



**2021**  
**SANFORD FARGO**  
**NURSING**  
**REPORT**

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## Letter from the Vice President of Nursing and Clinical Services

### Greetings Sanford Nurses,

Looking back on 2021, I am struck by how resilient you were in the face of so many obstacles. The pandemic has tested us all to our limits, but you have persevered. You rose above the challenges you faced and provided excellent care to those who came to us during those extraordinary times.



Within this annual report, you'll read about a few of the great accomplishments our organization achieved, all of which couldn't have been done without you.

Amid uncertainty, we progressed on the road towards our goal of achieving a Vizient 5-star rating. Our commitment to the SAFE journey to create a highly reliable culture and reduce harmful events continues to propel us forward. Through your dedication to patient injury prevention (PIP) rounding, you have charted the road to improve performance on our nurse sensitive indicators. In addition, the implementation of the Telesitter program in the last quarter of 2021 has shown promise in reducing falls and maximizing our human resources to care for our patients.

Although we needed to extend our date to submit our Magnet® documentation to late 2022, our commitment to the journey to achieve Magnet® designation has not wavered. You do excellent work, and we know we will reach our goal in 2023.

As we move forward into next year, we will continue to focus on our workforce through unique recruitment and retention strategies. Over 200 internationally educated and experienced nurses have committed to join Sanford Fargo over the next few years and we are excited to welcome them. We will continue to partner with local high schools, colleges and universities to increase the number of local students seeking careers in healthcare. In addition, we continue to encourage self-care and a healthy work/life balance for all Sanford employees.

I am honored to continue working with you in 2022 and to be part of this remarkable team. We have more great things ahead!

Thank you for being a Sanford nurse!

*Theresa Larson*

Theresa Larson, MSN, BSN, RN

Vice President - Nursing & Clinical Services, Sanford Fargo

Organizational Overview



# MISSION

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



# VISION

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

# 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 organization serves more than one million patients and 220,000 health plan members across 250,000 square miles. The integrated health system has 47 medical centers, 2,800 Sanford physicians and advanced practice providers, 170 clinical investigators and research scientists, more than 200 Good Samaritan Society senior care locations, and world clinics in 8 countries around the globe.

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
- 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













## Our Culture

At Sanford Health, we believe quality health care should be available close to home for everyone, everywhere.

From our roots in the Midwest, we are proud to set the standard for delivering world-class care. By building on the talents, experiences and beliefs of our employees, we aim to improve the lives of patients and residents throughout the diverse communities we serve. Through our shared commitment we can become the nation's most connected, widest-reaching health care system, shrinking the distance between every patient and their best, healthiest life.










## Sanford Medical Center Fargo 2021 Quick Facts

In 2021, clinical nurses at Sanford Medical Center Fargo provided care for:

 810 Licensed Beds	 59,974 emergency room visits
 74 clinics	 2,960 births
 30,344 inpatient admissions	 1,491,979 clinic visits
 479.62 daily census	 15,331 outpatient dialysis treatments, 12 home hemodialysis supported patients & 31 peritoneal dialysis supported patients
 5.18 average length of stay	 3,584 COVID-19 infusions
 1.84 case mix index	
 26,783 surgeries/procedures	

## Sanford Fargo Network 2021 Quick Facts

In 2021, clinical nurses in the Sanford Fargo Network provided care in rural communities for:

 4 critical access hospitals	 23,868 outpatient dialysis treatments, 7 home hemodialysis supported patients & 38 peritoneal dialysis supported patients
 28 clinics	 1,784 ambulatory surgery center surgeries/procedures
 2,276 inpatient admissions	 721 COVID-19 infusions
 3,172 hospital surgeries/procedures	
 10,470 emergency room visits	
 461,936 clinic visits	



Wheaton nursing team

The clinics and hospitals across our rural footprint make quality healthcare more accessible, provided by familiar faces in spaces close to home.

## Transformational Leadership

### Our Magnet<sup>®</sup> Journey

The American Nurses Credentialing Center (ANCC) Magnet<sup>®</sup> designation is the most prestigious credential a healthcare organization can achieve for nursing excellence and quality patient care. The requirements and process are a framework for creating an environment that enables nurses to grow professionally and practice at their highest level, making the organization an ideal and sought out place to work.



When an organization receives Magnet<sup>®</sup> designation, it means it has met a rigorous set of requirements, meeting the Magnet Recognition Program<sup>®</sup> criteria and are worthy of recognition for quality patient care, nursing excellence, and innovation in professional nursing practice. There are currently 580 organizations, 8.9% of U.S. hospitals that have Magnet<sup>®</sup> designation as of May 2021. Within the Sanford footprint, Sanford USD Medical Center and Clinics have been designated since 2003, and Sanford Bismarck and clinics have been designated since 2008. 100% of U.S. News & World Report Top 20 Hospitals are Magnet<sup>®</sup> designated.

The benefits for nurses who are employed by a Magnet<sup>®</sup> designated facility include: environment of best practice; continuous improvement and innovation; support for advanced certification and education; interprofessional collaboration in committees and in practice; support for transition to practice (nurse residency program); shared governance structure enabling nurses to have a voice in decisions about nursing practice; continuing education on an ongoing basis; support for advanced certification and education; and councils where nurses shape nursing practice across the organization.

Leading the journey towards Magnet<sup>®</sup> designation are the Magnet<sup>®</sup> Steering Committee, Magnet<sup>®</sup> Champions and Nursing Senate.

The Magnet<sup>®</sup> Steering Committee is comprised of nursing leadership from various departments, clinical nurses from Nursing Senate, Magnet<sup>®</sup> Champions and key leaders from support departments who assist in this work.

The Magnet<sup>®</sup> Champions are comprised of clinical nurses and nurse leaders who educate their teams on Magnet<sup>®</sup> principles, round on units and are positive advocates for the nursing practice as a whole.

Nursing Senate is comprised of clinical nurse representatives from inpatient and ambulatory units, departments or clinics.

Our continuous Magnet<sup>®</sup> readiness efforts include Magnet<sup>®</sup> monthly memos, weekly Magnet<sup>®</sup> Monday huddle tips, Magnet<sup>®</sup> information in the monthly nursing newsletter, rounding by Magnet<sup>®</sup> Champions and nursing leaders and regular reporting at Nursing Senate.



## Magnet® Nursing Retreat

One hundred thirty seven nurses, including both clinical and formal nurse leaders, gathered at Rustic Oaks, rural Moorhead, for the 2021 Magnet® nursing retreat.

Attendees included representatives from Nursing Senate, Fargo Region Ambulatory Nursing Council, Magnet® Champs, performance improvement representatives, nursing practice specialists, and nurse leaders from all levels. The day was used to explore how Magnet® principles are in evidence during day-to-day work and to discuss the role attendees have in their own and others' commitment to nursing.



Groups discussed the various struggles their teams were currently encountering and how they have been supporting each other.

Forward thinking was used to identify nursing priorities and visioning of how to advance nursing practice over the next two to five years.

The closing session included an interactive, music filled session on resilience presented by Autumn Nelson, DNP, APRN, FNP-C and Theresa Lewis, HR consultant.

Priorities identified at the retreat were wide-ranging, from self-care to patient care. Themes were taken back to units for various groups to begin reviewing and action planning.

## Advocacy and Influence- Strategic Plan

- *Strategic Plan 2021*
  - Invest in leadership and focus on nursing
  - Achieve Magnet® designation
  - Implement evidence-based strategies to improve performance on nurse sensitive indicators, patient experience metrics and RN satisfaction
  - Document evidence of meeting all Magnet requirements and utilize external consultant for validation including a site visit
  - Continue to leverage 2020 WHO “Year of the Nurse” around engagement program into the next several years
  - Encourage participation to bring awareness to nurses and other clinical teams and recognize nurses and clinical staff demonstrating the value they bring to Sanford
  - Leverage Sanford 400 Leader Mentorship Program to be the practice provider and employer of choice



- *Key Initiatives*
  - Continue and enhance patient injury and prevention (PIP) rounding to identify gaps in safety and improve performance on all nursing sensitive indicators
  - Develop telesitter program to reduce falls and maximize resources
  - Implement annual orientation for new nurse leaders and representatives serving on shared governance councils
  - Implement leadership development classes for Nursing Senate cabinet members
  - Invest in the 400 Sanford leaders, supervisor and above, so they are equipped to lead and connect the 10,000 market employees to the 2030 vision
  - Focus on initiatives that attract leaders and clinician specialists, promote our brand, ensure the highest level of patient satisfaction, and improve recruitment and retention

### **Leadership Development-Mentoring**

Recognizing the need for formal mentoring of new nurse leaders, a nursing and clinical services consultant position was created. This position mentors nursing managers and directors and in June, Tracy Kaeslin, MA, BSN, RN accepted the role.

Prior to coming to Sanford, Tracy served active duty in the United States Air Force (USAF). During her 20-year tenure she served in many roles including staff nurse, nurse manager (clinic and inpatient), element chief, operations officer, the Air Force program manager for the USAF Nurse Transition Program, flight commander and chief nurse.



*Tracy Kaeslin, MA, BSN, RN; Nursing and Clinical Services Consultant*

During her time with Sanford, Tracy served as vice president of patient services, initially for the Fargo region, and then in an enterprise role for Sanford Clinic until she retired in 2016.

Tracy returned in 2017 in a part-time clinical nurse role and then served as an interim nurse manager from November 2019 to March 2020 before returning to part-time clinical nursing.

Tracy joined the Incident Command Operations Center to provide leadership and facilitate command center performance and communications from mid-April to mid-May 2020.

Tracy provided structured mentoring for nurse leaders in nurse manager and director roles in both inpatient and ambulatory settings, focusing on the individualized needs of the leader being mentored and the unit the leader led.

## Structural Empowerment

### Professional Development

Today's patient care, both in acute care and in the ambulatory setting, is becoming more complex and intricate, requiring heightened vigilance by highly skilled nurses. The Sanford Health value of advancement, both individual and organizational, is demonstrated in the nursing workforce by support for advanced certification, formal education and through ongoing continuing education.

### Specialty Nursing Certification

Nurses validate their mastery of skills, knowledge and abilities through advanced certification and meet ongoing learning and practice requirements through recertification. As a voluntary process, nurses who become specialty certified demonstrate commitment to career development and dedication to patient care.

Sanford supports nursing specialty certification by hosting certification review courses at no cost. In addition, Sanford provides study materials for some certifications. Nurses can also apply for a continuing education direct license to use toward a variety of online certification review courses and continuing education offerings to maintain certification. Nurses who pass their certification exam are reimbursed for their exam fees through the Education Assistance – Enterprise policy.



*Roger Maris Cancer Center Certified Nurse Navigators L to R: Cassie DeBoers, BSN, RN, OCN; Jaime Heller, BSN, RN, CPN; Laurie Walenzene, BSN, RN, OC; Abby Haugen, MSN, RN, OCN; Director; Andrea Mell, BSN, RN, OCN, CBCN, CN-BN; Anne Stram, MSN, RN, OCN*

Sanford Medical Center Fargo continues to work towards a goal of 50% of nurses with advanced certification. By the end of 2021, 38.2% of eligible registered nurses had advanced certification.

Upon successful certification, the registered nurse is recognized with special attire indicating their certified status and is invited to the annual certification event honoring all new and currently certified nurses. Unfortunately, the event was cancelled in 2021 due to social distancing restrictions. Instead, certified nurses were recognized at the nursing recognition event during nurse's week. The event was livestreamed so all could attend.

### Nursing Education

Sanford Medical Center Fargo continues to support nurses to advance their education by offering tuition support. Currently, the Fargo region nursing workforce includes 8% licensed practical nurses (LPN), 22% associate degree registered nurses (RN), 58% baccalaureate degree RNs, 8% master's degree RNs and 2% doctoral degree RNs.

### Lifelong Learning

Frequently changing COVID restrictions for masking and social distancing made 2021 a challenging year for continuing education. The Learning Education and Development (LEAD) Center was able to find various formats to provide continuing education throughout 2021 to meet the ongoing learning needs of our nursing workforce and support the Sanford value of advancement.

A few examples of the education we were able to provide is shown below:

Advanced Practice Provider Update 2021: Cold Days, Hot Topics	1/29/2021	Eating Disorders Series: Skills-based Learning for Caring for a Loved One with an Eating Disorder: Application and Practice	5/11/2021
Neuroscience Symposium	3/27/2021	Eating Disorders Series: Creating an Autism Friendly Treatment Environment	12/14/2021
Nursing Symposium - Fargo	5/6/2021 & 5/7/2021	Evidence-Based Practices in Managing the Care and Treatment of Central Lines	5/18/2021
Trauma Tactics Symposium: An EMS Appreciation Conference	2/21/2021	Reach for Resilience Virtual Conference Culture Change: Fostering a Resilient Workplace	6/2/2021
2021 Diabetes Symposium	11/11/2021	Human Trafficking	11/11/2021
SAFE Rounds	1/20/2022, 4/21/2022, 7/21/2022	Children's Hospital Webinar Series Day One: How Challenging Work Changes Us: Advanced Training on Secondary Trauma	12/9/2021
Understanding Secondary Traumatic Stress and Building Resiliency	9/28/2021	CNOR Exam Review Course (Virtual)	2/20/21 & 2/21/21
Dialysis Nurse Certification Review Course (CDN) (Virtual)	4/20/2021	Trauma Nurse Certification Review Course (TCRN) (Virtual)	4/28/2021 & 4/29/2021
Oncology Nurse Certification Review Course (OCN) (Virtual)	5/12/2021 & 5/13/2021	Medical Surgical Nurse Certification Review Course (CMSRN or MEDSURG-BC) (Virtual)	10/19/2021
Orthopedic Nurse Certification Review Course (ONC) (Virtual)	9/15/2021 or 10/6/2021	Nurse Manager Leader Certification Review Course (CNML) (Virtual)	11/30/2021
Intermediate Oncology Series: Management of Stem Cell Collection (Process of Apheresis)	4/29/2021	Intermediate Oncology Series: Managing Cellular Therapy Complications	5/13/2021
Oncology Intermediate Series: Conditioning Regimens Before Stem Cell Transplantation	5/6/2021	Bone Marrow Transplant - Intermediate Class Part 1	7/12/2021
Bone Marrow Transplant - Intermediate Class Part 2	7/13/2021	RMCC Nursing Development: Purpose, Passion and Professional Development	6/8/2021
Hospital Treatment of Methamphetamine Use: A Social Approach	11/3/2021	Care of the Stroke Patient: Case Reviews	5/12/2021

In addition to these formal courses, a tremendous amount of ongoing education and support is provided by the clinical learning and development specialist, RN educators and department educators who are able to identify specific unit needs in partnership with unit nurse leaders. The needs may be identified in relation to safety events, changes in regulatory requirements, new equipment or services, identification by nursing staff in annual reviews, by unit shared governance groups or through a unit learning needs assessment.

## Ambulatory Education

In addition to the above opportunities, some education very specific to clinic practice occurred during 2021.

Ambulatory education sessions were offered on telephone triage protocols to standardize patient care and reduce provider documentation burden while working towards nurses performing at the top of their scope of practice.

As a result of a safety message related to a patient having suicidal ideation, multiple training sessions were provided for front line nurses on resources available to assist with these often unfamiliar situations.

## External Continuing Education

In 2021, many in-person conferences were cancelled or converted to virtual conferences.

However, a group of Sanford nurses was fortunate to be able to attend the 2021 National Magnet®/Pathway to Excellence Conference in Atlanta, GA, on Nov. 11-13.

Sanford Fargo sent representatives from the Nursing Senate, Evidence Based Practice Council, Magnet® Champions and nursing leadership.

The conference was the largest nursing conference in the world with 6,500 nurses in attendance. Nurses traveled from as far away as the United Kingdom and Saudi Arabia.

Recognition of the impact of nurses had on the pandemic was a strong theme throughout the conference.

The national conference helps achieve the goals of the Magnet Recognition Program®: innovation, dissemination of best practices and recognition of excellence in nursing practice.

The ability to share information and network with others in the nursing profession was an invaluable experience that will provide additional learning beyond the conference.



Pictured L-R: Lisa Schulz, ADN, RN, Neuro Clinics, Magnet® Champ; Ashley Lacey, BSN,RN; CRST, Nursing Senate Chair; Anne Heller, PhD, RN; Magnet® program director; Jaelyn Behm, BSN,RN,CCRN; 5CD, Magnet® Champs, Chair, Lisa Anglemeyer, ADN,RN,CDU, Magnet® Champ, EBP Council Chair; Lindsey Eiter, BSN, RN, CNML, 6AB Manager, Senate Management rep.; and Theresa Larson, MSN, RN; VP Nursing and Clinical Services/ Chief Nursing Officer.

## Transition to Practice

*Sanford Health's journey to American Nurses Credentialing Center Practice Transition Program accreditation*



*Pictured to the left are some of the participants in the virtual visit. Left to right: Maria Sevigny, ADN, RN; Nurse Resident; Ashley Wingenbach, BSN, RN, Nurse Resident; Kylah Sullivan, BSN, RN, Nurse Resident; Chelsea Young, BSN, RN, MEDSURG-BC, CLDS; Marissa Lantz, BSN, RN, PMGT-BC, CLDS; and Emily Haen, BSN, RN, RNC-OB, CLDS*

The Sanford nurse residency program's year-long journey to accreditation concluded with a virtual site visit on March 26.

Sanford leaders, program director, coordinators, facilitators, preceptors, and residents shared stories to highlight how the nurse residency program met accreditation standards.



On April 19, Sanford received news that the residency program met the criteria for accreditation with distinction!

The American Nurses Credentialing Center (ANCC) Practice Transition Program (PTAP) sets the global standard for residency programs that transition registered nurses into new practice settings.

Sanford joins an elite group of 201 other national and international accredited organizations. Sanford leads the way in both

North Dakota and South Dakota, becoming the 1st PTAP accredited organization in each state, and joins a small number of organizations in Minnesota with this level of recognition.

The Sanford Health nurse residency program is an evidence-based, 12-month program designed to provide personal and professional support to new graduate nurses.

An exciting component of the nurse residency program is the completion of an evidence-based practice (EBP) project by teams of nurse residents who share their initiative in their graduation session. Future goals are to integrate with nurse leaders and EBP/research council to explore implementation of recommendations made by teams.

In 2021, 172 of 205 nurse residents in three cohorts completed residency in just over a year of employment at Sanford Medical Center Fargo.

The success of this program depends on excellent facilitators, preceptors, nurse managers, mentors, as well as the high quality of new graduate nurses starting at Sanford.



## Commitment to Community Involvement

### Nurses in the News in 2021

Story Title	Nurse(s) Featured	Publication	Date
"Nurse manager serves ND community where she grew up"	Marie Riemer, RN, Inpatient nurse manager, Sanford Hillsboro Medical Center	Sanford Health News	Jan. 10
"Triage nurse cares for patients one phone call at a time"	Sarah Carey, RN, My Sanford Nurse	Sanford Health News	Jan. 20
"Sanford Health, Dakota Lions Sight & Health partner to create birth tissue donation program"	Jane Taber, MSN, RN, Inpatient Nurse Director	KVRR News	Jan. 27
Sanford marks one year with downtown Hospice House	Liz Weisbrich, MSN, RN, Hospice House Nurse Manager	Fargo Forum	Feb. 4
"Fargo nurse lives out long-time passion for care"	Laura Tuinstra, RN, Nurse Care Manager, West Fargo Clinic	Sanford Health News	Feb. 24
Sanford nurse steps out of comfort zone and into COVID-19 frontline"	Jay Hodgson, LPN	Fargo Forum	March 10
Sanford nurse recalls first weeks of COVID-19: 'Terrifying'	Melanie Allen, RN, Fargo, Sanford Inpatient	KFGO-The Mighty 790-94.1 & 104.7 FM <a href="https://kfgo.com/">https://kfgo.com/</a>	March 11
"Specially trained nurses help to heal victims of assault"	Casey Zimmerman, RN, Sanford Medical Center SANE program	Sanford Health News	March 12
Sanford VP of Operations: Our employees 'gave exceptionally selfless care to our patients'	Brittany Sachdeva, DNP, RN, Chief Operating Officer	Fargo Forum	May 4
"Nurses Week shines spotlight on nurses in every region"	Melanie Allen, RN, Fargo, Sanford Inpatient, Jane Taber, RN, Inpatient Nurse Director	Sanford Health News	May 11
"Nurses: What advice would you give new nurses?"	Brad Arett, RN, Fargo, Sanford Fargo Inpatient; Susan Marquart, RN, Clinical Care Leader, Sanford Fargo Inpatient Pediatrics; Mary Erickson, RN, Clinical Care Leader, Sanford Fargo Inpatient;	Sanford Health News	May 12
"Sanford Health Closes Gordmans Vaccination Center"	Melodi Krank, MSN, RN, Sr. Director of Nursing	KVRR News	July 1
"Sanford hosts vaccine clinic in local neighborhood to provide better access to community"	Melissa Erickson, BSN, RN, CGRN, Director, Case Management	Valley News Live	Aug. 17
"Sanford working to get antibody treatment to COVID-19 patients"	Autumn Nelson, MSN, APRN, FNP-BC & Melanie Allen, RN, CCL 4E	Fargo Forum	Sept. 2
"Sanford Health now accepting donations for food drive"	Dre Blotsky, BSN, RN, Clinical Supervisor, SW Peds Clinic	Fargo Forum	Sept. 20
"Sanford Health Employees Host Food Drive for patients in Fargo"	Lisa Anglemeyer, ADN, RN, CCL, Clinical Decision Unit	WDAY News	Sept. 21
"A 'cry for help' as Fargo hospitals strain from 4 <sup>th</sup> COVID wave"	Brittany Sachdeva, DNP, RN, Chief Operating Officer	Fargo Forum	Sept. 24
"Sanford Fargo Still Dealing with Increase in COVID Capacity, Not Concerned About Deadline for Staff to be Vaccinated"	Brittany Sachdeva, DNP, RN, Chief Operating Officer	WDAY News	Sept. 29
"Sanford offers flu vaccine at Fargodome"	Sarah Nygaard, BSN, RN, Clinical Services Manager	Fargo Forum	Sept. 30
"Sanford Health 'Boo to the Flu' event schedule for Saturday"	Dre Blotsky, BSN, RN, Clinical Supervisor, SW Peds Clinic	Fargo Forum	Oct. 13
"Sanford Health completes expansion at Veterans Square Clinic in Fargo"	Kristi Baukol, RN, Ambulatory Nurse Director, Pediatric Specialty Clinics	WDAY News	Dec. 13
"Newborns at Sanford Health put in stockings with care"	Jackee Haak, MSN, RN, Inpatient Director, Family Birth Center	KVRR News	Dec. 22



## Nurses in the Community

### *COVID-19 & Flu Vaccination: Unprecedented Undertaking*

Dec. 14, 2020 was the start of what would become a history-making adventure, beginning with vaccinating Sanford employees against COVID-19.

As employee vaccination rate rose, Sanford Health began administering vaccines to community members across the region.

In the Fargo metro area, vaccinations started onsite, and then, as the supply increased, were moved offsite in order to reach the community at large.

At the peak of the vaccination demand, Sanford collaborated with Essentia Health and Fargo Cass Public Health to use space in a former department store to create a very large COVID-19 vaccination center for everyone and anyone to receive a vaccine.



Sanford nurses served as many as 1,500 people per day. Over 90% of Sanford employees and a grand total of 7,332 community members were vaccinated by Sanford nurses from January to July 1. A second vaccination center was created in Moorhead. Together the two locations vaccinated 56,610 people. Across the entire Fargo region 170,423 people were vaccinated.

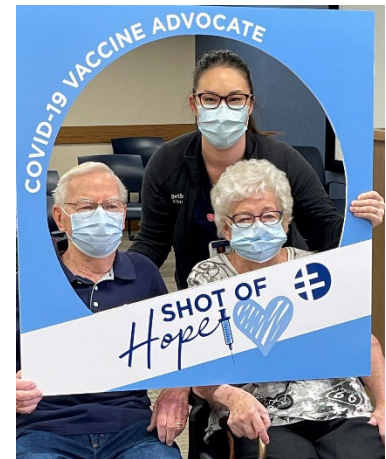
As 2021 continued, influenza vaccination season began to overlap with COVID-19 vaccinations. In an effort to provide mass immunizations to our community after the closing of the COVID-19 Vaccination Center, we held an event at the Fargodome that included drive-thru flu and COVID-19 vaccines. We also organized several pop-up flu and COVID-19 vaccine events at various venues including SouthPointe clinic, North Dakota State University campus, Roger Maris All Star event (Night in the Park) and local schools. The team even vaccinated the Fargo Force hockey team at their arena!

### *Southwest Children's Clinic Wellness Food Pantry*

The Southwest Children's Clinic Wellness Food Pantry, a project that began in 2020, came to fruition in early 2021. Estimates of food insecurity in Cass and Clay counties revealed 1 in 6 persons are food insecure, specifically, one in four children are food insecure and the Children's Clinic sees these needs in their daily work.

In 2020, Dr. Stephanie Hanson at Southwest Children's Clinic became aware of an opportunity to work with the Great Plains Food Bank (GPFB) to help meet the needs of patients who were experiencing food insecurity.

Dr. Hanson included nursing in discussion of a partnership possibility. Kristi Baukol, BSN, RN, director of pediatric and primary care and pediatric urgent care clinic, Dre Blotsky, BSN, RN, manager of pediatric primary care and pediatric urgent care clinic, and Taylor Syverston,



*Pictured are the first community members to receive their vaccination.*

director of GPFB Ending Hunger 2.0 met in early 2020 to identify how the Sanford and GPFB could work together.

In late 2020, an agreement was reached between Sanford and GPFB, space was identified and a plan was developed. The project incorporated the clinic team's requests to have fresh fruits and vegetables available, sensitivity to different cultural needs, and accommodate food allergies. Once the plan was complete, renovation of the space began, electronic medical record changes were made, and necessary staff training was completed.

During clinic visits, three screening questions are asked of parents, and their responses are entered by the nurse into the patient's electronic chart.

A new food insecurity flowsheet was created by the clinical informatics team to facilitate clinical team awareness of families with food insecurity, and each month the numbers of families served are reported to GPFB.

The Wellness Pantry at Southwest Children's Clinic received its first delivery of food from the GPFB on Feb. 2, and the first family was served on Feb. 9. The pantry has been well-received by the community.

Sanford Children's Southwest Clinic was the first Fargo region clinic to implement this resource and have since supported other clinic sites set up a pantry in their clinic.

#### *Food Drive for Southwest Children's Clinic Wellness Food Pantry*

Sanford Health employees in the clinical decision unit (CDU) initiated a food drive in Sept 2021 to stock the Wellness Food Pantry. "The CDU team wanted a way to give back to the community and thought this would be a great way to do it" said Lisa Anglemeyer, CDU clinical care leader. Although the food drive started out as an idea in the CDU, they received a lot of support from other departments and grew into a community-wide effort. Donations were collected from the donors' car at valet entrances at all three medical centers. GPFB then sent a truck to pick up the donations.

## Nursing Recognition and Awards

### **DAISY Award for Extraordinary Nurses**

The DAISY Foundation was formed in November 1999, by the family of J. Patrick Barnes, who died at age 33 of complications of Idiopathic Thrombocytopenic Purpura (ITP). The nursing care Patrick received when hospitalized profoundly touched his family. In order to honor the compassionate care provided by nurses as they care for patients and family members, they created the DAISY Award for Extraordinary Nurses.

The Award has been presented to nurses in over 5,400 health care facilities across all 50 states and 33 countries.

Patients and families touched by the nursing care they receive at Sanford are able to submit a nomination to recognize a nurse's kindness, care and expertise.



The 2021 DAISY Award for Extraordinary Nurse winners were:

- Samantha LaPlante, BSN, RN, RNC-OB
- Stacey Christianson, ADN, RN
- Chere Rikimoto, BSN, RN
- Kirsten Holtz, BSN, RN
- Chloe Klingaman, BSN, RN
- Janet Huber, BSN, RN
- Nikki Perrin, BSN, RN
- Gail Anderson, LPN
- Beth Cegla, ADN, RN
- Justine Sandoval, BSN, RN
- Melissa Mohr, BSN, RN, MEDSURG-BC
- Brooke Wuebben, BSN, RN
- Betty Semu, BSN, RN
- Lacey Sours, ADN, RN
- Madeline Simkunas, ADN, RN
- Madeline Westereng, BSN, RN
- Ginger Soland, BSN, RN
- Nicole Albaugh, ADN, RN
- Rebecca Willits, BSN, RN, CNOR, RN-OB
- Tayler Leysring, BSN, RN
- Diane English-Larsen, ADN, RN
- Roberta Engquist, BSN, RN, RNC-OB, C-EFM
- Pamela Whaley, ADN, RN
- Kaitlyn Thompson, BSN, RN

### **Golden Stethoscope Award**

The Golden Stethoscope Award is presented to providers who support nursing, participate with them as a team member and supports patient centered care. Our 2021 winners were:

- Dr. Eric Wiest
- Dr. Elizabeth Roeber
- Dr. Kayla McClellan
- Dr. Brad Braunagel
- Dr. Anne Safo
- Dr. Rebecca Schreier
- Dr. Mazen Kherallah

### **Helping Hands Award**

The Helping Hands Award is presented to a non-nurse employee who demonstrates support of nursing in patient care areas. Our 2021 winners were:

- Nichole Thoreson
- Sara Vaagene
- Madelyn Vajgrt
- Ashley Soholt
- Kelley Moore

### **Sunflower Award**

In 2021, feedback received at a Patient Care Technician (PCT) Town Hall resulted in the creation of the Sunflower Award, and nominations began in September 2021. The Sunflower Award recognizes and celebrates nursing assistants and patient care technicians who go above and beyond to deliver compassionate and excellent care to our patients. Our 2021 winners were:

- Matilda Gartei
- Darcy Martin
- Jacob Fischer
- Jessica Skindelien

## Rose Award

The Rose Award recognizes nursing leadership roles, including charge nurse, clinical coordinator, managers, directors and vice presidents, that “rose to the occasion” with an innovative project, crisis management, unit or work team goal achievement or organizational project. Our 2021 winners were:

- Shauna Paulson, MS, RN, CNML
- Gretchen VanVlaenderen, BSN, RN, RNC
- Megan Hills, MSN, RN

## Nursing Recognition Event

Each year, across the enterprise, Sanford honors and recognizes nurses and those they partner with at the Annual Nursing Recognition Event during nurses week.

Following the challenges, struggles and unknowns brought on by the COVID-19 pandemic and the impact it had on this group of frontline staff, this year's nominees and award winners deserved to be celebrated in a big way.

The awards ceremony was held in-person at the Delta by Marriott and was attended by 330 of our organization's most notable nurses. The recognition lineup highlighted many achievements by our nurses, as well as friends of the nursing teams here at Sanford Fargo.

Fun fact, this year's recognition event was also livestreamed from 10 different states with 74 total viewers. We thought that was really cool!

The following awards were presented to our outstanding nurses at the event:

### *Evelyn Quigley Spirit of Nursing Award – The Legacy Award*



*Tracey Kaeslin (left) receives award from Theresa Larson, MSN, RN, VP Nursing and Clinical Services (right)*

The Evelyn Quigley Spirit of Nursing Award recognizes a nurse who has significantly contributed to the art and science of nursing throughout their career. Through strength of character, commitment and competence, this recipient is recognized as one who “lights a flame” for nursing practice, leaving a legacy for others by elevating professional nursing within Sanford and the community. This award is named in honor of Evelyn Quigley, MN, RN, Chief Nursing Officer Emeritus. The 2021 recipient was Tracy Kaeslin, MS, BSN, RN, from 7 South.

### *COVID Courage Award*

Courage is defined as the ability to do something that frightens one; bravery or strength in the face of pain or grief. This award honors a nurse who exemplified these traits throughout the pandemic. The award was given to Melanie Allen, ADN, RN from the Special Care Unit.



*Melanie Allen, ADN, RN during a shift*

### *Star of Nursing Award*

The Star of Nursing Award recognizes nurses in their first two years of practice who have demonstrated passion for their newly chosen career through involvement in our nursing organization. The 2021 winners were:

- Haley Muhonen, BSN, RN - 9A Pediatrics
- Maria Diepolder, BSN, RN - 8AB
- Zachary Carlson, BSN, RN - Admissions/Recovery Unit
- Mikayla Kath, BSN, RN - 8AB
- Erika Kylo, LPN - Maternal Fetal Medicine Clinic
- Brittany Larson, LPN - Family Medicine-North Fargo Clinic
- Rachel Rosson, BSN, RN - Fargo Home Care

### *Transformational Leadership Award*

The Transformational Leadership Award recognizes registered nurses who demonstrate development of leaders, communicate expectations, and evolve the departments to meet current and anticipated needs and strategic priorities. The 2021 winners were:

- Ida Delacerna, BSN, RN - 8AB
- Derek Holden, BSN, RN - 8CD Medical-Surgical
- Rita Cowie, BSN, RN - Pelican Rapids Clinic
- Kayla Carter, BSN, RN - Lisbon Home Health

### *Structural Empowerment Award*

The Structural Empowerment Award recognizes nurses who demonstrate professional engagement, development and commitment to community involvement. These nurses serve as active members of shared governance, serve on committees and task forces that address excellence in patient care. The 2021 award was given to Diane Bartholomew, BSN, RN from 8AB.

### *Exemplary Professional Practice Award*

The Exemplary Professional Practice award recognizes nurses who practice, collaborate, communicate and develop professionally to provide the highest quality care for patients served at Sanford. They exemplify professional accountability, teamwork and high ethical standards supporting a culture of safety and performance improvement. The 2021 winners were:

- Karen Baatz, MSN, APRN, ACNS-BC - Office of Nursing Practice
- Colleen Steinhauer, BSN, RN, CAPA - Manager-Day Unit Broadway
- Karen Viger, BSN, RN, CDE - Diabetes Educators-SouthPointe

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

The New Knowledge, Innovations and Improvements Award recognizes registered nurses who conscientiously integrate evidence-based practice, research and innovation into clinical and operational processes. These individuals explore the safest and best practices for their working environment and have created or led innovation and/or improvements with demonstrated outcomes. The 2021 award was given to Abby Haugen, BSN, RN from Advanced Therapies and Research.

*Florence Nightingale Award*

The prestigious Florence Nightingale Award recognizes nurses for outstanding involvement in the practice of the art and science of nursing – as evidenced by strength of character, commitment and competence that has been recognized by their peers as an outstanding asset to the community, nursing profession and the Sanford Health organization. The 2021 winners were:

- Heather Young, LPN - 8CD
- Kim Hoey, BSN, RN, CPLC, RNC-NIC - Pediatrics Palliative Care
- Sami LaPlante, BSN, RN, RNC-OB - FBC
- Amber Purrington, BSN, RN, CBC - FBC
- Carolyn Siebels, LPN - FBC
- Deana Koehnen, RN - Day Unit Broadway
- Alyssa Solseng, LPN - General Surgery Clinic
- Kari Foertsch, BSN, RN - Wahpeton Family Medicine Clinic

*Friend of Nursing Award*

The Friend of Nursing award recognizes individuals who have supported the nursing profession and the professional practice of nursing and recognizes the value of nursing to the patients we serve, the organization and our community. The 2021 winners were:

- Avish Nagpal, MD - Infectious Disease
- Mary Mrozla, PCT - 9A Pediatrics
- Sheri Olerud, Unit Secretary from 8AB
- Mary Anderson, Patient Access Representative - Wahpeton Clinic
- Timothy Miller, Senior Electronics-Fargo Electronics Team Technician
- Kathy Lonski, Improvement Advisor-FM Ambulance

**Advanced Practice Provider (APP) Recognition Awards**

Advanced Practice Registered Nurses (APRN) received several APP recognition awards in 2021.



Shelby Frye, MSN, APRN, PMHNP-BC, Psychiatry: ED & Consult Liaison- New to Sanford APP

Amy Bro, MSN, APRN, AGNP-BC, Internal Medicine -APP of the Year

Amy Hestbeck, MSN, APRN, GNP-BC, Internal Medicine - APP of the Year

Alissa Hoban, MSN, APRN, AGNP-BC, Internal Medicine - APP of the Year

Kari Carlson, DNP, APRN, AGPCNP-BC, Internal Medicine - APP of the Year



## 2021 Employee of the Year Awards

All Sanford employees are eligible to be nominated by their peers for exemplifying the Sanford values of calling, courage, family, community, service, resolve, and advancement, and for helping to create a positive environment for all. Below are the nurse recipients of the 2021 Employee of the Year Awards from Sanford Medical Center Fargo and the Sanford Fargo Network.



Julie Olson, ADN, RN, Sanford Dialysis Fargo was awarded Fargo Clinical Employee of the Year

### *Sanford Enterprise Wide Employee of the Year Awards*



Kari Foertsch, BSN, RN, Sanford Health Wahpeton Clinic, was named Sanford Health Network clinical employee of the year



Brittany Jaehning, BSN, RN, Director, Sanford was named Sanford Health Network management employee of the year.

## HERO Awards

HERO Awards recognize employees in the entire Fargo region each month who exemplify excellence in one of the Sanford Values of calling, courage, family, community, service, resolve and advancement.

In 2021 the following nurses from Sanford Fargo were recognized:

### Calling

- Julie Nellerhoe, BSN, RN, CPN- Peds
- Ben Bolduc, BSN, RN-Peds
- Molly Otto, BSN, RN-Hillsboro

### Courage

- Ryan Michel, ADN,RN-Emergency
- Brooke Wuebben, BSN,RN- 7 South
- Megan Goldade, BSN,RN- MEDSURG-BC, Emergency

### Family

- Abdulwahab (Freddy) Frederickson, ADN, RN, Clinical Care Leader, 7 South
- Sonya Dreschel, BSN, RN, CEN- Emergency
- Abigail Schonack, BSN, RN- 7 South

### Community

- Jeffrey Olsen, ADN,RN, EMT- Sanford Wheaton Medical Center, Medical/Surgical
- Janet Huber, BSN, RN- CDU
- Emma Quandt, ADN, RN- Sanford Clinic Ellendale

- Amber Halvorson, BSN, RN- ARU

### Service

- Karla Dahl, BSN, RN- Resource Team
- Sharon Syverson, BSN, RN- Emergency
- Lori Olson- Nursing Assistant

### Resolve

- Amanda Schoenack, BSN, RN- 7 South
- Ashley Huot, DNP, APRN- West Fargo Family Medicine
- Katie Reese, BSN, RN, CNRN-2E Intensive Care

### Advancement

- Robyn Lopez, BSN, RN Clinical Educator- Fargo LEAD
- Heather Perez, MSN, RN-BC- Office of Nursing Practice
- Lydia Withnell, ADN, RN, VA-BC- Resource Team
- Bria Verdoes, BSN, RN- 7 South



## Nurses Week 2021

To kick off 2021 Nurses Week, Sanford held *The Sanford Nursing Symposium: Finding the Joy in the Journey*. The annual symposium was offered virtually on May 6- 7 and was provided at no cost to all Sanford nurses.

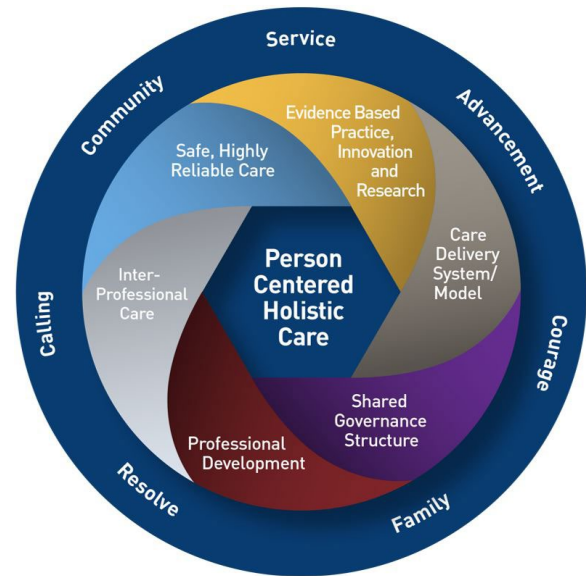
On May 7, a local historical museum hosted a complimentary, private exhibit, “The Salute to Nursing: Answering the Call,” opening and reception to honor our nurses. The exhibit highlighted the history of nursing in Fargo including several items from St. Luke's Hospital School of Nursing and St. Luke's Hospital. St. Luke's Hospital was the original hospital that is now Sanford Medical Center Broadway. In addition to these events, several fun and lighthearted activities were held which helped to lift spirits of nurses who continued to deal with the pandemic.

An escape room, themed around Florence Nightingale receiving her vaccination, a dunk tank, food trucks, as well as multiple contests and unit/clinic celebrations during the week of recognition.

## Exemplary Professional Practice

### Sanford Professional Practice Model (PPM)

The PPM model, developed by nurses across the Sanford enterprise, guides nurses to achieve a high level of nursing practice. The PPM provides a visual image that speaks to the components which define the essence of nursing practice at Sanford. The model serves as a framework for outlining the “how and why” of nursing practice, guiding the vision for nursing within our organization and directing decisions regarding priorities. The model guides every aspect of nursing practice.



### Care Delivery System Model

Each nursing role illustrated in the differentiated practice care delivery system model has a unique role in providing care to patients. The model illustrates how multiple nursing roles collaboratively contribute at the top of their scope to provide person-centered care and achieve effective, safe, and efficient care outcomes.



Differentiated Practice Care Delivery System Model

## Interprofessional Care

### **Joint Commission Disease Specific Accreditation for Total Hip, Knee, Shoulder, Ankle, and Hip Fracture programs**

On March 5, Sanford Medical Center Fargo was recertified in five orthopedic programs, including total hip, total knee, total shoulder, total ankle, and hip fracture disease-specific care. Sanford's Center for Joint Success interdisciplinary team is proud to be the only orthopedic program in North Dakota to earn the Joint Commission's Gold Seal of Approval for all five certifications. The team includes physicians, nurses, therapists and others who voluntarily seek national certifications to validate our commitment to patients and families by collaborating to meet a rigorous set of standards.

### **Comprehensive Stroke Accreditation**

On March 11, Sanford Medical Center Fargo was recertified as an Advanced Comprehensive Stroke Center, the highest level of stroke certification. This certification indicates meeting a rigorous set of standards to demonstrate the ability to admit and treat the most complex stroke patients. The Interprofessional Stroke Task Force and teams, including nurses on all units caring for stroke patients, collaborate to continuously improve processes and outcomes for patients and their families experiencing stroke.



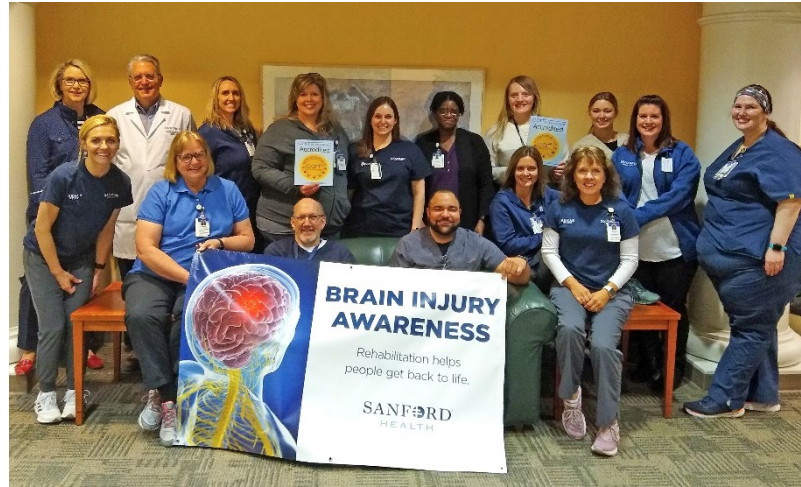
*Pictured L-R: Dillon Grose, MSN, AGNP-C; Leslie Koltas, DNP, APRN, FNP-C; Anne Vanheel, MSN, AG-ACNP; Dr. Gautam Sachdeva, MD; Lindsey Eiter, BSN, RN, CNML, 6AB nurse manager; Dr. Qasim Duranni, MD; Dr. Dane Breker, MD; Holly Nissan, MSN, SCRN, CNRN; Sue Johnson, MSN, CNRN, SCRN; Jessica Sims, MSN, NP-C.*



### **Inpatient Rehab Accreditation**

On April 1, Sanford Medical Center Fargo Inpatient Rehabilitation unit was reaccredited for another three-year period for its General Rehabilitation and Brain Injury Rehabilitation programs through Commission on Accreditation of Rehabilitation Facilities (CARF).

CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value, and optimal outcomes of rehabilitation services through a consultative accreditation process and continuous improvement services that center on enhancing the lives of the persons served.



*Rehab Interdisciplinary Team*

This accreditation decision represents the highest level of accreditation that can be given to an organization and shows our organization's substantial conformance to the CARF standards. An organization receiving a three-year accreditation has put itself through a rigorous peer review process. Our interdisciplinary rehabilitation team continues to demonstrate their commitment to offering programs and services that are measurable, accountable, and of the highest quality for our rehabilitation patients and families we serve.

### **Level II Pediatric Trauma Center Re-Verification & Pediatric Track Nurse Team**

The Pediatric Trauma Program at SMCF was re-verified by the American College of Surgeons (ACS) as a Level II Pediatric Trauma Center following a virtual site visit April 29-30.

Established in 2012, the Pediatric Trauma Program has been verified by the ACS since our first site visit in 2014. Sanford Medical Center is a verified Level I Adult Trauma Program.

Achieving verification and re-verification by the American College of Surgeons comes with meeting strict criteria and demonstrating high standards of care for trauma patients.

The number of pediatric trauma patients received and cared for at SMCF increases consistently every year. The regional reach for receiving and treating those pediatric trauma patients also continues to expand.



*Laura Baldwin, BSN, RN, CPN; Megan Frederick, BSN, RN, CPN; Tammy Massine, BAN, RN; Chelsea Halvorson, BSN, RN; Erin Naylor, BAN, RN; Alisha Birchem, BSN, RN, CPN; Debra Hanson, BSN, RN, Pediatric CCRN*

In 2021, patients from North Dakota, eastern Montana, northern South Dakota and west central Minnesota were served.

The site reviewers for the American College of Surgeons identified the Pediatric Track Nurse Team as a strength for the Pediatric Trauma Program. Piloted in 2019, the program has recently been officially accepted as an established program, and will be fully funded by the Children's Miracle Network Foundation, similar to the Child Life Program.

The Pediatric Trauma Program was originally established to provide support and knowledge to properly fit and maintain cervical collars in our pediatric trauma patients. The team and its roles have continued to expand since inception.

Currently, the team includes six Children's Hospital nurses, with plans to expand to 10 in the future. These nurses go through an application and interview process, must agree to meet advanced educational standards, and commit to meetings, process improvement projects and volunteer work for injury prevention activities.

The current specific roles include resource for cervical collar fit and maintenance (which includes developing a cervical collar discharge education booklet), performing c-collar audits, conducting STEPP screening for PTSD, reviewing/completing SBIRT screening, and creating monthly trauma education in the form of "Trauma Time Out" topics rolling on team station monitors (Frostbite, Bone Flaps, Compartment syndrome, etc.).

This is a committed, energetic group that is working to achieve their goal of providing service and care excellence and improving the outcomes of pediatric trauma patients cared for at Sanford Children's Hospital Fargo.

### **MBSAQIP Bariatric Surgery Accreditation SMCF Campus**

Sanford Medical Center Fargo achieved MBSAQIP Bariatric Surgery Accreditation in April. The program accredits inpatient and outpatient bariatric surgery centers in the United States and Canada that have undergone an independent, voluntary, and rigorous peer evaluation in accordance with nationally recognized bariatric surgical standards.



*Virtual site visit team left to right: Jackie Jahner, Bonnie Groth, NP, Jessica Linback, Ellen Vogels, DO; Daaron McField, MD; Anna Wilson, NP; Sugong Chen, MD; Amanda Fechtner, RN, Amelia Gaetz, BSN, RN, CMSRN; Shelley Wilm, BSN, RN, CBN® Shane Meyer, PA-C*

Bariatric surgery accreditation not only promotes uniform standard benchmarks, but also supports continuous quality improvement.

Our interprofessional team greatly helps us achieve this accreditation.

Surgeons, nurse practitioners, physician assistants, dietitians, psychologists, and registered nurses from ambulatory and inpatient settings ranging from



clinics to surgical services to inpatient post-operative units and emergency services collaborate to provide specialized care for our bariatric patients at all points of their journey through the healthcare system. This was the first MBSAQIP Bariatric Accreditation for Sanford Medical Center Fargo. Previously, Sanford Broadway Hospital was the only Fargo facility accredited.

### **Roger Maris Cancer Center Performs First Blood and Bone Marrow Transplant**

The first bone marrow transplant was performed at Roger Maris Cancer Center on Oct. 21. This was a major milestone in launching the first blood and bone marrow transplant program in North Dakota and the Region.

Blood and bone marrow transplant procedures involve infusing healthy stem cells to replace cells damaged by cancer or other blood disorders.

The interdisciplinary blood and bone marrow transplant team had been preparing for its first transplant patient for several weeks. Nurses on the team had a significant amount of preparation to complete prior to the bone marrow transplant program. Standards from the Foundations for the Accreditation of Cellular Therapy (FACT) and review of evidence-based practice guided the preparation.

Physical changes in the inpatient oncology floor, infusion center and clinic were made to be able to care for the bone marrow transplant patients. This included positive pressure rooms, water filters and private space for post bone marrow transplant patients.

The current RN role in bone marrow transplants is critical to the success of the program. Extensive training occurred to prepare the nurses for transplant. Education courses were developed for staff on bone marrow transplant.

In addition to review of policies and procedures, mock runs and skills validations were conducted.

Some inpatient oncology nurses are completing additional training to be able to care for patients in intermediate care as a part of our bone marrow transplant unit.

Several collaborations have occurred to make our bone marrow transplant treatment possible, including ICU, stem cell processing lab, apheresis, hematology infusion, hematology clinic, radiation oncology and many other subspecialties.



*27 South nurses Skylar Munson, BSN, RN, OCN, and Amy Hall, BSN, RN, OCN preparing to give first patient the conditioning chemotherapy regimen prior to the first transplant*



*L-R: Kayleigh Buescher, MLS (ASCP) CM, from the cellular therapy lab; and nurses Mackenzie Bye, BSN, RN, OCN, and Amy Hall, BSN, RN, OCN prior to defrosting the stem cells to administer.*

## Staffing, Recruitment and Retention

### Staffing for COVID-19 vaccination Clinics and Boosters

The enormous task of immunizing our employees and our communities wouldn't have happened without support from across the organization.

Sarah Nygaard, BSN, RN, clinical services manager, and Melodi Krank, MSN, RN, senior director of Sanford Health North Network were critical in this coordination.

Sarah and Melodi leveraged technology and used an electronic sign-up tool that could be accessed and updated in real time. This sign-up tool was disseminated to nursing leaders who shared with their teams, as well as with PRN nurses.



Nurses were able to sign up for shifts that worked best for them. There was flexibility in the length of time commitment, ranging from 4 hours to an entire day, in an effort to create opportunities for the most nurses to be able to support this work. Nurse leaders also signed up for shifts to assist with supervising duties.

### COVID Infusion Center Staffing

Late in 2020, there was a need to establish an outpatient infusion center for COVID patients. The center began scheduling patients on Nov. 20, 2020. The first nurses to staff the COVID Infusion Center were volunteers from the Roger Maris Cancer Center (RMCC) infusion center, pediatric oncology and radiation oncology with many working on their days off.



*COVID Infusion Center Team working on the one year anniversary of opening.*

Advanced practice providers came from internal medicine, family medicine and oncology.

The Center received nursing help from departments across all three medical centers including, but not limited to: PACU, day unit, CV diagnostics, ARU, ambulatory resource team, Office of Nursing Practice, cath lab, endoscopy, and case management.

At the close of 2021, the infusion center staffing needs ranged from 2 to 8 nurses per day depending on volumes.

"I'll be forever grateful for the huge team of people that jumped in to help, the great working relationships that happened with departments

that normally don't work together, and the amazing friendships that came as a result of COVID infusion!" said Stephanie Ogaard, BSN, RN, OCN, nurse manager for the RMCC Infusion Center and Outpatient Care Center at Sanford Broadway Hospital.

### **Family Communication Liaison support to COVID units**

The family communication liaison (FCL) role was re-implemented in August to provide support to the special care unit (med-surg and ICU) by taking family phone calls from 8 a.m. to 5 p.m., seven days a week.

Nurses from the Office of Nursing Practice and case management joined with interprofessional team members from social work, chaplaincy services, computer informatics, integrated health therapists and human resources to provide this service to help minimize interruptions to physicians and nurses during patient care.

Some questions were able to be answered readily by the FCLs and others were routed to the most appropriate healthcare team member. At other times, the FCL collaborated with the healthcare team to problem-solve in specific and widely varying special circumstances.

A total of 972 hours were spent covering family calls by the end of the year. Consistent coverage over 18 weeks (August-December) resulted in 2,184 incoming calls taken. In addition to taking calls, the FCL assisted with on-unit visitors, supported families in crisis, and was a liaison to staff in a high acuity, dynamic patient care environment. Each phone call answered avoided an interruption in the Special Care Unit, helping to enhance safety.

### **Sanford Student Nurse Internship Program (SSNIP)**

The Fargo Sanford Student Nurse Internship Program (SSNIP) wrapped up in the beginning of August.

The program provides a learning experience for senior nursing students to help create a smooth transition into the registered nurse (RN) role after graduation.

The program also serves as a recruitment opportunity with the intent of recruiting the most promising nursing interns to join our organization as RNs the following winter/spring.



There was a total of 72 SSNIPs in the program, and 45 accepting an Extended Sanford Student Nurse Internship Program (ESSNIP) opportunity in the fall. To date, 48 interns have officially accepted RN positions at Sanford after graduation.

At the close of the summer, a banquet was held to celebrate. Pictured above is Theresa Larson, MSN, RN, vice president of nursing and clinical services.



## Shared Governance (Autonomy) Nursing Senate

2021 was an exciting year for the Nursing Senate in Fargo.

The Senate had very impactful discussions about nursing practice over the course of the year. In addition, the Nursing Cabinet worked to further define the descriptions of the various Senate cabinet member roles.

Decisions focusing on overall shared governance involved:

- The development of a clinical care leader (CCL) and patient care technician (PCT) council
- Approval of revisions to charters for Nursing Professional Development (NPD) council, Evidence Based Practice (EBP) council, Night Shift council, and Senate
- Approval of Shared Governance bylaws

Patient safety related decisions included:

- Approval of a Patient Injury Prevention (PIP) rounding contract
- Changes in our post-fall assessment process to include specific vital sign intervals
- Changes in our Rapid Response Team (RRT) process
- Five-character Acudose searches
- Changes to our telemetry default alarm settings to decrease alarm fatigue
- Supported the development of a consistent process of IV line labeling
- Discussion about an anaphylaxis order set which Senate decided not to approve but did make recommendations for improvement.

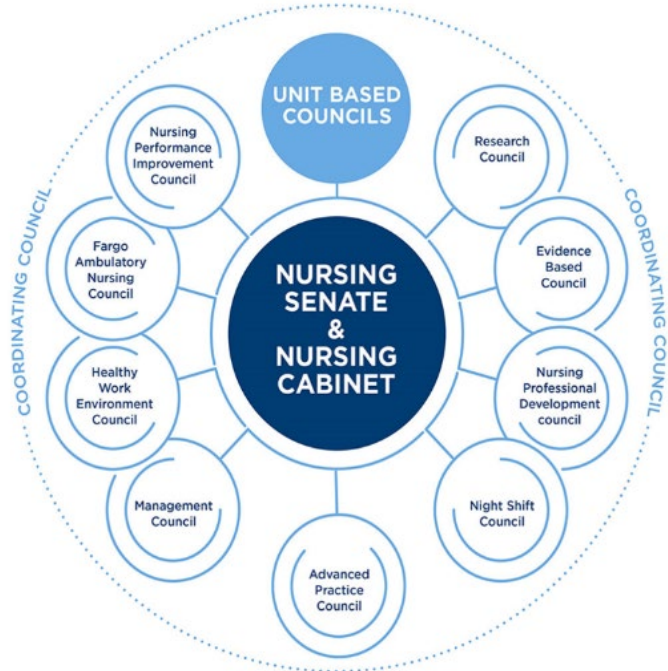
Nursing Sensitive Indicator related decisions included:

- Approval of placement of mobility magnets
- Senate did not approve implementation of the 8CD 4 eyes on skin process for all med/surg and ICU patients.
- The Senate supported continued used of Curoc Caps for CLABSI prevention by the ICU units.

Decisions of general impact included:

- Approval of targets for certification and education requirements
- Approval of verbiage being added to the AVS to provide direction on patient education regarding formulary medications and first dosages at the hospital
- Approval of an intra campus transfer checklist
- Approval of using a piloted sepsis handoff tool in other areas

## Sanford Fargo Nursing Shared Governance Structure



- Did not support the use of a Prevalon sock to replace the Prevalon boots
- Approval of a poster being taken back to the Workplace Violence group to decide where to post it

In addition, the Nursing Senate worked on retention of nurses. The project had three areas of focus:

1. The preceptors group worked with unit managers to identify preceptors. Preceptors would be asked to attend a class focused on teaching methods and universal nursing skills as well as unit-specific skills
2. The mentors group worked to organize peer mentors. They coordinated efforts with the Clinical Learning and Development Specialists
3. The experienced staff group created a list of retention ideas to bring to upper leadership regarding staff who have been with Sanford for 10+ years.

The top three ideas included retention bonus, no cross-campus pulls, and less holidays/weekends for select number of experienced staff. These ideas were presented to Theresa Larson for review and feasibility.



*Nursing Senate pictured above*

Front Row: Senate Cabinet: Lindsey Eiter BSN, RN, CMNL; Janel Hodge BA, ADN, RN; Ashley Lacey BSN, RN; Emily Paulson BSN, RN, SCRN; Ida Delacerna BSN, RN; Dawn Hager BSN, RNC-NIC

Second Row: Savannah Houle BSN, RN; Abby Schoeneck BSN, RN; Ashley Johnson RN, Molly Oliver RN, Brad Selseth RN, Danielle Nordquist BSN, RN, Joan Engebretson ADN, RN, PCCN, Andrea Trzynka, BSN, RN

Third Row: Shannon Burgard BSN, RN, Pam Beam BSN, RN, Abby Slaby RN, Abby Van Den Einde, BSN, RN, Megan Anderson BSN, RN, CCRN, Jennifer Bertson RN, CCRN, Julie Lambertz BSN, RN, CPAN, Tayler Leyresing RN

Back Row: Zach Jensen RN, Alissa Biever RN, Lauren Hutton BSN, RN, Alexis Hagen RN, Hannah Hoffman RN, BSN, Patricia Kemmer RN, Rachel Schlangen BSN, RN, CPN; Hannah Charbonneau BSN, CWON; Brittany Jochim BSN, RN



## **Fargo Region Ambulatory Nursing Council (FRANC)**

The 2021 FRANC Cabinet included:

- Brittany Jochim, BSN,RN, dermatology, chair
- Katie Kummer-Sveet, ADN,RN care manager, case management, chair elect
- Amanda Boock, member at large
- Megan Ekeren, BSN, RN, peds wound
- April Leiran, BSN, RN, supervisor, infectious disease, secretary
- Melodi Krank, MSN, RN, senior director of nursing, Sanford Health North Network
- Sarah Nygaard, BSN, RN, clinical services manager.

FRANC worked with the Enterprise Ambulatory Nursing Council to make improvements in nursing practice in ambulatory settings, including:

- Updated enterprise scale formulary
- Adding pediatric scale
- Recurring expired medication workflow and build into One Chart to fall off the MAR after one year
- Patient access representative staff able to start adding medication names to phone encounters
- Consent for surgery form had inconsistencies in the signature, date and timelines (one line for signature, one for date and time) were reviewed and brought forward for reconciliation. The recommendation was to revise the consent signature line to have a separate line for each signature, date and time.
- Immunization hard stop of actual location of injection

To continue enhancement of the relationships between ambulatory and inpatient partners, the decision was made, in collaboration with Theresa Larson, vice president of nursing and clinical services, to combine FRANC and the inpatient Nursing Senate into ONE Fargo Nursing Senate. FRANC and Senate will work towards this merger in the early months of 2022.

## **Culture of Safety**

### **Sanford Accountability for Excellence (SAFE)**



Sanford Accountability for Excellence (SAFE) is Sanford Health's commitment to patient safety on our journey to becoming a high reliability organization (HRO). Being an HRO means having systems in place that create reliable barriers to preventable harm and reducing or even eliminating serious safety events in our facilities. It means coming to work every day knowing we are all caregivers sharing a common goal of patient safety and trusting each other to help prevent harm. It means that every single employee is empowered to speak up to ensure reliably safe and high-quality care.

## Nursing Sensitive Indicators (NSI's)

The ongoing pandemic did not stop the hard work of inpatient nursing teams to provide the highest level of care for the patients they served, even in the midst of the significant challenges of 2021. Continued SAFE work, patient injury prevention rounding on every patient, every day, and sustained attention to detail by nurses at the bedside resulted in units reaching and celebrating many important patient safety milestones in 2021.



- In January, 5AB Intermediate Care Unit reached one year without a CLABSI.
- In February, 7 South Oncology celebrated one year without a CLABSI and 2 South Medical Specialty Unit celebrated one year without a CAUTI.
- In March, 5SE Medical Surgical Unit and 7 South Oncology celebrated three years without a CAUTI.
- In April, 6AB Neurology celebrated one year without a CLABSI
- In June, 6CD Cardiology, 8CD Surgical Unit and 9A Pediatrics celebrated one year without a CLABSI.
- In July, the Rehab Unit reached one year without a hospital acquired pressure injury (HAPI), and OR-SMCF celebrated one year without a lost specimen.
- In August, 8AB Innovations Medical/Surgical Unit celebrated one year without a CLABSI.
- In September, 4C Orthopedics Unit celebrated one year without a CLABSI.
- In October, 3S Medical Specialty Unit celebrated one year without a CLABSI.

## Patient Experience



Our promise at Sanford is a higher level of service and exceptional patient care. Every day, we have the amazing opportunity to make a difference in the lives of those we serve.

When patients come to Sanford, they expect we are top notch, cutting edge, and saving lives. The only way they have to measure their experience is through the power of the human connection. Do they feel valued, cared for and listened to, like nowhere else?

Patients likely do not know or remember how well we hung the IV antibiotic. What stays with them long after their stay are the people that cared for them and the quality of care they received.

Quality of care to us and our patients may look a bit different. Patients expect our procedures and processes are safe and that we are competent at our skills and in our ability to care for them.

In 2021, nurses in all locations focused on going “Back to the Basics” which was supported by resources created by the Patient Experiences Team and was shared in multiple venues and on the Sanford Experience SharePoint website.

## New Knowledge, Innovation and Improvement

### External Poster, Podium, or Virtual Presentations

- McDaniel, B. Perseverance is the Key to Success. Virtual Podium Presentation at Nursing Student Association North Dakota, Jan. 23, 2021.
- Baatz, K. STOP DELIRIUM©: Using the NuDESC to Improve Screening in Medical-Surgical Populations. (Virtual Poster Presentation) American Delirium Society (ADS) Virtual Annual Conference, June 15, 2021.
- Olesen, S., Baatz, K., & Kauffman, J. Utilizing Therapeutic Activities to Prevent Delirium in High Risk Patients. (Virtual Poster Presentation) American Delirium Society (ADS) Virtual Annual Conference, June 15, 2021.
- McDaniel, B. Survivorship of Loss. Virtual Presentation, University of Arizona Zoom Presentation, June 23, 2021.
- University of Arizona Sociology Department (host) Aug. 2021 McDaniel, B. Survivorship of Loss podcast.
- Greenstein, E. (2021, Sept. 17-18). Debridement and Wound Bed Preparation Workshop [Conference presentation]. North Central Region Wound Ostomy and Continence Nursing Conference, Bloomington, MN, United States.
- McDaniel, B. Survivorship of Loss by Suicide. Poster presented at North Dakota State University Research Symposium on Mental Health, Sept. 24, Fargo, ND.
- McDaniel, B. SNAP THE STIGMA. Poster presented at North Dakota State University Research Symposium on Mental Health, Sept. 24, Fargo, ND.
- Greenstein, E. Comparison of Zinc Barrier Cream and Elastomeric Skin Protectant Use on Venous Leg Ulcer Periwound Skin. Poster presented at Symposium on Advanced Wound Care (SAWC), Oct. 23-31, Las Vegas, NV.
- Greenstein, E. Initial Use of Negative Pressure Wound Therapy with Instillation and a Novel Silicone Hybrid Drape. Poster presented at Symposium on Advanced Wound Care (SAWC), Oct. 23-31, Las Vegas, NV.

### Nursing Publications

- Thaden S & Robinson KR. (2021). Making clinical nurse research attainable: our experience participating in a national multi-site study. *The North Dakota Nurse*, 90(3), 14-15
- Robinson KR. Comparing the Spanish flu & COVID-19 pandemics: Lessons to carry forward. *Nurs Forum*. 2021 April; 56(2):350-357. doi:10.1111/nuf.12534
- Greenstein, E. & Moore, N. (2021). Use of a Novel Silicone-Acrylic Drape with Negative Pressure Wound Therapy in Four Patients with Periwound Skin Breakdown. *Wounds*, Nov; 33 (11): 304-307 Epub Sep14.
- Greenstein, E. (2021, January 7). Are You a Wound Care Detective? Wound Source. [<https://www.woundsource.com/blog/are-you-wound-care-detective>]
- Greenstein, E. (2021, January 27). Are You a Wound Care Detective? Case 1. Wound Source. [<https://www.woundsource.com/blog/are-you-wound-care-detective-case-1>]
- Greenstein, E. (2021, November 4). Wound Care, Then and Now: A Brief History of the Evolution of Wound Care. [<https://www.woundsource.com/blog/wound-care-then-and-now-brief-history-evolution-wound-care>]

## Nursing Research

- Karen Robinson, PhD, RN; Samantha Bartelt, MSN, RN; Janel Hodge, BA, ADN; RN (Sanford Health Fargo research team). The lived experience of frontline nurses: COVID-19 in rural America. Multisite study closed January 28, 2022.

## Evidence Based Practice Council

Clinical questions brought to the Evidence Based Practice (EBP) Council for investigation in 2021 included the following:

- Does the use of an oral assessment tool help to guide frequency of VAP cares?
- In patients with increased intracranial pressure, is the use of a buretrol best practice to safely and accurately measure and deliver mannitol, compared to using an Alaris pump?
- For patients that require repositioning every two hours, would using a fitted sheet opposed to a flat sheet be more effective at preventing pressure injuries?
- Will the use of heparin flushes for central line maintenance in oncology patients prevent occlusion?
- Should limb alerts be applied to a port-side extremity?

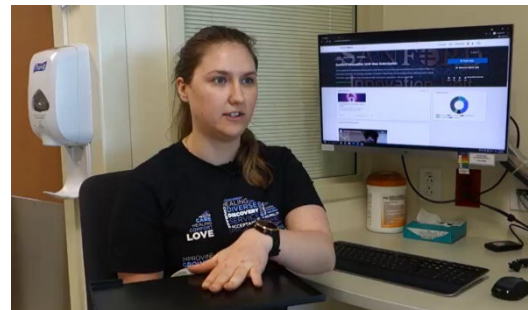
After review and investigation, the EBP Council responds to the question originator, creates documents to communicate suggested change in practice/policy (if needed), may publish results of literature review in the nursing newsletter and communicates with other nursing councils as appropriate to follow up on the results of the investigation.

## Innovation

### 8AB Innovations Unit

8AB Innovations Unit continues to be responsible for trials, new ideas, and innovations that may be able to be used in other units.

In 2021, they were involved in several new projects that were very wide ranging. These projects ranged from the room environment to interprofessional partnerships and to changes in the way nurses allocate work.



Maria Diepolder, BSN, RN, 8AB Clinical Care Leader

The patients' care environment and nurse safety was the focus of work undertaken by Jess Engler, BSN, RN, and Kelsey Arntson, BSN, RN, who evaluated multiple lights, bulbs, dimmers and the lumify light to identify a product that met both needs. Additionally, Maria Diepolder, BSN, RN, focused on the assessment of bedside tray table utility which is another part of the patients' care environment.

Registered nurses and physical therapists partnered to implement the use of "6-clicks" functional mobility scoring to reduce length of stay, improve mobility and speak one language between disciplines.

Physician-Nurse Dyad unit leadership began in 2020 with Dr. Paladugu in the physician champion role on 8AB. Enhanced collaboration and nurse-physician relationships were outcomes of this change. The 8AB team supported spread of Physician-Nurse Dyad

leadership to all medical-surgical units in 2021. Physician champions partner with nurse leaders, attend all safety huddles, and are actively involved in unit work to improve outcomes.

A new strategy for determining patient assignments for nurses by unit geography was implemented in 2021. The unit found results of time saving, less tension among the team and improved teamwork between RN's and patient care technicians (PCTs). They will support the pediatrics unit to implement geographic assignments in 2022.

### **Telesitter Implementation**

Avasure Telesitters were implemented on Broadway, South University and SMCF inpatient units in September 2021 to assist with fall prevention and better utilization of our human patient care resources.

The Telesitter device was also used to protect medical devices, prevent elopement, monitor for suspected contraband, and monitor for staff safety. The Telesitter device did not replace human 1:1 constant observers for patients at suicide risk or those with violent restraints.

Nurse aides hired for the Telesitter program were trained to monitor patients and to intervene to prevent adverse events. When needed, the monitoring staff verbally redirects the patient. If they are unsuccessful, they call the nurse or use an alarm to summon help to the room.

By the end of 2021, 4,963 adverse events were avoided, the aggregate average fall rate was decreased by 18%, and the aggregate average fall rate with injury was decreased by 34%.



*GAB team with Telesitter: Kneeling Bonnie Blanca, Avasure rep, Emily Paulsen, BSN, RN, SCR.N. L-R Katie Miller, Melissa Mohr, BSN, RN, Lindsey Eiter, BSN, RN, CNML; Emily Buckingham, MBA, BSN, RN, Dr. Thondapi*