Trades’ will become your branded name. I’ve worked here for 15 years. This is my home, and I feel like everybody here is my family.”

Edita Gestoso, RN
Charge Nurse
Renown Skilled Nursing
Renown Home CARE

- Our nurses care for patients beyond the hospital walls, in the comfort of their home and ensuring positive health management outcomes.
- We are a certified state and federal homecare agency.
- We are accredited by the Joint Commission.
- We serve as a catalyst in the transition and continuum of care process.
- Among our 36 nurses, we have certified wound care and ICD-10 Nurses.
- Due to the dedication and hard work of our staff, our patient readmission rate is only 4 percent, meaning patients successfully follow their medical regimen in the comfort of their own home.

We provided care to more than 2,300 adult and senior patients, visiting their homes 26,113 times in the last year. We are committed to excellence in senior care and an exceptional patient experience.

“As home care nurses, we make a genuine difference for the many lives we touch by offering opportunities for significant improvement as patients transition from acute care to their home environment.”

Carol Wright, RN
Quality Consultant
Renown Home Care
Renown Institute for ROBOTIC Surgery

• Renown Institute for Robotic Surgery is leading the way with more than 2,600 robotic surgeries performed since the program’s inception in 2008.

• Renown Regional Medical Center is one of only eight Robotic Epicenters for Gynecologic Oncology in the United States and an internationally-recognized training center for robotic surgery.

• New nurses and techs are paired up with experienced nurses and techs for training and mentoring, ensuring new nurses acquire the skills and expertise needed to provide excellent patient care.

• Robotic surgery helps patients heal faster with less pain compared to traditional open and laparoscopic surgery.

• The robotic surgery coordinator and robotic surgery team are committed to providing excellent patient care throughout the surgical experience.

Renown Regional performed 588 robotic surgeries and is one of only a handful of programs nationally that offer multiple specialties, including gynecology, gynecological oncology, general surgery, colorectal surgery and urology.

“We have the best nurses and techs. Others come from all over the western United States to observe and learn how we do things.”

Rick Williams, RN
Supervisor of Clinical Nursing Surgical Services
LOOKING FORWARD

Our ongoing commitment to providing the highest quality patient care starts with a focus on essential quality markers. For us, that means we optimize our patients’ healthcare experience by ensuring all nursing teams are engaged and accountable at all times. We challenge ourselves to think about how the care we provide could be better, safer and more efficient. Our nursing culture is about exceeding national standards and challenging ourselves to achieve nursing excellence with every patient, every time.

At Renown, we are committed to helping nurses advance their professional careers. Pictured above are nurses who took their professional careers a step further and earned BSN, MSN or FNP degrees. (Left to right): Z Li, Derek Drake, Jenn Mahan and Alicia Glassco give Danielle Craperi a lift at their graduation from the University of Nevada, Reno.