



2022

# Sioux Falls Nursing Report

Sanford USD Medical Center and Clinics

**SANFORD**  
HEALTH



**SANFORD**  
USD Medical Center  
and Clinics



# Table of Contents

## Organizational Overview

Letter from the Vice President, Nursing & Clinical Services.....	4
Our Mission, Vision and Values.....	5
About Sanford Health.....	6

## 2022: Year in Review

Timeline.....	8
COVID-19.....	14
Featured Departments.....	18

## Transformational Leadership

Our Magnet® Journey.....	22
Shared Governance.....	26
Nursing Leadership Development.....	27

## Structural Empowerment

Nursing Education.....	29
Board Certification.....	30
Lifelong Learning.....	32
Nurses in the News.....	35
Nurses in the Community.....	42
Recognition & Awards.....	50
Organizational Honors.....	67

## Exemplary Professional Practice

Professional Practice Model and Care Delivery Model.....	70
Quality Care.....	71
Patient Experience.....	74
Nurses as Teachers.....	75
Nursing Recruitment and Retention.....	76

## New Knowledge, Innovations, and Improvements

External Dissemination.....	80
Nursing Publications.....	81
Nursing Research and Evidence-Based Practice Council.....	82
Sanford Improvement Symposium.....	83

## Organizational Overview

Letter from the Vice President, Nursing & Clinical Services



Greetings Fellow Nurses and Friends of Nursing,

We did it Sanford USD Medical Center & Clinics – we achieved our 5<sup>th</sup> Magnet Designation in 2022! The significance of this achievement cannot be understated, something that less than 50 organizations across the world have currently accomplished. This legacy of exceptional nursing practice comes grounded in two decades of nurses focused on structural empowerment, exemplary professional practice, transformational leadership and new knowledge, innovations and improvements. This focus has allowed us to deliver on our commitment to our patients, our people and our communities. Congratulations many times over!

Along with our Magnet Designation, our nurses were pivotal in delivering exceptional nursing care that led to other external recognitions including:

- Centers for Medicare & Medicaid Services (CMS) 5-Star Rating
- Leapfrog Grade A
- U.S. News & World Report's Best Hospitals for 2022-2023 Number 1 Hospital in South Dakota (for the second year in a row)
- Top performer in the Vizient Bernard A. Birnbaum Quality and Accountability Award, specifically in the Large, Specialized Complex Care Medical Centers cohort

As we take time to reflect on these achievements, I don't want to overlook the challenges in healthcare. We have workforce challenges, more patients with complex health care needs, a rapidly growing community with increased demand for health care services, and ever growing mental and behavioral health needs. I want to commend our nurses for the courage, strength and skillfulness they display as they care for our patients. Despite these challenges, I look to the future with optimism. We are seeing enrollment in nursing programs increase, turnover decrease and a renewed focus back on the strength of our shared governance structure and evidence-based practice projects like bedside report. It is an exciting time to be able to influence the future of nursing and continue to impact our SAFE (Sanford Accountability for Excellence) journey.

I remain humbled to be part of this journey with each and every one of you. It is my distinct pleasure to be the nursing leader of such an exemplary professional nursing practice.

Gratefully,

A handwritten signature in black ink that reads "Kelly Hefti". The signature is written in a cursive, flowing style.

Kelly Hefti, MSN, RN, CNP, COHN-S  
Vice President, Nursing & Clinical Services  
Sanford USD Medical Center and Clinics

## 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 Sanford nurse is committed to advancing the professional practice of nursing through safe, reliable person-centered care in a healthy work environment- inspiring innovation and leading discovery.



*The Sanford Surgical Renal team at a certification ceremony in March 2022.*

### Our Values:

#### **Calling**

Demonstrating enthusiasm for those we serve, our vocation and the organization's mission.

#### **Courage**

Having strength to persevere, innovate, use our voices and take action.

#### **Family**

Celebrating the connection and commitment we have to each other through it all.

#### **Community**

Providing care in a diverse range of settings and environments with a focus on the wellness of individuals.

#### **Service**

Sharing God's love through actions that reflect compassion, acceptance, love, humility and sincerity in keeping with the common Lutheran heritage of our legacy organizations.

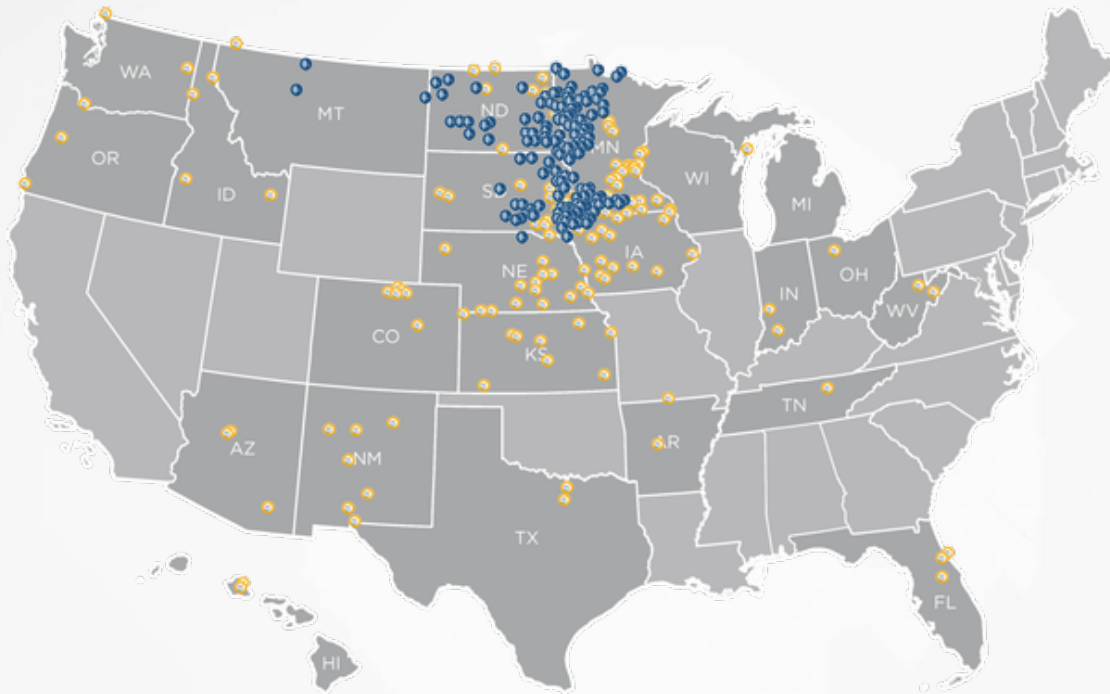
#### **Resolve**

Adhering to systems that align actions to excellence, efficiency and purpose.

#### **Advancement**

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 integrated health system serves more than one million patients and 220,000 health plan members across 250,000 square miles.

Sanford Health includes:

- **47** medical centers
- **224** clinic locations
- **200** Good Samaritan Society senior care locations
- **158** skilled nursing and rehab facilities
- **42** affordable housing locations
- **220,000** Sanford Health Plan members
- **47,757** employees
- **2,800** Sanford physicians and advanced practice providers and **8,716** registered nurses delivering care in more than **80** specialty areas
- Centers of Excellence: Cancer, Children's, Heart, Orthopedics/Sports Medicine, and Women's Health



## Each year, Sanford Health provides:

- **5.2** million outpatient and clinic visits
- **82,848** admissions
- **127,875** surgeries and procedures
- **9,163** births
- **194,864** emergency department visits

## 2022 Nursing Practice

In 2022, **2,825** Sanford USD Medical Center and Clinic APRNs, RNs, and LPNs provided care for:

- **545** Licensed Beds
- **80** Clinics
- **24,473** Inpatient Admissions
- **321.93** Average Daily Census
- **4.82** Average Length of Stay
- **1.70** Case Mix Index

# 2022: Year in Review

## Timeline

### January 11

Reinitiate surgical stratification methodology due to increasing COVID-19 inpatient census.

Overflowing adult patients from 5000 to the Castle.

### January 14

Surgical masks, instead of cloth masks, are recommended for employees and visitors due to the surge of omicron cases.

Employee non-Sanford COVID test results are now reportable online or through the ServiceNow mobile app.

### January 14, 17

“Thanks a Latte” Employee Appreciation events with free coffee drinks.

### January 20

South Dakota reports a record high number of active COVID-19 cases at 34,086; that is higher than the population of Aberdeen, the state’s third largest city.

The visitor policy is temporarily updated to allow adult patients two visitors per day.

### January 21

The Outpatient Care Center 2 commemorates over 2,000 patients treated for COVID-19 with monoclonal antibody infusions.

### January 24

Sanford Health breaks ground at the new Medical Building 1 (MB1). The building will be five stories with 237,000 square feet and a 400-space parking ramp. The top level will house digestive health services.



### January 25

Personal Protective Equipment (PPE) use and reuse guidelines are updated.



# Timeline

## January 27

New COVID-19 guidelines from the Centers for Disease Control and Prevention (CDC) are released.



South Dakota Sanford Health employees receive two free COVID test kits.

## January 29

Final weekend vaccine and booster clinic at Imagenetics. Over the 18 weeks, staff administered vaccines on weekends, 6,441 patients were seen with 7,673 COVID and flu vaccines administered.

## February 16

COVID-19 case numbers and positivity rates are decreasing. Masking policy is updated to no longer require masks for fully vaccinated employees in non-clinical areas.

## February 22

The new Fall Protocol goes live.

## February 23

South Dakota news article published about rising anger and violence toward healthcare workers and its effect on patient care.

## February 24

“Here for All. Here for Good.” ad campaign launches.

## March 2

The Employee Gym on the medical center campus opens.

## March 10

COVID-19 practices are updated. Plexiglass is removed from breakrooms and family rooms. Social distancing signs are removed.

## March 15

The screening tool is revised, removing the question about COVID exposure in the last 10 days.

## March 16

The Certified Nurses Day Celebration takes place honoring 999 board-certified nurses.

## March 17

The Mission, Values, and Purpose (MVP) program is extended through quarter 2 of 2022.

## March 22

The two-year mark since the World Health Organization (WHO) declared COVID-19 a pandemic.

## 2022: Year in Review

### April 4

The CDC and U.S. Food & Drug Administration recommend a booster dose of the Pfizer-BioNTech mRNA COVID-19 vaccine for ages 5-11.

### April 6

Zero patients are enrolled in the Sanford COVID-19 home monitoring program for the first time since the start of the pandemic.

### April 12

Sanford's COVID-19 hospitalization numbers hit a pandemic low.

### April 14

Sanford Research begins a multi-state effort across the upper rural Midwest to study the long-term effects of COVID-19 as part of the National Institutes of Health (NIH) RECOVER initiative.

### April 20

Research nurses publish a study on nurses' experience working in COVID units and intensive care units in rural America as they were caring for critically ill COVID-19 patients.

### May

The first patient receives care at the 36,550 square-foot expansion of the VanDemark building.



### May 2-6

Sanford Health Diversity Week

### May 4

Groundbreaking for Sanford Madison & Veterans Parkway Clinic.



### May 6-12

National Nurses Week

### May 10

Nurses Week Recognition Event takes place at the Washington Pavilion.

### May 12

Masking policy is updated to require masks only in patient rooms and for those who are unvaccinated with approved exemptions.

### May 16

Visitation guidelines are updated to allow unlimited daytime visitors to adult inpatients.

### May 31

The last day the Sanford Shuttle is in operation. Staff were given rides to the medical center for six months to alleviate on-campus parking congestion.

### June 1

Every department in Sanford Health, clinical and non-clinical, implements a daily or weekly huddle.

A new role for overnight and weekend patient placement and staffing is implemented.

# Timeline

## June 7

Groundbreaking for the Sanford Orthopedic Hospital occurs. The new 205,000 square foot hospital features 161,000 square feet of new space adjacent to the Sanford Surgical Tower and 44,000 square feet of remodeled space currently utilized by the surgical tower. It will include 19 inpatient rooms, 12 operating rooms and 56 medical suite rooms that can be utilized by family members as hotel rooms.



## June 18

The Centers for Disease Control and Prevention endorses Pfizer's COVID-19 vaccine for children ages 6 months to 4 years old.

## June 23

The 2<sup>nd</sup> Annual Flying for Life blood drive co-sponsored by Sanford AirMed results in 791 total donations – exceeding last year's numbers by more than 200.

## June 24

Sanford starts administering Pfizer's vaccine to children ages 6 months to 4 years old.



## July 11

All departments across the Sanford footprint implement a physical or virtual huddle board.

## July 12

Open house at the new Louise location for the Sanford Psychiatry & Psychology Clinic.

## July 14

Sanford Picnic

## July 25-27

Magnet Recognition Program<sup>®</sup> virtual site visit

## 2022: Year in Review

### July 26

With support from Sanford Health, the Arc of Dreams is lit red and blue in celebration of the 32<sup>nd</sup> anniversary of the Americans with Disabilities Act (ADA).



### July 30

The surgery team celebrates Shark Week.



### August 20

Sioux Falls Heart Walk

### August 23

The Virtual Care Center groundbreaking takes place. The 60,000 square foot facility will change the way care is delivered to rural America and serve as a hub for a network of virtual clinics and telehealth services.



### August 31

FDA authorizes Moderna, Pfizer-BioNTech Bivalent COVID-19 vaccines for use as a booster dose. First shipments of the new booster are expected in Sioux Falls right after Labor Day.



# Timeline

## September 6

Grand opening for the 16,000 square foot multi-specialty Harrisburg Clinic occurs.



## September 7

Sanford Harrisburg Clinic officially opens.



## September 12

Sanford begins to administer the new bivalent COVID-19 booster to patients and employees.

## September 15

Sanford USD Medical Center and Clinics celebrates its 5<sup>th</sup> Magnet<sup>®</sup> Designation for nursing excellence.

## September 18-24

Fall Prevention Awareness Week: Fall Prevention screenings and class demonstrations take place throughout the community.

## September 26-30

National Advanced Practice Provider (APP) Week

## October 5

APP Recognition Gala

## October 13

LOT U, with 266 parking spaces, south of Imagenetics opens for employee parking.

## November 8

South Dakota's General Election Day. Constitutional Amendment D, proposing the expansion of Medicaid, passes.

## November 15

Soft go-live for the decentralization of hospitalized patients with COVID-19.

## November 29

Christmas at the Castle

## December 7

Benefit bake sale and raffle for surgical nurse.

## December 11

A Time to Remember: To Heal & To Hope – Children's Hospital and Women's Services Memorial Service

## December 13

Holiday Open House

## December 15

Clinical Call Center displaced as snowplow runs into the Steven's Center building.

## December 22

No COVID patients in the ICU this week.

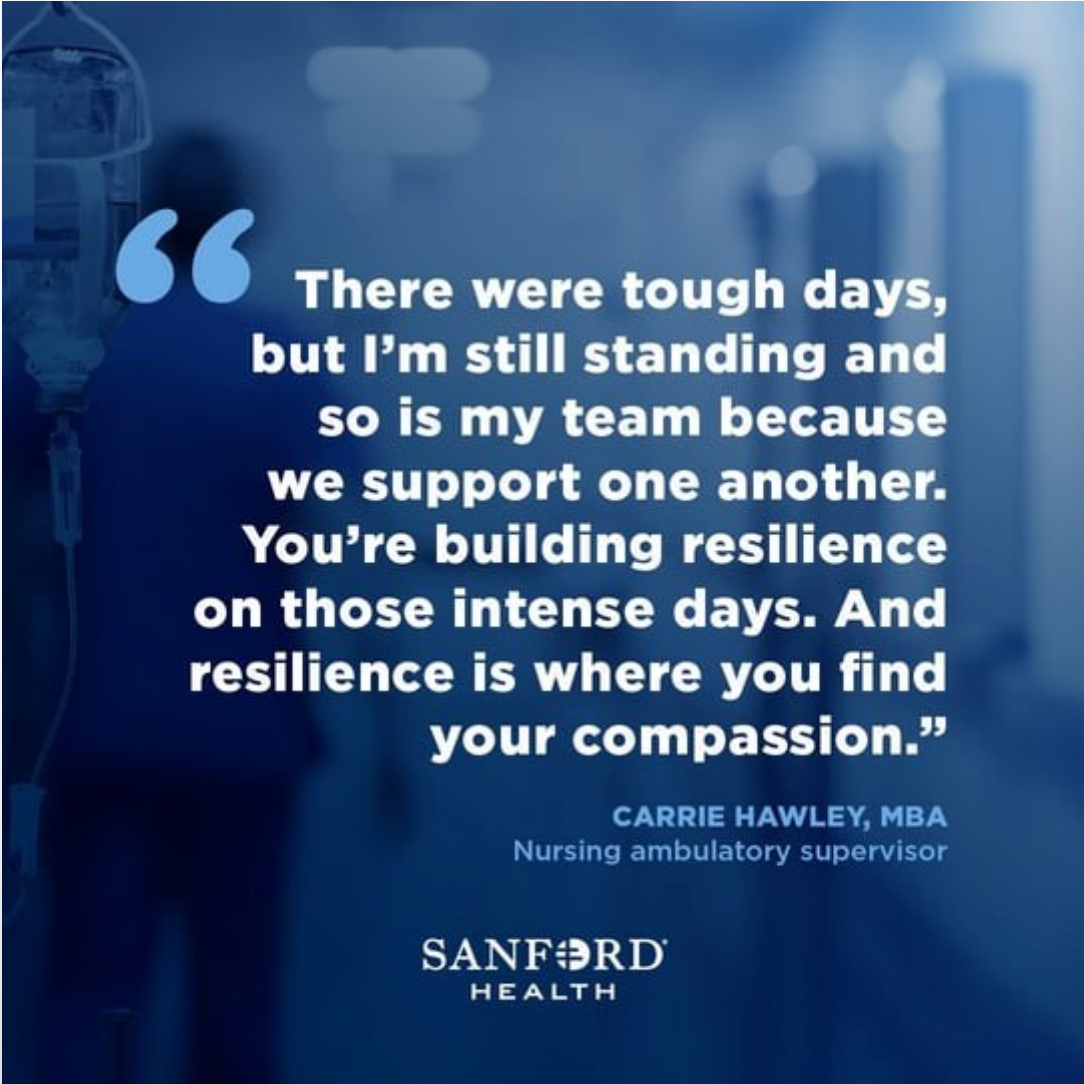
## December 24

Locken Lobby floods due to a frozen water line bursting.

## COVID-19

### Over the course of 2020 and 2021 at Sanford Health:

- **10,000** COVID-19 hospitalized patients trusted us with their care.
- **13,000** monoclonal antibody infusions were administered, preventing more than **900** hospitalizations and as many as **130** deaths.
- **3,200** patients enrolled in Sanford Health's COVID-19 home-monitoring program.
- **377,000** telehealth visits were scheduled.
- **540,000** COVID-19 vaccinations were administered.



**“ There were tough days,  
but I’m still standing and  
so is my team because  
we support one another.  
You’re building resilience  
on those intense days. And  
resilience is where you find  
your compassion.”**

**CARRIE HAWLEY, MBA**  
Nursing ambulatory supervisor






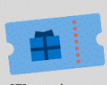





**SANFORD**  
HEALTH


# MVP Program

MVP – an acronym for Mission, Values, and Purpose – was implemented in October 2021 to address staffing shortages in hospitals and clinics in the Sioux Falls metro area and network sites. Employees earned rewards at different levels for picking up extra shifts and were eligible for grand prize drawings at the end of each month. The MVP incentive and rewards program was tremendously successful and was extended through Q2 of 2022.



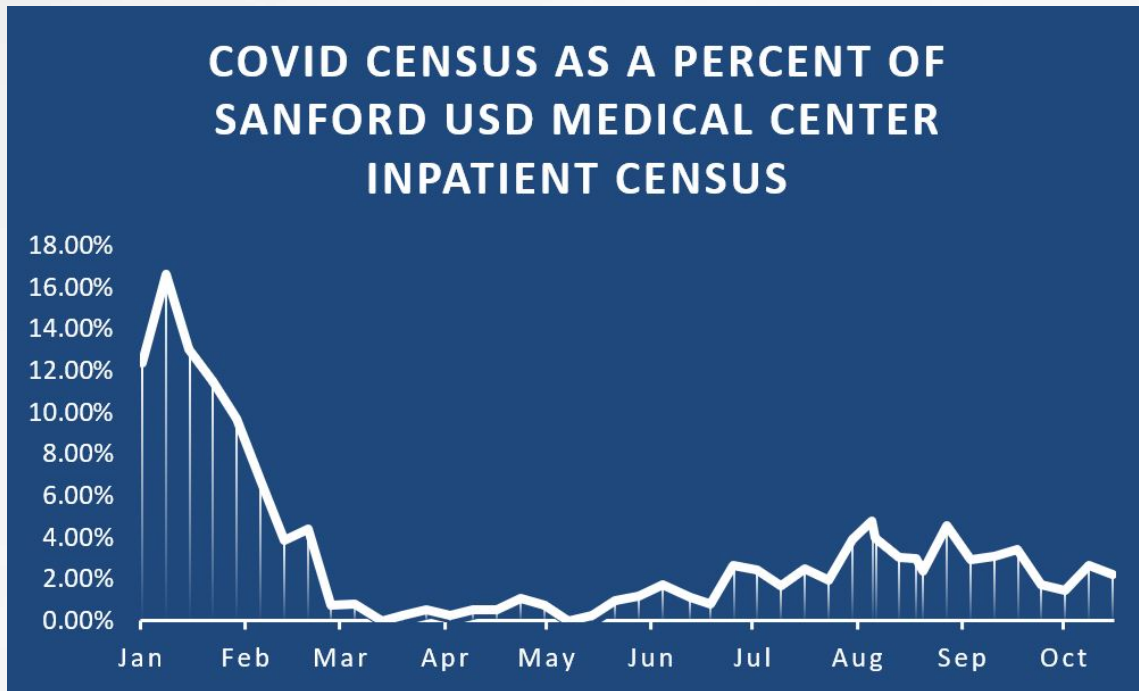
## Sioux Falls Metro January MVP RECAP

 <p>1,614 Sanford Health employees</p>			 <p>60,970 extra hours worked</p>			 <p>37: average extra hours worked</p>					
 <p>286 employees earned level 1 t-shirt</p>		 <p>189 employees earned level 2 local attraction gift card</p>		 <p>171 employees earned level 3 Sanford Store \$75</p>		 <p>99 employees earned level 4 gift card \$250</p>		 <p>869 employees earned level 5 gift card \$500</p>		 <p>7,621 entries in the grand prize drawings</p>	
 <p>Countless patients received exceptional care</p>						 <p>Immeasurable gratitude</p>					

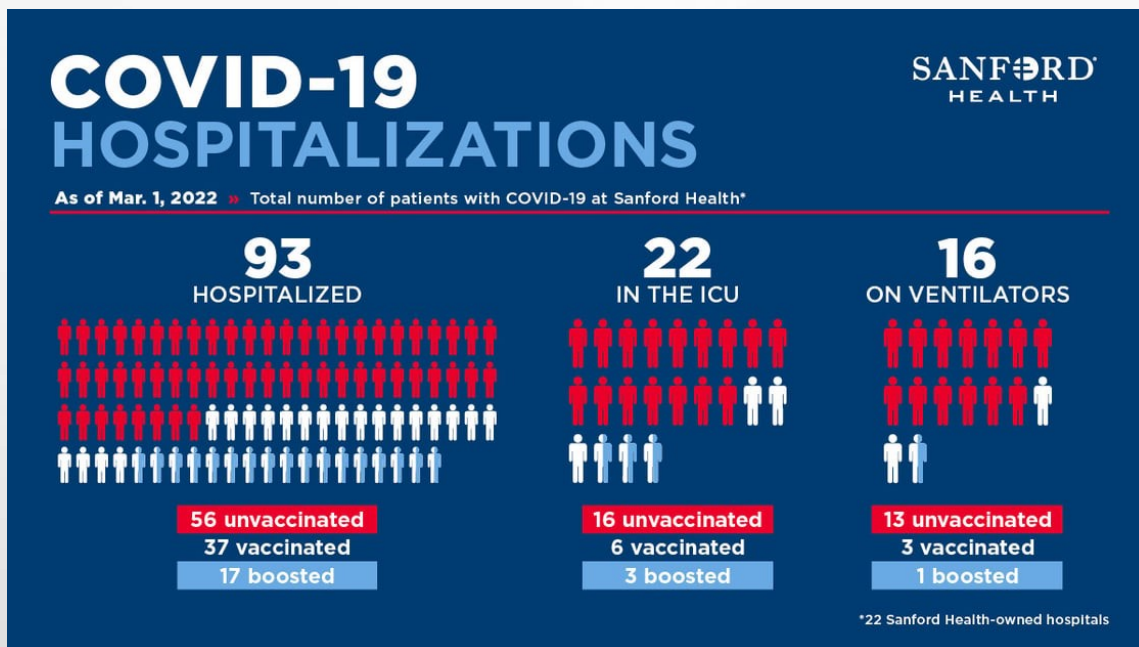




## COVID-19: By the Numbers



The inpatient COVID census was the highest in January 2022 since the height of the pandemic in November 2020. As COVID hospitalizations decreased, the COVID unit closed in November 2022 and hospitalized patients with COVID were decentralized.



The last pictorial of COVID-19 hospitalizations after COVID-19 hospitalizations had decreased significantly in March 2022.



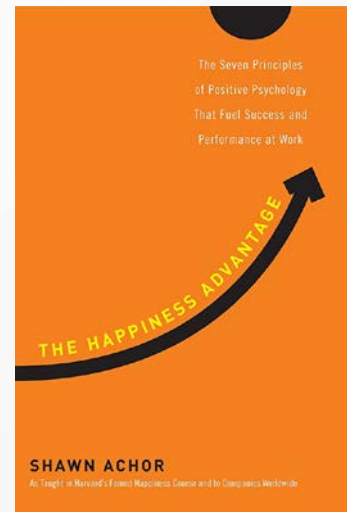
## Culture of Caring (COC) Joy Project

In early Spring 2022, the COC committee (comprised of academic and practice partners) identified there was a significant culture shift post-COVID affecting the academic and clinical settings. Stories of unmet expectations, an inability to cope, isolation, stress and a negative narrative around the nursing profession was emerging. A taskforce was formed to address what was being reported.

The message of joy repeatedly percolated to the top of the discussions along with the need to be intentional and repetitive with a solution. The project purpose is to lift up positivity and guide participants to find or rediscover their calling through the implementation of intentional activities to build a supportive nursing community. Equipped with these guidelines, a mantra of “Nurturing the Profession...Growing a Community” was crafted and a tree became the metaphor for the project.

*The Happiness Advantage: Seven Principles* by Shawn Achor helped inform the six JOY themes of gratitude, kindness, support, caring, trust, joy. Each person must find their own joy. By creating a habit, building relationships, and looking for the positives, we can experience joy and use this to create a welcoming environment for staff and students. The 6 themes were aligned with the Sanford SAFE/Universal Reliability Skills and a COC curriculum topic.

The Joy theme of the week intentionally engages the student and staff with an activity. A huddle script introduces the topic and activity of the week and asks the student and staff to notice what is happening during the shift. Students debrief during post conference and interpret, respond and reflect on what they experienced. The activity includes a small “treat” that represents the week’s theme. Both students and nurses are encouraged to complete a recognition “leaf” with a story and place it on the “tree” poster. The best experience story is selected by the student group with the student and preceptor being recognized with a COC Joy writing pen. The tree blooms over the semester as leaves are added demonstrating “Nurturing the Profession...Growing a Community”.



## Featured Departments

### Sanford Dialysis

In looking back through the year of 2022 for Dialysis, Chamberlain Dialysis, Hospers Dialysis and Home Dialysis all had Department of Health Surveys. They were all from different types of surveyors: Chamberlain Dialysis hosted federal surveyors; Hospers Dialysis hosted the Iowa Department of Health and Home Dialysis hosted the South Dakota Department of Health.



Through all those differences in surveys, all three were deficiency-free.

Outpatient Dialysis and Outreach Dialysis won the Sanford USD Medical Center (SMC) and the Braithwaite Award at the Performance Improvement Fair. “TEGO’S had to go: Keeping our patients SAFE from Bloodstream infections” was the name of the project. Acute Dialysis has been CLABSI-free in Select Specialty since October of 2020. Sanford Dialysis is leading the way for excellence in nursing and keeping our patients SAFE.

Through it all we have also had RN certifications for Chamberlain Dialysis: Dixie Falk, RN, and Acute Dialysis: Susy Morris, RN. We are so proud of Sanford Dialysis.

### Cheers to 35 years at Sanford!



Judy Swartz, LPN (left) and Starla Meyer, RN (right) both work in the Female Pelvic Medicine (FPM) Clinic and both celebrated 35 years at Sanford. The FPM Clinic celebrates their years of service with them, and we are so grateful for all they do! They both have so much infinite wisdom, experience, and knowledge to share. All their work has been in the Women’s world over the years! Congratulations and thank you for your service!

## Maternal Fetal Medicine (MFM) Clinic

### Making a Difference for Patients with Gestational Diabetes: Identifying and Preventing the Continuum of Persisting Diabetes

Early diagnosis and treatment of prediabetes or Type 2 diabetes can improve patient outcomes such as having well controlled A1c levels and connecting patients to resources for lifestyle changes allowing for earlier interventions and improved patient outcomes.

The MFM Clinic team has been working to strengthen workflows focused on patients with gestational diabetes. Through this work, the MFM clinic identified an opportunity in care of the post-partum patient. It is estimated that 50% of women with gestational diabetes mellitus (GDM) will develop diabetes later in life. A 2-hour glucose tolerance test (GTT) is recommended to screen for persisting diabetes in the post-partum period. According to the American Journal of Obstetrics and Gynecology, less than 50% of women complete this testing.

Utilizing electronic medical record (EMR) tools, patient education, and patient reminders, the MFM team has created workflows to take steps to work towards the completion of recommended diabetes screening. The Maternal Fetal Medicine Clinic has been able to increase screening from 26% to nearly 60% with this focused work. Work on this topic continues as we look to incorporate social determinants of health screening to take steps in reducing patient barriers to completing testing as well as explore completing an outcome study.



# Sanford Women's Clinics

## Hit Me with Your Best Shot! Improving HPV Vaccination Rates



To increase the awareness of and improve administration rates of the Human Papillomavirus (HPV) vaccine in Sanford Women's Clinics, we launched a "Shots for Smoothies" campaign to educate and motivate staff.

Relaunching this effort was the kickoff we needed to get vaccination rates trending upward. As our nursing focus emerged from the all-consuming fog of COVID back to a more "normal" practice, a cheery yet

serious presentation provided the information needed to bring preventative care to the forefront.

HPV is the most common sexually transmitted infection in the United States. The vaccine can help prevent infections and cancers caused by the virus. Our goal was to increase vaccination rates to at least 50% with the promise of a giant smoothie bar when we reached the goal!

Inter-department collaboration with clinical informatics, patient access, and nursing developed strategies to remove barriers to vaccination. Super users ran monthly data reports for HPV vaccinations so nursing could stay informed of their progress. The top vaccinators each month received a gift card. We kept a visual display of progress as well. After 3 months we reached 58% and the smoothie bar was a hit!

- *Jessi Johnson, BSN RN, Manager, Nursing, Women's Health and Camille Moser, BSN RN, Manager, Nursing, Women's Health*

## Improving Recognition at the Women's Health Clinic



In the spirit of improving employee recognition, we implemented “Spotted” awards at Sanford Women’s Clinic! If staff sees a co-worker go above and beyond or wants to do more than say thank you, they can fill out a “Spotted” card and turn it in to their supervisor. The employee will be recognized and gets to select a gift card or other prize from the spotted pail! It’s a great morale booster and so fun for staff!

- *Jessi Johnson, BSN RN, Manager, Nursing, Women’s Health and Camille Moser, BSN RN, Manager, Nursing, Women’s Health*

## Transformational Leadership

### Our Magnet® Journey

The American Nurses Credentialing Center's Magnet Recognition Program® distinguishes health care organizations that meet rigorous standards for nursing excellence, making it the gold standard for nursing practice. This credential is the highest international honor for professional nursing practice.

To achieve initial Magnet recognition, organizations must pass a rigorous and lengthy process that demands widespread participation from leadership and staff. This process includes an electronic application, written patient care documentation, an on-site visit, and a review by the Commission on Magnet Recognition.

Health care organizations must reapply for Magnet recognition every four years based on adherence to Magnet concepts and demonstrated improvements in patient care and quality. An organization reapplying for Magnet recognition must provide documented evidence to demonstrate how staff members sustained and improved Magnet concepts, performance, and quality over the four-year period since the organization received its most recent recognition.



---

**In 2022, Sanford USD Medical Center and clinics attained Magnet recognition for the fifth straight time, a testament to its continued dedication to high-quality nursing practice. Only 9% of U.S. hospitals are Magnet recognized. Out of that group, less than 50 organizations have earned recognition five times.**

---

Sanford USD Medical Center and Clinics has been a Magnet®-recognized organization since 2003. We continue to be among the most elite of the elite nursing programs across the country. Research demonstrates that Magnet organizations provide specific benefits, such as:

- Higher patient satisfaction
- Better patient outcomes
- Improved safety and quality
- Highly educated and skilled nurses
- Higher job satisfaction among nurses

## The Path to Five Designations Magnet Education Event



*Magnet education event on July 11, 2022*

From June 29 to July 11, 2022, Magnet Champions and the Magnet program team provided Olympics-themed education regarding Magnet in preparation for the survey. The theme, developed by the Magnet Champions, was titled "Go for the Gold in Nursing Excellence: Magnet Journey to Ring in Five Designations". Nurses were entered into a prize drawing and enjoyed refreshments as they learned about Magnet at the open house event.

The work of continual Magnet readiness is led by the Magnet Steering Committee, Magnet Champions, and Magnet Writers:

- The **Magnet Steering Committee** consists of nursing leadership staff from multiple departments that provide guidance and consultation.
- The **Magnet Champions** are clinical nurses that educate their departments about Magnet principles and serve as enthusiasts for nursing practice.
- The **Magnet Writers** are a team of advanced practice nurses and nurse leaders who investigate and capture the stories of projects and programs implemented by Sanford nurses to support the Magnet document standards for every designation.

## Sanford Welcomes Virtual Magnet Appraisers



*Sanford nursing welcomes virtual Magnet appraisers.*

On July 25, 2022, Sanford nursing welcomed three virtual appraisers for a three-day survey. As detailed in their report, the appraisers were impressed with:

“the integration of acute and ambulatory care with a high level of engagement of ambulatory care nurses in the organization’s shared governance (SG) structure and leadership. The SG infrastructure is mature, extensive and productive. Sessions with councils detailed exceptional work such building capacity for research accomplished by the Research and Evidence-based Practice Council and for quality and safety through the Quality Council supporting SAFE, an enterprise program committed to patient safety and being a high reliability organization.

The organization’s responsiveness to community health and foundational work from a large Health Resources & Services Administration (HRSA) grant launched the Rural Community Health Cooperative clinic, which during the COVID pandemic managed patients with diabetes remotely to get average HbA1C to pre-pandemic levels. There is strong interprofessional collaboration to support practice, continuity of care, quality and safety, and professional development.”



## Magnet Designation Celebration

The call from the Commission on Magnet took place September 15, 2022. The Commission on Magnet proudly announced our 5<sup>th</sup> designation as a Magnet organization. Sanford exemplars (indicators that outperformed the national average) were RN satisfaction, hospital-acquired pressure injuries, door-to-balloon time, and controlling high blood pressure. This designation is a result of the time, talents and determination of countless individuals who are passionate about superior nursing practices, safety-minded care and compassionate patient experiences.

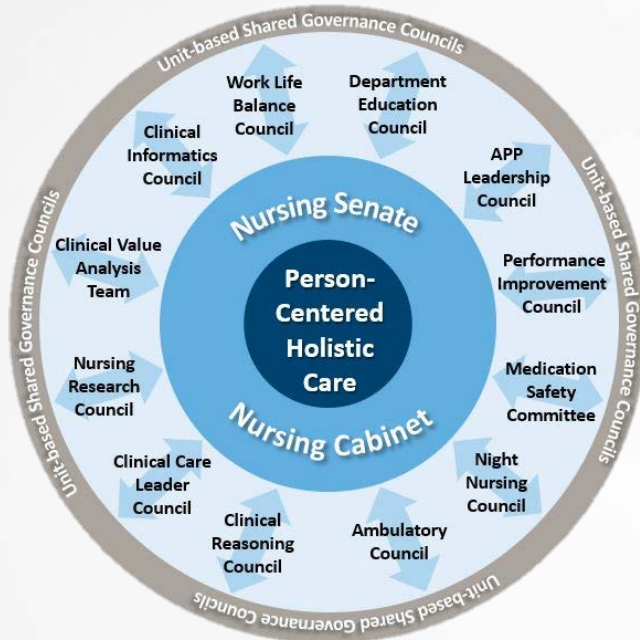


*Roughly three thousand celebratory cupcakes were distributed on the day of designation. Every RN also received a Magnet badge pull as a special gift.*



*The Commission on Magnet call designating Sanford USD Medical Center and Clinics a 5-time Magnet organization.*

# Shared Governance



*Sanford USD Medical Center and Clinics  
Shared Governance Structure*

Shared governance is a structure and process that allows nurses to collaborate with nurse leaders in making decisions about their practice. The Nursing Senate serves as one voice for the nursing practice with the Nursing Cabinet as its leadership. The purpose of the Nursing Senate and governance structure is to provide each professional RN the opportunity to partner in planning processes, initiatives, and the development of policies and procedures through their representatives. The Senate distributes the work of professional nursing to specialized councils and committees. The unit-based councils address issues specific to the unit and refer issues affecting multiple units to the respective organizational councils.

## Council Accomplishments: Spotlights

### Night Nursing Council

- Implemented therapy dogs during the evening hours.
- Implemented Central Transport during the evening hours.
- Implemented new roles for overnight patient placement.
- Implemented hanging parking IDs as a new alternative to parking decals.
- Added health items in vending machines for family members and staff.
- Implemented food trucks during evening hours to cover nutrition staff shortages.
- Requested visitor management system for the Birth Place and neonatal intensive care unit (NICU) to be implemented in 2023.

### Work-Life Balance Council

- Golden tickets for 15-minute breaks: caring for self, compassion fatigue and work-life balance.
- Personality tests implemented on the units to get to know your co-workers better.
- Insight Timer meditation app subscription purchased for employees.
- Gathered feedback and implemented new scheduling practices.

# Nursing Leadership Development



Nursing leaders Kelsey Fujan, RN and Kristina Hofer, RN, discuss patient care on the critical care unit.

## Kudos to Kelsey Fujan

Kelsey, your presence on the floor rounding and asking if anyone needs help with anything has not gone unnoticed. It is incredibly motivating to see you take time out of your busy schedule to round on the units and help out where able. With how crazy the units have been lately it has been very fulfilling and helpful to see you inquiring about how to help when you have 400 other things going on. THANK YOU!

- Madi Lindely, RN, Critical Care Unit, February 2, 2022

## The Sanford Leader Program

The Sanford Leader model was created to assist our leaders with their professional development. The Sanford Leader Model is built around three established leadership principles: Leading Self, Leading Others and Leading Mission. Each principle is connected to three skillsets. The nine skillsets are: Communication, Trust, Excellence, People, Accountability, Engagement, Business, Customers, and Values.

There are four levels of leaders at Sanford: Informal, Formal, Senior, and Executive. A leader pathway for each leader level has been created to provide a foundation for skill development. The skillsets remain the same regardless of the leader level, but the four behaviors listed for each skillset change and build based on the leader level. The focus shifts from leading processes, to leading teams, to leading leaders, and leading the organization.



There are several aspects of the Sanford Leader program for nursing leaders to utilize in their development. These offerings include the following:

- New Leader Orientation
  - Getting Started
  - Leading Self
  - Leading Others
  - Leading Mission
  - Leader Fundamental Online Courses
- Leader Self-Assessment (Based upon Leader Pathways)
- Leader Development Plan
- Leadership Development Webinar Series (Based upon Employee Engagement Survey Data)
- Formal Leader Academy (9-month cohort)
- One-on-One Leader Development Coaching
- On-Demand Leadership Development Content (Provided by Franklin Covey)
- Monthly Leader Newsletter: Focused on a different leader skillset each month
- Crucial Conversations Training
- Gallup Strengths Assessment
- Myers-Briggs Personality Assessment



### **New Role: Overnight and Weekend Patient Placement**

The Clinical Care Leader Council provided feedback that led to the development of a new role for overnight and weekend patient placement nurses. The new overnight and weekend team rounds on nursing units, constant observers, and the video monitoring studio. The team places patients, appropriately admits patients, works with One Call on outlying pending admits, assists with opening overflow units, adjusts staffing as needed, and supports disaster coverage.

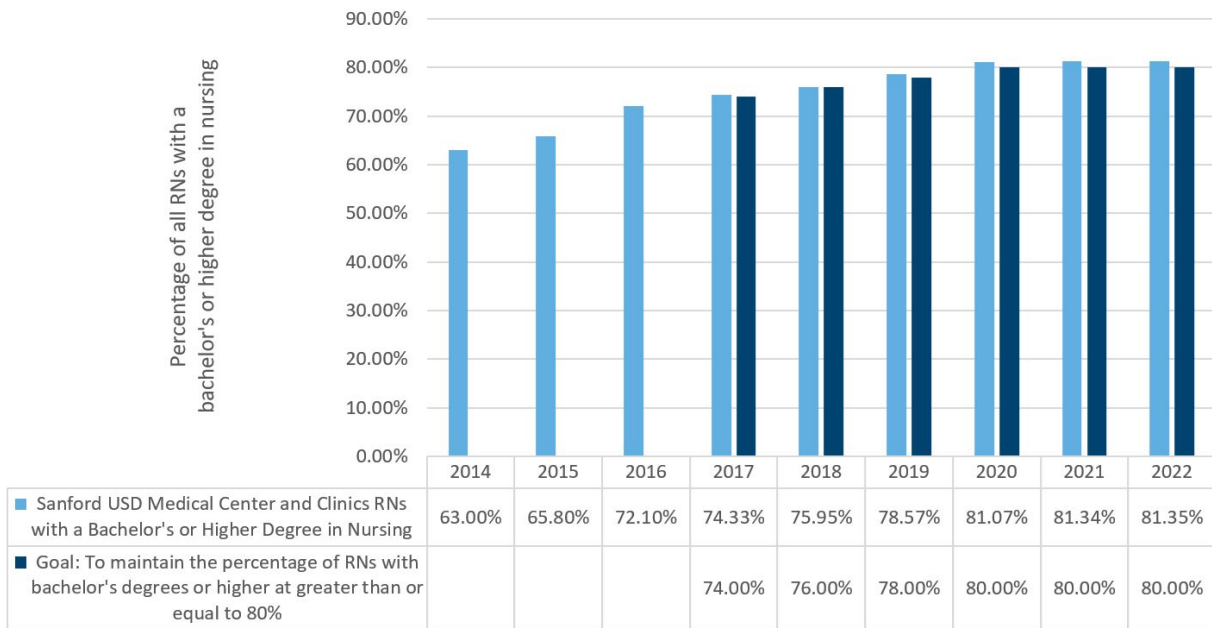
# Structural Empowerment

## Nursing Education

Sanford is dedicated to nursing professional development through educational advancement. Sanford leadership promotes opportunities for professional growth and allows flexible scheduling to accommodate a balance of work, school and life. Education is also supported through nursing scholarships and tuition reimbursement programs.

**Sanford's Nursing Education Goal:** To maintain the percentage of nurses with a bachelor's degree or higher in nursing at 80% or greater.

Sanford USD Medical Center and Clinics  
RNs with a Bachelor's or Higher Degree in Nursing



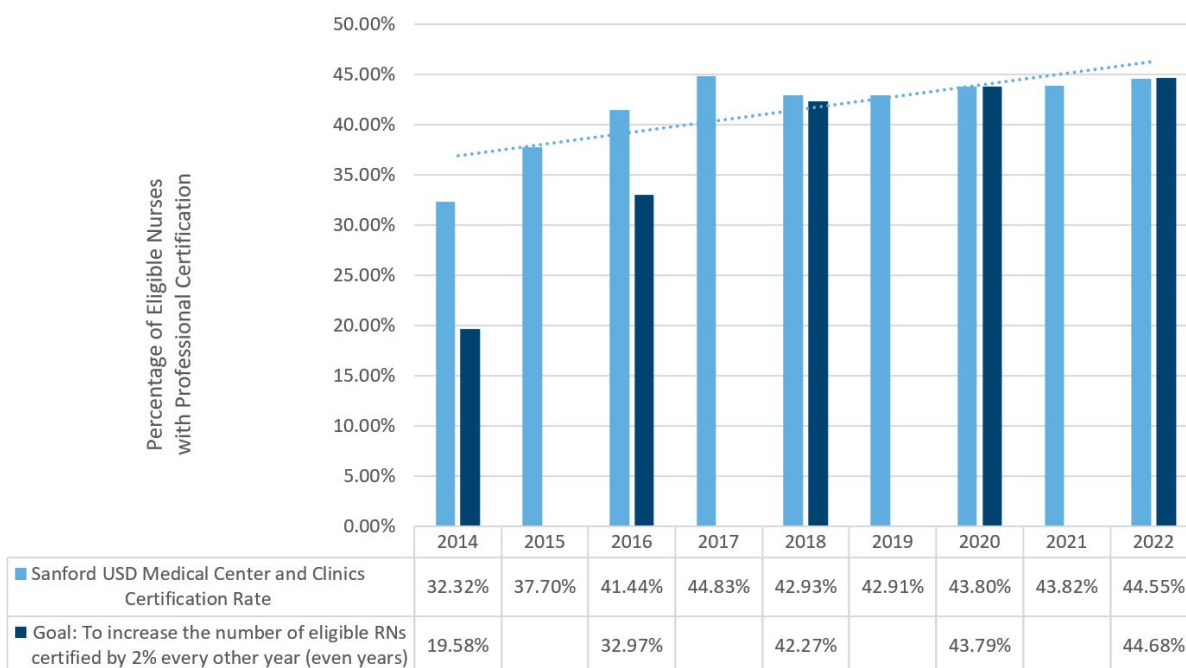
## Board Certification

National certification enhances professional credibility and personal confidence in clinical abilities. It increases nurses' feelings of personal accomplishment, as certified nurses are often recognized as expert and skillful leaders for their validated specialized knowledge. Certification is not just letters after a name; it identifies nursing's highest value of professionalism.

Sanford supports nursing specialty certification by hosting certification review courses, providing access to certification exam study materials, and offering exam fee reimbursement through the Sanford Initial and Renewal Certification Reimbursement program.

**Sanford Nursing Certification Goal:** Increase the number of certified RNs by 2% every two years of all RNs eligible for certification.

Sanford USD Medical Center and Clinics Certification Rate



### Recognition for Certified Nurses

After a registered nurse (RN) achieves board certification in their specialty, a ceremony is held to present them with a certification coat. Their name is also displayed on the department's certification recognition plaque. Every year in March, certified nurses are also acknowledged at the Certified Nurses Day Celebration. On March 16, 2022, Sanford celebrated 999 certified nurses with a recognition event hosting blessing of hands by the Sanford chaplains and a morning and afternoon buffet.

*Stacy Jewett, NE-BC and Britney Krell, CNML at their certification ceremony on March 18, 2022.*



*Kylee Whitney, CWON and her team at a certification ceremony in March 2022.*



*Ellen Feiner, CWON and the Wound Healing Center team at a certification ceremony in March 2022.*

## Lifelong Learning

Sanford nurses continue to learn and develop professionally through conferences, classes, and training. There were numerous educational offerings in 2022:

- **Schwartz Center Rounds:** allows caregivers a safe place to express the feelings and emotions that occur when caring for patients with complex social, cultural, or medical problems.
  - “But wait, what about...” January 11
  - “Why Should I Care?” March 8
  - “In the Blink of an Eye” July 12
  - “Capacity Versus Capability” September 13
  - “How Do I Find My Voice?” November 8
- **DREAM BIG: Be a Burnout Mastermind: Lessons Learned from an ICU Nurse Webinar,** February 3, 2022
- **Moments of Hand Hygiene Training,** February 18
- **Basic Life Support (BLS) for Providers,** March-April, September-October



*Participants of the 2022 Foundations of Faith Community Nursing Class gather.*

- **Foundations of Faith Community Nursing Course,** March-April
- **Mindfulness Based Stress Reduction,** March-May
- **Perinatal, Neonatal, Women’s Conference,** March 24
- **Edith Sanford Breast Center Symposium,** March 25
- **Nursing Professional Development Certification Preparation,** April 6-8
- **Advanced Practice Provider Symposium,** April 13
- **Celebrating You: Sanford Nursing Leader Retreat,** April 18-22
- **Ambulatory Leadership Development,** April 21
- **Sanford Oncology Symposium,** April 21-22





*The 2022 Ethics in Action Conference featured strategies for creating an ethical work environment and resources for navigating moral distress as it pertains to resilience, self-care, and personal growth.*

- **Ethics in Action: Lived Ethics, Healthcare’s Moral Spaces**, May 4
- **Safety M&M Rounds “SAFE: Building a Just Culture”** May 17
- **Global Nurse Mentor Program Lunch & Learn**
  - Inpatient Nurse Enhancement in Costa Rica, August 17
  - Maternity and Women’s Health in Ghana, September 21
  - Inpatient Nursing Education in Costa Rica, October 19
  - Nursing Education in Ghana, November 16
  - Clinical Quality Data in Costa Rica, December 21
- **Diabetes Care Conference**, August 19
- **Geriatrics Symposium: Care Across the Continuum**, August 19
- **Summit on the Future of Rural Health Care**, August 23
- **Embedded Ethics Series**, September-November
- **ImaGENE Summit Genetics 101 Education**, September 8
- **ImaGENE Precision Medicine Summit**, September 9
- **Removing Stumbling Blocks to Prevent Falls Webinar**, September 19
- **South Dakota Perinatal Annual Conference**, September 26-27
- **Sioux Falls Sanford Improvement Symposium SAFE: Leading the Way to Zero Harm**, September 29
- **Community Response to Child Abuse Conference**, October 6-7
- **Biennial Pediatric Trauma Symposium**, October 12
- **Annual Trauma Symposium**, October 13
- **Sanford Cancer Symposium: Multidisciplinary Approach to Colorectal Cancer**, October 14
- **MMMM Good Geriatrics: 7<sup>th</sup> Annual USD Geriatric Symposium**, October 28
- **Risk Factors and Pressure Injury Prevention Strategies in the Critically Ill Educational Sessions**, October 31



*Attendees listen to a presentation at the 2022 Health Ministry Conference.*

- **22<sup>nd</sup> Annual Health Ministry Conference** “Answering the Call to Care: Developing Intercultural Mindfulness” November 4
- **Ambulatory Nursing Grand Rounds/Nursing Professionalism**
- **Child Maltreatment Grand Rounds**
- **Foundations and Application of Formal Precepting**
- **Reach for Resilience Reach for Resilience Presents: Building Resiliency in Healthcare Providers Webinar Series**
- **Trauma Grand Rounds**

## BeHEARD

BeHEARD (Behavioral Health Education Awareness and Response Development) is an interactive virtual course designed to help increase knowledge, skills, and confidence in supporting people with behavioral health concerns. Topics include depression, anxiety/stress, addictive behaviors, trauma, suicide, grief/loss, self-care, burnout, and reducing stigma. This basic course builds confidence in responding to behavioral health, safety, and wellbeing concerns at work and in the community.

A new course was launched in June of 2022 titled BeHEARD: Adults Supporting Youth which includes common behavioral health concerns in youth aged 10-17 and strategies for adults to use to support them. 223 Sanford and Good Samaritan Society (GSS) employees participated in 21 basic adult BeHEARD courses. 60 Sanford and GSS employees participated in 5 sessions of the “Adults Supporting Youth” courses.

## Nurses in the News

Story Title	Nurses Featured	Publication	Date
<b>HPV vaccine reduces cervical cancer rates by 87%, study says</b>	Andrea Polkinghorn, RN, Immunization Strategy	Sanford Health News	January 4, 2022
<b>What you need to know about HPV</b>	Andrea Polkinghorn, RN, Immunization Strategy	Sanford Health News	January 6, 2022
<b>Healthcare workers talk about impact of increasing hospitalizations due to COVID-19</b>	Kelly Hefti, RN, Vice President, Nursing & Clinical Services	KELOLAND News	January 7, 2022
<b>Special addition to Sanford Children's Hospital will honor Sioux Falls boy</b>	Carol Cressman, RN, Pediatrics Acute	Pigeon605	January 12, 2022
<b>Sanford nurses to travel to different countries as part of mentorship program</b>	Kami Lindberg, RN, Oncology Nurse Navigation	KELOLAND News	January 18, 2022
<b>'We're not at the peak' of omicron, says chief physician</b>	Erica DeBoer, RN, Chief Nursing Officer	Sanford Health News	January 20, 2022
<b>Sanford Health breaks ground on new \$60M building</b>	Andy Munce, RN, Vice President, Operations	KELOLAND News	January 24, 2022
<b>Nurse shares COVID-19 frustration, encourages vaccine</b>	Matt Peterson, RN, Pulmonary	KELOLAND News	January 25, 2022
<b>Inside KELOLAND: Year two of COVID-19 in South Dakota</b>	Matt Peterson, RN, Pulmonary	KELOLAND News	January 30, 2022
<b>One building, around 108k COVID-19 vaccine doses</b>	Terri Carlson, RN, Admin., Stacy Jewett, RN, Family Medicine	KELOLAND News	February 7, 2022
<b>Showing appreciation to nurses at Sanford</b>	Erin Covey, RN, Pulmonary	KELOLAND News	February 14, 2022
<b>Sioux Falls' health care expanding with population growth</b>	Andy Munce, RN, Vice President, Operations	KELOLAND News	February 15, 2022
<b>Vaccine advocacy group praises Sanford's clear info campaign</b>	Andrea Polkinghorn, RN, Immunization Strategy	Sanford Health News	February 16, 2022
<b>Unique AI tool helps Sanford Health schedule nurses</b>	Erica DeBoer, RN, Chief Nursing Officer	Sanford Health News	February 24, 2022

<b>Story Title</b>	<b>Nurses Featured</b>	<b>Publication</b>	<b>Date</b>
<b>Sanford Health to Deploy New AI System for Nurse Scheduling</b>	Erica DeBoer, RN, Chief Nursing Officer	Health IT Analytics	March 1, 2022
<b>'Baptism of fire' on the frontline of the COVID pandemic</b>	Riley Frantzen, RN, Critical Care Unit	Dakota News Now	March 24, 2022
<b>Sanford nurse in mentorship program returns from Ghana</b>	Kami Lindberg, RN, Oncology Nurse Navigation	KELOLAND News	April 3, 2022
<b>New parents find support from Sanford Children's CHILD Services New Arrivals classes</b>	Brittany Christian, RN, Perinatal Community Service	Dakota News Now	April 12, 2022
<b>Inaugural mentorship program takes Sanford nurse to Ghana</b>	Kami Lindberg, RN, Oncology Nurse Navigation	Sanford Health News	April 13, 2022
<b>Digital tools help free up nurses for more patient care</b>	Erica DeBoer, RN, Chief Nursing Officer	Sanford Health News	April 15, 2022



<b>Story Title</b>	<b>Nurses Featured</b>	<b>Publication</b>	<b>Date</b>
<b>Sanford Health leaders join Becker's health care panelists</b>	Erica DeBoer, RN, Chief Nursing Officer	Sanford Health News	April 18, 2022
<b>What to consider when planning where to have your baby</b>	Sonya LaMont, RN, Women's Programming; Karrie Heckman, RN, Integrative Health	Sanford Health News	April 21, 2022
<b>'His heart is still beating': Stories of organ donors</b>	Carol Cressman, RN, Pediatrics Acute	KELOLAND News	April 22, 2022

Story Title	Nurses Featured	Publication	Date
<b>Sanford leaders discuss top issues facing rural care</b>	Erica DeBoer, RN, Chief Nursing Officer	Sanford Health News	April 29, 2022
<b>More medical services coming to east Sioux Falls</b>	Andy Munce, RN, Vice President, Operations	KELOLAND News	May 4, 2022
<b>New Sanford Health clinic in northeastern Sioux Falls to feature 34 clinical exam rooms</b>	Andy Munce, RN, Vice President, Operations	Argus Leader	May 4, 2022



Story Title	Nurses Featured	Publication	Date
<b>Health leaders recognize National Nurses Week</b>	Kelly Hefti, RN, Vice President, Nursing & Clinical Services; Jill Bauer, RN, Educator	Dakota News Now	May 5, 2022
<b>Sanford Health recruits veterans to nursing field</b>	Kathy Schuler, RN, Administration; Erica DeBoer, RN, Chief Nursing Officer	Sanford Health News	May 6, 2022



<b>Story Title</b>	<b>Nurses Featured</b>	<b>Publication</b>	<b>Date</b>
<b>What makes nursing different at Sanford Health</b>	Erica DeBoer, RN, Chief Nursing Officer	Sanford Health News	May 9, 2022
<b>Nurses have a voice at Sanford Health</b>	Margaret Kropuenske, RN, Women's Specialty Clinics	Sanford Health News	May 11, 2022
<b>Sanford launches website to connect patients to financial assistance</b>	Erica DeBoer, RN, Chief Nursing Officer; Lindsay Daniels, RN, Care Management	KELOLAND News	May 12, 2022
<b>Caring for Young Patients</b>	Justin Stevens, RN, Pediatrics Acute; Carol Cressman, RN, Pediatrics Acute	KELOLAND News	May 29, 2022
<b>Surgical staff say they feel supported at Sanford</b>	Amy Tobin, RN, Surgery; Damien Moulton, RN, Surgery	Sanford Health News	May 31, 2022



<b>Story Title</b>	<b>Nurses Featured</b>	<b>Publication</b>	<b>Date</b>
<b>Nurse navigator guides lymphoma patient's journey</b>	Betsy Kiesow, RN, Oncology Nurse Navigation	Sanford Health News	June 1, 2022
<b>Veteran finds perfect fit in new nursing career</b>	Katie LeBrun, RN, Birth Place	Sanford Health News	June 29, 2022
<b>Former Army drone operator finds career as orthopedic nurse</b>	Jordan Parr-Hess, LPN, Orthopedics & Sports Medicine Clinic	Sanford Health News	July 22, 2022

<b>Story Title</b>	<b>Nurses Featured</b>	<b>Publication</b>	<b>Date</b>
<b>How a local mom got breastfeeding help</b>	Brittany Christian, RN, Perinatal Community Service	KELOLAND News	August 1, 2022
<b>Telemedicine, virtual care save rural patients time</b>	Deb Hickman, CNP, Children's Specialty Clinic, Pulmonology	Sanford Health News	August 18, 2022
<b>Increased importance for STI screening before returning to college</b>	Emily Boysen, CNP, Women's Health	Dakota News Now	August 19, 2022
<b>Benefits of breastfeeding and alternative ways to feed your baby</b>	Kristin Gackle, RN, Perinatal Community Service	Dakota News Now	August 30, 2022
<b>Fall Prevention with Sanford</b>	Karla Cazer, CNS, Faith Community Nursing	Dakota News Now	September 16, 2022
<b>Medical center and clinics achieve 5th Magnet recognition</b>	Kelly Hefti, RN, Vice President, Nursing & Clinical Services	Sanford Health News	September 16, 2022
<b>Week dedicated to awareness on preventing falls</b>	Noel Miller, RN, Trauma Services Program	KELOLAND News	September 20, 2022
<b>Breast cancer survivorship 101: What's next?</b>	Heather Casper-McLay, CNP, Oncology	Sanford Health News	October 7, 2022
<b>Sioux Empire Medical Museum reopens</b>	Kelly Hefti, CNP, Vice President, Nursing & Clinical Services	Sanford Health News	October 7, 2022
<b>Sioux Empire Medical Museum reopens with look at history of nursing</b>	Kelly Hefti, CNP, Vice President, Nursing & Clinical Services	SiouxFalls.Business	October 7, 2022



<b>Story Title</b>	<b>Nurses Featured</b>	<b>Publication</b>	<b>Date</b>
<b>Nurse residency program supports nurses in their first year</b>	Katie Meeker, RN, Educator	Sanford Health News	October 10, 2022
<b>Giving integrative wellness a try in clinic setting</b>	Karrie Heckman, RN, Integrative Health	Sanford Health News	October 11, 2022
<b>Child's Voice team inspires a \$240,000 gift to expand services</b>	Stefanie Bull, RN, Child's Voice	Sanford Health Foundation	October 24, 2022



<b>Story Title</b>	<b>Nurses Featured</b>	<b>Publication</b>	<b>Date</b>
<b>After life-changing UTV crash, teen commits to recovery</b>	Sarah Dorr, CNP, Children's Specialty Clinic, Surgery	Sanford Health News	October 28, 2022
<b>Sanford Health connects patients to community resources</b>	Erica DeBoer, RN, Chief Nursing Officer; Lindsay Daniels, RN, Care Management	Sanford Health News	November 11, 2022
<b>Sanford USD Medical Center, clinics recognized for nursing excellence</b>	Kelly Hefti, RN, Vice President, Nursing & Clinical Services	KELOLAND News	November 21, 2022



Story Title	Nurses Featured	Publication	Date
<b>Free health clinic for uninsured gets new home, help from Sanford Health Cooperative</b>	Beth Hindbjorgen, RN, Health Co-Op	The Globe	December 13, 2022



Story Title	Nurses Featured	Publication	Date
<b>Nurse residency promotes work-life balance from day 1</b>	Rachel Hewitt, RN, Critical Care Unit	Sanford Health News	December 27, 2022
<b>Sanford Heart Hospital celebrates 10<sup>th</sup> anniversary</b>	Bridget O'Brien-Johnson, RN, Administration	Sanford Health News	February 28, 2022



## Comprehensive Care and Community Services

### Comprehensive Care and Community

Services launched ambulatory services in March 2021, to serve multi-visit patients (MVP) in the community who have medical and/or social needs creating barriers to receiving traditional follow up care. The intention of the service is to bridge care in the home for 4-8 weeks following an event to foster patient engagement with their primary care clinic and resources.



The population served by this service includes high risk patients with medical and social needs who also meet the following criteria:

- Adult patients, over 18 years of age (non-obstetric) who are South Dakota Residents within 20 miles of Sioux Falls
- 2 or more hospitalization within 6 months or 4 within 12 months (MVP)
- 30-day readmission
- High readmission risk score
- 6-10 ED visits in last 6 months
- 2 or more no show to clinic visits in last 6 months
- No primary care provider (PCP) or not engaged with PCP
- Mental health/substance abuse drivers
- Multiple co-morbidities/clinical complexity
- Polypharmacy and/or history of non-adherence to medications
- Have barriers to receiving standard care in an office setting (transportation or mobility)



The care team consists of two nurse practitioners, three RN care managers, and a social worker to provide the medical follow up and connection to community resources. Visits are completed in the home, bringing care directly to the patient.

## Story of Caring

The Comprehensive Care and Community Services (CCCS) team began working with a 66-year-old gentleman with swallowing difficulties, GERD, alcohol use, bipolar disorder, and oppositional defiance disorder at the end of March 2022. The team attempted to connect him with Pulmonology for follow up and started investigating where he had obtained his psychiatric care in the past to get records. Several social determinants of health were creating barriers for this man, but he was most concerned with finances and transportation. The patient would react easily to stressors, and keeping and rescheduling follow-up appointments became a challenge. Unfortunately, the team was not able to reach him at times and the patient eventually stated he had improved by stopping drinking and no longer needed follow up. He declined follow up by the CCCS team.

The patient was admitted to the hospital again in September and October of 2022 and the Comprehensive Care team received a referral and brought him on their caseload again. At that time, the patient had been evicted from his previous living arrangement due to his psychiatric symptoms, specifically mania. He was again in need of support with taking medications and treating his behaviors. After stopping mood stabilizing medication a couple of times his behaviors deteriorated. The CCCS nurse practitioner continued to follow, establishing a trusting relationship, and the patient agreed to restart medication and to keep taking it. He is now following through with medical appointments, including frequent wound care appointments. He has established care with Sanford Psychiatry, taking medication on a regular basis and is much less reactive. Due to increased stability of psychiatric symptoms and engagement in his care, the patient was able to have grafting done on his foot wound.

The Comprehensive Care and Community Services team works to transition patients to the primary care setting. The case manager and social worker are collaborating with the ambulatory care manager and a Sanford community health worker to address social determinants of health most important to the patient, including housing applications and transportation to his appointments.

*Tony Weber, RN Care Manager with Comprehensive Care and Community Services discusses patient care in outpatient dialysis.*



## Falls Prevention Efforts: Stand Strong and CAPABLE

Injuries related to falls in the older adult population are a major public health concern in South Dakota (SD). Falls were the leading cause of injury-related death between 2009 and 2018 (SD Department of Health [DOH], 2020). Sanford Health in Sioux Falls reported an increase in fall related utilization from 1,083 encounters in 2017 to 1374 encounters in 2021. Hospitalizations related to falls increased from 387 hospitalizations in 2017 to 500 hospitalizations in 2021 (Sanford, 2022).

To address this public health concern, Sanford Health is collaborating with community partners to provide Evidence Based (EB) Fall Prevention programs. Evidence-based strategies prevent or reduce falls by increasing knowledge and implementing evidence-based fall prevention solutions for older adults. Sanford Health offers four different fall prevention programs:

- Bingocize,
- Stay Active & Independent for Life (SAIL),
- A Matter of Balance (AMOB), and
- Community Aging in Place—Advancing Better Living for Elders (CAPABLE).

These programs are supported by funding from the Administration for Community Living and managed by the Stand Strong Coalition. Community response to these programs has been overwhelmingly positive. The classes are filling a gap in programming aimed at older adults. Additionally, the team is monitoring outcomes including Emergency Department visits and hospitalizations related to falls and preliminary data is showing falls with injuries trending down.

### Sanford and Good Samaritan Society Stand Strong Coalition Members:

- Michelle Ahnberg, DNP, CNS, Director
- Priscilla Bragg MS, RN, Clinical Care Leader, Faith Community, CAPABLE
- Lori Brunick, Admin. Asst. Stand Strong
- Donna Bunger, Finance/Grants Dept
- Karla Cazer, RN-C, GCNS-BC, Project Co-Director
- Kristi Crawford, Grants Coordinator
- Kim Donelan, Manager, Sanford Wellness Center
- Natalie Fick PT, AMOB Master Training
- Martha Frohwein, Director, Therapy and Rehab, Good Samaritan Society
- Kristin Goodroad, PT, Canton Good Samaritan
- Abigail Gramlick-Mueller, DNP, APRN-CNP, Project Co-Director
- Beth Hindbjorgen, MS, RN, Sanford Health Co-Op Program Manager
- Scott Larson, CEO, Sanford Canton
- Jenny McDonald, Manager, Population Health, Sanford Health Plan
- Noel Miller, RN, Trauma Services
- Leah Peterson, PT, Sanford Canton
- Jen Rozeboom, Lead Case Manager, Sanford Health Plan
- Amy Sandhurst, OT, CAPABLE
- Dawn Seeley, CNS, Geriatrics
- Michelle Serck, RN, Clinical Supervisor, Sanford Canton Clinic
- Carley Swanson, RN, Evidence-based Practice, Good Samaritan Society
- Victorria Thormodsgaard, RN, Case Manager, Sanford Health Plan



# A MATTER OF BALANCE

MANAGING CONCERNS ABOUT FALLS

An award-winning program designed to manage falls and increase activity levels. This program emphasizes practical strategies to manage falls.

*“My husband is really enjoying his classes. He was in a great mood after his class, saying he felt better. He could see with little exercises he had done how his blood sugars went down. He was laughing at how simple the exercises were and how he could continue to do them. Thank you for getting him signed up!” (AMOB participant’s spouse, May 17<sup>th</sup>, 2022).*

## Target Audience:

- Appropriate for people that are at risk of falling
- Have a fear of falling

## Program Goals:

- Provides practical coping strategies to reduce the fear of falling
- Combination of group education and fall prevention exercises

## Program Structure:

- Two leaders for 8-12 participants
- Meets for eight, 2-hour sessions
- Either 1 session per week for 8 weeks or 2 sessions per week for 4 wks.

## To Date:

- 31 leaders trained to lead A Matter of Balance (AMOB)
- 6 communities offering AMOB
- 17 facilities offering AMOB
- 333 participants who took part in AMOB



*A Matter of Balance Leader Training*



Bingo + Exercise = Bingocize

*"I think the program was awesome, and I'm really going to take the exercise when we do BINGO, because I thought it was amazing, and the music. LOVE THAT"* (Bingocize® Instructor, May 9, 2022).

### Target Audience:

- Sedentary older adults at all ability levels

### Program Goals:

- Improve and/or maintain mobility and independence
- Learn and use health information focused on falls reduction
- Engage older adults in social settings

### Program Structure:

- 10-week program
- Play twice a week on non-consecutive days, 45–60-minute sessions.

### To Date:

- 6 leaders trained to lead Bingocize®
- 1 community offering Bingocize®
- 6 facilities offering Bingocize®
- 46 participants who took part in Bingocize®



*Bingocize demonstrations at the Turner County Fair*



# Stay Active & Independent for Life (SAIL)

A strength, balance, and fitness class for adults

*“Make sure you offer the class again. We love the class because of the variety and just to see what it has done” (SAIL Participant, May 2, 2022).*

### Target Audience:

- 60 years and older; low fall risk; lives in the community

### Goals:

- Focuses on improving flexibility, strength, and balance in adults

### Program Structure:

- One SAIL instructor leads class 2-3 times per week
- Warm up, Aerobics, Balance Exercises, Strength Exercises, Stretching and Education

### To Date:

- 8 coaches trained to lead Stay Active and Independent for Life (SAIL)
- 2 communities offering SAIL
- 5 facilities offering SAIL
- 151 participants who took part in SAIL

Two 12-week sessions of SAIL were also offered in 2022 through the Sanford LEAD Center and 80 Good Samaritan Society residents attended 1 or more classes.



*Dawn Seeley, CNS and Karla Cazer, CNS educate about fall prevention during the Caregiver Conference at Active Generations.*



Community Aging in Place—Advancing Better Living for Elders (CAPABLE)

### Target Audience:

- Older adults over 60 years of age with difficulty with at least one activity of daily living (ADL)
- Older adults who are cognitively intact

### Program Goals:

- Improve ability to age at home by increasing mobility and home safety.

### Program Structure:

- Participant directed, home-based
- Inter-professional: Occupational therapist, registered nurse, handy worker
- 20 sessions over 5 weeks

### To Date:

- 4 leaders trained
- 5 communities offering CAPABLE
- 14 people referred to CAPABLE
- 4 people participating/participated in CAPABLE



*Jessica Melchizedek, RN and Priscilla Bragg, RN at the Stepping Into Good Health (SIGH) Program provide free footcare, health screening and RN visits for low-income individuals.*

### References

Sanford Medical Center [SMC], (2022). Falls related data for patients 65 years of age and older to SMC Sioux Falls for Minnehaha and Lincoln County patients between January 2017 and December 2021. Pulled in January 2022.

South Dakota Department of Health [SD DOH] (2020). Injuries in South Dakota. Retrieved <https://doh.sd.gov/statistics/InjurySurveillance.aspx>.



*Fall Prevention Week  
Fall Screening Event at Active  
Generations*



## **Chronic Disease Self-Management Programming**

Sanford continues to support patients and community members in their efforts to live well with chronic conditions. Through a partnership with South Dakota State University (SDSU) Extension and other community organizations, Sanford provides instructors, referrals, and hosts evidence based chronic disease self-management programming: Better Choices Better Health (BCBH). BCBH covers general self-management skills such as problem solving, goal setting, managing difficult emotions, and other strategies and is effective for people living with any chronic physical or mental health condition. The suite of programs offered are BCBH Chronic Conditions, BCBH Diabetes, and BCBH Chronic Pain and available in the in person setting, telephone, and virtual. BCBH programming is available across the enterprise.

Program offerings continue upwards with a 15% increase in 2022 as compared to 2021. 27 BCBH workshops were held across the enterprise with 195 community members and patients. New grant-supported Community Health Workers (CHWs) in the Sioux Falls market have completed the BCBH course to support their efforts to reach underserved populations with chronic conditions.

## Recognition & Awards

### **Advanced Practice Provider (APP) Recognition Event**

The 2022 Sioux Falls Region Advanced Practice Provider Recognition Event took place on October 5, 2022, at the Sanford Barn. 74 advanced practice providers received nominations. Awards were presented to eight recipients. Advanced practice providers include physician assistants, certified nurse midwives, certified nurse practitioners, clinical nurse specialists, certified registered nurse anesthetists, audiologists, and genetic counselors.

#### **Nurse Recipients**

##### **Exemplary Professional Practice Award**

Vickie Reiff, APRN-CNM, Sanford USD Medical Center, Sanford Midtown Clinic

##### **New Knowledge, Innovations & Improvements Award**

Amy Mueller, APRN-CRNA, Sanford USD Medical Center

##### **Structural Empowerment & Leadership Award**

Rhonda Jensen, APRN-CNS, Sanford USD Medical Center - Diabetes Center

##### **Rising Star Award**

Katherine Greenlee, APRN-CNP, Sanford Cardiovascular Institute

##### **Distinguished Wisdom Keeper Award**

Debra Nearman, APRN-NNP, NICU



*Recipients of the 2022 Advanced Practice Provider awards.*

## 2022 American Association of Nurse Practitioners® (AANP) State Award of Excellence

Deb Hickman, APRN-CNP, was awarded the 2022 State Award of Excellence by the American Association of Nurse Practitioners. The State Award for Excellence is given to a nurse practitioner (NP) in each state who demonstrates excellence in clinical practice.

## Sanford Brand Ambassadors



Because of the extraordinary commitment they've shown to Sanford Health, the 2022 Sanford Brand Ambassadors took flight for a once-in-a-lifetime trip to Austin, Texas, April 19-22. They experienced many iconic sites in Austin, received special thanks from Sanford leadership, personal notes from their Sanford Families, and participated in a service project helping children in need. The trip is designed to show how grateful Sanford Health is to have people like them representing our organization, and to give them a renewed energy to keep doing the exceptional work they do into the future.

Sanford Ambassadors were nominated by their leaders and chosen because they embody the spirit of our brand and what we're all about – health, healing and serving our patients, residents, communities and each other. Sanford Ambassadors not only act as ongoing brand advocates in and outside our walls, but they are also our champions and will serve as advisors, giving voice to our story as an organization throughout the year.

### Sioux Falls Nurse Representatives:

- Matthew Peterson, RN, Clinical Care Leader, Pulmonary
- Sarah Sorrell, CNP, Surgery Clinic

## The DAISY Award for Extraordinary Nurses

The DAISY Award, which recognizes nurses who exemplify excellence in patient care, has become a celebrated tradition at Sanford USD Medical Center and Clinics. Bonnie and J. Mark Barnes founded the DAISY (Diseases Attacking the Immune

System) Foundation in memory of their son, J. Patrick Barnes, who died of complications from an autoimmune disease at age 33. In tribute to and appreciation of the nurses who cared for their son, they established the DAISY Foundation to honor nurses who positively impact the lives of their patients and families.

Sanford Health is one of more than 4,000 healthcare organizations around the world to partner with the DAISY Foundation. Recipients of the DAISY Award receive a certificate, a DAISY pin, cinnamon rolls to recognize the team, and a unique, hand-carved Serpentine stone statue called “The Healer’s Touch,” created by artisans in Zimbabwe. Recipients are also featured on the DAISY Foundation website, and internally on the Sanford intranet and Sanford Nursing SharePoint Site.



### DAISY Award Recipients

- Sara Beck, RN, Pediatrics Acute
- Megan Burgers, CNM, Women’s Health
- Jenna Coppock, RN, Cardiology
- Michelle DeKam, RN, Surgical/Cardiovascular
- Ivan Diaz, RN, Central Resource Pool
- Tricia Hansen, RN, Medical/Oncology
- Jenny Hanson, RN, NICU
- Pamela Hawks, RN, Surgical Associates
- Loghan Huiskes, RN, Critical Care Unit
- Kim McMullen, LPN, Watertown Clinic
- Rob Meerdink, LPN, Oncology Clinic
- Gloria Meyer, RN, Outpatient Care Center
- Tiffany Phomsatry, RN, Sanford Worthington
- JoLynn Rowbotham, RN, Brookings Clinic
- Marin Schaefer, NP, RN, Palliative Care
- Natalia Strizhius, RN, Birth Place
- Karen Terhark, RN, Sanford Worthington
- Brittney Thiel, RN, Labor and Delivery-HROB
- Anna Voyles, LPN, Women’s Health 32<sup>nd</sup> & Ellis
- Christy Williams, RN, NICU



*The Sanford USD Medical Center Pediatric Intensive Care Unit (PICU) Team received the 2022 DAISY Team Award.*



*Sanford Vermillion Medical Center nurses Teresa Nowak, RN and Rhonda Aday, RN received the Network 2022 DAISY Team Award.*

## Employee of the Year Awards

Each year, Sanford Health recognizes Employee of the Year recipients. Of the 24 awarded in the Sioux Falls region, 10 were awarded to nurses. The awards recognize Sanford Health employees who consistently demonstrate exceptional performance and show a relentless pursuit of perfection through the Sanford Health values.

### Nurse Recipients

Birkeland Clinical Innovation Employee of the Year

Katie Hendrickson, RNC, Senior Clinical Informatics Analyst

Conradi Family Intensive Care Nursery Employee of the Year

Donna Swearingen, RNC, Clinical Care Leader

Donna Gaspar Rising Star Nurse of the Year

Kindsey Koehler, BSN, RN Ambulatory

Excellence In Women's Health Employee of the Year

Pearl Aldrich, RN, Clinical Care Leader

Patricia K. Van Wyhe Nurse of the Year

Laura Tommeraasen, RN, Clinical Care Leader

Sanford USD Medical Center President's Leadership Award

Katie Kopp, RN, Nursing Director

Outstanding Surgical Services Employee of the Year

Aimee Carls, RN Inpatient

Carlson Family Outstanding Pediatric Oncology Employee of the Year

Lesley R. Bohnet, RN Inpatient

Sweetman Family Employee of the Year

Jody L. Hass, RN, Clinical Informatics Manager

Al Lindgren Memorial Nurse Anesthetist of the Year

Roxanne Phipps, CRNA, Nurse Anesthetist

## Friend of Volunteers Award



The Friend of Volunteer award is given to a Sanford employee who makes volunteers feel welcome and valued. The award recognizes an outstanding staff member for his/her support, dedication, and encouragement of volunteers. Volunteers nominate a Sanford employee, and the Sanford USD Medical Center Recognition Committee selects a recipient each year.

In 2022, Robin Randall was named our Friend of Volunteers! She was recognized by a volunteer because Robin helped to pilot one of the first areas to provide Reiki through integrative health options at Sanford. Without Robin's support and encouragement of Reiki on her unit, it might not have been able to be offered in other areas around the hospital.



## Hero Awards

Sanford Heroes are chosen each month for demonstrating excellence in one of the Sanford values. Sanford employees as well as patients and visitors can nominate employees for a Sanford Hero award.



*The June 2022 Hero Award recipients gather.*

### Nurse Recipients

#### Advancement:

- Jen Biteler, RN, Medical Oncology
- Alisa Dunn, RN, Pediatric Intensive Care Unit (PICU)
- Heidi Kenison, RN, NICU
- Lavonne Spaans, RN, Patient Appointment Center
- Sydney Zimmerman, RN, Critical Care Unit

#### Calling:

- Sara Bartlett, RN, Pediatrics
- Andrea Dykstra, RN, NICU
- Marie McColley, RN, Post Anesthesia Care Unit (PACU)
- Marissa Mohr, RN, Emergency Department
- Noelle Murphy, RN, Case Management
- Rachael Ross, RN, Case Management

#### Community:

- Michelle Heesch, RN, Pediatrics
- Caitlin Leimbach, RN, PICU
- Crissy Melick, RN, Care Management
- May Schaefer, RN, One Call

#### Family:

- Clay Bollock, RN, PICU
- Julie Christensen, RN, NICU
- Katie Eeten, RN, Emergency Department
- Casey Hansen, RN, PACU
- Teresa Hyland, RN, Patient Center
- Sarah Lamberty, RN, PICU
- Maura Lysne, RN, Pulmonary
- Janine Menholt, RN, Pulmonary
- Jeri Nelson, RN, Family Suites
- Alex Opsahl, RN, Critical Care Unit
- Amelia Scallon, RN, Pulmonary
- Julia Sorfonden, RN, PICU



### Courage:

- Tiffany Bergstedt, RN, Care Management
- Jenna Bresee, RN, PICU
- Jodi Glanzer, RN, Care Management
- Kim Holtan, RN, NICU

### Service:

- Brielle Cords, RN, Critical Care
- Taylor Lammers, RN, Critical Care Unit
- Kayleen Wiederhoeft, RN, Pulmonary
- Breana Young, RN, Pulmonary Unit

### Resolve:

- Cari Cawley, RN, Medical/Oncology
- Kara Hanson, RN, Clinical Call Center
- Sarah Hoffman, RN, Medical/Oncology
- Britni Johnsen, RN, Pulmonary
- Andrew Laycock, RN, Pediatrics
- Pat McMahan, RN, Care Management
- Audrey Zuiderhof, RN, Clinical Call Center



### Group Heroes

- AirMed
- Labor & Delivery: Erica De Wit, RN, Christine Wanless, RN, NICU, Amber King, Surg Tech, Sierra Meier, RN
- Labor & Delivery: with special recognition to Kara Wolthuizen, RN, Hailee Callies, RN, Sarah Hanson, RN, Marisa Anderson, Surg Tech, Emily Scissons, Surg Tech, Courtney Lewno, RN, Dr. Landeen, Dr. Doelan, Laura, CRNA, and Dr. Rausch, for their display of Courage, Family, and Resolve.
- Labor & Delivery: with special recognition to Dr. Briggs, Dr. Lunn, Molly Golla, Annie Gordon, Micaela Ruechert, Jessica Guenthner, Staci Voss, Amanda Denevan, Marisa Anderson, Carolina Haugard, Dr. Sierra, and Pam Wilde, for their display of Courage, Family and Resolve.
- NICU: with special recognition to Katie Anderson, MD, Ashley Geppert and Mallory Summerer, NNP, Amanda Geringer, Lori Mulder, Becca Sittig, Emily Edman, Ashley Paradeis, Mallory Neisius, and Jonah Longville, for their display of Courage, Calling, and Resolve.
- NICU: with special recognition to Becky, Brenda, Danyelle, Brook, Deb, Annie, Jen J
- Pediatric Unit: with special recognition to Andrew Laycock, Jordan Slusser, Sara Bartlett, Brooklynn McCaulley, and Casey Hanna, for their display of Family and Advancement.
- PICU, Peds Surgery, Respiratory Therapy, and Patient Placement: with special recognition to Amanda Daly, Danielle King, Alisa Dunn, Callie Zirpel, Jill Bauer, Ang Kreuger, Taryn Califano, Carolina Diaz, Stacy Batt, Dr. Ali, Dr. Olgun, Dr. Keckler, Sam Holm, Dr. Wood, Krystal Weber, and Caitlin Leimbach, for their display of Calling, Family, and Service.

## GEM Award



Lesley Bohnet, RN, Pediatrics was the nurse recipient of the GEM Award in 2022. GEM stands for “Going the Extra Mile” in a unique and unanticipated, spontaneous or heroic event involving the community and is outside of expectation or job description and may reflect the Sanford Values.

## General Surgery Residency Advanced Practice Provider of the Year Award

Donna Dickey, CNP, at Sanford Surgical Associates received the 2022 Sanford USD Medical Center General Surgery Residency Advanced Practice Provider of the Year Award as a champion of surgical resident education who consistently models the concept of teamwork.

## National Association of Pediatric Nurse Practitioners (NAPNAP) Preceptor of the Year

Jen Reitsma, APRN-CNP, CPNP-AC/PC, Sanford Children’s Hospital (Pediatric Surgery) was awarded the “Preceptor of the Year” award by NAPNAP’s eChapter for 2022.

## Guardian Angels

The Guardian Angel program gives patients and families the opportunity to celebrate exceptional care by making a gift in honor of a caregiver. Guardian Angels attend a special recognition ceremony, and the gifts enhance services for future patients at Sanford Health.



### Nurse Recipients

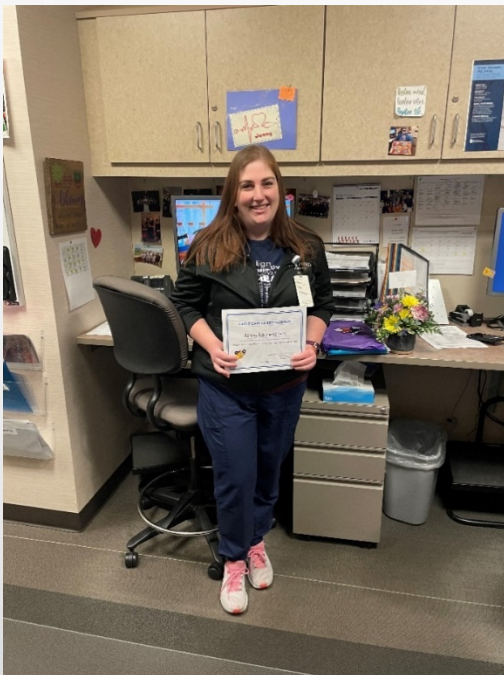
- Carol Anderson, RN, Labor & Delivery
- Stefanie Bull, RN, Child's Voice
- Darla Grotewold, RN, Labor & Delivery
- Ashley Hondel, RN, Inpatient Rehab
- Nancy Johnson, RN, Women's Health Maternal Fetal Medicine
- Holly Leusink, RN, Perinatal Outpatient Service
- Annie Nelson, RN, Oncology Nurse Navigation
- Anna Voyles, LPN, Women's Health 32nd & Ellis

## Good Catch Awards

Good Catch Awards are presented to individuals who prevented an error or stopped an error from reaching the patient. Good Catch Award recipients receive a surprise presentation and gift, and their story is shared widely through the nursing councils and safety SharePoint site.

### Nurse Recipients

- Anna Anderson, RN, Critical Care
- Eli Anderson, RN, Surgical Renal
- Kristina Blevins, RN, Surgical Cardiovascular
- Ashley Bostic, RN, Aberdeen Clinic
- Mason Boutros, RN, Sanford Children's Specialty Clinic
- Cory Hoffman, RN, Pulmonary
- Deidre Jacobs-Short, RN, Children's 32<sup>nd</sup> & Ellis
- Claire Johnson, RN, Luverne Clinic
- Carissa Lathrop, RN, Clinical Call Center
- Alex LeTendre, RN, Tracy Clinic
- Jenny Lourens, RN, Cardiovascular Institute
- Roxy Rindels, RN, Brookings Clinic
- Katie Sangster, LPN, Vermillion Clinic
- Ashley Schriever, RN, Clinical Call Center
- Jolene Thomas, RN, Women's Plaza
- Alyce Whipple, RN, Family Medicine 34<sup>th</sup> & Kiwanis



*Jenny Lourens, RN, Cardiovascular Institute receives a Good Catch Award.*



*Jolene Thomas, RN, Women's Plaza receives a Good Catch Award.*

## JY6 Foundation Nurse of the Year



Ashlee Blumhoff, CNP, of Sanford Children's Hospital was awarded Nurse of the Year through the Jorgen Yde (JY6) Foundation, a non-profit public charity that raises awareness and funding for pediatric cancer research and leukemia research.

## 2022 NICHE-ABIM Foundation Choosing Wisely® Trailblazer Awards

Sanford USD Medical Center received 2022 NICHE and ABIM Foundation Choosing Wisely® Trailblazer Awards for two projects:

- **“Growing Community Partnerships to Prevent Falls”** This project assessed the availability of evidence-based fall prevention programs available in South Dakota and determined that additional classes were necessary.
- **“Health Guides: Ignore the Risk; Take the Fall”** This project assessed the unique health care needs of older adults and the barriers they encounter in accessing that care. The team developed a proactive care management model that includes the involvement of health guides.



The Award recognizes clinical teams for their outstanding achievement in improving the quality of care for older adults by reducing tests and treatments that have little or no benefit, prioritizing patient safety and preferences, and improving care coordination.



*Sanford USD Medical Center has been a senior-friendly member site of Nurses Improving Care of the Health System Elder (NICHE) since 2006.*

## World Clinic Global Nursing Mentor Program



Kami Lindberg, RN, Breast Cancer Navigator was one of six nurses selected to participate in the 2022 Sanford World Clinic Global Nursing Mentor Program. Lindberg has worked in maternity at Sanford and now works with cancer patients. In 2022, she helped with both in Ghana, addressing needs in labor and delivery services while also assessing needs in women's preventive care and breast cancer and cervical screening.

## Vax Champs Graduation

### Don't Wait. Vaccinate. A Vaccine Education and Training Program

The Vax Champ program, led by Immunization Strategy, is a six-month long curriculum that enhances knowledge by offering immunization education, leadership development, influence and motivation training.

The purpose is to improve immunization rates and services through the development and training of a knowledgeable vaccine champion, or Vax Champ, at each Sanford Health primary care clinic.

Congratulations to the 20 Vax Champs who graduated from the program in the fall of 2022!



## Nurses Week

National Nurses Week begins each year on May 6 and ends on May 12, Florence Nightingale's birthday. Events are hosted across the U.S. to honor nurses for the work they do. Sanford nurses are recognized with a week of festivities including a recognition event at the Washington Pavilion. 497 nominations were submitted, and 64 individuals received awards at the 2022 Nursing Recognition Event on May 10, 2022. As part of nurses' week, a night staff appreciation event was also held on May 12, 2022.



*Nurses gather at the Nurses Week Recognition Event.*



*Carol McGinnis, APRN-CNS  
Center for Care Management  
Sanford USD Medical Center*



*Sarah Antonson, RN  
SCSC Hematology Oncology  
Sanford Clinic*



### **The Distinguished Wisdom Keeper Nurse Award**

For recognition of outstanding leadership in and contributions to the discipline of nursing demonstrated by a distinguished lifetime service to the nursing profession. Fostering high nursing standards through practice, education, leadership and research has contributed to a healthy work environment, improved health care services, and stimulated the professional development and general welfare of registered nurses.

- Terri Carlson, RN – Administration - Sanford Clinic
- Carol Buyck, RN – Tracy Medical Center – Sanford Health Network
- Carol McGinnis, APRN-CNS – Center for Care Management - Sanford USD Medical Center

### **The Exemplary Professional Practice Nurse Award**

For recognition of outstanding nursing professional practice in providing the highest quality care to those served by Sanford Health and in illustrating the alignment and integration of the mission, vision, values and philosophy adopted by the nursing profession and Sanford Health.

- Sarah Antonson, RN – SCSC Hematology Oncology - Sanford Clinic
- Sandra Schindler, RN – Chamberlain Medical Center – Sanford Health Network
- Elizabeth Kollmann, RN – Orthopedics/Neurology - Sanford USD Medical Center

## The Florence Nightingale Professional Nurse Award

For recognition of nurses for outstanding involvement in the provision of the art and the science of nursing, as evidenced through strength of character, commitment, and competence that has been recognized by peers as an outstanding asset to the community, nursing profession, and Sanford Health organization.

### Sanford Clinic

- Margaret Blomberg, RN - SCSC Cardiology
- Marian Borg, LPN – Watertown Clinic - Pediatrics
- Brett Hoffman, LPN – Cardiovascular Institute
- Stephanie Kirkwold, RN - SCSC Endocrinology
- Tawny Olson, LPN – Canby Clinic
- Jenna Roth, RN - Cardiovascular Institute
- Bethany Schroeder, RN – SCSC Infusion

### Sanford Network

- Amanda Sprock, RN – Rock Rapids Clinic
- Dakota Brown, LPN – Sheldon Medical Center
- Lori Engel, RN – Chamberlain Medical Center
- Pamela Giles, RN – Tracy Medical Center
- Ericka Kampa, RN – Aberdeen Medical Center
- Megan Thole, RN – Worthington Medical Center

### Sanford USD Medical Center

- Sara Beck, RN – Pediatrics Acute
- Jennifer Brands, RN – Family Suites
- Jenna Bresee, RN – Pediatrics Intensive Care
- Julie De Vos, RN – Patient Appointment Center
- Keri Feterl, RN - Patient Appointment Center
- Kylee Holt, RN – Air Transport
- Kalli Keckeisen, RN – Orthopedics/Neurology
- Lindsey Koehler, RN – Labor/Delivery/HROB
- Danielle Kroupa, RN – Medical/Oncology
- Nichole McVay, RN – Surgery/Renal
- Kayleen Meyers, RN – Pediatrics Acute
- Candace Page-Marten, RN – PICU
- Cory Schmidt, RN – Emergency
- Sarah Steffen, RN - Labor/Delivery/HROB
- Lois Vandervliet, RN – Clinical Call Center
- Joy Warrington, RN – Surgical Cardiovascular
- Sally Wobig, RN – Family Suites



*Lindsey Koehler, RN,  
Labor/Delivery/HROB*



*Stephanie Kirkwold, RN,  
SCSC Endocrinology*



*Cory Schmidt, RN,  
Emergency*



### Friend of Nursing Award

For recognition of an individual or group who, though not a nurse, has demonstrated significant contributions to the nursing profession, the work environment of the health care team and Sanford Health.

- Meghan Gorsuch – HR Employee Recruitment -
- Patient Access Team– Canby Medical Center/Clinics: Victoria Bliss, Kelly Drietz-LPN, Maggie Giese-CMA, Connie Janiszski, Lois Olson, Stacey Texley-CMA, Jessica Verhelst, Amanda Winter
- Erica Peterson – Chamberlain Medical Center
- Sonya Peterson – Acute Ambulatory Support
- Johanna Simpson & George - Volunteer Services - Sanford USD Medical Center
- Penny Weckman & Schatzi – Volunteer Services - Sanford USD Medical Center



*Annie Bettcher, RN – Family Medicine 34th & Kiwanis – Sanford Clinic*

### The New Knowledge, Innovations & Improvement Award

Recognition of excellence in nursing that ensures the safest and best practices for patients and the nursing practice environment by sharing new knowledge through integrating evidence-based practice, research and innovations into clinical and operational processes.

- Annie Bettcher, RN – Family Medicine 34th & Kiwanis
- Brandon Schaffer, RN – Aberdeen Medical Center
- Amy VanMaanen, RN – Acute Dialysis

### The Spirit of Nursing Leadership Award

For recognition of a professional nurse who has demonstrated leadership and has made significant contributions to the nursing profession, the professional advancement of nurses and the general welfare of nurses.

- Holly Sturtz, RN – Women’s Primary Care Clinic
- Sharalyn Hansen, RN – Tracy Medical Center
- Megan Fredrickson, RN – HR Leadership, Education & Development - Sanford USD Medical Center



*Holly Sturtz, RN – Women’s Primary Care - Sanford Clinic*

### Star Performance Award

For recognition of an individual who, though not a nurse, has helped the profession of nursing advance safe, patient-centered care, by demonstrating significant partnership to the nursing profession and improvement to the health care environment for staff nurses and patients.

- Becca Knobloch, CMA – Luverne Clinic
- Alexis Full, CNA – Sheldon Medical Center
- Andrew Pudwill, RRT – Respiratory Therapy – Sanford USD Medical Center

### Structural Empowerment Award

For recognition of nurse professional engagement, development, and community involvement, as evidenced by involvement in shared governance, decision-making structures, processes that establish standards of practice and by serving on committees, task forces and professional organizations that address excellence in patient care and in the safe, efficient and effective operation of the Sanford Health organization.

- Andrea Schock, RN – Ophthalmology Clinic
- Whitney Larson, RN – Jackson Medical Center – Sanford Health Network
- Breana Young, RN – Pulmonology - Sanford USD Medical Center

### Transformational Leadership Award

For recognition of transformative leadership in nursing through the development of a clear vision, well-articulated philosophy and professional practice, as demonstrated by communicating expectations, developing leaders, meeting current and anticipated needs and strategic priorities, and advocating on behalf of staff and patients.

- Kelly Hawks, RN – Clear Lake - Deuel County – Sanford Clinic
- Ronda Klinkenborg, RN – Acute Ambulatory – Sanford Health Network
- Juliana Aadland, RN – Quality & Safety - Sanford USD Medical Center



*Andrea Schock, RN  
Ophthalmology*



*Juliana Aadland, RN,  
Quality & Safety*

## Organizational Honors

### 2022 Accreditations

- Joint Commission Disease Specific Survey-Hip Fracture
- Joint Commission Disease Specific Survey-Hip Replacement
- Joint Commission Disease Specific Survey-Knee Replacement
- Joint Commission Disease Specific Survey-Shoulder Replacement
- Joint Commission Disease Specific Survey-Advance Inpatient Diabetes
- Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP)
- Magnet Recognition Program
- Transplant-UNOS Kidney Transplant
- Transplant-UNOS Living Donor Survey

### American Diabetes Association® Education Recognition Program (ERP) certification

Sanford USD Medical Center again earns recognition of the American Diabetes Association® Education Recognition Program (ERP) certification which ensures quality diabetes education and support for people living with diabetes.

### American Heart Association Heart Failure Gold Award

Sanford USD Medical Center was recognized by the American Heart Association for improving outcomes for Americans with heart disease and stroke. Sanford USD Medical Center was commended for participation in the 'Get with the Guidelines' program, consistently following up-to-date, research-based guidelines to ensure access to lifesaving care. Heart disease and stroke are the #1 and #5 causes of death in the United States, respectively.

### Centers for Medicare & Medicaid Services 5-Star Facility

Sanford USD Medical Center earned national recognition as a 5-star facility from the Centers for Medicare & Medicaid Services (CMS). The CMS star-rating system was created to summarize hospital information in a simplified, accessible way for patients seeking care. It measures outcomes in five key areas, including mortality, safety of care, readmission, patient experience, and timely and effective care.

### Excellence in Transplant Care

Sanford USD Medical Center is the only Transplant Center in South Dakota, Minnesota, Iowa, and North Dakota that has a 1-year graft and 1-year patient survival rate of 100% as benchmarked nationally in the Scientific Registry of Transplant Recipients.

## Governor's Award for Safety

Sanford USD Medical Center Employee Health won the 2022 Meritorious Achievement Governor's Award for Safety. Meritorious Achievement is defined by the SD Safety Council as a minimum of three years of DART (Days Away Restricted Transferred) rates which are better than the industry average and total points of between 50 and 74 on the Safety Program Evaluation Scorecard.



*Linda Linge, RN (left) and Sara Francis, RN (right) accept the Governor's Safety Awards for Meritorious Achievement at the 2022 South Dakota Safety & Health Conference.*

## 2022 Healthgrades Awards

Healthgrades evaluates hospital performance using quality measures that clinical outcomes as well as patient safety and experience. In May 2022, Healthgrades recognized Sanford USD Medical Center for superior clinical outcomes in three areas. Our awards include:

- America's 100 Best Hospitals for Gastrointestinal Care (also in 2021,2020)
- America's 100 Best Hospitals for Gastrointestinal Surgery (also in 2021)
- Pulmonary Care Excellence (also in 2021, 2020)

## Leapfrog "A" Hospital Safety Grade

Sanford USD Medical Center earned an 'A' Leapfrog Hospital Safety Grade for Spring and Fall 2022. This national distinction recognizes our achievement in protecting our patients from preventable harm while under our care. The Leapfrog Group is an independent organization that assigns grades to health care facilities across the country. Grades are based on more than thirty performance measures and include reviewing systems that hospitals have in place for preventing medical errors and harm.

### **Immunization Action Coalition’s (IAC) Hepatitis B Birth Dose Honor Roll**

The Honor Roll recognizes hospitals and birthing centers that have attained high coverage rates for administering hepatitis B vaccine at birth. Sanford USD Medical Center was among the honorees with qualifying hepatitis B birth dose policies.

### **Newsweek United States Best Hospitals**

Sanford USD Medical Center ranked in the top 100 of Newsweek United States Best Hospitals. The goal of Newsweek’s study is to provide the best data-based comparison of hospital reputation and performance.

### **U.S. News & World Report #1 Hospital in South Dakota**

For the second year in a row, Sanford USD Medical Center has been ranked the No. 1 hospital in South Dakota by U.S. News & World Report. Each year, U.S. News assesses nearly 5,000 facilities across the country to determine their Best Hospitals rankings. In addition to being named #1 in South Dakota, we also ranked #48 in the nation for gastroenterology and gastroenterology surgery and earned high-performing marks in 18 specialty and procedural areas.



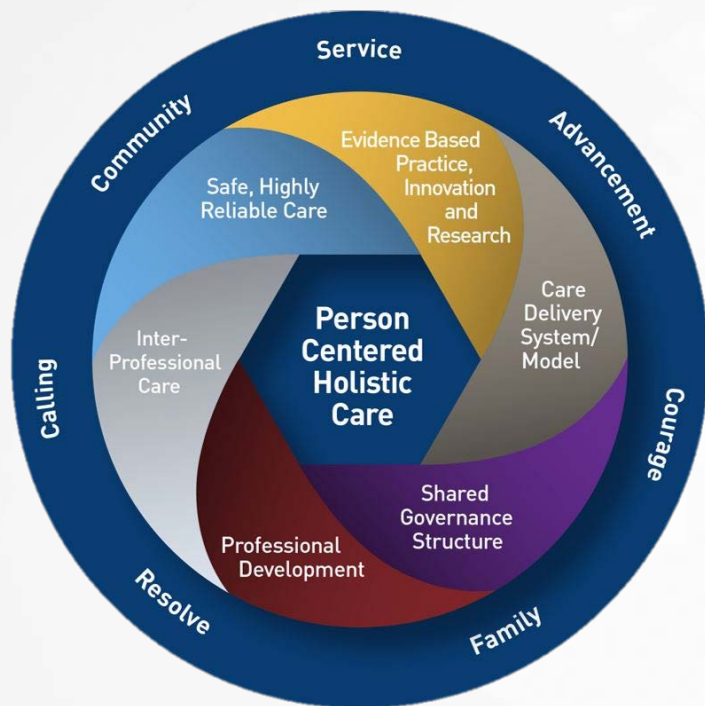
### **Vizient Top Performer and 5-Star Organization**

Sanford USD Medical Center (SMC) was recognized as a top performer and 5-star organization in the 2022 Bernard A. Birnbaum, MD, Quality Leadership Ranking by Vizient, Inc. We are in the top 10% of participating hospitals that earned recognition in the large, specialized complex care cohort and the first Sanford facility to receive the 5-star distinction. The Vizient ranking measures performance and quality of patient care in six areas, including safety, mortality, effectiveness, efficiency, patient experience and equity of care.



# Exemplary Professional Practice

## Professional Practice Model



A professional practice model is the driving force of nursing care. It depicts how nurses practice, communicate, collaborate, and develop professionally to provide the highest-quality care.

### Care Delivery Model

The care delivery model describes how care is given, what skills are required, the setting of care, and the anticipated outcomes. It outlines the nurses' authority and accountability for clinical decision-making and outcomes. At Sanford USD Medical Center and Clinics, the care delivery model is based on differentiated practice.

The differentiated philosophy focuses on the structuring of roles and functions of nurses based on education, experience, and competence. It establishes that the domain of nursing is broad, with multiple roles and responsibilities of various degrees and complexities. It accepts that nurses with different educational preparation, expertise, and background bring different competencies to the workplace. It seeks to assure that the work of nursing is carried out by the most appropriate nurse in the most appropriate and timely fashion. Each defined role is different yet complementary. Nurses choose the role based on competency, skill, desire, and education.



## Quality Care

In 2022, the Quality & Safety team continued to partner and collaborate with all teams in the South Region to continue our journey to becoming a more highly reliable organization leading to zero harm. We recognized safety as our highest priority and dedicated efforts to continuous quality improvement, infection prevention and control, and accreditation readiness for all the patients and families we serve.

For the first time, Sanford USD Medical Center (SMC) experienced zero catheter associated urinary tract infections in quarter 4 of 2022. In addition, clinic performance exceeded the top decile performance for cervical cancer screening.

Next, SMC was recognized as a top performer of the 2022 Vizient Bernard A. Birnbaum Quality & Accountability (Q&A) award. SMC received a 5-star rating after ranking 14 out of 127 other hospitals within the Large, Specialized Complex Medical Centers cohort. The Q&A program performance is based on six domains: safety, mortality, effectiveness, efficiency, patient centeredness, and equity of care. Vizient top performers are recognized for key attributes including shared sense of purpose, focused and results driven leadership, and a culture of collaboration and continuous improvement.

Finally, for Leapfrog performance, 27 national performance measures are used to produce a composite safety grade for hospitals utilizing data on safety and quality. The safety grade is assigned to nearly 3,000 general acute-care hospitals across the nation and is released twice annually in the Spring and Fall. SMC received an 'A' safety grading in BOTH the Spring & Fall 2022 Leapfrog Hospital Safety Grade releases.

We are proud of the teams delivering safe, high quality care to our communities, and look forward to continuing our journey to zero harm in 2023.



*Night Nursing Council*

## Sanford Accountability for Excellence (SAFE)

Sanford Accountability for Excellence, or SAFE, is Sanford Health's commitment to safety on the journey to becoming a highly reliable organization (HRO). Being an HRO means having systems in place that create reliable barriers to preventable harm, reducing or even eliminating serious safety events. In 2022, Sanford departments implemented SAFE huddles and huddle boards. SAFE work resulted in a 49% reduction in Serious Safety Events.

A key tool SAFE uses to help teams stay informed and aligned on safety and the work we do is called a huddle. Huddles are a closed loop communication structure (brief 10–15 min) that increases team communication, creating an environment where employees feel safe speaking up, informed, respected, and supported. Huddles offer a critical opportunity to maintain situational awareness, address and anticipate potential safety or quality issues. They also reinforce every employee's role in SAFE and the universal relationship and reliability skills.

Huddle boards – either physical or virtual – serve as visual reminders of safety data, risks and a place to track projects focused on reducing workplace errors. This allows all team members to maintain situational awareness should they miss a huddle or have time off.



Sanford employees share SAFE stories at the beginning of meetings as a way for anyone to elevate safety as a core value. Stories help shape our culture by connecting the head to the heart. When we put safety first, in our words and actions, we place a focus on safety for the benefit of those we serve and each other.

### **One of many SAFE Stories:**

"I would like to share a message about the importance of having a questioning attitude and asking clarifying questions. One of our clinic nurses was working with a female patient who was long overdue for her screening mammogram. Each time she came into the clinic, she would agree to have one done and allow the nurse to schedule it. However, then she would go home and cancel it. After this happened a couple of times the nurse had a questioning attitude and asked why she continued to cancel the appointments. The patient informed her of the reasons why she doesn't need a mammogram, and this provided the nurse an opportunity to provide education to the patient. The patient did end up having the mammogram completed. And this is why it's important everyone has a questioning attitude and asks clarifying questions."



## Care for the Caregiver

### The Employee Gym

The Employee Gym opened in 2022 on the Sanford USD Medical Center campus. The gym offers equipment and amenities including:

- Free weights
- Cardio equipment, including jump ropes, exercise bikes, rowing machines, a SkiErg and treadmill
- Yoga mats and foam rollers
- Freestyle activity and stretching space
- Storage cubbies for personal belongings



The gym is located in the SMC Power Plant between the main hospital building and Ann Berdahl Hall. Employees can enter through the exterior door on the west side of the Power Plant or by following the signs for the Level 1000 route through the hospital.

### Employee Crisis Fund

Enterprise-wide, \$264,163 in assistance was provided and 148 employees were helped in 2022. The Employee Crisis Fund provides a lifeline to employees across our system. 100% of every dollar given to the fund through the Sanford Health Foundation provides direct financial assistance to employees who, at no fault of their own, are struggling to meet basic needs, like food and housing.



### Meditation App

Amber Allen, RN, Integrative Health nurse led Sanford to join Insight Timer. Insight Timer is the world's number one meditation app for sleep, stress and anxiety, so you can tap out, and tap into a world of wisdom; day or night. There is no cost to join/use.

Explore meditations, courses, live events and yoga from 10,000 teachers across the globe. Insight Timer Workplace unlocks the largest and most diverse content library there is – that's 100,000 guided meditations, courses and playlists from the world's leading mindfulness teachers and musicians.

### Staff Tranquility Room

The Staff Tranquility Room is a quiet peaceful atmosphere for all Sanford staff to partake in self-care. Research suggests initiatives promoting self-care can improve patient satisfaction as distancing oneself from work tasks decreases burnout and increases quality patient care. Employees visit the Staff Tranquility Room to step out of stressful situations to step back in refreshed and renewed. The Staff Tranquility Room is open 24/7 with badge access located in the health information management (HIM) hallway #G408 at Sanford USD Medical Center.

## Patient Experience

### Patient experience (PX) nursing initiatives from 2022 include the following:

- SAFE Skill of the Month
  - Presented to reinforce SAFE skills on nursing committees (Nursing Senate, PI Council, DEC, etc.)
  - Rounded to reinforce SAFE skill of the month
- Supported PX projects in several departments:
  - Orthopedics/Neurology Interdisciplinary Team Rounds
  - Infectious Disease Clinic
  - Cardiology Procedural Information and Scheduling
  - Encouraged hospitalists to communicate with nurses
- Reinforced “Back to the Basics” with SAFE skill of the month
- Rounding on patients and asking for nurse recognition

### Patient feedback from throughout 2022 included numerous accounts of excellence in nursing care:

“I can't say enough good things about our experiences with Sanford Outpatient Care. The ENTIRE team of nurses and care staff are outstanding! The team has gotten to know our preferences and makes us feel comfortable and at ease. This was our 15<sup>th</sup> visit to Outpatient Care and we have been pleased every time. Truly, the positive culture along with the knowledgeable and compassionate nursing staff make infusion days bearable. We are extremely grateful for the care we receive.” *Outpatient Care Center, September 17, 2022*

“This was the best experience ever! We felt so taken care of. It was an amazing day! Rosemarie our nurse was so wonderful! You could tell she loved her job and kids. She was so sweet with my daughter! Please give her kudos from us! Loved everything about this day and this team!! *Ear, Nose and Throat, January 7, 2022*

“Dr. Ridder and his nurse, Deb, are wonderful people and professionals. I have seen them for medical care for the past 25 years. They are knowledgeable and compassionate, which are two very important qualities in medical providers. I am completely at ease with them and hate to see the day come when they are not practicing any longer.” *69<sup>th</sup> & Minnesota Family Medicine, April 27, 2022*

“From the moment I arrived to when I was discharged from the ER, I was treated so well...My nurse, Bre, was so kind and listened to me. She explained everything and when giving me the medications through the IV she said what order she would give them and reasoning for this. Dr. Stone was fantastic! She and Bre both checked in on me to see if the combination was working. I am so grateful to both of them! They are great assets to the Sanford ED!” *Emergency Department, October 27, 2022*

## Nurses as Teachers

Sanford's Leadership, Education, and Development (LEAD) nurse educators and learning and development specialists support the professional development of nurses across our footprint. This talented group makes a positive impact every day by providing nurses with quality education through all stages of their careers, ensuring that our nurses and organization are recognized for high-quality care, evidence-based practices, and patient safety.

Especially in critical times, the education and mentorship provided by LEAD nurse educators is essential for the frontline

workforce. The team practices the specialty of nursing professional development (NPD). Nursing professional development practitioners at Sanford provide programs that cover every stage of the education process. Examples include the following:

- Orientation and competency assessment for all nurses
- Role-specific classes (ACLS, BLS, EKG, motivational interviewing, etc.) and education on use of equipment, policies, and procedure
- Practice Transition Accreditation Program (PTAP)-accredited nurse residency with distinction
- Awarding nursing professional development contact hours (ANCC)
- Coordination of student placements, affiliation agreements, and student support
- Internship programs, including Sanford Student Nurse Internship Program (SSNIP) and Extended (ESSNIP)
- Preceptor development
- Leadership development
- Multiple state-recognized CNA training
- Simulation-based learning
- Patient education and learning content development
- Library services

Great mentorship is the reason I am a nurse today. In college I took an EMT course, which required clinical time. While in clinical, an ED nurse convinced me that nursing was the way to go. I immediately had my major switched.

*Paul K.*  
RN-BC

The nursing faculty were warm and welcoming, and they made classes so interesting and enjoyable that it was never a question that I could become a nurse.

Fast forward to my nursing internship at Sanford Hospital, and the great mentoring I received as a new RN, and I knew I had made the right decision.

## Patient Education Sanford Standard

The Patient Education Sanford Standard continues to advance patient teaching best practices (health literacy and teach back), enterprise standardization of content across the care continuum, and leveraging integration of content within One Chart/My Chart. The Enterprise Patient Education Team collaborates with care teams across Centers of Excellence, service lines, specialties, and system-wide initiatives (i.e., Edith and Imagenetics). In 2022, there were 92 requests for the development of new teaching aides and 152 requests for patient education consultations or document revisions. The Patient Education Team facilitated a systematic review of enterprise Sanford- and GSS-created patient education resources to ensure content is up to date: 278 resources were reviewed and updated with subject matter experts.

## Nursing Recruitment and Retention

### **K-12 Aspire by Sanford: Career Exploration and Development Program**

The K-12 Aspire team promotes healthcare career exploration and development in both patient-facing and support roles. We partner with local schools and post-secondary institutions to offer internships, demonstrations, career chats, tours, and more. We promote careers in healthcare through in-person and virtual experiences.

High school internships are our premier program. In partnership with local schools, we are proud to offer students who have earned their nursing assistant certification an opportunity to intern as a Certified Nursing Assistant (CNA) in various in-patient and clinic settings. Interns go through our hiring, onboarding and orientation process and work with us for a total of 100 hours in a semester. In addition to this paid time, we also offer 10-12 hours of career exploration opportunities in high-needs areas that they may not see in their units.

In Spring 2022, we hosted 12 CNA high school interns from two different high schools (7 in-patient and 3 in clinic at the medical center; 2 at SF-GSS), with six continuing employment in some capacity. In Fall 2022, we hosted seven CNA interns from three different high schools (6 in-patient and 1 clinic) and three continue employment. We also offer a limited number of internship opportunities as a therapy aide, sterile processing technician, and associate help desk support technician.

Other programming includes a medical explorers club called MedX. We meet monthly throughout the school year at the medical center to learn about various departments through tours and hands-on activities. We can host up to 60 students. Aspire supports our local HOSA (Health Occupations Students of America) chapters by supplying speakers for chapter meetings and bringing multiple departments to the state conference as a career carnival event. We also offer classroom-based and larger event career exploration opportunities to middle and elementary students.

## Sanford Health Nurse Residency Program

The Sanford Health Nurse Residency Program (NRP) offers education and support to all new to practice graduate RNs with less than 12-months of experience in 4 markets and 2 south network locations of Aberdeen and Worthington. In 2022, the NRP enhanced the wellness/resiliency and evidence-based practice content. Aleta VanderBeek, RN (Sioux Falls/South Network NRP coordinator) and Ann Massey, RN (program director) participated in a podium presentation on the NRP Travel Guide at the Vizient conference, along with Susan (Nicki) Summers sharing a poster on updated patient education content with statistical impact on resident competence and confidence.



As of September 2022, there have been 10 cohorts with 1,922 new to practice registered nurses participating enterprise-wide with 738 at Sanford USD Medical Center and 2 network locations, 13 in Aberdeen and 6 in Worthington.

Overall, first year retention for new graduate RNs post-residency completion in the Sioux Falls and the South Network by year are:

Year	Cohort	Retention Rate	Retention Numbers
2019	Cohort 1	90.4%	103/114
2020	Cohort 2, 3, 4	81.2%	186/229
2021	Cohort 5, 6, 7	70.9%	134/189
2022	Cohort 8	84.5%	71/84
2022	Cohort 9 & 10 (to date)	96.7%	118/122

## Culture of Caring



Culture of Caring (COC) is a transformational nursing education-practice partnership that guides all teaching-learning interactions between patient-nurse-student-faculty in clinical practice and education. COC employs a team-based approach to student clinical learning that promotes quality teaching-learning and patient care. This team of nursing leaders in education and practice, clinical instructors, and RN staff interact and support teaching-learning in the clinical setting.

The COC clinical curriculum provides supporting content and learning activities to be applied during the clinical experience. In 2022, Bismarck and Fargo markets joined in observation status with implementation planned for fall 2023.

The COC curriculum was enhanced with new content to address identified needs of Joy and resiliency for nursing practice. A secondary curriculum was piloted in SMC Labor and Delivery fall 2022. This initiative will be expanded to additional SMC clinical departments to address this need in spring 2023.

## Sanford Student Nurse Internship Program (SSNIP) and the Extended Sanford Student Nurse Internship Program (ESSNIP)

The Sanford Student Nurse Internship Program (SSNIP) and the Extended Sanford Student Nurse Internship Program (ESSNIP) provide the junior or senior nursing student with a comprehensive “day-in-the-life of the nurse” experience. These opportunities support the student by helping them to link didactic content with what they are seeing in practice, partnered one-to-one with a RN preceptor in the clinical setting. The student intern works alongside the nurse providing direct care for patients and their families.

In 2022, 184 student nurses applied for the Sioux Falls and South Network 10-week summer session. A total of 109 interns were selected to participate at 11 sites (89-SMC and 19-South Network: Aberdeen-3, Canton-2, Chamberlain-1, Jackson-1, Luverne-2, Sheldon-2, Vermillion-2, Webster-2, Winner-1, & Worthington-3) and a new offering Good Samaritan Society- Canistota-1.



The extended experience included 55 interns (46-SMC [added 3 from other locations: Fargo-1, GSS-1, Sisseton-1] and 9-South Network: Aberdeen-3, Chamberlain-1, Luverne-2, Webster-1 & Worthington-2). Each intern works 24-hours per month during the fall and spring semesters until they graduate, building relationships with caregiver team members and learning the practice setting policies and protocols.

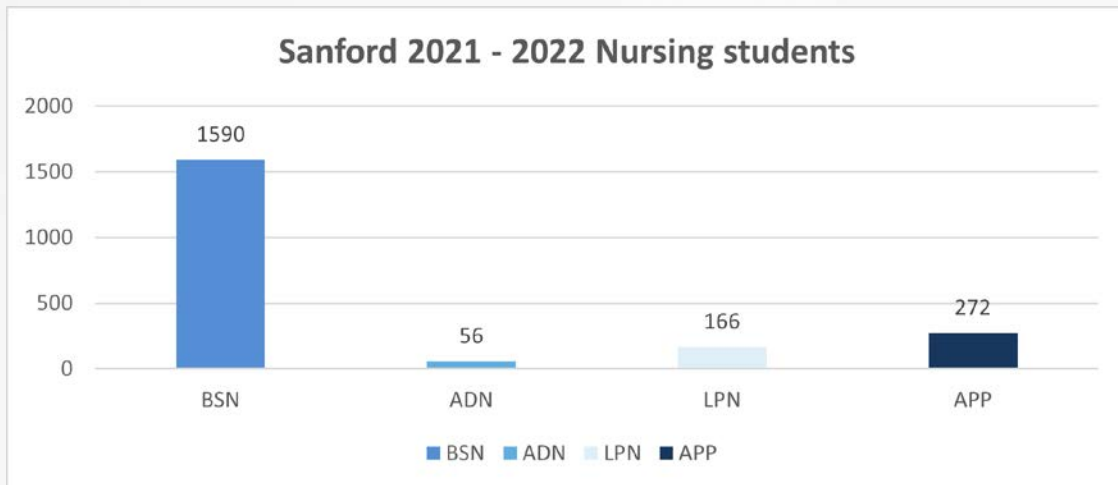


These programs continue to serve as a workforce development pipeline and a recruiting strategy for new-to-practice graduates already enculturated into the workplace setting. SMC and the South Network converted to date 48% (52/109) of participants into a RN new graduate hire to be onboarding in January/February or summer 2023.

## Student Services

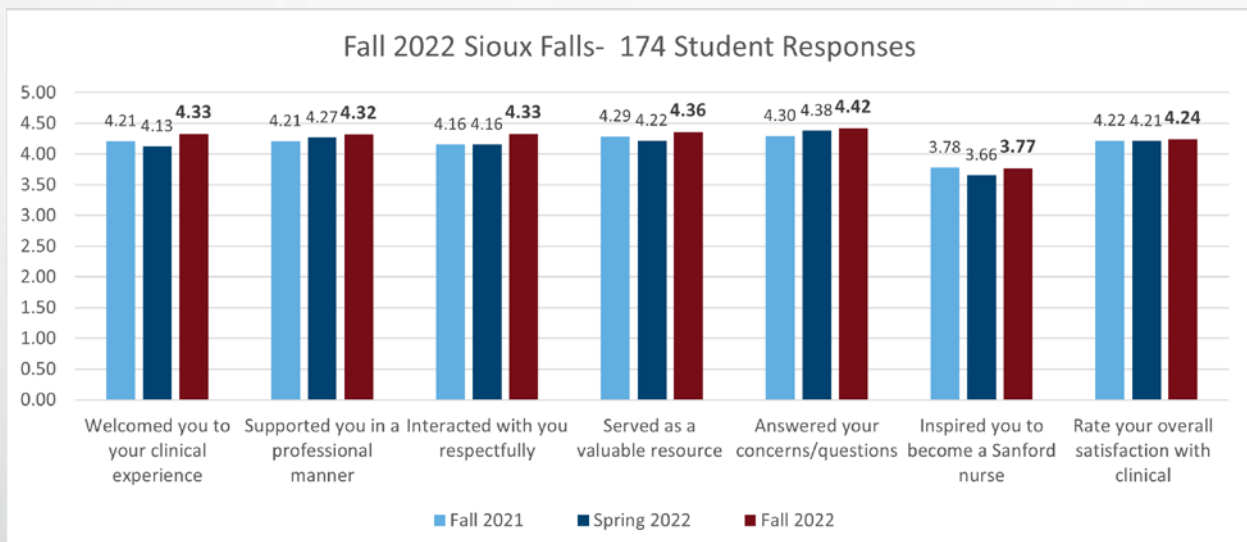
### Preceptor/Directed Studies/Group Clinical

Sanford nurses contribute to the advancement of the profession of nursing by hosting hundreds of nursing students for clinical experiences each semester for group rotations, observation experiences, and preceptorships. For the academic year of 2021-2022, Sanford hosted a total of 2,084 students from regional schools.



### Student Survey – Student Experience

In the Fall of 2021, LEAD Student Services began to deploy a survey to undergraduate nursing students each semester. The purpose of this survey is to obtain feedback regarding student clinical experiences at Sanford to enhance the student experience, ultimately impacting workforce development. The results are shared with nursing leadership each semester and used to implement action items to improve the student’s experience at Sanford.



*(Likert Scale 1-5 with 5 as the highest)*

## New Knowledge, Innovations, and Improvements

### External Dissemination

Arangoa, M., Rowland, C., Wolles, B. (2022, April 30). Certification Pearls: Preparation, Virtual Review Courses, and Test Strategies [Conference Session]. Oncology Nursing Society 47<sup>th</sup> Annual Congress, San Antonio, TX.

Aukerman, R., Gierach, M., White, L., Wolles, B., & Miller, T. (2022, April 22). The Lived Experience of Frontline Nurses: COVID 19 in Rural America & The Lived Experience of Nurses Transitioning to Professional Practice During the COVID-19 Pandemic [Presentation]. 33<sup>rd</sup> Annual Sigma Research Symposium: Living Nursing Scholarship – Research, Theory, & Practice, Augustana University, Sioux Falls, SD.

Bartelt, S., Gierach, M., Hodge, J., McClellan, C., Robinson, K., Wolles, B. (2022, July 21). The Lived Experience of Frontline Nurses: COVID-19 in Rural America [Conference Session]. Sigma Theta Tau International Congress, Edinburgh, Scotland.

Bloom, R., Frisco, S., Geringer, A., Kleinz, L. (2022, December 14). The Infant-Driven Feeding™ Program: The Evidence That Will Change Your Feeding Practice [Webinar]. Dr Brown's Medical, Virtual.

Bomgaars, D., Jensen, G. A., White, L. L., Van De Griend, K. M., Visser, A. K., Goodyke, M. P., Luong, A., Tittle, N. L., & Dunn, S. L. (2022, May 10). Hopelessness Among Rural Patients with Heart Disease [Conference Session]. National Rural Health Association Annual Rural Health Conference, Albuquerque, NM.

Bruns, S., Kropuenske, M. (2022, May 17). Interdisciplinary Approach to Opioid Safety in Ambulatory Care [Conference session]. American Academy of Ambulator Care Nursing Annual Conference, Las Vegas, NE.

Kiss, C. Halbritter, S. (2022, April 29). APRN Led Clinics: Optimizing Patient Care Outside of the Hospital [Conference Session]. Oncology Nursing Society 47<sup>th</sup> Annual Congress, San Antonio, TX.

Robinson, K., McClellan, C., Wolles, B., Hodge, J., Gierach, M., & Bartlet, S. (2022, May 5). The Lived Experience of Frontline Nurses: COVID-19 in Rural America [Presentation]. Nursing Symposium, Fargo, ND.



## Nursing Publications

Aukerman, R., White, L., Gierach, M., Miller, T., & Wolles, B. (2022). The lived experience of nurses transitioning to professional practice during the COVID-19 pandemic. *Nursing Forum*. 2022 Sep;57(5):756-764.doi:10.1111/nuf.12759

Barthle, P. (2022). Heart-Focused Anxiety: An Evolutionary Concept Analysis. *ANS. Advances in Nursing Science*, 45(1), 69–85. [https://doi-org.usd.idm.oclc.org/10.1097/ANS.0000000000000383](https://doi.org.usd.idm.oclc.org/10.1097/ANS.0000000000000383).

Hoffman, S., Voss, J. A., Hendrickx, L., & Gibson, N. (2022). Effect of Emergency Severity Index Annual Competency Assessment on Mistriage. *Journal of Nursing Care Quality*, 37(4), 356–361. <https://doi-org.usd.idm.oclc.org/10.1097/NCQ.0000000000000638>

McGinnis, C., Marroquin, S., & Reed, V. (2022). Assessment of the effect of colored beverage on gastric returns after gastric tube replacement to enhance placement verification. *Nutrition in clinical practice: official publication of the American Society for Parenteral and Enteral Nutrition*, 37(2), 413–424. <https://doi.org/10.1002/ncp.10796>

Robinson, K., Jensen, G., Gierach, M., McClellan, C., Wolles, B., Bartlet, S., & Hodge, J. (2022). The lived experience of frontline nurses: COVID-19 in rural America. *Nursing Forum*. 2022 Jul;57(4):640-649.doi:10.1111/nuf.12727

Robinson, K. R., Gierach, M., Wolles, B., McClellan, C., Bartelt, S., & Hodge, J. (2022). Future Catastrophic Event Preparation: Recommendations From Clinical Nurses Aligning With the Future of Nursing 2020-2030 Report. *JONA: The Journal of Nursing Administration* 52(11):p 574-576, November 2022. | DOI: 10.1097/NNA.0000000000001212

Vierhout, T., Blaseg, N., Moodie, T., McCauley, R., Singh, A., Larson, E., Stys, A., & Stys, T. (2022). Impact of Emergency Medical Service Provider Training and Institutional Volume Experience on ST-Elevation Myocardial Infarction Patient Outcomes in Rural Setting. *South Dakota medicine: the journal of the South Dakota State Medical Association*, 75(8), 342–346.

## Nursing Research & Evidence-Based Practice Council

Sanford Nursing Research Council is comprised of 32 nurses representing a variety of clinical settings. The council meets monthly to review innovative nursing projects within the organization, provide direction and mentorship for student and staff projects, and identify opportunities to grow research, evidence-based practice and nursing innovation occurring at Sanford. The Nursing Research Council evaluated 16 promising projects in 2022 to improve nursing practice and patient care.

### Research Projects

- “A Randomized Controlled Trial to Reduce Hopelessness Through Enhanced Physical Activity in Patients with Ischemic Heart Disease: Feasibility and acceptability among Rural Adults” Vanessa Williams, Abby Gramlick-Mueller
- “COVID-19 and the current state of RN wellness” Deb Hickman, Amber Allen
- “The Experience of Internationally Educated Nurses Transition to Nursing Practice at a Rural Healthcare System” Brenda Wolles
- “The impact of COVID-19 on the onboarding of new graduate nurses: A follow-up study” Brenda Wolles
- “The mMeditation Study: A Randomized Controlled Trial Evaluating the Effect of an mHealth Meditation Intervention Compared to Cardiovascular Education on Adults and Older Adults with Anxiety and Stress After Myocardial Infarction” Pam Barthle

### Evidence-Based Practice (EBP) Projects

- “BHHRTs with brain injury patients” Krystal Weber
- “CAPABLE to Prevent Falls” Karla Cazer, Abby Gramlick-Mueller
- “Customized Soft Silicone Dressing Under Noninvasive Respiratory Support Devices to Decrease HAIs in Neonates” Amanda O’Neil
- “EBP Learning Collective for Advanced Practice Providers: A Pilot Project” Deb Hickman, Carol McGinnis, Abby Gramlick-Mueller
- “Fluid Status Monitoring” Brittnei Gustafson
- “Implementation of Oral Sucrose Prior to Immunization” Cori Shatto
- “Improving Screening for colorectal cancer in primary care” David Bursack
- “Insight Timer - Meditation for nursing burnout” Amber Allen
- “Nursing Education for surgical consent” Lindsay Thompson
- “Perioperative Hypothermia: Complications, Prevention, and Treatment” Morgan Whittle
- “Promoting the Use of PPV with LMAs” Kelsey Ledeboer, Kylie Erickson
- “Reducing unnecessary antibiotics for acute rhinosinusitis in urgent care setting – A pilot project” Sella Borgum
- “Utilizing the Buzzy Device for Pain Relief During Childhood Immunizations” Katlyn Schweder

# Sanford Improvement Symposium

The Sioux Falls Sanford Improvement (SI) Symposium took place on September 29, 2022, at the Sioux Falls Convention Center to showcase quality improvement projects across the region. The symposium hosted two experts in high reliability organizations as the keynote speakers, John J. Nance and Craig Clapper.

There were 119 posters submitted among the seven categories. 58 posters presented were led by nursing. The poster categories included: Quality of Life, Safety, Sanford Experience, Cost, Communication, Clinical Care, and Evidence-Based Practice. Steps in the SI Symposium include the submission of an abstract, development of a poster, and then judging at the Symposium. posters are judged on various criteria depending on category, such as patient-centeredness, data-driven, leadership-directed, application of improvement principles, skillful management of a project, improvement tools, accountability, enthusiasm and passion, next steps, and the overall clarity, creativity, and appearance of the poster.



## Quality of Life Nurse-Led Projects

**That's Why They Call It the Blues**  
(Honorable Mention) Christi Hoffman, RN, Internal Med



**Warming Up to Keep Infection Down Phase One: Effects of Perioperative Hypothermia in Hysterectomy Patients** Alyssa Gors, RN, Surgery

**It Ain't Easy Being Wheezy** Chelsea Schmoll, RN, Allergy & Asthma

## Safety Nurse-Led Projects

**How to Mend a Broken Chart**  
Brooklynn Cooper, RN, GI Endoscopy Center

**Revalidating Peritoneal Dialysis Patients Improves Infection Rates**  
Tammy Saker, RN, Home Dialysis

**Safety Multiplied** Samantha Shantz,  
RN, Birth Place

**Correcting Surgical Consents: Paving  
the Way to Safe Surgical Experience**  
Lindsay Thompson, RN, PACU

**No Time to Waste** Dawn Gunsalus,  
RN, Radiation Oncology

**Yes Sir, That's My Baby: Aligning the  
One Chart Record with the Health  
Plan Record** Bette Schumacher, CNS,  
NICU, Finance, HIM

**What Medications am I Taking?**  
Kirsten Campbell, RN, Rheumatology

**Tegos Had to Go: Keeping our  
Patients SAFE from Bloodstream  
Infections** (*Outstanding SMC,  
Braithwaite Quality Award*) Brittany  
Dreesen, RN, Outpatient Dialysis



**Stop the C.Diff** (*Honorable Mention*)  
Megan DeBoer, RN, 4100 Surgical  
Renal



**Rollin' with our First Line of Defense!  
Preventing Antibiotic Delays Due to  
Roller Clamp Errors** Paige Nath, RN,  
Medical/Oncology 6000

**Sanford Experience Nurse-Led  
Projects**

**Show Me the Way Home: Parent  
Feedback of the Journey Map**  
Amanda Geringer, RN, NICU

**Improving Pediatric Distraction**  
Katelyn Lineweber, RN, Ortho/Sports  
Med Clinic

**Increasing NRC Patient Experience  
Scores Through Improved  
Communication and Follow Through**  
(*Honorable Mention*) Jessica Yoshino,  
RN, Infectious Disease

**Communication Is Key** Angel Rollag,  
RN, Neurology

**Unexpected Changes? Change with  
It** Hailey Brown, RN, Neurosurgery and  
Spine

**Bedside IDT Rounding** Logan  
Foxhoven, RN, 5000 Ortho/Neuro

**What's the Injection Connection?  
Providing Patient Education in the  
Spine Center to Orders from the  
Outside** Amanda McGreevy, RN, Spine  
Center

**Shocking Education** Mackenzie  
Martin, RN, Physical Med & Rehab

## Cost Nurse-Led Projects

**Getting the Clinic Medical Inventory "Just Right"** Brittany Rotert, RN, Children's Clinics



## Communication Nurse-Led Projects

**A "No Show"? I Don't Think So!** (Honorable Mention) Abby Kuper, RN, Clinical Call Center/Answering Service



**Saying Farewell to the Paper Schedule: The Transition to API Scheduling** Katie Lengkeek, RN, Patient Appointment Center

**Increasing the Completion of Low Dose Lung Screens Through the Early Identification of At-Risk Patients** Jessica Yoshino, RN, Pulmonology Clinic

**Nothing About Me Without Me** Breana Young, RN, Pulmonary 1000

**Connecting the Dots Between ED and ICU for Emergent Trauma Patients** Mary Hitchcock, RN, Trauma Services

**Excuse Me, I Do Not Understand** (First Place) Kylene Knettel, RN, Center for Digestive Health



**Words Matter: PRISM Team** Pam Koepsell, CNS, Peds Palliative Care

## Clinical Care Nurse-Led Projects

**EKG & Troponin: The Peanut Butter & Jelly of Chest Pain Evaluation** Marissa Mohr, RN, Emergency Department

**Can't Spit? Grab a Kit! HAP, Let's Stop It!** Makenzie Reichelt, RN, Critical Care

**Got a CAUTI? URINE Trouble** Hanna Mutschelknaus, RN, Critical Care

**Connecting the Dots 2.0** Amy Vanmaanen, RN, Acute Dialysis

**Getting to the Sweet Side of Hypoglycemia** Brittini Roberts, RN, Cardiology 3000

**Let's Dia-beat This! Gestational Diabetes Post Partum Screening: A Means in the Identifying and Preventing the Continuum of Diabetes** (*Second Place*) Karen Story, RN, Maternal Fetal Medicine



**The Pain is Real: Opioid Safety and Standardization in Women's Primary Care** Margaret Kropuenske, RN, Women's Internal Medicine

**Project Elimination Part 2--Checking it Off, One Wipe Down at a Time** (*First Place*) Courtney Bornitz, RN, Surgical 2000



**Telemedicine Utilization and the New Amwell Platform** Abby Kuper, RN, One Call

**A New Solution to Surgical Site Infections** Morgan Ratzsch, RN, Transplant

**Pain Reassessment for the Peri-Operative Patient** Elizabeth Johnson, RN, Pre Op/Recovery

**Do You See What I See? Reducing Device-Related HAPIs** Elizabeth Kollmann, RN, 5000 Ortho/Neuro

**Reducing Urinary Catheter Utilization by Implementing a Pediatric Intermittent Catheterization Protocol** Caitlin Leimbach, RN, PICU

**The Case to Replace: Transitioning from Alteplase to Tenecteplase for Stroke Lytic Treatment** Jessie Wolf, Stroke Program



**What Did You Say?** Jami Fenchel, RN, Short Stay Unit and Cath Lab

**Pump It Up: Measured Outcomes of CRT Pacing and Heart Failure Clinic Interventions on Advanced Heart Failure Patients** Lindsey Hubert, RN, Cardiovascular Institute

**Hit Me with Your Best Shot:  
Improving HPV Vaccination Rates at  
Sanford Women's Clinics** Katie  
Fokken, RN, Women's OBGYN

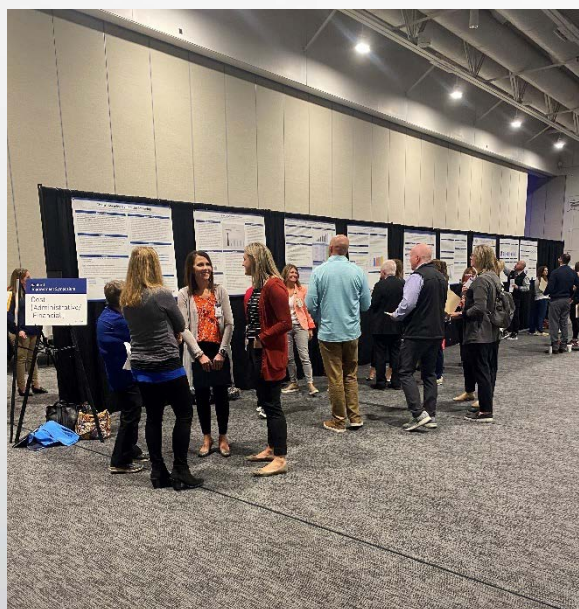
**To Screen or Not to Screen: That is  
NOT the Question** Kimberley  
Sorensen, RN, Children's MB2 Clinic

**Caffeine: The World's Best Medicine--  
Addressing the Barriers to Patient  
Assessment and Reassessment  
Following Caffeine Administration**  
Suzanne Letcher, RN, Stress Lab

**Once, Twice, Three Times a Hickman  
Flush** Mark Bonnema, RN, Outpatient  
Care Center

**Don't Hesitate to Vaccinate:  
Increasing COVID-19 Vaccination  
Rates in an Underserved Population**  
Elizabeth Hindbjorgen, RN, Health  
Cooperative

**Staying Pumped Providing a Safe  
Environment for Insulin Pump Use in  
the Hospital Setting** Amanda  
Loudenslager, RN, Diabetes Care  
Center



**Join the Fight for Happiness**  
*(Outstanding Clinic)* Brooke Sinning,  
RN, 69<sup>th</sup> and Louise Family Medicine  
Clinic



**Let's Eat!** Ellen Feiner, RN, Wound  
Clinic

**867-5309 Get High Risk Patients on  
the Line** Mike Viereck, RN, Case  
Management

**Labeling Liquid Gold** Candace Page-  
Marten, RN, Pediatrics

**The Beat Goes On... At Home:  
Incidence of CHF 30-Day  
Readmissions** Jane Kruse, CNP,  
Hospitalists

**Evaluating the Impact of Clinical  
Pharmacist Collaboration with the  
Healthcare Team on Glycemic  
Control in Patients in a Primary Care  
Clinic** Elizabeth Bockelman, RN, 26<sup>th</sup> &  
Sycamore

**Evidence-Based Practice Nurse-  
Led Projects**

**Take Your Vitamins, K?** Morgan  
Feenstra, RN, Bariatric Program

## Contributors

Special thanks to the individuals and teams who contributed to this report:

- Michelle Ahnberg
- Karla Cazer
- Becca Connor
- Melissa Eberhard
- Sara Francis
- Abigail Gramlick-Mueller
- Erin Healy
- Kelly Hefti
- Beth Hindbjorgen
- Jessi Johnson
- Darcie Kristjanson
- Margaret Kropuenske
- Sheri Landeen
- Linda Maeschen
- Doreen Miller
- Noel Miller
- Camille Moser
- Laura Parsons
- Donna Schoeneman
- Bette Schumacher
- Dawn Seeley
- Delayne Severson
- Alex Sproul
- Karen Story
- Allison Tilley
- Natalie Van Houten
- Anthony Weber
- Brenda Wolles
- Sanford Health Foundation
- Sanford Leadership, Education, & Development (LEAD) Center
- Sanford Sioux Falls Quality & Safety Team

Visit [sanfordhealth.org/nursing-excellence](https://sanfordhealth.org/nursing-excellence) to view this report digitally.