



**2022**

Sanford Bismarck

# NURSING REPORT

**SANFORD**<sup>®</sup>  
HEALTH



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**Wendy Kopp,  
PhD, MSN, RN**

Vice President of Nursing  
and Clinical Services

“  
**WHEN YOU’RE  
A NURSE, YOU  
KNOW THAT  
EVERY DAY  
YOU WILL  
TOUCH A LIFE  
OR A LIFE  
WILL TOUCH  
YOURS.**  
”

## ORGANIZATIONAL OVERVIEW

### A Message from Your Vice President of Nursing and Clinical Services

It is with great pleasure that I share with you the 2022 Nursing Annual Report. As Vice President of Nursing and Clinical Services, I am proud to continue to develop and maintain the Bismarck region’s reputation for excellence in nursing services. I am committed to creating and maintaining a healthy work environment that supports our nurses. By fostering a professional environment, evidence-based nursing practice is employed and professional development and specialty certification are encouraged. Nurses are empowered to make decisions that impact their practice. Our nurses have a strong voice as evidenced by our robust shared governance model and participative decision-making philosophy that values the engagement of ALL nurses.

As we review and reflect on the amazing stories and initiatives in 2022, you will quickly see the continued commitment we have in sustaining initiatives to improve quality and patient experience. Our relentless passion to become a highly reliable organization can truly be felt through our SAFE culture. SAFE propels quality, safety, patient experience and employee satisfaction thus creating an environment that allows our nurses to thrive. Nursing took the lead to improve our patient experience scores and our nurse-sensitive indicators as evidenced by bedside reporting, daily departmental huddles and countless other interventions. Additionally, our commitment to diversity, equity and inclusion is evident in our workforce. We will continue with initiatives by building on the talents, experiences and beliefs of our employees to improve the lives of the patients throughout the diverse communities we serve.

As we experienced unsurpassed growth in many of our clinical areas, nursing has been the pillar of our success through it all. We are proud of who we are, energized as we celebrate the many accomplishments and are committed to our Magnet® culture. Nursing can be proud of its accomplishments in 2022. I look forward to the year ahead as your nursing leader.

With gratitude,

**Wendy Kopp, PhD, MSN, RN**  
Vice President of Nursing & Clinical Services

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## MAGNET RE-DESIGNATION

Sanford Bismarck is currently working toward joining an elite group of hospitals that have earned their fourth Magnet designation. Less than 2% of hospitals have received a fourth Magnet designation. Sanford Bismarck anticipates a Magnet site visit in late 2023.

# Our Mission, Vision and Values

## OUR MISSION

Dedicated to sharing God's love through the work of health, healing and comfort.

## OUR VISION

Improving the human condition at every stage of life through exceptional care, spiritual enrichment, innovation and discovery.

## OUR NURSING VISION

The provision of highly reliable, safe, person-centered care fostered by a healthy work environment of skilled teams working collaboratively across all care settings.

## OUR VALUES

- |                    |                                                                                                                                                                                                     |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Calling</b>     | Demonstrating enthusiasm for those we serve, our vocation and the organization's mission.                                                                                                           |
| <b>Courage</b>     | Having strength to persevere, innovate, use our voices and take action.                                                                                                                             |
| <b>Family</b>      | Celebrating the connection and commitment we have to each other through it all.                                                                                                                     |
| <b>Community</b>   | Providing care in a diverse range of settings and environments with a focus on the wellness of individuals.                                                                                         |
| <b>Service</b>     | Sharing God's love through actions that reflect compassion, acceptance, love, humility and sincerity in keeping with the common Lutheran heritage of Sanford Health and the Good Samaritan Society. |
| <b>Resolve</b>     | Adhering to systems that align actions to excellence, efficiency and purpose.                                                                                                                       |
| <b>Advancement</b> | The pursuit of individual and organizational growth and development.                                                                                                                                |



## About Sanford Health

Sanford Health, the largest rural health system in the United States, is dedicated to transforming the health care experience and providing access to world-class health care in America's heartland. Headquartered in Sioux Falls, South Dakota, the organization serves more than one million patients and 220,000 health plan members across 250,000 square miles. The integrated health system has 47 medical centers, 2,800 Sanford physicians and advanced practice providers, 170 clinical investigators and research scientists, more than 200 Good Samaritan Society senior care locations and world clinics in 8 countries around the globe



**47** medical centers



**222** clinic locations



**186** senior living communities



**152** skilled nursing and rehab facilities



**201,534** Sanford Health Plan members



**44,000** employees



**1,488** physicians, **1,339** advanced practice providers and **7,944** registered nurses delivering care in more than **80** specialty areas

## Sanford Health Culture

Sanford Health is excited to be on a journey of tremendous growth and momentum. With our vast geography, cutting-edge medicine, sophisticated research, advanced education and our own health plan, we are unique in what we do and how we do it.

Through relationships built on trust and successful performance and a vision to improve the human condition, Sanford seeks to make a significant impact on health and healing. With a commitment to diversity and inclusion, our journey as an organization includes continually building on the diverse talents, experiences and beliefs of our employees, as well as the patients and communities we serve.

We are proud to be from the Midwest and to impact the world.

### SANFORD BISMARCK 2022 QUICK FACTS

Licensed beds including nursery/NICU beds	<b>287</b>	Emergency dept. visits	<b>35,900</b>
Inpatient admissions	<b>13,883</b>	Deliveries	<b>1,573</b>
Daily census	<b>196.05</b>	Nursing staff	<b>1086</b>
Average length of stay	<b>4.48</b>	Female	<b>92%</b>
Case mix index	<b>1.66</b>	Male	<b>8%</b>
Outpatient visits	<b>236,831</b>	Avg. age	<b>38.75</b>

### SANFORD HEALTH ENTERPRISE ANNUAL PATIENT VOLUMES

Outpatient and clinic visits	<b>5.2M</b>
Admissions	<b>82,848</b>
Surgeries and procedures	<b>127,875</b>
Births	<b>9,163</b>
Emergency dept. visits	<b>194,834</b>



Kayla Muth, RN, excited to serve patients in the Infusion Center



## WEATHERING THE BLIZZARD

The snowfall record for Bismarck, North Dakota, was set in 1996-1997 at a whopping 101.6 inches. This winter had a valiant attempt at the record but has thus far fallen short with a snow total of 101.4 inches. Despite near record snowfall, Sanford Health Bismarck continued to serve patients while ensuring staff could get to work safely.

Throughout the 2022-2023 snow season, Sanford Bismarck booked over 1,000 hotel rooms to keep staff safe during the numerous blizzards that struck the region. The first historic blizzard occurred in April of 2022; this storm brought anywhere from 1 to 3 feet of snow in some areas with drifts reaching upwards of 8 feet. This major storm bred opportunities for improvement and allowed the organization to strategize for future storms. Thus, when another major blizzard struck in early November, dumping 17 inches of snow, Sanford Bismarck was ready. Coordinating such an undertaking was no small task. Kelsey King played an integral role in getting the appropriate number of rooms secured and assigned for staff, the house supervisor worked on allocating rooms and coordinating staffing issues as they arose, while security worked diligently shuttling staff to and from hotels. Throughout these events, the Sanford Health community stepped up, with a smile and made it to work to serve those that needed them the most.

1996-1997  
**SNOWFALL RECORD**  
**101.6 inches**  
Bismarck, North Dakota

2022-2023  
**SNOWFALL**  
**101.4 inches**  
Bismarck, North Dakota

# TRANSFORMATIONAL LEADERSHIP LEADING FOR TODAY AND THE FUTURE

Transformational nurse leaders throughout the organization are leading teams today, influencing change in the organization beyond nursing and leading nursing to where it needs to be in the future.

## Advocacy and Influence

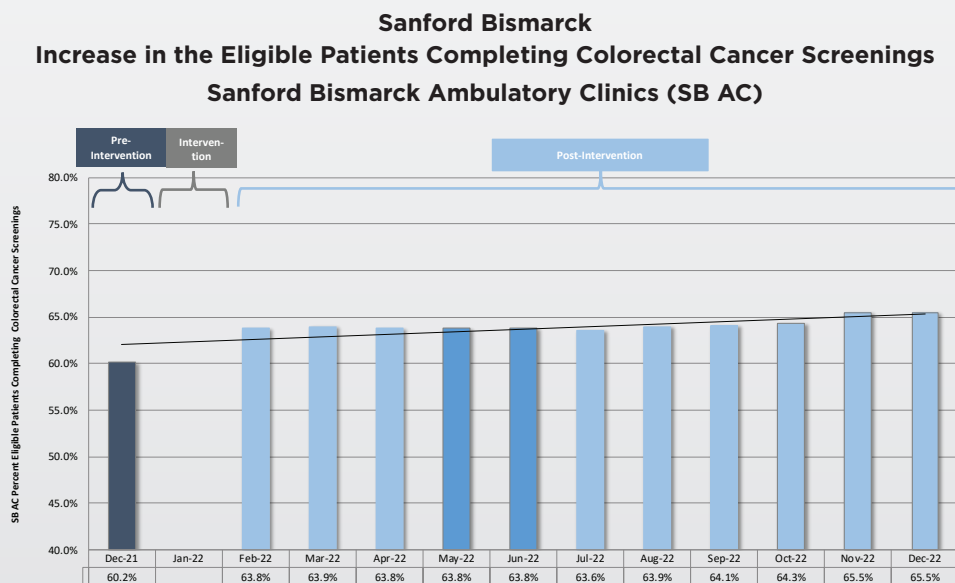
### IMPROVEMENTS IN COLORECTAL SCREENING

Colorectal cancer is the third leading cause of cancer deaths for both men and women. An estimated 52,980 people in the U.S. were projected to die of colorectal cancer in 2021 (U.S. Preventive Services, 2021). Sanford Bismarck saw a slow decline in colorectal screenings from 64.2% to 60.2% in December 2021, among eligible patients in ambulatory clinics, signaling the need for action.

In January 2022, the clinic quality team met with Sanford Bismarck’s executive leadership and proposed two quality measures for 2022, increasing the percentage of eligible patients completing colorectal screenings and similarly, the percentage of eligible patients completing a mammogram for breast cancer screening. The Sanford Bismarck executive leadership approved the proposal.

At every patient encounter, nurses were instructed to address colorectal screening. The nurses were then asked to update patient charts and patients would be referred, if needed, to the colorectal direct scheduling pool nurses. The direct scheduling pool nurses would schedule eligible patients without an appointment for colorectal screening. The nurses review each referral and can either schedule the patient for a colonoscopy if eligible or schedule the patient for a provider appointment.

With the new workflows in place, Sanford Bismarck was able to continuously improve their screening performance..



SB AC Percent Eligible Patients Completing Colorectal Cancer Screenings

## Visibility, Accessibility and Communication

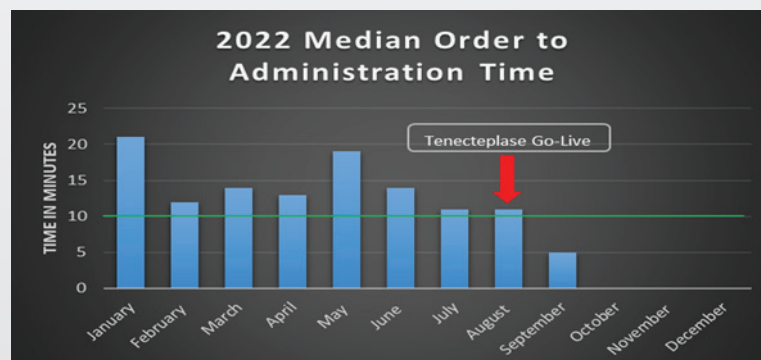
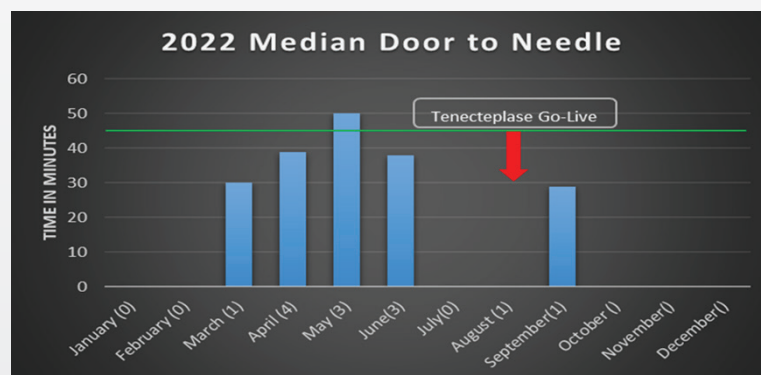
### SETTING THE PACE WITH TENECTEPLASE

The care of stroke patients is constantly evolving as new research becomes available. Although not FDA-approved, there has been increasingly positive studies showing Tenecteplase to be beneficial in the treatment of the adult acute ischemic stroke (AIS) patient.

The American Journal of Emergency Medicine published a systematic review with meta-analysis in April 2021, with the purpose of comparing Tenecteplase to Alteplase in adult AIS. The study included eight studies with a total of 2031 patients. Findings of the systematic review revealed that Tenecteplase has:

- Higher rates of recanalization in thrombectomy patients
- Higher rates of early neurological improvement
- No difference in intracerebral hemorrhage (ICH), symptomatic ICH or death

Decreases in medication errors, faster door-to-needle times and ease of reconstitution and administration were just a few positives that favored Tenecteplase to be the Sanford Health enterprise thrombolytic of choice in AIS treatment. After nearly nine months of preparation, Sanford Health made a complete transition to Tenecteplase on August 2, 2022. In the first month after the transition, the median door-to-needle time improved from 38 minutes to 29 minutes and the median order-to-administration time improved from 14 minutes to 10 minutes. Sanford Health's stroke team in Bismarck presented their results and experience with critical access hospitals in the region.



# STRUCTURAL EMPOWERMENT SUPPORTING PRACTICE

Structural empowerment provides nurses with the ability to have a meaningful say in the design of their nursing practice through Nursing Shared Governance and input on nursing policies and procedures. Structural Empowerment also provides structure to support nurses' professional development.

## Nursing Shared Governance

### NURSING SHARED GOVERNANCE EVENT

In 2022, the Nursing Senate Retreat was held at Black Leg Ranch in McKenzie, ND. The theme was "Better Together" and the overarching emphasis was on working together to improve the care provided to patients. There were three presentations that concentrated on different areas of focus that can be used to best work together. Focusing on one's self and working out how to work with others through the Myers Briggs evaluation, an analysis of "Together is Better" and a presentation of transformational leadership made up the working content of the 2-day event. Staff also had the opportunity to make crafts, ceramics, participate in trivia, and even pet a baby bison!



## Professional Development

### CERTIFICATION

Certified Nurses Day honors all certified nurses who contribute to improved patient outcomes through national board certification in their specialty. Based on certified nurses' preferences, recognition was provided at the department level and also in the form of gift options. Certified nurses were allowed to choose a gift from five options including a sunrise clock, electronic notebook, ¼ zip pullover, blanket and wallet. This year's gift options were personalized with the Sanford logo and "certified nurse" printed on the item. In 2022 at the time of Certified Nurses Day, we had 326 certified nurses (inclusive of advanced practice providers). We continue to support gaining and maintaining certification by offering review courses free of charge and continuing education via several methods including CE Direct, Elsevier and local offerings. Sanford Enterprise Review Courses offered in 2022 included:

- Nursing Professional Development Certification (NPD-BC) - April 6-8, 2022
- Emergency Nurse (CEN) - August 9-10, 2022
- Stroke Certified Registered Nurse (SCRN) - August 30-31, 2022
- Cardiac Vascular Nursing (CV-BC) - September 21-22, 2022
- Nurse Manager Leader (CNML & NE-BC) - October 6, 2022
- Certified Post Anesthesia Nurse (CPAN) and Certified Ambulatory Perianesthesia Nurse (CAPA) - October 22-23, 2022
- Ambulatory Care Nursing (AMB-BC) - Self-paced Course
- Case Management (CMGT-BC) - Self-paced Course

### BACCALAUREATE OR HIGHER DEGREE IN NURSING

Many studies have identified better patient outcomes when hospitals have a higher percentage of RNs with baccalaureate or higher degrees. These outcomes may include lower patient mortality, pressure injuries, failure to rescue and length of stay. We are proud of the fact that we have achieved the Magnet® standard of having >80% of nurses with a baccalaureate or higher degree in nursing. We continue to support nurses by offering tuition support for baccalaureate or higher degree in nursing.

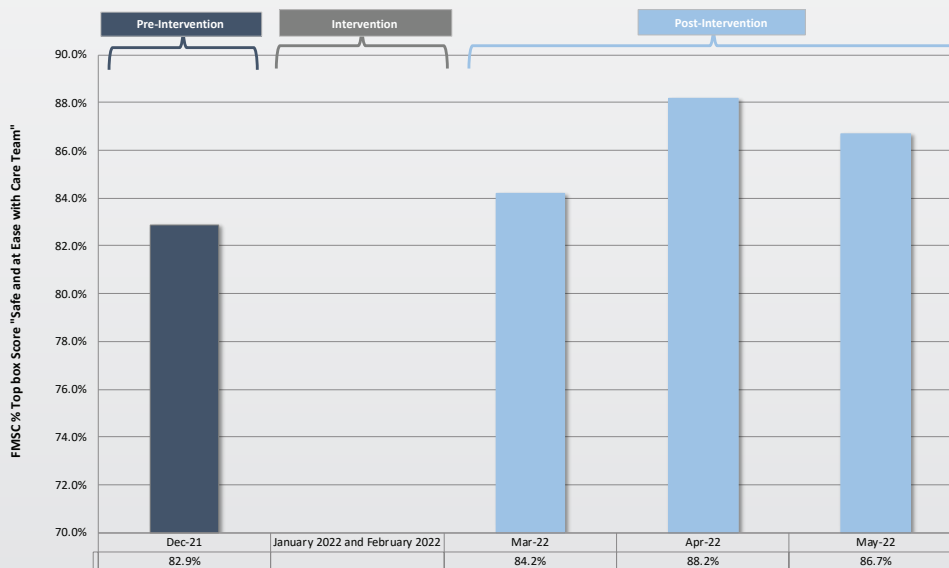
## TRIAGE NURSE IN THE AMBULATORY SETTING

By January 2022, Sanford Bismarck was experiencing a shortage of clinic nurses. The care delivery model in the ambulatory medical clinics was designed to have one RN assigned to each provider. Due to the nursing shortage, RNs were asked to cover multiple providers, which quickly impacted the patient experience. Ambulatory leaders reviewed the ambulatory medicine clinics' staffing issues, patient satisfaction data and clinic staff feedback. To address the identified concerns, leaders convened an interprofessional team inclusive of Sanford Bismarck clinic physicians, APRNs, clinical nurses and nurse leaders to discuss the implementation of a triage RN in the clinic. Triage nurses play a pivotal role in ambulatory care. The clinic triage RN role is responsible for prioritizing the many patient care needs, delegating tasks and ensuring patients feel safe and receive timely communication to support their ongoing care. It was anticipated that a triage nurse in the clinic would positively impact patient satisfaction by improving provider communication and timeliness of care.

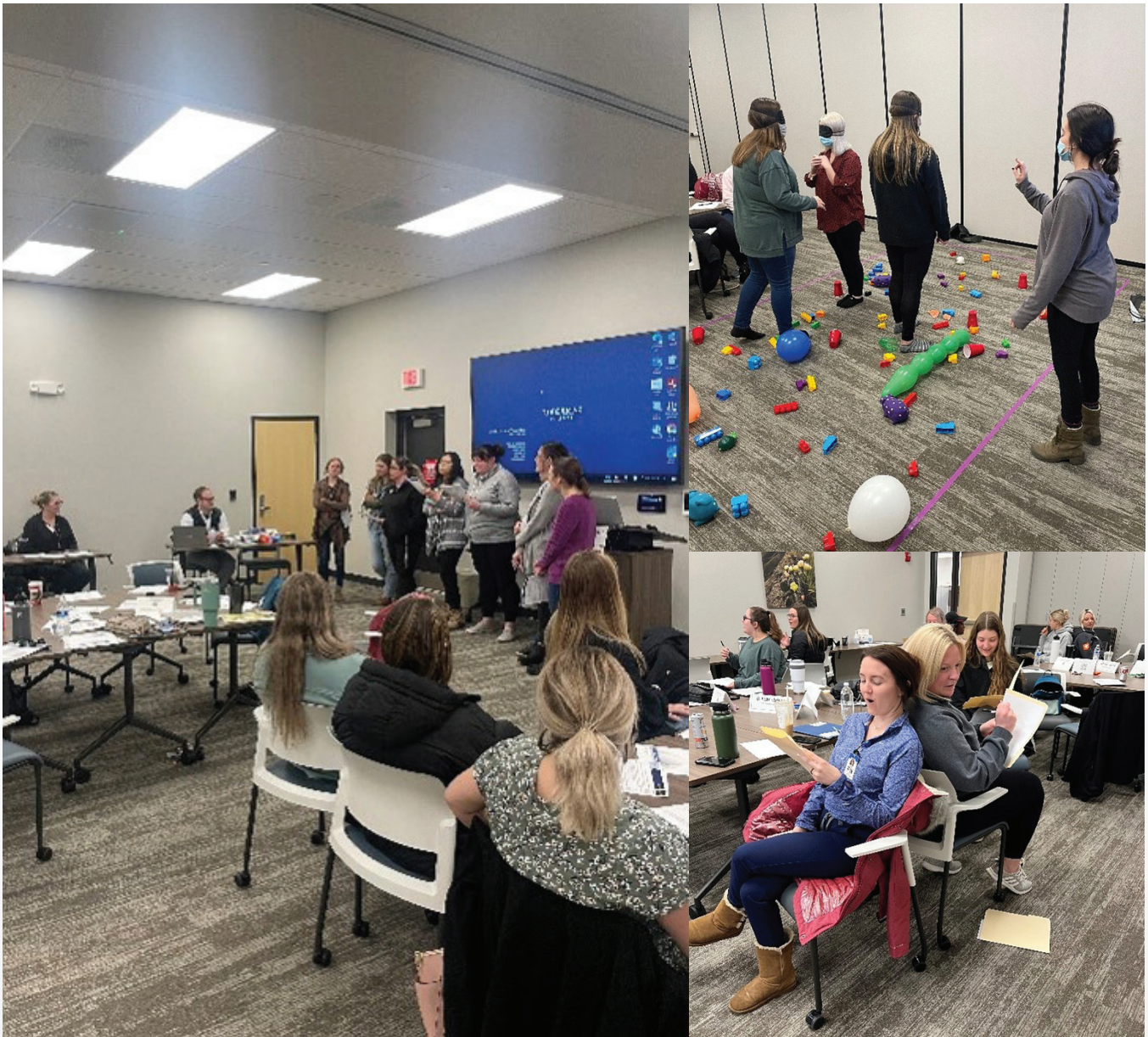
The subsequent meetings were used to establish how nursing staffing could look using the new triage role and how clinic workflows would change, including the increased use of already established nursing protocols to allow the RNs to work to the top of their scope. The triage RN would cover 3-4 providers in each clinic. The triage RN would be accountable to sort and prioritize patient phone calls and emails and delegate appropriate follow-up activity to the LPN and certified medical assistant (CMA). The expectation was that all patient phone calls and emails are completed within 24-48 hours.

The task force agreed to pilot the role in one clinic. The Sanford Bismarck Family Medicine South Clinic was selected to be the first clinic to implement the triage RN. The new care delivery model was implemented in February 2022, resulting in an increase in the percent Top Box Score at the Family Medicine South Clinic for the question "Safe and at Ease with Care Team."

**Sanford Bismarck**  
**SE1EOB: Increase the Percent Top Box Score for the Question "Safe and at Ease with Care Team"**  
**Unit Level Data: Family Medicine South Clinic (FMSC)**



FMSC % Top Box Score "Safe and at Ease with Care Team"



## Teaching and Role Development

### NURSE RESIDENCY PROGRAM

In 2022, 155 graduate nurses were enrolled in a 12-month nurse residency program operating three cohorts that started in January, May and September. In April 2021, Sanford Nurse Residency Program received Accreditation with Distinction from the American Nurses Credentialing Center (ANCC). Nurse residency seminars were held in person at the Sanford Business & Training Center. New graduate nurses have reported that the additional support from fellow residents and mentors has been beneficial during these unprecedented times. Due to the benefits, our new graduate nurses received as part of nurse residency, our overall retention rate for 2022 nurse residents was 92%.

## SUMMER INTERNSHIP PROGRAM

We placed 41 nursing students into the summer internship program for 2022. This program helps nursing students to expand their clinical skills and knowledge under the guidance of an experienced nurse preceptor. Because of the success of this program, we elected to offer the opportunity for those who wished to extend their time in the Student Internship Program beginning in January 2020. We had 13 nursing students extend their internship experience through the end of 2022.

## INTERNATIONALLY EDUCATED NURSES ORIENTATION AND FELLOWSHIP

In 2022, Sanford Bismarck on-boarded 20 Internationally Educated Nurses (IENs) from the Philippines and Nigeria. The IENs came with a vast background of nursing practice from throughout the world and have been able to bring insight from prior practice and an exciting energy into the medical surgical and dialysis units. With an additional week added at the beginning of their orientation, the IENs spent additional time learning the intricacies of the United States health care system. Additionally, they progressed through a four-seminar fellowship which reflects closely to the Nurse Residency Program. The fellowship was developed to support IENs as they transition to nursing practice at Sanford Bismarck.





## Recognition of Nursing

### THE DAISY AWARD

The DAISY Award is an international program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses every day. Patients, visitors, families, volunteers and all employees may nominate a deserving nurse. Our 2022 Daisy Award recipients are as follows:



Hannah Rexine



Breanna Meckle



Stephanie Davis



Tina Volk



Ashley Folden



Jennifer Hendricks



FOR EXTRAORDINARY NURSES

HONORING NURSES INTERNATIONALLY  
IN MEMORY OF J. PATRICK BARNES

# 2022 SOARING TO EXCELLENCE

The annual Soaring to Excellence ceremony was held on Nurses Day, May 9, 2022 at the Bavendick Ballroom at Bismarck State College. This event kicked off the celebration of National Nurses Week. The award winners were recognized on stage and received an inscribed trophy.

## 2022 AWARD WINNERS



**2022 Florence Nightingale Award**  
Krystle Cremer, BSN, RN



**2022 Florence Nightingale Award**  
Taylor Unruh, BSN, RN



**2022 Star Performance Award**  
Taylor Privratsky, BSN, RN



**2022 New Knowledge, Innovations and Improvements Award**  
Gina Pich, BSN, RN, ONC



**2022 Exemplary Professional Practice Award**  
Kaleb Kirby, BSN, RN, CCRN, CMC, CSC, TCRN



**2022 Structural Empowerment Award**  
Erik Lynn, MSN, RN



**2022 Transformational Leadership Award**  
Becky Stroh, BSN, RN, CCDS



**2022 T Distinguished Wisdom Keeper Award**  
Miranda Harvey, BSN, RN, SCRN



**2022 Jan Kamphuis  
Spirit of Nursing  
Leadership Award**  
Barb Nies, MSN,  
MMGT, RN, OCN



**2022 Friend of Nursing  
Individual Award**  
Greg Fritz, RPh



**2022 Friend of Nursing  
Individual Award**  
David Field, MD



**2022 Friend of Nursing Department Award**  
Anesthesia

# EXEMPLARY PROFESSIONAL PRACTICE ENSURING EXCELLENCE

Exemplary Professional Practice is the essence of a Magnet organization - it is about providing excellent care and collaborating interprofessionally to achieve high quality patient outcomes. Exemplary practice is about the potential of what the practice of professional nursing can achieve.

## Sanford Professional Practice Model

The professional practice model provides a visual image that speaks to the components which define the essence of nursing practice at Sanford Health. The model serves as a framework for outlining the “how and why” of nursing practice, guiding the vision for nursing within our organization and directing decisions regarding priorities. The model guides every aspect of nursing practice.



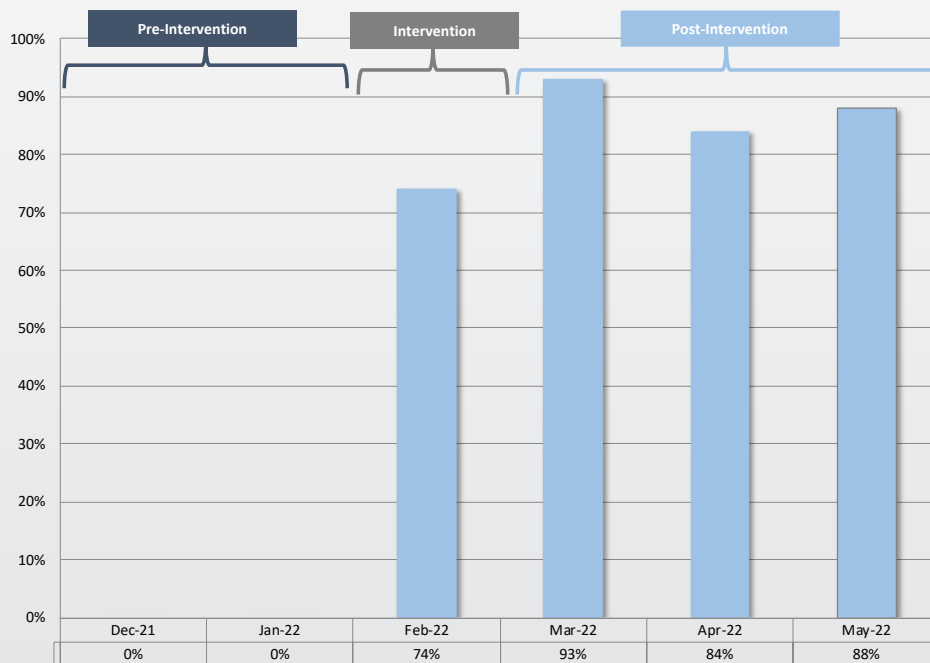
**Mission: Dedicated to sharing God’s love  
through the work of health, healing and comfort.**

## Interprofessional Care

### ENHANCING THE EDUCATION PROGRAM FOR PATIENTS IN CARDIAC REHAB

Cardiac Rehabilitation is a program that patients attend after a cardiac event like a heart attack, coronary stent placement, coronary bypass or cardiac transplant. The goal is to help the heart muscle get stronger through exercise and lifestyle modification through education. The Cardiac Rehab nurses identified opportunities to improve the patient education that was provided to patients. The team decided to redesign a more structured education program for cardiac patients. This included having patients attend education regularly, on Wednesdays, prior to doing their exercise session. Education was either in the form of a video, verbal presentation or demonstration lasting about 10-15 minutes allowing patients enough time to complete their physical exercise. Education topics included: getting fit, warm up/cool down exercises, resistance training, eating healthy with heart disease, hypertension management, cholesterol management, stress management, coronary artery disease, aerobic vs anaerobic exercise, home exercise guide, secondary prevention of heart disease and a cooking demonstration. The Cardiac Rehab nurses arranged education with the dietician within 2 weeks of admission to cardiac rehab and with a pharmacist if not seen by the pharmacist while in the hospital. The goal was to have cardiac rehab patients attend at least 2 educational sessions a month. This goal was exceeded and several patients attended all education sessions offered in the month. Education is discussed with patients every 30 days during goal review. This process will continue to be part of the Cardiac Rehabilitation Program.

**Sanford Bismarck Cardiac Rehab**  
**Percentage of Patients Completing at least 2 Education Sessions per Month**



Percentage of Patients who completed at least 2 education sessions

## Accountability, Competence and Autonomy

### CATHETER-ASSOCIATED URINARY TRACT INFECTION (CAUTI) PREVENTION

Nurses play a pivotal role in preventing catheter-associated urinary tract infections (CAUTI) by assessing and implementing different alternatives to indwelling catheters, which have a high risk of infection and poorer patient outcomes. Safe alternatives include using external catheters and intermittent straight catheterization. Nurses use these tools autonomously through nurse-driven protocols, such as the Adult Intermittent Catheterization for Acute Urinary Retention protocol and their own clinical judgement based upon focused assessments to provide safe urinary management. External catheters are an ideal option for incontinent or immobile patients, aiding in wound healing and collecting urinary output in those who are not retaining. Intermittent catheterization may be used for urinary retention more safely than an indwelling catheter. Literature has shown that CAUTI risk is correlated to the length of time a urinary catheter stays indwelling and growing biofilm, rather than the number of catheter insertions. Nurses perform key assessments to determine the appropriate intervention for urinary management and base their plan of care upon their clinical judgement.

In 2022, Infection Prevention reviewed current external catheters after nursing feedback regarding issues of previous external condom catheters due to adhesion and sizing issues. The proposed alternative - the Male Purewick external catheter - was taken to the Nursing Senate for discussion and ultimately approved. The Male Purewick has been successfully implemented by nursing staff in a variety of instances such as to prevent an indwelling catheter from being placed in a patient who was incontinent with perineal skin breakdown. Nurses have also used their clinical skills to make autonomous nursing decisions. An example was a case in which a nurse was using the Male Purewick for urinary management but, after a focused assessment, determined the patient was retaining urine in their bladder. In this case, the nurse then used the nurse-driven protocol to intermittently catheterize the patient and safely empty the patient's bladder. Nurses continually improve patient outcomes and reduce the risk of infection by using safe alternatives to an indwelling catheter.



PureWick™  
Male External Catheter

## Staffing, Scheduling and Budgeting Processes

### TITLE WEEKEND DAILY SAFETY BRIEFS

As part of the Sanford Accountability For Excellence (SAFE) journey, Sanford Bismarck holds a daily safety brief at 8:30 a.m. every day, including on the weekends. The daily safety brief or huddle is a closed-loop communication structure (brief 10-15-minute meeting) that increases communication, which is essential in creating an environment in which employees feel safe speaking up and are informed, respected and supported. The daily safety brief is an opportunity for the leaders to discuss staffing for the day and evening shifts and share safety concerns. Monday through Friday, the daily safety brief is attended by all directors, the quality and operations teams and the on-call administrator. But on the weekends, the directors are not available to attend. The weekend unit charge nurses shared with nursing leadership that they feel there is a gap in communication with weekend staffing. The inpatient units did not have a good understanding of staffing on the weekends. After the unit charge nurses shared their concerns, the nursing leadership agreed that the unit charge nurses should attend the weekend safety briefs.

Since sharing their concerns, the unit charge nurses now join the weekend safety briefs and can share their number of open beds, anticipated patient admissions and discharges and safety stories. Nursing leadership and the unit charge nurses collaborate on staffing decisions and bed movement. The unit charge nurses have reported value in attending the weekend safety briefs.



## Culture of Safety

### CODE BLUE SIMULATIONS

An important role of nurses is to detect when patients are deteriorating and to initiate a timely and appropriate emergency response. Clinical simulations help prepare nursing staff for real-life emergency situations with no risk to patients. Regulatory agencies such as the Joint Commission have also seen the value of resuscitative training and require this training at periodic time frames.

Recognizing this need, the Learning, Education and Development (LEAD) department began scheduling quarterly simulations to be focused on code blue/emergency response skills. The quarterly simulations were scheduled with all inpatient unit/department educators. Using the high-fidelity simulators gave the advantage of accurately evaluating effective CPR with visual feedback of chest compressions. Throughout 2022, 692 new and current employees attended Code Blue resuscitation simulations preparing these employees for real-life emergencies.





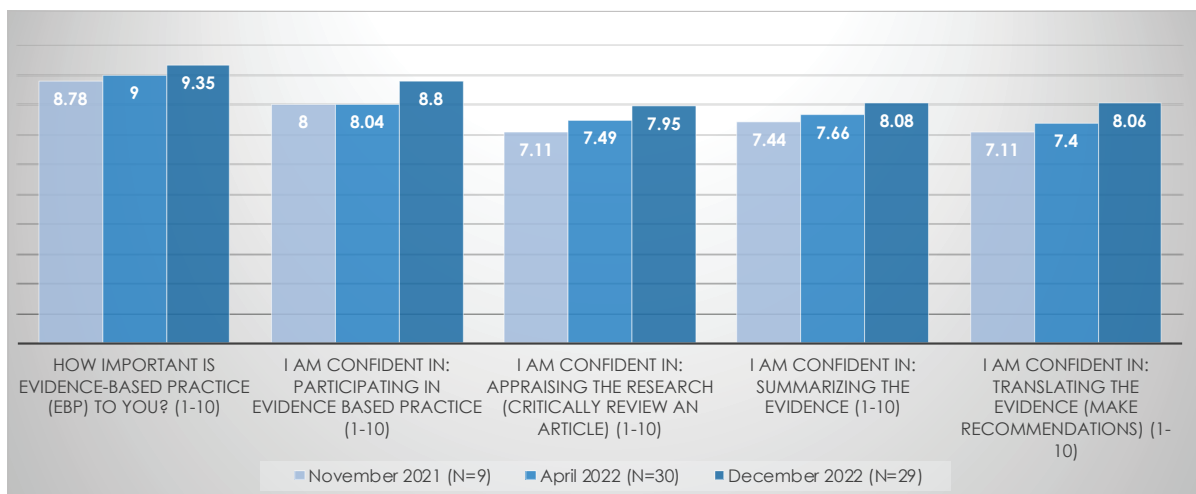
# NEW KNOWLEDGE, INNOVATIONS AND IMPROVEMENTS

This is the opportunity for nurses to take the lead in research efforts and recognize our ethical and professional responsibility to contribute new findings, evidence and quality improvement to the nursing profession.

## Research

### SANFORD BISMARCK JOURNAL CLUBS

Sanford Bismarck implemented the first journal club with the oncology department in response to the nursing educational needs assessment. In 2022 three additional journal clubs launched with the radiology, cardiology, and medical-surgical departments. Journal clubs are held once a month via Webex. Inpatient and ambulatory nurses are encouraged to attend the monthly journal club. Each month, the topic is selected by a nurse who volunteers to host the journal club with leadership support. ANCC credits are attached to each journal club session to promote attendance and professional development. From October 2021, through December 2022, 28 journal clubs were held with an average of 10 participants per club. Data was collected to demonstrate the value of the four journal clubs.



Application from the journal clubs included applying evidence to daily nursing practice and reviewing the evidence behind policy change. Topics included:

- Reducing compassion fatigue (Oncology journal club)
- Implementing a coach mindset in nursing (Oncology journal club)
- Cancer survivorship (Oncology journal club)
- Drinking coffee to reduce incidence of ileus (Medical-Surgical journal club)
- Evidence-based treatment for new onset atrial fibrillation (Cardiology journal club)
- Exercise training in cardiac rehab (Cardiology journal club)
- Management of DKA patients procedure and policy (Medical-Surgical journal club)
- Glucagon use for enterography procedure and policy (Radiology journal club)

## Evidence-Based Practice

### AROMATHERAPY FOR CT AND MRI SCANS

The Radiology department at Sanford Bismarck was one of the first specialty-based journal clubs in 2022. During the first session, the topic selected was aromatherapy. Aromatherapy had not been used in the Radiology department with patients undergoing a CT or MRI. Current practice for Radiology patients who were experiencing nausea or anxiety was to offer them a pharmacological intervention such as Zofran or Ativan. Based on the literature, the nurses determined that their practice could be revised to incorporate aromatherapy to help reduce anxiety and nausea with these patients. The outpatient radiology clinical nurses and nursing leadership were supportive in moving forward with aromatherapy.

In September 2022, the outpatient radiology department implemented aromatherapy for patients experiencing anxiety and/or nausea. Aromatherapy is available as a patch that lasts for 8 hours. Patients can choose from two different scents: lavender and spearmint. As of December 1, 2022, 22 patients used aromatherapy for anxiety and/or nausea. They had a significant decrease in their anxiety and nausea due to the aromatherapy. In addition, patients expressed their satisfaction with the aromatherapy.



“

**THEY MADE ME FEEL VERY COMFORTABLE AND ALMOST RELAXED TO THE POINT WHERE I COULD DO THE MRI WITHOUT BEING ANXIOUS. I LOVE THE LAVENDER STICKER.**

- Patient

”

## **IMPLEMENTING HEARING ASSESSMENTS DURING WELL-CHILD VISITS**

The American Academy of Pediatrics recommends hearing screening be performed at ages 4, 5, 6, 8, 10, 12, 15 and 18 years. Dickinson and surrounding school systems do not complete hearing assessments in school-aged children. Identifying children who may have hearing loss, providing appropriate management and early intervention decreases the risk for poor academic performance. To meet the needs of the community, the Sanford Dickinson Pediatrics nursing team has implemented hearing screening for the recommended ages using a Pure Tone Audiometer during well-child visits.

Within the first 9 weeks of hearing assessments, 7 of 508 children were found to have hearing impairment. Hearing deficits included conductive hearing loss, sensorineural hearing loss and PE tube retraction. Audiology is now a part of the care team for these patients and appropriate management has begun. The identified children will have a better opportunity to learn, grow and develop with the early interventions in place.

The Dickinson team is excited to increase access to early intervention by performing hearing screenings during well-child visits in the Dickinson and Watford City Family Medicine departments.

## **DIABETIC KETOACIDOSIS (DKA) ORDER SET EDUCATION AND SIMULATION**

In 2022, the Sanford Bismarck DKA order-set was reviewed. After a thorough review of recommendations set by the American Diabetes Association (ADA), the current DKA order set did not meet all recommendations. For example, the DKA order-set did not use the correct amount of insulin set by the ADA. A team of Sanford nurses and physicians worked together to update the DKA order-set. The new DKA order-set is evidence-based and promotes patient centered care. With the revision of the DKA order-set, the proper care of the patient is clearer and standardized.

Treating a patient with DKA is infrequent for most nurses but the care that is needed is very complicated. Without the opportunity to care for a patient with DKA on a regular basis, the nursing staff may not gain the confidence and knowledge needed. It was determined that education and training was needed. The purpose of the education was to allow nursing staff to successfully manage and care for patients with DKA using the new set of DKA orders. This education was provided in 2 different environments – one in the simulation lab and the second in the computer lab. Both scenarios used the same complicated patient and orders. All required nurses attended both the simulation and the computer lab session. Between November 24, 2022 and February 1, 2023, 55 simulation and computer lab sessions were scheduled. Over 215 nurses were educated and trained on the new DKA order-set. The nurses received a post survey following the two education sessions. All 90 nurses who responded to the post survey stated that that education sessions increased their knowledge and confidence with implementing the new DKA order set. One nurse commented, “This was very helpful. Going through the full titration and order set with a scenario helped me to better understand the process.”



## EMPIRICAL QUALITY RESULTS WHAT DIFFERENCE HAVE WE MADE?

As we look at how professional nursing contributes to better outcomes, we measure these outcomes and work to improve processes. Some of our data is related to nurse sensitive indicators (these measure the quality of care given to patients by nurses) as well as patient satisfaction. Many improvement projects contribute to how staff “makes a difference.”

# 2022 SANFORD BISMARCK IMPROVEMENT SYMPOSIUM AWARD WINNERS

The 2022 Sanford Bismarck Improvement Symposium was held at the Radisson Hotel on November 1, 2022. The Quality and Safety Team welcomed 43 Sanford teams to share their Performance Improvement work and have an opportunity to network with their peers. Please join us in congratulating all of our winners!

## Clinical Care

- **1st Place** – The Daily Double: Accurate Intake and Output (I&O) and Weights to Improve Patient Care, Dawn Huber
- **2nd Place** – Magnifying Malnutrition, Rachel Roehrich

## Evidence-Based Practice

- **1st Place** – Hello, Can you Hear Me? Implementing Hearing Assessments during Well-Child Visits Using Pure Tone Audiometry, Ashley Herauf

## Sanford Experience

- **1st Place** – Lovin' the Laboratory, Cass Pippinger
- **2nd Place** – Find a Seat: EMS Education Course Seat Utilization, Tyler Kientopf

## Communication

- **1st Place** – Together We Can! Decrease CABG Readmissions, Fae Glass and Liz Scheurer
- **2nd Place** – Updating Charts is a Great Place to Start!, Samantha Bobb

## Safety

- **1st Place** – Heparin Drip Workflow, Laura Jensen
- **2nd Place** – Reel in the Line! Optimizing on Decreasing Central Line Utilization, Kimberly Stearns

## Quality of Life

- **1st Place** – Pilot Testing of a Digital, Interactive, Workload Monitor for ACL Reconstruction Rehabilitation, Brandon Dirk



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HEALTH