Heating Up

Nursing Quality In Miami!

5th Annual NDNQI® Conference
Hyatt Regency Miami
January 26-28, 2011

Welcome to Miami!

NDNQI®
NATIONAL DATABASE
OF NURSING
QUALITY INDICATORS

ANA
AMERICAN NURSES
ASSOCIATION

A program of the American Nurses Association's
National Center for Nursing Quality®

Welcome to

As the new president of the American Nurses Association, I am excited to welcome you to the 5th Annual NDNQI Conference in Miami! This quality conference is an annual highlight for ANA. We have heard many positive comments from attendees over the last five years about the learning, networking and empowerment that result in change and improvements to nursing quality. This conference will cover a broad spectrum of nursing quality issues such as the social and business case for nursing, the "meaningful use" concept, healthy work environment practices and recognizing key nursing sensitive measures that successfully improve patient outcomes.

Our planning committee has developed an educational program that can help you utilize nursing-sensitive measures to develop improved outcomes on your unit. You will see that we have lined up the best and brightest experts in nursing. Expect to be inspired and enlightened as you take away useful ideas and concepts that you can immediately put into practice in your workplace.
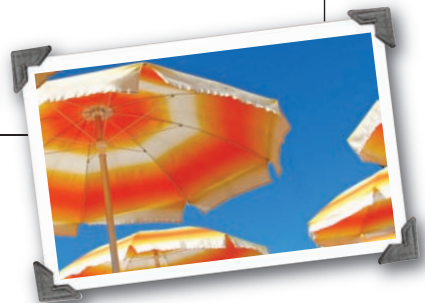
We are thrilled to announce the launch of the Nursing Quality Network, an online network of nurses who can learn together to create and disseminate knowledge about quality care and how to improve patient outcomes. You can learn more about this exciting new program and how it can benefit nurses at NDNQI participating hospitals by visiting the ANA booth.

Be sure to join us Wednesday evening for the Welcome Reception. It's a great opportunity to share and reflect on your NDNQI experiences with colleagues while enjoying the invigorating music of a four piece Latin band and salsa ballroom dancers. Enjoy your time at the conference and have a great time in Miami!

Sincerely,

Karen A. Daley PhD, MPH, RN, FAAN
President • American Nurses Association

Miami!

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Continuing Education Guidelines

Contact Hour Credit NDNQI Conference participants can earn a maximum of 14.5 contact hours that will be awarded to nurses who successfully complete the conference. 3.5 contact hours will be awarded for a pre-conference workshop and 7 contact hours will be awarded for two pre-conference workshops. In order to receive a Certificate of Successful Completion with contact hours, you must complete and submit an online evaluation form by accessing (www.ndnqiconference.org) by Tuesday March 15, 2011.

To receive duplicate or replacement certificates after March 15, 2011, please mail a written request with a check for $20.00 for each certificate requested to ANA PO Box 504410, St. Louis, MO 63150-4410. Allow 2-4 weeks.

The American Nurses Association Center for Continuing Education and Professional Development is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.
ANCC Provider Number 0023.

ANA is approved by the California Board of Registered Nursing, Provider Number 6178.

Conference Objectives:
1. Describe various models/roles that were used to change care at the bedside and had a positive impact on patient outcomes.
2. Illustrate the business and social case for nursing and methods used for justifying staffing, resources and new programs.
3. Identify the "meaningful use" concept, its application to the Electronic Health Record (EHR) and its preparation for implementation in the EHR.
4. Describe the healthy work environment practices that were improved based on the Practice Environment Scale and Job Satisfaction Surveys.
5. Recognize the key nursing sensitive measure drivers that successfully improved patient outcomes and quality improvement processes.

Disclosures to Attendees Requirements for Successful Completion of the Conference. To receive contact-hour credit, attendees must:
1. Be registered as a participant.
2. Be seated in the session room no later than five minutes after it has started.
3. Remain in the session until the scheduled ending time.
4. Enter their attendance and evaluation online and print out an online certificate of successful completion before leaving the conference.

Conflicts of Interest A conflict of interest occurs when an individual has an opportunity to affect educational content about health-care products or services of a commercial company with which she/he has a financial relationship. The planners and presenters of this conference have disclosed no relevant financial relationships with any commercial companies pertaining to this conference.

Commercial Support and Noncommercial Sponsor Donations No financial or in-kind support has been provided for this conference.

Non-endorsement of Products or Services The American Nurses Association's accredited provider status refers only to continuing nursing education activities and does not imply that there is real or implied endorsement of any product, service, or company referred to in this conference.

Off-label Product Use This conference does not include any unannounced information about off-label use of a product for a purpose other than that for which it was approved by the Food and Drug Administration (FDA).

NDNQI 5th Annual Conference Planning Committee

ANA gratefully acknowledges the Planning Committee for its work organizing the 2011 conference and its members* who planned the educational content and reviewed over 500 abstracts submitted for the 2011 conference.

Deborah Barnes, MSN, RN, CCNS*
Kim Boyle, MSN, RN*
Janet Cogliano, DNSc, RN, GCNS-BC*
Patricia Dawson, MSN, RN*
LaShawn Dunbar
Nancy Dunton, PhD*
Moira Edwards, CAE
Rita Munley Gallagher, PhD, RN*
Amanda Gayle, CMP
Pamela Hinshaw, MSN, RN, CCM*
Joan Hurwitz
Kristine Leahy-Gross, BS, RN*
Maureen Markey, MBA
Peggy Miller, PhD, RN*

Isis Montalvo, MBA, MS, RN - Chair*
Rita Munley Gallagher, PhD, RN*
Donna Poduska, MS, RN, NE-BC, NEA-BC*
Marilyn Pollock, MBA, RN, NEA-BC*
Patricia Quigley, PhD, MPH, ARNP, CRRN, FAAN, FAANP*
Lisa Randall, CMP
Valerie Restifo, MA, MS, RN
Marsha Russell
Adam Sachs, MS
Mary Sitterding, MSN, RN, CNS*
Karen Tomajan, MS, RN, BC, CRRN*
Norine Watson, MSN, RN, CNAA-BC*
Catherine Wiafe, MBA
Margarete Zalon, PhD, RN, APRN, BC*

NDNQI Award for Outstanding Nursing Quality®

The NDNQI Award for Outstanding Nursing Quality is an ANA recognition program that acknowledges participating NDNQI hospitals that have achieved continuous overall excellence in nursing-sensitive quality indicators. Congratulations to the various hospitals who earned that distinction for 2010 performance and will be receiving their awards on Thursday, January 27, 2011.

General Information

Registration and CE Center
Room: Riverfront Hall
Hours:

Tuesday, January 25	4:00pm – 8:00pm
Wednesday, January 26	7:00am – 8:00pm
Thursday, January 27	7:00am – 5:30pm
Friday, January 28	7:00am – 1:30pm

(CE center will be open until 3:30pm on Friday)

Bookstore and Exhibits
Room: Riverfront Hall
Hours:

Tuesday, January 25	4:00pm – 8:00pm
Wednesday, January 26	6:00pm – 8:00pm
Thursday, January 27	7:00am – 5:30pm
Friday, January 28	7:00am – 1:30pm

Headquarters Office
Room: Merrick 1
Hours:

Tuesday, January 25	12:00pm – 8:00pm
Wednesday, January 26	7:00am – 8:00pm
Thursday, January 27	7:00am – 5:30pm
Friday, January 28	7:00am – 3:30pm

Presenter Ready Room
Room: Merrick 2
Hours:

Tuesday, January 25	4:00pm – 8:00pm
Wednesday, January 26	7:00am – 8:00pm
Thursday, January 27	7:00am – 5:30pm
Friday, January 28	7:00am – 1:30pm

All speakers and poster presenters must check in at the Presenter Ready Room. The room is staffed and has equipment for presenters' use.

Exhibits
Please stop by and visit the American Nurses Association (ANA), American Nurses Credentialing Center (ANCC), American Nurses Foundation (ANF) and NDNQI booths in the Riverfront Hall.

Poster Sessions
Riverfront Hall (see pg 21 for session times)

Breakfast
Continental Breakfast will be served Thursday and Friday at 7:00am – 7:50am, Riverfront Hall.

Lunch
Thursday and Friday, Riverfront Hall

Emergencies
Dial 55 from any house phone

First Aid
Room: Stanford
Hours:

Wednesday	8:00am – 8:00pm
Thursday	7:00am – 5:30pm
Friday	7:00am – 4:00pm

Business Center
Located on the Lobby Level
305-679-3238
Hours: Monday – Friday   7:00am – 6:00pm
         Saturday   8:00am – 1:00pm
         Sunday   Closed

Conference Hotels
Hyatt Regency Miami   305-358-1234
(headquarters)
EPIC Hotel   305-424-5226
Courtyard by Marriott   305-374-3000

Play for a Chance to Win in the Treasure Chest Contest!

Located in your conference bag is a flip-flop keychain keepsake with a key on it. Bring your key to the American Nurses Association (ANA) booth for your chance to open the ANA Treasure Chest!

Concurrent Session Seating
Seating for concurrent sessions is on a first-come, first served basis. Pre-selection of sessions during registration does not guarantee seating; however, it aids in planning room assignments to accommodate attendance. Once room capacity is met, sessions will be closed. Due to fire code regulations, attendees will not be allowed to sit or stand in the back of the room and chairs cannot be added. If a session is closed, attendees may select another session where seating is available.

Session Handouts
In our efforts to be environmentally friendly and conserve resources, presentation and poster handouts submitted in advance of the conference are available online and may be viewed and downloaded at http://ana.confex.com/ana/ndnqi11/webprogram/start.html. Additional handouts obtained at the conference will be uploaded to the website by February 15, 2011.

Photography / Videographer
A professional photographer and videographer will take pictures/videos throughout the conference. The photos/videos will be used to publicize the event and/or produce related literature and products for public release. Individuals photographed and/or filmed will receive no compensation for the use and release of these images and will be deemed to have consented to the use and release of photos/videos in which they appear. Participants opposed to being photographed and/or filmed must immediately notify the photographer/videographer and conference staff if they are filmed and/or photographed.

Chemical Sensitivities
Remember that an increasing number of people have chemical sensitivities. We ask that all conference attendees be mindful of this and not wear perfumes, aftershaves, other scented personal products, and no latex balloons or other latex products are allowed.

Sunrise Yoga

Come join us in a relaxing 30 minute workout with professional yoga instructors committed to providing you motivation, education, and support for your wellness and fitness.

To register for the yoga class, visit the registration desk location in the Ibis Room. Starts promptly at 6:00am each morning.

Thursday January 27th & Friday January 28th

Schedule at a Glance

All events take place at the Hyatt Regency Miami.

Wednesday January 26 (see pg 12 for detailed session information)

7:00 am – 8:00 pm	**Registration and CE Center**	Riverfront Hall
7:00 am – 7:50 am	**Pre-Conference Continental Breakfast**	Regency Ballroom Foyer
8:00 am – 12:00 pm	**Pre-Conference Workshops**	
	001: Developing Measures	Brickell/Flagler
	002: Site and Survey Coordinators: When the Ball is in Your Court	Monroe/Tuttle
12:00 pm – 1:00 pm	**Pre-Conference Lunch**	
	(Lunch is provided to attendees registered for both am and pm sessions)	
1:00 pm – 5:00 pm	**Pre-Conference Workshops**	
	003: Repeat Performance: Building Your Case Using NDNQI Data	Brickell/Flagler
	004: A successful Care Coordination Model – The Poudre Valley Experience	Monroe/Tuttle
6:00 pm – 8:00 pm	**100: Posters and Welcome Reception** (with buffet)	Riverfront Hall
	(See page 21 for detailed information)	

Thursday January 27

7:00 am – 5:30 pm	**Registration and CE Center**	Riverfront Hall
7:00 am – 7:50 am	**Continental Breakfast**	Riverfront Hall
8:00 am – 10:30 am	**101: General Session & Keynote Address**	James L. Knight Center
	National Center for Nursing Quality Update	
	The Social and Business Case for Nursing	
	NDNQI Award Winners	
11:00 am – 12:00 pm	**Concurrent Sessions** (Featured Speakers)	
	102: Magnet/NDNQI Myths	Jasmine Hibiscus
	103: Missed Nursing Care	Brickell
	104: Workplace violence an unfortunate reality	Orchid
	105: "Is your organization accountable?"	Flagler/Monroe
	106: Translating Clinical Evidence into Practice: The Johns Hopkins Fall Risk Assessment Tool	Tuttle
	107: Patient Falls: Association with Hospital Magnet Status and Nursing Unit Staffing	Ashe Auditorium
12:00 pm – 2:00 pm	**Lunch** (included)	

12:30 pm - 2:30 pm	**108: Poster Sessions** (Repeated from Wednesday Jan 26)	Riverfront Hall
2:45 pm - 4:15 pm	**Concurrent Sessions** (Abstract Presentations)	
	109: Electronic Health Records: Improving Nurses' Work Flow & Quality of Patient Care	Flagler/Monroe
	110: Serious Quality Issues Require Clever Approaches	Jasmine/Hibiscus
	111: Addressing Increased Regulation and Issues in Quality Improvement: There is Light at the End of the Tunnel.	Ashe Auditorium
	112: Effecting Change in the Work Environment: Don't Overlook Using Tool Kits and Diaries.	Tuttle
	113: Special Programs = Special Achievements	Orchid
	114: Seeking Significant QI Changes: One Thing Can Lead Another	Brickell
4:30 pm - 5:30 pm	**115: General Session** Achieving Care Coordination: Insight, Investigation, Introspection Required	James L. Knight Center

Friday January 28

7:30 am - 1:30 pm	**Registration, Bookstore, Exhibits, CE Center**	Riverfront Hall
7:00 am - 7:50 am	**Continental Breakfast**	Riverfront Hall
8:00 am - 9:00 am	**200: General Session** The Electronic Health Record and Meaningful Use: Where do we go from here?	James L. Knight Center
9:30 am - 10:30am	**Concurrent Sessions** (Repeat from Thursday January 27)	
	201: Magnet/NDNQI Myths	Tuttle
	202: Missed Nursing Care	Ashe Auditorium
	203: Workplace violence an unfortunate reality	Brickell
	204: "Is your organization accountable?"	Jasmine/Hibiscus
	205: Translating Clinical Evidence into Practice: The Johns Hopkins Fall Risk Assessment Tool	Orchid
	206: Patient Falls: Association with Hospital Magnet Status and Nursing Unit Staffing	Flagler/Monroe
11:00 am - 12:30 pm	**Concurrent Sessions** (Abstract Presentations)	
	207: Whose Health Matters? Nurse? Patient? Unit? Facility? System?	Orchid
	208: Collaborative Approaches and Vigilance Beyond the Beside Facilitate Quality Improvement Changes	Ashe Auditorium
	209: Staff Nurse Empowerment Improves the Work Environment and Patient Care	Flagler/Monroe
	210: Successful Care Coordination: The Impact of Nurse, Patient, and System Factors	Tuttle
	211: Dashboards: Driven by Data-Driven Practice	Jasmine/Hibiscus
	212: Ages & Stages: Falls in Obstetric and Pediatric Patients	Brickell
12:30 pm - 1:30 pm	**Lunch** (included)	Riverfront Hall
1:30 pm - 2:30 pm	**213: General Session** Satisfied Nurses, Satisfied Patients, and Improved Patient Outcomes. Is it that Simple?	James L. Knight Center

Keynote Speakers

Pamela Cipriano PhD, RN, NEA-BC, FAAN was previously the Chief Nursing and Chief Clinical Officer at the University of Virginia Medical Center and currently holds a faculty appointment as Clinical Associate Professor a the University of Virginia School of Nursing. She also serves as Editor-in-Chief of American Nurse Today, the official journal of the American Nurses Association. Throughout her career, she has been a leader in national nursing organizations addressing issues of policy, administration, quality, technology, and clinical practice. She serves on the Joint Commission's National Nursing Advisory Council and the National eHealth Collaborative Board. She currently is the Institute of Medicine Scholar in Residence.

Mary D Naylor PhD, FAAN, RN is the Marian S. Ware Professor in Gerontology; Director of New Courtland Center for Transitions and Health. Since 1989, Dr. Naylor has led an interdisciplinary program of research designed to improve outcomes and reduce costs of care for vulnerable community-based elders. To date, Dr. Naylor and her research team have completed three National Institute of Nursing Research (NINR)-funded randomized clinical trials focusing on discharge planning and home follow-up of high-risk elders by advanced practice nurses.

Jack Needleman PhD, FAAN is currently Professor of Health Services, in the Department of Health Services, UCLA School of Public Health, where he is director of the department's PhD and research masters programs. Prior to coming to UCLA, he was on the faculty of the Harvard School of Public Health, and before that, Vice President and Co-Director of the Public Policy practice at Lewin-ICF, a well-respected health policy research and consulting firm. Dr. Needleman has a PhD in Public Policy from Harvard University. He has taught health policy, research methods, evaluation, and health care financial management.

Michael Simon PhD, MSN is a research assistant professor at the KU School of Nursing and manager of research and development for the National Database of Nursing Quality Indicators (NDNQI) at the KU School of Nursing. He has held positions as research associate for the Institute for Quality and Efficiency in Health (IQWiG) care in Cologne, Germany; and as research associate for the Department of Occupational Safety and Ergonomics at the University of Wuppertal in Germany. Dr. Simon is a member of Sigma Theta Tau, Delta Chapter; the Midwest Nursing Research Society; Academy Health; the German Nursing Research Society and is a Scholar at the European Academy of Nursing Science.

Featured Speakers

Karen A. Daley PhD, MPH, RN, FAAN of Boston, Massachusetts was elected president of the American Nurses Association in June of 2010. President Daley spent more than 26 years as a staff nurse at Brigham and Women's Hospital in Boston. She is a past president of the Massachusetts Association of Registered Nurses and the Massachusetts Center for Nursing. President Daley has been recognized for her outstanding leadership and excellence in practice, including being recognized as a living nursing legend by the Massachusetts Association of Registered Nurses. In 2006, she was inducted as a fellow into the American Academy of Nursing in recognition of her advocacy work in needlestick prevention. Currently, she is a reviewer for the Journal of Emergency Nursing, the American Journal of Nursing and the American Journal of Infection Control. In addition, President Daley served as a project principal for the Nurses Education Hepatitis C Project funded by the Massachusetts Department of Public Health as well as a project coordinator for a trauma research study conducted by the Harvard Injury Control Center at the Harvard School of Public Health. President Daley holds a diploma in nursing from Catherine Laboure School of Nursing, a bachelor's of science in nursing from Curry College, a master's in public health from Boston University School of Public Health, a master's in science and PhD in nursing from Boston College.

Patricia B. Dawson MSN, RN is assistant director of nursing, clinical quality and Magnet. She collaborates with nurse leaders, direct care nurses and interdisciplinary team members in a number of organizational initiatives to improve patient care quality and safety. Over the last seven years Ms. Dawson has served as the site coordinator for nurse-sensitive indicator reporting through the National Database for Nursing Quality and she led the organization's successful journey to Magnet re-designation in 2008. Ms. Dawson has participated in the evaluation and revision of the Johns Hopkins Fall risk Assessment Tool and is a currently a co-investigator of a research study aimed at further evaluation of the tool's reliability and predictive validity.

Lee Ann Hoff PhD, MSN, RN is founding director of the Life Crisis Institute, Boston, adjunct professor at the University of Ottawa, Faculty of Health Sciences, and visiting professor at the Institute of Applied Psychology (ISPA), Lisbon, Portugal. Her other books include: People in Crisis: Clinical and Diversity Perspectives (2009), and Violence and Abuse Issues: Cross-cultural Perspectives for Health and Social Services (2010). Dr. Hoff has extensive national and international experience as an educator, consultant, clinician, and crisis services manager. In 2000 she received an Honorary Recognition Award from the American Nurses Association for her work on violence issues.

Beatrice J. Kalisch PhD, RN, FAAN is the Titus Distinguished Professor and Chair, Nursing Business and Health Systems at the University of Michigan in Ann Arbor, Michigan (USA). She holds a Baccalaureate Degree in Nursing from the University of Nebraska and a Masters and Doctoral Degree in Nursing from the University of Maryland, Baltimore. Dr. Kalisch has conducted numerous research studies including a content analysis of images of nurses in the mass media, a comparison of 16 New York City hospitals in terms of the work environments for nurses, a study of the impact of U.S. federal funds on nursing education and practice, a study of nurse recruitment practices in 80 U.S. hospitals. Currently she is conducting an 11 hospital study of missed nursing care and its impact on patient and staff outcomes. She is also investigating nursing teamwork on inpatient care units in acute care hospitals.

Eileen T. Lake PhD, RN is Assistant Professor of Nursing, secondary faculty in Sociology, and a core faculty member of the Center for Health Outcomes and Policy Research, which conducts some of the most noted research in the country on nurse staffing, organization, and outcomes. As well, she is a Senior Fellow at the Leonard Davis Institute for Health Economics. Dr. Lake holds graduate degrees in sociology, health policy, and nursing administration. Her research highlights the contributions of the nurses' work environment and clinical nursing expertise to the quality and safety of patient care. She is principal investigator on an NIH-funded study of nurse staffing and patient adverse events using the ANA-sponsored National Database of Nursing Quality Indicators, comprising data from 4,300 nursing units in 650 hospitals nationally.

Speakers Continued

Isis Montalvo MBA, MS, RN is the Director of the American Nurses Association National Center for Nursing Quality (NCNQ®). The National Center for Nursing Quality advocates for nursing quality and patient safety, provides measurement services in developing and reporting nursing measures and facilitates collaborative learning. Ms. Montalvo directs and coordinates the interpretation and response to issues related to nursing quality and provides strategic direction and oversight to NCNQ and NDNQI in which over 1700 hospitals currently participate. She co-chairs the NDNQI Research Council and chairs the annual NDNQI Conference planning. Ms. Montalvo has over 23 years experience in multiple areas of clinical and administrative practice with a focus in critical care and performance improvement.

Stephanie S. Poe DNP, RN is director of nursing, clinical quality and chief nursing informatics officer at The Johns Hopkins Hospital and holds a joint appointment with The Johns Hopkins University School of Nursing. She has extensive experience working with nurse leaders and bedside nurses in developing and monitoring care standards to maintain high quality, safe patient care. Dr. Poe was one of the original developers of the Johns Hopkins Nursing Evidence-Based Practice Model and has taught and mentored project teams using the model and guidelines. She was also one of the original developers of the Johns Hopkins Fall Risk Assessment Tool. Dr. Poe's area of research focus is quality improvement, risk assessment, clinical informatics, and application of clinical practice guidelines.
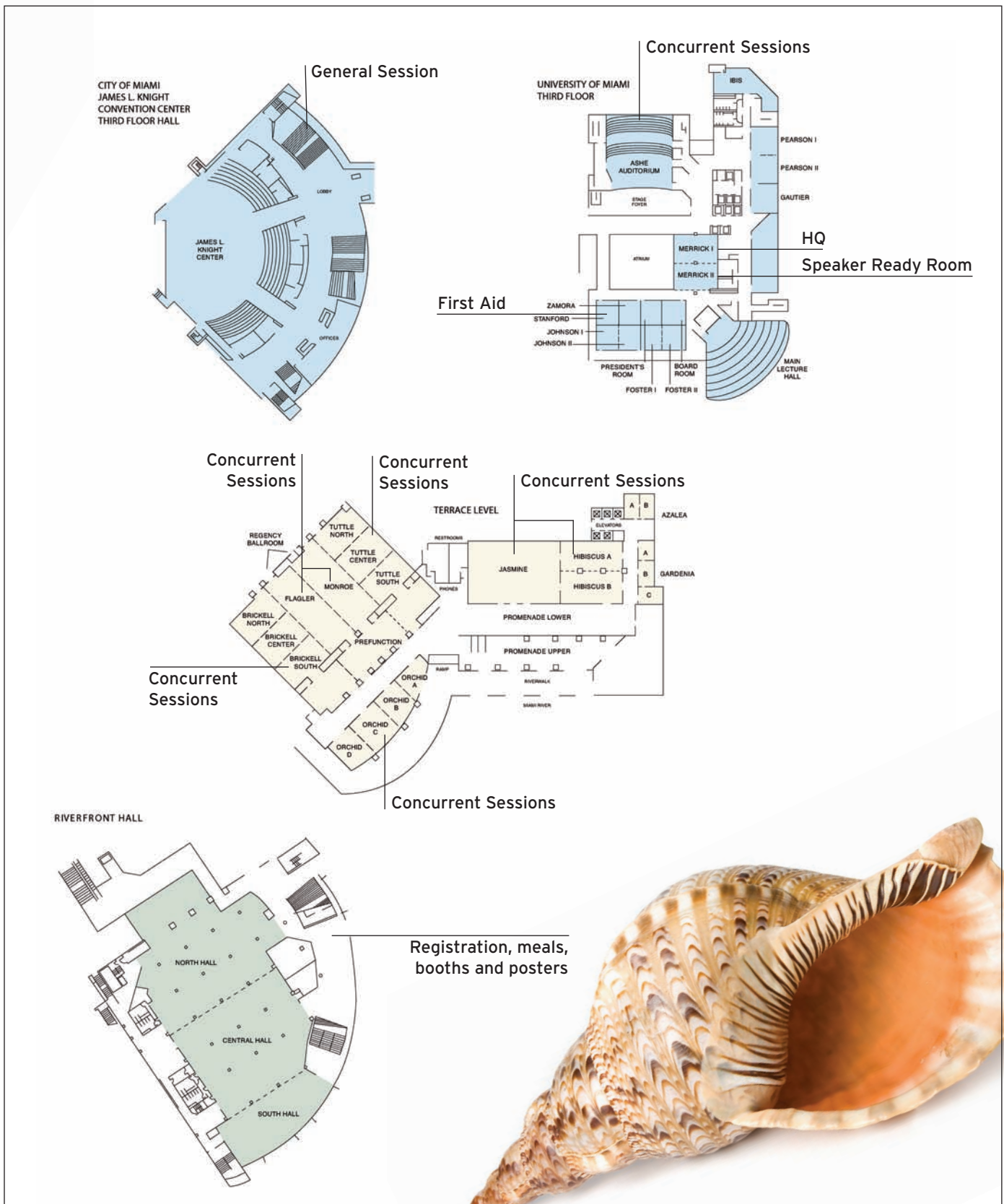
Victoria L. Rich PhD, RN, FAAN is Chief Nurse Executive, University of Pennsylvania Medical Center; Associate Executive Director, Hospital of the University of Pennsylvania; and Associate Professor, Nursing Administration, University of Pennsylvania School of Nursing. Dr. Victoria Rich is recognized for her leadership in healthcare, business and nursing education; and most notably for her pioneering work in patient safety and cultural diversity. Dr. Rich has developed numerous patient safety initiatives for healthcare systems both nationally and internationally. Her experiential knowledge enabled her to develop a model for creating a risk reduction culture in healthcare through the process of systemic mindfulness. She is an acknowledged expert in root cause analysis and in the development of corrective action plans for hospitals and state and federal agencies.

Marla J. Weston PhD, RN is the Chief Executive Officer (CEO) of the American Nurses Association (ANA) and the American Nurses Foundation (ANF). With nearly 30 years of diverse management experience in health care operations, prior to joining ANA Dr. Weston served at the U.S. Department of Veterans Affairs, in the Veterans Healthcare Administration (VHA) first as program director in the Office of Nursing Services, and then as deputy chief officer in the department's Workforce Management and Consulting Office. Earlier in her career, Dr. Weston served as the executive director of the Arizona Nurses Association. Dr. Weston graduated magna cum laude from Indiana University of Pennsylvania with a bachelor's of science degree in nursing, and summa cum laude from Arizona State University, with a master's of science degree in nursing. She earned her doctoral degree at the University of Arizona, where she received an outstanding dissertation award. Most recently, Dr. Weston was named the 2009 recipient of the prestigious "Deliver Award" by Arizona State University's (ASU) College of Nursing & Healthcare Innovation for delivering excellence in evidence based healthcare.

Conference Hotel Map

Hyatt Regency Miami

General Session

CITY OF MIAMI
JAMES L. KNIGHT
CONVENTION CENTER
THIRD FLOOR HALL

LOBBY

JAMES L.
KNIGHT
CENTER

OFFICES

Concurrent Sessions

UNIVERSITY OF MIAMI
THIRD FLOOR

IBIS

ASHE
AUDITORIUM

STAGE
FOYER

PEARSON I

PEARSON II

GAUTIER

ATRIUM

MERRICK I

MERRICK II

HQ

Speaker Ready Room

First Aid

ZAMORA
STANFORD
JOHNSON I
JOHNSON II

PRESIDENT'S
ROOM

BOARD
ROOM

FOSTER I   FOSTER II

MAIN
LECTURE
HALL

Concurrent
Sessions

Concurrent
Sessions

Concurrent Sessions

TERRACE LEVEL

REGENCY
BALLROOM

TUTTLE
NORTH

TUTTLE
CENTER

TUTTLE
SOUTH

FLAGLER

MONROE

BRICKELL
NORTH

BRICKELL
CENTER

PREFUNCTION

BRICKELL
SOUTH

Concurrent
Sessions

ORCHID
A

ORCHID
B

ORCHID
C

ORCHID
D

Concurrent Sessions

RESTROOMS

PHONES

JASMINE

HIBISCUS A

HIBISCUS B

ELEVATORS

A   B

A

B

C

AZALEA

GARDENIA

PROMENADE LOWER

PROMENADE UPPER

RAMP

RIVERWALK

MIAMI RIVER

RIVERFRONT HALL

NORTH HALL

CENTRAL HALL

SOUTH HALL

Registration, meals,
booths and posters

Pre-Conference Workshops

Presenters are bolded.

Wednesday, January 26, 2011

7:00 am – 7:50 am	**Pre-Conference Continental Breakfast**	Regency Ballroom Foyer

8:00 am – 12:00 pm
Contact Hour: 3.5

OO1: Developing Measures   Brickell/Flagler
Presenters: 1. Nancy Dunton, PhD, 2. Michael Simon, PhD, MSN

Objectives:
1. Distinguish the four phases of the indicator development process.
2. Describe three desirable indicator measurement properties.
3. Explain the role of hospitals in the indicator development process.

Contact Hour: 3.5

OO2: Site and Survey Coordinators: When the Ball is   Monroe/Tuttle
in Your Court (For NDNQI Participating Hospitals Only)
Presenters: 1. Kim Boyle, MSN, RN, 2. Jan Davidson, MSN, RN, ARNP

Objectives:
1. Describe 5 duties specific to Site and Survey Coordinator roles.
2. Discuss the role of the Survey Coordinator for successful RN Survey results.

12:00 am – 1:00 am   **Lunch** (Lunch is provided to attendees registered for both am and pm sessions)

1:00 pm – 5:00 pm
Contact Hour: 3.5

OO3: Repeat Performance: Building Your Case Using NDNQI Data   Brickell/Flagler
 (For NDNQI Participating Hospitals Only)
Presenters: 1. Peggy Miller, PhD, RN, 2. Brandon Crosser, MA

Objectives:
1. Describe the fundamentals of reading and interpreting NDNQI reports including research methodology and basic statistics.
2. Discuss how NDNQI reports may be used for improvement opportunities.

Contact Hour: 3.5

OO4: A successful Care Coordination Model –   Monroe/Tuttle
The Poudre Valley Experience
Presenters: 1. Deborah Bayliss, MS, RN, 2. Cyndy Hunt Luzinski, MS, RN

Objectives:
1. Describe how to assess, plan, & implement the development of a model for a Community Case Management (CCM) program that impacted client outcomes.
2. Describe methods used to evaluate outcomes of a CCM program: cost savings, transitions in care for clients with chronic illnesses, chronic disease management.

6:00 pm – 8:00 pm
Contact Hour: 2.0

1OO: Poster Session and Welcome Reception (with buffet)   Riverfront Hall
(see pg 21 for poster session details)

Educational Sessions

Presenters are bolded.

Thursday, January 27, 2011

6:00 am – 6:30 am	**Sunrise Yoga**	Ibis
7:00 am – 7:50 am	**Continental Breakfast**	Riverfront Hall
8:00 am – 10:30 am Contact Hour: 2.5	**101: General Session/Keynote Address**	James L. Knight Center

National Center for Nursing Quality Update
Presenters: 1. Karen A. Daley, PhD, MPH, RN, FAAN 2. Isis Montalvo, MBA, MS, RN

The Social and Business Case for Nursing
Presenter: 1. Jack Needleman, PhD, FAAN

NDNQI Award Winners
Presenters: 1. Marla Weston, PhD, RN 2. Karen Miller, PhD, RN, FAAN

Objectives:
1. Recognize nurses contribution to healthcare on the national landscape
2. Describe how empowering front-line nurses can improve bedside care.
3. Explain the role of quality indicators and positive outcomes on the business case for nursing.
4. Recognize top NDNQI performers.
5. Identify how hospitals have been able to achieve overall success in nursing quality measurement.

10:30 am – 11:00 am	**Refreshment Break**	Riverfront Hall
11:00 am – 12:00 pm Contact Hour: 1.0	**Concurrent Sessions** (Featured Presenters)	
	102: Magnet/NDNQI Myths	Jasmine Hibiscus

**Presenters: 1. Christina Joy, DNSc, RN, 2. Kim Boyle, MSN, RN,
3. Jan Davidson, MSN, RN, ARNP**

Objectives:
1. Discuss 5 common questions about using NDNQI data for Magnet application.
2. Discuss 5 common questions about Magnet requirements in relation to NDNQI data.

103: Missed Nursing Care	Ashe Auditorium

Presenter: 1. Beatrice J. Kalisch, PhD, RN, FAAN

Objectives:
1. Define the extent of missed nursing care in acute care hospitals.
2. Identify the link between staffing levels and missed nursing care.

104: Workplace violence an unfortunate reality	Flagler/Monroe

Presenter: 1. Lee Ann Hoff, PhD, MSN, RN

Objectives:
1. Discuss the problem of workplace violence (WPV), including bullying.
2. Discuss solutions to staying safe from WPV on the job in healthcare.

105: "Is your organization accountable?"	Tuttle

Presenter: 1. Victoria L. Rich, PhD, RN, FAAN

Objectives:
1. Define Accountable Care Organizations core components, role in health care reform and potential payment approaches.
2. Identify the integration of care providers and nurses role in achieving targeted outcomes.

106: Translating Clinical Evidence into Practice: The Johns Hopkins Fall Risk Assessment Tool
Orchid

Presenters: 1. Stephanie S. Poe, DNP, RN, 2. Patricia Dawson, MSN, RN

Objectives:
1. Discuss the evidence-based approach to fall and fall-injury prevention at The Johns Hopkins Hospital (JHH).
2. Share lessons learned in implementing and evaluating the JHH Fall Risk Assessment tool and prevention program.

107: "Patient Falls: Association with Hospital Magnet Status and Nursing Unit Staffing"
Brickell

Presenter: 1. Eileen Lake, PhD, RN

Objectives:
1. Describe the organizational and clinical bases for nursing to influence the rate of patient falls in hospitals.
2. Describe the limitations of cross-sectional research designs for establishing causal relationships and use the NDNQI data to illustrate these limitations.

12:00 pm – 2:00 pm	**Lunch is provided to attendees**	Riverfront Hall
12:30 pm – 2:30 pm Contact Hour: 2.0	**108: Poster Session** (repeated from Wednesday January 26)	Riverfront Hall
2:45 pm – 4:15 pm Contact Hour: 1.5	**Concurrent Sessions** (Abstract Presentations)	

109: Electronic Health Records: Improving Nurses' Work Flow & Quality of Patient Care
Flagler/Monroe

Firing Up the Patient Discharge Process
Presenter: 1. Ken L. Brown, MSN, RN, 2. Tonya Davis-Kennedy, MSN, BSN, RN, 3. Debbie Dusik-Brinkman, BSN, RN, 4. Tina Hansen, RN

Improving Pressure Ulcer Prevention through Electronic Medical Record (EMR) Redesign
Presenter: 1. Patricia L. Schaffer, MSN, RN, 2. Eduardo P. Mendez, MPH, RN, 3. Ann Marie Nie, MSN, RN, CWOCN

Leveraging Nursing Information Technology To Improve NDNQI Outcomes And Achieve Meaningful Use Goals
Presenter: 1. Mary F. Logan, MSN, RN, BC

Objectives:
1. Identify lessons learned when implementing an electronic discharge plan of care.
2. Describe steps to implement an electronic discharge plan of care.
3. Describe EMR redesigns to improve skin assessments and reduce the patient risk of pressure ulcers.
4. Describe how EMR alerts help nurses add a skin plan of care for patients at risk for pressure ulcers.
5. Discuss challenges and success factors involved in meeting meaningful use and NDNQI data requirements.
6. Demonstrate Electronic Health Record implementation strategies that meet American Recovery Reinvestment Act (ARRA) and NDNQI.

110: Serious Quality Issues Require Clever Approaches
Jasmine/Hibiscus

Igniting the Fire: Empowering Nurses to Lead Change at the Bedside
Presenter: 1. Amanda Gartner, MSN, RN, CCRN-CMC, 2. Heidi Boehm, MSN, RN, 3. Jennifer J. Thibault, MBA, BSN, RN, CRRN, LNCC, SANE-A, CCM, 4. Elizabeth F. Carlton, RN, MSN, CCRN

Journey to Improved Quality Outcomes: Restructuring Our Leadership Model and Implementing Unit-based Practice Councils
Presenter: 1. Susan Fuchs, BSN, RN

**Changes in Outcomes From Admission to Discharge: Lessons Learned
From the Canadian HOBIC Data**
Presenter: 1. Linda McGillis Hall, PhD, RN, FAAN

Objectives:
1. Describe implementation of a program that empowers bedside staff to lead change.
2. Share examples of innovative projects driven by staff that impact patient outcomes and promote a culture of safety.
3. Describe how transformational leadership can be operationalized in a community hospital.
4. Discuss how empowerment of bedside nurses through unit practice councils leads to quality patient outcomes.
5. Describe how outcomes data demonstrate changes in patient care.
6. Recognize how a clinical outcomes database can inform nurse leaders about the quality of nursing care.

111: Addressing Increased Regulation and Issues in Quality   Ashe Auditorium
Improvement: There is Light at the End of the Tunnel

**Impact of video surveillance on patient safety and staffing cost related
to monitoring patients at high risk for falls**
Presenter: 1. Gail J. Boushley, MSN, RN, 2. Heather A. Zapata, BSN, RN, CMSRN

From B17 Bomber to Bedside: Using a Bundle Methodology to Enhance Quality
Presenters: 1. Carolyn L. Davidson, PhD, RN, CCRN, APRN,
2. Marie K. Jordan, MHA, BSN, RN, NE-BC

**Strategies for engagement: One organization's path to decreasing fall rates
in the inpatient setting**
Presenter: 1. Adrienne Banavage, BSN, RN, OCN, 2. Denise Stimpson, RN-BC,
3. Kathleen Sackett, MS, BSN, RN, CCRN

Objectives:
1. Describe two common measures in the acute care hospital setting to reduce falls with injury.
2. Identify three positive outcomes of video surveillance to prevent patient falls.
3. Describe the process used by a team of clinicians to develop a standardized "Quality Bundle of Care".
4. Assimilate the measurement methods employed to report outcomes.
5. Identify novel approaches to decrease fall rates in the acute care setting.
6. Identify strategies to engage all vested parties in decreasing fall rates in the acute care setting.

112: Effecting Change in the Work Environment: Don't Overlook   Tuttle
Using Tool Kits and Diaries

Engaging Bedside Nurses in Assessing and Improving the Work Environment
Presenter: 1. Lisa Paris, DNP, RNC-OB, C-EFM

**Making a Smart Move toward Patient Handling Reduces Care Giver Injuries
and Improves Nurse Satisfaction**
Presenters: 1. Susan Fuchs, BSN, RN, **2. Mary Ellen Whalen, BSN, RN**

Making It Right: How Nurses Resolve Workplace Aggression and Bullying
Presenters: 1. Donna A. Gaffney, DNSc, RN, pmHCNS-BC, FAAN, 2. Rosanna DeMarco, PhD, RN, PHCNS-BC, ACRN, FAAN, 3. Judith Vessey, PhD, CRNP, FAAN, 4. Anne Hofmeyer, PhD, RN, MRCNA, **5. Wendy Budin, PhD, RN-BC**

Objectives:
1. Describe a toolkit for bedside nurses to assist in interpreting and analyzing their unique survey results.
2. Discuss an improvement strategy based on survey results related to meal and non-meal breaks.
3. Describe how a comprehensive safe patient handling program reduces injuries and improves nursing satisfaction.
4. Describe key implementation elements of a safe patient handling program.
5. Identify the processes and strategies nurses use to prevent and resolve workplace bullying.
6. Recognize how a staff/administration collaboration can prevent the consequences of workplace bullying.

113: Special Programs = Special Achievements   Orchid

Baccalaureate Preparation of Nursing Staff Underpins Quality Outcomes: One Hospital's Journey
Presenter: 1. Susan Carroll, MS, BA, RN, CNE, **2. Karen. M Mayer, MSN, MHA, RN, FACHE**

Organization Structure and Support That Enable Bedside Nurses to Improve the Quality of Care
Presenter: 1. Suzanne Dambeck, RN, CPHQ

Building a CNS Reserve: The Impact of a CNS Fellowship Program on Unit-Acquired Pressure Ulcers and Nurse Satisfaction
Presenters: 1. Anne M. Fara-Erny, MSN, RN, CCRN, APRN-BC, 2. Jennifer Sweeney, MSN, RN, CDE

Objectives:
1. Describe the effects of baccalaureate staff nurse preparation on selected nurse-sensitive indicators.
2. Recognize critical differences in the quality of patient care provided by BSN-prepared nurses.
3. Identify five principles that support and empower bedside nurses to improve care.
4. Describe the education and incentives provided that engage and retain nurses in the program.
5. Describe the process for developing a CNS fellowship program to support the professional development of nurses.
6. Identify the benefits of a CNS fellow on nurse sensitive outcomes and RN satisfaction.

114: Seeking Significant QI Changes: One Thing Can Lead to Another   Brickell

Improving Quality by Decreasing Vascular Access Device Related Thrombosis Risk
Presenter: 1. Britt M. Meyer, RN, CRNI

Loosening Our Grip on Restraints in the Intensive Care Unit
Presenters: 1. Cynthia Hipszer, BSN, RN, CNML, CCRN, 2. Erin Sarsfield, MSN, RN, 3. Elizabeth Crawford, RN

Reducing Catheter Associated Urinary Tract Infections With A Clinical Nurse Champion Model And Tracer Methodology
Presenter: 1. Lisa Oldak, BSN, RN, 2. Linda M. Hoke, PhD, RN, CCNS, ACNS, CCRN

Objectives:
1. Describe the contributing factors and costs associated with vascular access related thrombosis.
2. Identify performance improvement strategies for reducing vascular access device related thrombosis.
3. Describe the process a Medical Intensive Care Unit Implemented to decrease restraint usage.
4. Discuss the benefits of decreased restraint use in the Intensive Care Unit.
5. Discuss the clinical nurse champion role in educating the nursing staff and implementing EBP guidelines to decrease UTIs.
6. Describe tracer methodology and how reviewing the data can decrease UTIs.

4:15 pm – 4:30 pm	**Break**	Riverfront Hall

| 4:30 pm - 5:30 pm | **General Session** | James L. Knight Center |
| Contact Hour: 1.0 | | |

115: Achieving Care Coordination: Insight, Investigation, Introspection Required
Presenter: 1. Mary Naylor, PhD, RN, FAAN

Objectives:
1. Identify positive and negative characteristics of the practice environment that influence quality of care coordination.
2. Explain how patient discharge and home follow-up are influenced by appropriate care coordination.

Friday, January 28, 2011

6:00 am - 6:30 am	**Sunrise Yoga**	Ibis
7:00 am - 7:50 am	**Continental Breakfast**	Riverfront Hall
8:00 am - 9:00 am	**General Session**	James L. Knight Center
Contact Hour: 1.0		

200: The Electronic Health Record and Meaningful Use: Where do we go from here?
Presenter: 1. Pamela F. Cipriano, PhD, RN, NEA-BC, FAAN

Objectives:
1. Describe how electronic health records must be used to improve care under the new meaningful use ruling.
2. Describe nursing implications and how clinical coded data will be assessed to evaluate clinical quality, safety, efficiency, and outcomes.

| 9:30 am - 10:30 am | **Concurrent Sessions** (Featured Speakers) Repeat from Thursday January 27 |
| Contact Hour: 1.0 | |

201: Magnet/NDNQI Myths — Tuttle
Presenters: 1. Christina Joy, DNSc, RN, 2. Kim Boyle, MSN, RN, 3. Jan Davidson, MSN, RN, ARNP

Objectives:
1. Discuss 5 common questions about using NDNQI data for Magnet application.
2. Discuss 5 common questions about Magnet requirements in relation to NDNQI data.

202: Missed Nursing Care — Ashe Auditorium
Presenter: 1. Beatrice J. Kalisch, PhD, RN, FAAN

Objectives:
1. Define the extent of missed nursing care in acute care hospitals.
2. Identify the link between staffing levels and missed nursing care.

203: Workplace violence an unfortunate reality — Brickell
Presenter: 1. Lee Ann Hoff, PhD, MSN, RN

Objectives:
1. Discuss the problem of workplace violence (WPV), including bullying.
2. Discuss solutions to staying safe from WPV on the job in healthcare.

204: "Is your organization accountable?" — Jasmine/Hibiscus
Presenter: 1. Victoria L. Rich, PhD, RN, FAAN

Objectives:
1. Define Accountable Care Organizations core components, role in health care reform and potential payment approaches.
2. Identify the integration of care providers and nurses role in achieving targeted outcomes.

205: Translating Clinical Evidence into Practice: The Johns Hopkins Fall Risk Assessment Tool — Orchid
Presenters: 1. Stephanie S. Poe, DNP, RN, 2. Patricia Dawson, MSN, RN

Objectives:
1. Discuss the evidence-based approach to fall and fall-injury prevention at The Johns Hopkins Hospital.
2. Share lessons learned in implementing and evaluating the JHH Fall Risk Assessment tool and prevention program.

206: "Patient Falls: Association with Hospital Magnet Status and Nursing Unit Staffing"   Flagler/Monroe
Presenter: 1. Eileen Lake, PhD, RN

Objectives:
1. Describe the organizational and clinical bases for nursing to influence the rate of patient falls in hospitals.
2. Describe the limitations of cross-sectional research designs for establishing causal relationships and use the NDNQI data to illustrate these limitations.

10:30 am – 11:00 am	**Refershment Break**	Riverfront Hall

11:00 am – 12:30 pm
Contact Hour: 1.5   **Concurrent Sessions** (Abstract Presentations)

207: Whose Health Matters? Nurse? Patient? Unit? Facility? System?   Orchid

How Nurse Health Impacts Quality of Care
Presenter: 1. Susan Letvak, PhD, RN

The Quality Perspective in a Large Healthcare System: Viewing the Forest and Each Tree
Presenters: 1. Susan Bethel, MS, BSN, RN, **2. Anne Greer, MSN, RN**

Providing a Structure for Collaboration: A Leadership Challenge
Presenter: 1. Cheryl A. McKay, MSN, RN, CCNS

Objectives:
1. Describe how depression and pain in hospital nurses effects specific nurse sensitive indicators.
2. Identify the possible costs of nurse presenteeism to the healthcare system.
3. Describe integration of quality data trends into useful multilevel measurement tools.
4. Identify how unit based quality teams led by physicians and nurse managers can impact patient outcomes.
5. Identify structure and process elements essential to a collaborative work environment and their impact on patient outcomes.
6. Discuss ways to overcome barriers to a collaborative work environment.

208: Collaborative Approaches and Vigilance Beyond the Beside Facilitate Quality Improvement Changes   Ashe Auditorium

Zeroes are for Heroes: One Hospital's "Blueprint for Action" to Reduce & Prevent Pressure Ulcers
Presenters: 1. Karen G. Hartley, BSN, RN, CWOCN, CPHQ,
2. Andrea L. Stanley, MSN, RN, NEA-BC

Implementation of an Evidence Based Nursing Practice Guideline on Physical Restraints
Presenter: 1. Linda Stevens, MS, RN-BC, CPHQ

Reducing Central Line Associated Blood Stream Infections (CLABSI) using a multidisciplinary collaborative approach
Presenter: 1. Judy Dillworth, MA, RN, CCRN, NEA-BC

Objectives:
1. Describe a successful action plan to rapidly decrease Hospital Acquired Pressure Ulcers (HAPU'S).
2. Identify successful nurse oriented strategies and methods used to improve outcomes by dramatically reducing HAPU's.
3. Describe a process for implementing an evidence based practice guideline on restraints.
4. Identify metrics for monitoring restraint utilization.
5. Identify innovative strategies that are needed to effectively reduce central line associated blood stream infections (CLABSI).
6. Describe methodologies to facilitate multidisciplinary teamwork in combating CLABSI.

209: Staff Nurse Empowerment Improves the Work Environment and Patient Care

Flagler/Monroe

Nursing Innovation Center: Making the Business Case for Staff Nurses Improving Patient Outcomes
Presenter: 1. Susan R. Lacey, RN, PhD, FAAN, 2. Karen S. Cox, PhD, RN, FAAN

A Flexible Staffing Model Driven by the Bedside Nurse
Presenters: 1. Melanie R. Cline, MSN, RN, 2. Misty J. Shardo, MSN, RN,
2. Marilyn L. Cox, MSN, RN

Nursing Leadership Competencies Required to Influencing Excellence in Nurse Sensitive Outcomes and Nursing Satisfaction
Presenter: 1. Linda Q. Everett, PhD, RN, NEA-BC, FAAN

Objectives:
1. Describe the Innovation Center's model for engaging nurses using social entrepreneurship and leadership content.
2. Discuss business methods used to determine ROI with each nurse-led project.
3. Articulate innovative strategies in partnering within nursing and finance to assure safe and effective staffing levels.
4. Describe elements of creating a flexible staffing model driven by patient needs.
5. Describe role model attributes of evidence-based practice models within hospital organizations.
6. Discuss leadership competencies necessary to design and sustain evidence-based practice within hospitals.

210: Successful Care Coordination: The Impact of Nurse, Patient, and System Factors

Tuttle

Heart to Home, Sooner, Safer, and Longer: Nurse/Patient Collaboration to Reduce Readmissions for Heart Failure Patients
Presenter: 1. Eleanor Phelps, MA, BSN, RN

Above PAR Care: Implementation of a Failure to Rescue Strategy
Presenter: 1. Kathleen Williams, MSN, RN

The Professional Nurse Practice Environment and Staff Nurse Care Coordination
Presenters: 1. Ingrid Duva, MN, RN, 2. Gerri Lamb, PhD, RN, FAAN,
3. Melinda Higgins, PhD

Objectives:
1. Orchestrated Nurse-driven interventions favorably impact reducing all-cause 30-day HF readmissions.
2. The PDSA methodology promotes purposeful, rapid cycle changes to move large scale projects forward.
3. Define the components of a clinical prediction rule that rates the level of patient stability (PAR score).
4. Apply the PAR score in the clinical setting to prevent failure to rescue episodes.
5. Describe identified relationships between the practice environment and the process of staff nurse care coordination.
6. Identify relevance of nursing process measures to improving patient outcomes.

211: Dashboards: Driven by Data-Driven Practice

Jasmine/Hibiscus

An Evidence-Based Approach to Develop and Maintain an Oncology Service Quality Dashboard
Presenter: 1. Frances Cartwright, PhD, RN, AOCN

Integrating Data Sources for Clinical Operational Improvement: Innovative Business Strategies in a Multi-Hospital System
Presenter: 1. Dianne M. Ross, PhD, RN

Real Time Pressure Ulcer Incidence Drives Quality Improvement
Presenters: 1. Lisa Q. Corbett, MSN, APRN, CS, CWOCN, 2. Jamie Ann Curley, BSN, RN, 3. Nancy Ough, LPN, 4. Carol A. Strycharz, MPH, BSN, RN, 5. Rebecca Morton, BSN, RN, CWCN

Objectives:
1. Describe levels of evidence and methodology to identify relevant indicators/benchmarks.
2. Identify oncology indicators and benchmarks associated with quality of care outcomes.
3. Describe a multi-hospital system business model to integrate data into clinical operational improvement.
4. Discuss the meaningful use of NDNQI data to impact clinical operational outcomes in hospitals.
5. Describe the benefits of collecting real time pressure ulcer incidence in addition to quarterly benchmarked prevalence and incidence.

212: Ages & Stages: Falls in Obstetric and Pediatric Patients

Brickell

Development of the Obstetric Falls Risk Assessment System to Improve Patient Safety
Presenters: 1. Linh Heafner, BSN, RN, 2. Deborah E. Suda, MN, RN, 3. Linda Searle Leach, PhD, RN, NEA-BC, 4. Nicole M. Casalenuovo, BSN, RNC, 5. Anna Gawlinski, DNSc, RN

A Multi-site Pediatric Fall Study
Presenters: 1. Patricia R. Messmer, PhD, RN-BC, FAAN, 2. Patricia A. Jamerson, PhD, RN, 3. Elaine R. Graf, PhD, RN, PNP, 4. Deborah Hill-Rodriguez, ARNP, MSN, PCNS-BC

Objectives:
1. Discuss the difference between falls in the adult patient as compared to pediatric patients.
2. Relate the differences and uniqueness of pediatric patients experiencing falls.
3. Describe the purpose of creating a fall risk tool for the obstetric population.
4. Identify obstetric fall risk factors for use in assessing risk among hospitalized pregnant women.

12:30 pm – 1:30 pm	**Lunch is provided to attendees**	Riverfront Hall

1:30 pm – 2:30 pm
Contact Hour: 1.0

General Session   James L. Knight Center
213: Satisfied nurses, satisfied patients, and improved patient outcomes. Is it that simple?
Presenter: 1. Michael Simon, PhD, MSN

Objectives:
1. Explain the association between patient satisfaction, nurse satisfaction and patient outcomes.
2. Identify strategies for nurse managers to promote patient satisfaction.

Poster Sessions

Presenters are bolded.

Room: Riverfront Hall
Contact Hour: 2.0

Wednesday January 26 • 6:00 pm – 8:00 pm
Session Number: 100

Thursday January 27 • 12:30 pm – 2:30 pm
Session Number: 108

Poster Objectives:

1. Describe various models/roles that were used to change care at the bedside and had a positive impact on patient outcomes.

2. Illustrate the business and social case for nursing and methods used for justifying staffing, resources and new programs.

3. Identify the "meaningful use" concept, its application to the Electronic Health Record (EHR) and its preparation for implementation in the EHR.

4. Describe the healthy work environment practices that were improved based on the Practice Environment Scale and Job Satisfaction Surveys.

5. Recognize the key nursing sensitive measure drivers that successfully improved patient outcomes and quality improvement processes.
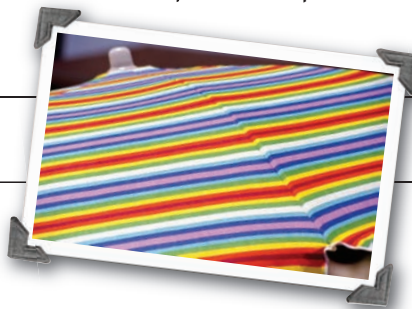
Business & Social Case for Nursing

1. **Charge, Change and Accountability • Anne M. Hammes, MS, RN, NEA-BC**, Sarah Wilkinson, BSN, RN

2. **The Business of Nursing and Workforce Improvements: Teach - Analyze - Change •** Nellie C. Robinson, MS, RN, **Diane H. Thorgrimson, MHSA, BS**, Linda B. Talley, MS, RN, Simmy Randhawa, DNP, MBA, RN, NE-BC, Tara E. Taylor, MPH, RN, Williams Lisa, MHA, BSN, RNC

3. **The business case for CNS leadership to fire up a shared governance team to reduce CAUTI • Georgann Adams, MSN, RN, CNS, CCRN, CNRN**, Anne M. Fara-Erny, MSN, RN, CCRN, APRN-BC

4. **Nurse Staffing Effectiveness: Outcomes based measurement and analysis within a direct care nurse staffing council model •Serena Lucas, MBA, RN, NEA-BC**, Kate Stejskal, MSN, RN, CPON, Michelle Copeland, MS, CNS, RN-BC, Dorothy Foglia, PhD, RN, NEA-BC

5. **Nursing Excellence Through Education: Development of an innovative funding program using NDNQI RN Education Data • Vicki Haag, MS, RN, LeAnn McCormick, BSN**

Care Coordination

6. **Implementing a Clinical Nurse Specialist on Night Shift • Dawn M. Becker, MSN, RN, CEN**

7. **Safety Scripting for falls and pressure ulcers • Kimberly Collins, MSN, RN**, Connie Zachrich, BS, MS

8. **Navigating Rough Waters: Achieving Excellence with a Nurse Navigator at the Helm • Annette C. Swanson, BS, RN, ONC**

9. **Senior ASSIST: Bridging a Gap in Care Coordination for High-Risk Elderly • Mary E. Wagner, BSN, RN-BC, CCM**, Diane M. McGee, MSN, RN

10. **Leading Pediatric Surgical Nursing Care • Danielle Flynn, BSN, RN, CPN**, Cara Rakow, RN, MSN, CPNP, Katherine Finn Davis, PhD, RN

11. **Using Simulation Training to Enhance Communication During Code Events in the Cardiac Catheterization Lab • Kay M. Cowell, MSN, RN, NEA-BC, Heather M. Shockley, BSN, RN, CCRN**, Shannon M. Buckvold, MD

13. **Recognizing, Measuring, and Improving Staff Nurse Care Coordination in the Hospital • Gerri Lamb, PhD, RN, FAAN**, Madeline Schmitt, PhD, RN, FAAN, MaryJane Lewitt, RN, Beth Botheroyd, MHA, RN

Poster Sessions Continued

14. **Project Safe Stay: A Falls Prevention Program** • **Rhonda M. Parker, MBA, BSN, RN, CPHQ**, Jayne A. Thomas, MBA, BSN, RN, Kathleen M. Williams, MSN, RN

15. **Bedside Handoff at change-of-shift: A strategy to improve patient outcomes** • **Elizabeth Tamondong, RN, MSN, CMSRN**

16. **Geriatric Assessment Through E-Health: The Princess Alexandra Hospital GATE Program** • **D. Maria Draper, MN, BN, RN**, Bonnie L. Pimm, RN, GC

17. **Beyond Rapid Response: Preventing failure to rescue in a large tertiary hospital in New York City** • **Camille Scarciotta, MSN, BSN, Jennifer Cappello, MS, RN, ACNS-BC**, Sameh Samy, MB.B.CH, MSA, CPHQ

18. **Got Safe Skin? Decreasing Pressure Ulcer Prevalence** • Betsy Held-Lenhart, BSN, RN

Electronic Health Records (EHR)

19. **Incorporating Meaningful Use in the Implementation of an EHR While Migrating from Meditech Magic to a 6.0 Platform** • **Tamara D. Strunk, BSN, RN, BC-CVN**, Angie Soliday, BSN, RN, Sherry E. Gehring, MSN, MAOM, BSN, RN, CPHQ, CPUM, Katrina Hobbs, ASN, RN

20. **Sharing of Lessons learned to create a future successful EHR implementation for YOU** • **Debra A. Balcik, MS, RN, Luanne Zeszutek, BSN, RN**

21. **Reducing falls with injury: Leveraging the EHR to improve patient safety while transforming practice** • **Stephanie S. Jackson, DNP, RN, CNS, ACNS-BC**, Greg S. Hafer, MSN, RN, Sarah L. Darwin, MSN, RN, Sharyn W. Sizemore, MSN, RN

22. **Utilization of the EHR to ensure safe patient hand-offs** • **Stephanie Meade, MSN, RN, NEA, BC**

23. **Demonstrating Meaningful Use Through Staff Engagement in the Design and Implementation of Electronic Documentation** • **Karen Bowers, MSN, RN**, Dona Potts, BSN, RN, Fran Sercer, MSN, RN, Shari Wilson, RN

24. **Bad, Ugly and Good: Implementation of an Electronic Medical Record in Ambulatory Care** • **Donna M. Dalton, BSN, RN**

25. **Meaningful Use...Meaningful Outcomes: A Nursing-Focused Success Story of a Computerized Clinical Information System** • **Linda Gleespen, BSN, RN**, Sandra Germano, BSN, RN

26. **Applying the Concepts and Process of Meaningful Use to the Electronic Health Record** • **Becky Dodge, MBA, BSN, RN**

Healthy Work Environments

27. **In The Line of Fire: One Hospital's Journey to a Safer Environment** • **Noreen C. Thompson, MSN, BSN, RN, PMHCNS-BC**, Elizabeth F. Carlton, MSN, RN, CCRN, Laura A. Burch, MA, BSN, Christopher Ruder, MS, RN, NEA-BC

28. **Teamwork and Safety Climate of Perinatal Caregivers** • **Wendy Budin, PhD, RN-BC, FAAN**, Marge Lillienthal, MS, RN, NEA-BC, Flavia Contratti, MA, RN-BC, LCCE

29. **Meal Break Pilot Program: Created by Staff Nurses to Improve Job Satisfaction** • **Lindsey R. Calderone, BSN, RN**, Patricia Laquale, BSN, RN

30. **Standardization: The Key to Safety, Satisfaction, and Success!** • **Laurie L. Marin, BS, RN, CMQOE**

31. **Time Saving Strategies of the Admissions Nurse** • **Vivian E. Day, MHA, BSHCA, RN-BC**

32. **Nursing Unit Resuscitation Using the ABC's of Attitude, Behavior, Communication and Collaboration** • **Sharon R. McEwen, MSN, RN, CCRN**

33. **Nurse Perceptions of Their Work Environment: Perspectives from the ICU through Ambulatory Care** • **Margaret E. Swanson, MS, BSN, RN-C**, Stephanie A. Feltes, BSN, RN, TNS, PHTLS

34. **Fighting Our Way Back: When RN Satisfaction Gets Pounded by Fiscal Realities** • **Jennifer J. Lofgren, MS, RN, CPHQ**, Barbara A. Drummond-Huth, DNP, RN, NEA-BC

35. **Innovative Strategies for Improving Nursing Staffing and Resource Adequacy** • **Kathryn Ewers, MSN, M.Ed, BA, RN**, Martha Baker, BSN, RN, Barbara Scollon, MBA, BSN, CCRN, BS, RN, Samuel Ruiz, BSN, RN

36. **Getting Back on Track - A Case Study Describing Turnaround of a Patient Care Unit in a 6 Month Time Frame** • **Rita J. Fowler, MSN, RN, CCRN, NE-BC**, M. Lynn Randolph, MS, RN, CPHQ

37. **A Staff Led Performance Improvement Initiative Utilizing NDNQI RN Survey Results** • Cindy Kling, MSN, CNS, CCNS, CCRN, CPN, **Susan Demuth, ADN, RN, CPN**, Dawn Bradley, ASN

38. **Direct Care RNs with Specialty Certifications in Acute Care Hospitals** • **Lili Garrard, MS**, Peggy A. Miller, PhD, RN, Frances Oberhelman, MSN, RN

39. **Promoting Staff Satisfaction and Improving Patient Safety Through Implementation of a Five Level Triage System in the ED** • **Eileen Gallagher, MSN, RN**

40. **Maximizing Nursing Satisfaction With Skill Mix On A Pediatric Step Down ICU By Standardizing ACT Competencies.** • Cindy Kling, MSN, CNS, CCNS, CCRN, CPN, **Maureen Laffick, BSN, RN**, Dawn Bradley, ASN

41. **Partnering with an Ombudsman, a Shared Journey for Team Growth and Improved Job Satisfaction** • **Joan M. Sheeron, MA, RN**

42. **Surfing the Waves of Patient Population Change: Neuroscience Collaborative Partnership** • **Annie Veronica Chapman, BSN**

43. **Appreciative Inquiry and Shared Governance - A Strategic Formula to Enhance Nurse Satisfaction and Decisional Involvement** • **Diane J. Thompson, MS, RN**, Lisa D. Greenan, MSN, RN, CNML, BC

44. **Strategies to Create and Sustain a Healthy Work Environment and Improve Nurse Satisfaction** • **Ann Regier, MS, RN, Kristin Seidl, PhD, RN**, Anne Naunton, MS, RN

Quality Improvement driven by Nursing Sensitive Measures data

45. **An Evidenced Based Oral Care Protocol to Reduce Ventilator Associated Pneumonia in Critical Care** • **Lisa J. Cuccio, MSN, BSN, RN, NE-BC, Ellen Cerullo, MS, BSN, RN**, Cindy Rivet, MS, RN, CNL, BC, Judy Lynch, BSN, RN, CCRN, Susan Steeves, MSN, RN, CNL, CCRN, Donna Leger, MSN, BSN, RN, CCRN, Cindy Padula, PhD, RN, Barbara Pashnik, BS, RN, Heidi Paradis, BSN, RN, CCRN

46. **Developing an Innovation Unit and Evaluating Outcomes** • Cheryl H. O'Malley, MSN, BSN, RN, CMSRN, **Theresa A. Lattner, RN, CMSRN**, Brent W. Burkey, MD, MBA, Rami Boutros, MD, MBA, FAAP

47. **Results of a Nurse-driven In-dwelling Urinary Catheter Algorithm** • **Deborah Pavlak, BSN, RN, CIC, Michelle Freitag, BSN, RN**, Susan Carroll, MS, BA, RN, CNE

48. **Mobility Matters! Addressing the Triple Threat Impacting Nursing Quality by Ensuring Competent Evidence Based Care** • **Michael J. Kingan, MSN, RN, CWOCN**, Sheila R. Johnson, BSN, RN, Rachel L. Palmieri, MSOTR/L, Jill C. Schie, MS, OTR/L, Susan M. Serdensky, MSN, RN, C. DeAnne Zwicker, MS, RN, APRN, BC, Joanne Pritchett, BSN, MA, RN, Rachel L. Friedman, MSOTR/L, Emily C. Shields, DPT, Brigitte G. Henry, PT, DPT

49. **Effect of PCEA vs. PCA post Cesarean Section on Perceived Pain and Breast Feeding Initiation** • **Joan R. Robertson, MA, BSN, RN, LCCE, NE-BC, Joyce Carroll, BSN, RNC, NE-BC, Shirley Kowalewski, BSN, RNC**

50. **Venous Thromboembolism Prophylaxis: An Evidence-Based Practice Change** • **Christina Williamson, MSN, RN-BC**, Marci Handley, BSN, RN, CCRN

51. **A Successful Pressure Ulcer Prevention & Treatment Program Implemented by a Med/Surg CNS and other Nursing Staff** • **Victoria J. Hays, MN, RN, CNS, APRN-BC**

52. **IV Infiltration- Prevention, Treatments and Resources** • **Jean Russell, BSN, RN, CRNI**

53. **Key Strategies for Fall Reduction** • **Diane Walbridge, MSN, RN, NEA-BC**

54. **ICU, eFocus/eICU, and Interdisciplinary Care Rounds (IDCR) Impact on Ventilator Associated Pneumonia (VAP)** • **Jodeena Kempnich, MSN, RN, Kimberly E. Sieck, MSN, CCRN-E**

55. **Preventing surgical site infections in patients colonized with Staphylococcus Aureus** • Nancy Pearlman, MS, RN, ARNP-BC, **Lisa M. Hale, BSN, RN**, Jan Larmouth, MS, CIC

56. **Using Nurse Champions to Decrease Hospital Acquired Pressure Ulcers in the ICU** • **Judith A. DiPerri, MSN, RN, BC, CWOCN**

57. **Mobility Matters! Preventing Hospital Acquired Pressure Ulcers Utilizing Best Evidence** • **Michael J. Kingan, RN**

58. **Keeping Our Eyes Peeled For Pressure Ulcers: The 4-Eyed Assessment RN and PCA together at the bedside** • Reva Klar, MSN, GCNS-BC, Meghan Smith, BSN, RN, CWOCN, Connie Hall-Burke, BSN, RN, Judy Paull, APRN, NEA, BC, Elmira Nixon, MSN, MBA/HCM, RN, **Coakley Sharnae, MBA, BSN, RN**

59. **Pressure Ulcer Role Awareness: Bridging the Knowledge and Practice Gap** • **Cathryn L. Reimanis, RN, ND, CNS, CWOCN**

60. **A Rapid Response to Unexpected Rise in Pressure Ulcer Development** • **Mary Naccarato, MBA, BSN, RN**, Catherine Branton, MS, ARNP, CSMRN, Patrice Del Grosso, MSN, RN, Barbara Donnelly, MHSA, BSN, RN, CCRN, Mary Anne Usher, MBA, BSN, RN

61. **A CAUTI Initiative: Utilizing NDNQI data and the EHR to improve catheter associated urinary tract infections** • **Sally F. Bennett, MS, RN**, Allison Caccia, BSN, RN, Andrea Geiger, BSN, RN, CEN, Sherry Pinkard, RN, CNOR, Arlene Lantz, MS, RN, CNA

62. **Getting to the Root of Falls: Use of a Mini-Root Cause Analysis Tool** • **Norma D. McNair, RN, Catherine (Cait) Walsh, MSN, RN**

63. **Using Active Learning Methodology to Improve CLABSI Rates in the Adult ICU** • **Lisa M. Boghozian, MSN, BSN, RN, CCRN, Tiffany Barnette, ADN, RN, CCRN**, Mary Knight, BSN, RN, Linda Jablonski, BSN, RN

Poster Sessions Continued

84. **Rounding By the Hour; A Time to Focus on Fall Prevention** • **Carol A. Herring, MA, BA, RN**

85. **"Fall Free Days" An Innovative Fall Prevention Strategy: The Team STEPPS Approach** • **Judith A. Moran-Peters, DNSc, RN, NE-C, BC**, JoEllen Sadowski, MPA, RN, NE-C, BC

86. **Meeting the Challenge: Fall Minimization on a Neuroscience Floor** • **Stacey S. Claus, MSN, RN, CNRN**, Heather Sinclair, RN, CNRN, Courtney Miller, PT, DPT, Dannelly Perdion, BSN, CMSRN, April Sanderson, RN

87. **The Skin Injury Prevalence Study (SIPS): Utilizing Web-based Data Capture at the Bedside** • **Judith Stellar, MSN, CRNP**, Larissa Hutchins, MSN, RN, CCRN, CCNS, Andrea Colfer, RN, MSN, CPN, Darcy Brodecki, BS, **Katherine Finn Davis, PhD, RN, CPNP**

88. **Reducing Falls Rates for Hospitalized Cognitively Impaired Patients: an inexpensive, easily replicated innovation** • **Frederick A. Graham, BN, RN**

89. **Simmering Down Hospital Acquired Pressure Ulcers with Intensive Reviews** • **Heather L. Bates, BSN, RN, CWCN, CCCN**, Mary Sue K. Van Dyke, BSN, RN, CWOCN, Theresa M. Heindlmeyer, BSN, RN-BC, Lorna R. Spiekerman, MS, BS, RN, CPHRM

90. **Patient Falls Down!** • **Carol Colussi, MHA, BSN, RN**

91. **Teamwork Improving Outcomes in Critical Care** • **Althea Warrell, RN**, Sonia A. Gentles, BSN, RN

92. **Head Down...Heels Up!** • **Patti Shanteler, MPH, BSN, RN**

93. **Using the Electronic Medical Record to Decrease Catheter-Associated Urinary Tract Infections** • **Myrkol Bolden, MBA, MHA, CSSBB, Rachelle Mader, RN**, Mary Stevie, MS, RN, Mary Nicholson, MPH, BSN, RN, CIC, Molly Johantgen, MSN, RN

94. **Utilizing NDNQI AIR Cycle Report to Determine Completeness of Pain Assessments in the Pediatric and Neonatal Population** • **Tamara Haslar, MSN, RN, FNP-BC, AOCNS**, Nancy Mosier, MSN, CNS, CPN

95. **An Innovative Approach to Excellence in Nurse-Sensitive Outcomes:** • **Mary Sitterding, MSN, RN, CNS**, Diane Thompson, MS, RN

96. **Nursing certification...raising the bar** • **Cheri Hunt, MHA, RN, NEA-BC, Paula Blizzard, MS, RN, NE-BC**, Susan Burns, BSN, RN, CPON, **Patricia Thon, MSN, RN-BC**

97. **A Modeled Skin Integrity Program Solution "Consistently Meeting The Mark"** • **Angela Robinson, BSN, RN, CWOCN**

98. **Acute Care Mental Health Debriefing: Strategies for Promoting Patient Safety** • **Susan Edwards, MSN, RN, CRRN**, Nancy Faulk, PhD, RN, CNS, NE-BC, Beverly Rashad, MSN, RN, NEA-BC, Patti Carstensen, BSN, RN

99. **"Scrub the Hub" Reducing Central Line Associated Bacteremias in a Bone Marrow Transplant Setting** • **Josephine Tutro, RN, BSN, MSEd, RN-BC**, Jacqueline Collavo, BSN, RN, NE-BC

100. **Staff Nurse Driven Quality Project Supports Elimination of Heparin Flushes in Central Venous Catheters** • **Sue C. Campbell, RN**

101. **Harnessing the Multidisciplinary Team & Available Technology to Reduce Patient Falls on a Telemetry Unit** • **Melinda D. Sawyer, MSN, RN, PCCN, Kelly Caslin, BSN, RN**, Stacey Taylor, BSN, RN, Rosemary Dodd, BSN, RN, Nisa Maruthur, MD, MHS

102. **Increasing Nursing Job Enjoyment and Patient Satisfaction on a High Acuity Adult Medicine Unit** • **Darci L. Bowles, MS, RN, RRT, PCCN**

103. **The Tipping Point: Factors that Influence Nursing Decisions about Calling a Rapid Response Team** • **Jackie Wavelet, MSN, RN, ACNS-BC, CNL, Sarah Mossburg, MS, BSN, RN, ACRN, NE-BC**

104. **Sustaining Unit-Based Skin Champions: "Champ Camp"** • **Lisa Q. Corbett, MSN, APRN, CS, CWOCN**, Rebecca Morton, BSN, RN, CWCN, Barbara J. Hoak, MS, RN, CWCN

105. **Tapping into the power of benchmarking: using NDNQI data to reduce patient falls on an Inpatient Rehabilitation Unit** • Sharon Kimball, MS, RN, CNL, CRRN, **Elena Largaespada, RN, CRRN**

106. **Benefits and Challenges of NDNQI Data Usage: An Exploratory Study by the Oklahoma NDNQI Collaborative** • **Karen Tomajan, RN, MS, NEA-BC**, Susan K.B. Jones, RN, APN, CCNS-P, CCRN-P, REMT-P, Barbara J. Holtzclaw, PhD, RN, FAAN