

*Striving for Excellence.*



*Nursing*  
**ANNUAL REPORT**  
*2022*



Lake Charles  
Memorial Health System

# Message from our CNO

Colleagues,

We are proud to publish our LCMHS Nursing Annual Report for the second year in a row. This report represents only a small part of the outcomes, projects and programs that are nurse-driven and directed. The challenges of healthcare today, along with the complexity of our profession, can be overwhelming. Yet, our nursing team continues to lead healthcare in southwest Louisiana.

The primary role of a nurse extends further than the hands-on care delivered to each patient. As nurses' our role in coordinating care, evaluating response to interventions and plans of care, advocacy and patient/family education, are more vital than ever. Professional nursing is not just about the tasks, but it's more importantly about the outcomes we drive individually and collectively. Professional nursing is about developing, informing and driving a vision to benefit patient care with our community and our profession top-of-mind.

Thank you for your commitment and dedication. Thank you for your voice and leadership. Fortunately for our organization, you are counted as a member of the largest nursing enterprise in southwest Louisiana. Remember that the work showcased in this report is yours and wouldn't be possible without you.



*Gerald Bryant, DNP, RN*

Gerald Bryant DNP, RN

Chief Nursing Officer, Chief Operating Officer



Lake Charles  
Memorial Health System



# Lake Charles Memorial Health System Nursing Professional Practice Model

## Our Vision Statement

We are Memorial nurses. Together, serving our community heart to heart.

We are:

- dedicated
- compassionate
- resilient
- united

## Our Mission Statement

Memorial's nursing mission is to promote a caring culture that empowers each nurse to provide safe and quality care to patients and families and to uphold Memorial's commitment to the community through excellent leadership, evidence-based practice, and professional development.

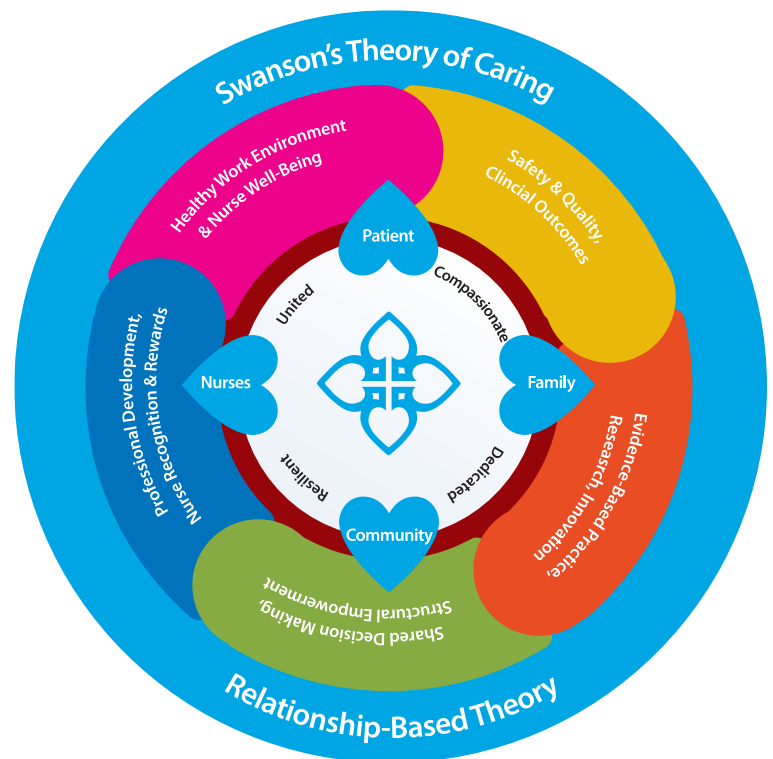
## Description of Our Nursing Practice Model

Our Nursing Professional Practice Model is an illustration of how our nurses practice as key participants of the collaborative healthcare team. The practice model help describe and guide nursing practice throughout the Lake Charles Memorial Health System. It captures the values, goals, and relationships that define our professional identity. The model promotes high quality and consistent care, improves outcomes for patients and families, job satisfaction, and a positive work environment.

The model incorporates our nursing mission, vision, and values as the foundation for all we do.

The Lake Charles Memorial Health System logo is at the center of the nursing professional practice model. The logo consists of four interconnecting hearts representing the caring connection between our patients, family members, community, and nurses. Our nurses understand the importance of forming positive relationships between the entire healthcare team and every person who enters our health system. We identify the core values of our nurses as united, compassionate, dedicated, and resilient. Surrounding the hearts and core values are the key components that we strive to continuously build upon in order to improve outcomes for our patients, patients' families, community, nurses, and the entire healthcare team.

- Safety, Quality, Clinical Outcomes
- Evidence-Based Practice, Research, Innovation
- Shared Decision Making, Structural Empowerment
- Professional Development, Nurse Recognition & Rewards
- Healthy Work Environment & Nurse Well-Being



**Swanson's Theory of Caring**, in addition to relationship-based care, has been selected as the framework for the nursing practice model. It is depicted as the outer circle or "frame" of the model representing the overall foundation for nursing practice. This is what keeps us grounded in our professional practice.

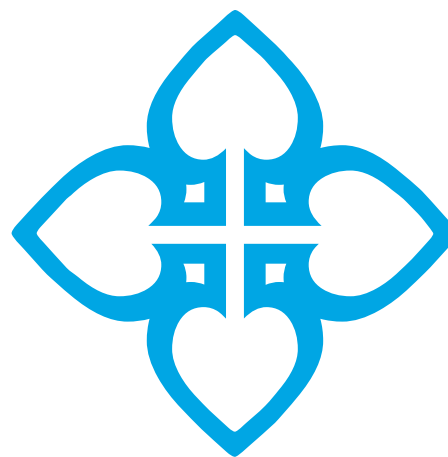
Swanson's Theory of Caring describes nurse-patient relationships that promote wholeness and healing. It is a framework that incorporates education and research with traditional values and caring attitudes. The theory identifies five major concepts: caring, knowing, being with, doing for, enabling, and maintaining belief. We have created commitment statements for each concept.

- **Caring:** We believe that providing patient/family centered care is the core of nursing. We also believe that caring for one another is just as important as the care we provide.
- **Knowing:** We strive to understand the perception of others, avoiding assumptions and judgement.
- **Being with:** We strive to be emotionally present to our patients, patients' families, community, and healthcare team.
- **Doing for:** We are committed to providing a safe environment, comfort, and dignity for all patients. We are committed to best practice and quality outcomes.
- **Enabling:** Through all transitions of care we will inform, explain, support, validate feelings, generate alternatives, and give feedback.
- **Maintaining belief:** We will help to find meaning and stand by the one cared for no matter what the situation.

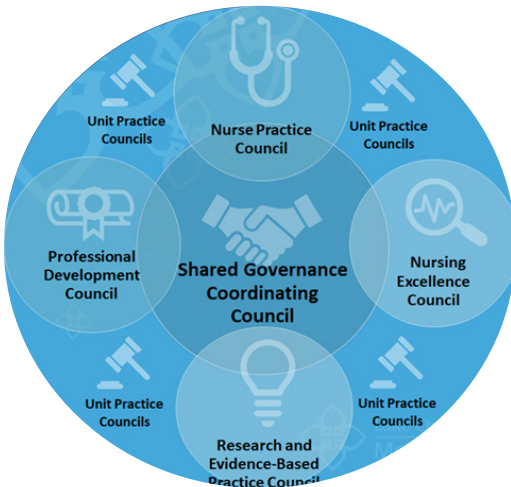
**Relationship-based care (RBC)** has been embraced by the nurses at LCMHS based on the idea that patients have better outcomes and recover more quickly when strong therapeutic relationships exist in an organization. RBC is the way we provide care to our patients, their families, and each other.

We are committed to creating a caring and healing environment. The key components of RBC are:

- Promoting a healthy environment through the power of relationships with ourselves, the people with whom we work, and our patients and their families.
- Accommodating the needs of our patients and families through relationships and human connections.
- Treating everyone with respect and dignity.
- Speaking for the patient and making sure the family is included.
- Understanding each patient's unique story.
- Being consistent with our mission, vision, and values.



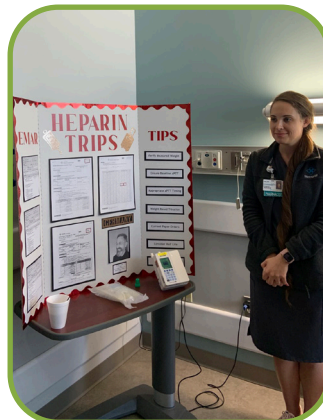
# Shared Decision Making and Structural Empowerment



From assisting with nursing policy changes to recognition of nurses, the shared governance council members' involvement and contributions have made a lasting impact on our organization.

## Nursing Education Fair

Per the request of nurses across LCMHS, the Professional Development Shared Governance Council teamed up with members of pharmacy, respiratory therapy, trauma, stroke, wound care, quality, cardiology, education, lab, behavioral health, and many nurses to host an education fair in May 2022. Multiple mini in-services on topics such as crisis intervention, heparin infusions, proper EKG placement, chest tube troubleshooting, documentation of blood transfusion, wound prevention, respiratory equipment use, teleneurology, phlebotomy basics and more were provided to nurses across LCMHS. This fun event was themed "Let the Adventure Begin". Each booth was decorated as a different country, so nurses were able to travel the world while increasing their nursing knowledge.



# Wellness Fair

The Professional Development Shared Governance Council recognized the need for a focus on self-care of all healthcare team members so they hosted a Fall Wellness Fair in October 2022. Employees from across the organization enjoyed learning about a variety of wellness and self-care related topics such as healthy eating, journaling, financial wellness, vitamin D deficiency, and clearing out clutter. They also enjoyed pet therapy, a meditation room and working on an oversized adult coloring poster.



# Positive Outstanding Peer Award

The POP award was created by the Nursing Excellence Shared Governance Council. It was implemented in January 2022 to honor LCMHS employees who consistently spread positivity and kindness around the organization. This is a peer to peer nomination. The council received 71 nominations in 2022. An overall POP employee was also recognized each quarter. Employees are nominated by scanning the POP QR code posted around the health system.

## 2022 POP Award Recipients



**Quarter 1**  
**Ramona McCorquodale**  
*Trauma/Surgery Clinic*



**Quarter 2**  
**Brianna Lewis**  
*Patient Escort*



**Quarter 3**  
**Brandi Primeaux**  
*Business Office*



**Quarter 4**  
**April Brown**  
*7 Tower*



## ***2022 POP Award nominees:***

**Krystle Richard**

**Lisa Matteson**

**Eric Collins**

**Cynthia Jackson\***

**Courtney Manuel**

**Sylvia Downing**

**Ramona McCorquodale\***

**Katherine Fortner**

**Kenneth Moncreary**

**Sarah Brown**

**Rena Broussard Fenetz**

**Cynthia Goodly**

**Veronica Andrus**

**Barbara Faulk and**

**Charmaine Celestine**

**Karl Vincent**

**Arsid Cerman\***

**Carla Chapman**

**Shannon LeDay**

**Monica Engel**

**Sherry McClellan**

**Kinsey Istre**

**Madison Fontenot**

**Caitlin Arrington**

**Brianna Lewis**

**Ethan Choates\***

**Linda Anderson Withers\***

**TJ Moore**

**Hank Bienvenue**

**Brandi Primeaux**

**Alicia Bryant**

**Myia Simien**

**Wade George**

**Chris Engel**

**Ellen Frey**

**Jenny Sutton**

**Victoria Orsot**

**Lisa Morales**

**Robin Mercer**

**Emily Campbell**

**Brenda Thompson**

**Tina Borders**

**Bonita Broussard**

**Donald Truby**

**Shannon Leday\***

**Marquitea Ardoin**

**Aubree Fontenot**

**Shavanna Fields**

**Ashley Guerra**

**Monica Schulthess**

**Carl Mayo**

**Tiearra Dartest**

**Thomas LaGrange**

**Linda Anderson**

**Alexis Gotreaux**

**Lindsay Ogea**

**Stephanie Hanks**

**Retha Fontenot**

**Tashaa Brown**

**Fallon Edwards**

**Emily Gandy**

**Jeff Courville**

**Jason Easton**

**April Brown**

**Raylee Istre**

**Chris Derouen**

**Dr. Louis Pulicicchio**

**Karley Leger**

**Ingrid Crenshaw-Thomas\***

**Jennifer Beverung**

**Toni Jack**

*\*Multiple nominations*



***Nursing Excellence Council preparing gifts to recognize the first POP nominees.***

# Professional Development and Nurse Recognition & Rewards 2022

**The DAISY Award**, an international recognition program to honor nurses who provide exceptional care began at Lake Charles Memorial Health System in May 2020. At LCMHS, DAISY recipients are selected monthly. Nominations are submitted by patients, patients' family members, coworkers, or leaders. The Nursing Excellence Shared Governance Council blindly reads each DAISY nomination story and completes a grading rubric. The rubric points are added together and averaged. The highest scoring nomination is the DAISY of the month.



For 2022, 142 nominations were received. Each nominee receives a DAISY Nomination pin and a copy of their nomination story. The monthly reward recipients receive a healer's touch statue and a coveted DAISY pin. They are also recognized on the DAISY Wall which is changed out each May in honor of Nurses Week. **LCMHS truly has extraordinary nurses!**

## 2022 DAISY nominees:

Angie Adams	Lauren Conrad	Brittany Johnstson	Emily Rather
Caitlyn Arrington*	Ciara Conway*	Ricky Judice	Kourtney Rogers
Evan Ashley	Elaine Cooley	Hannah Keller	Heather Romig
Katie Barras	Hannah Cupit*	Jan Kendall	Pam Roy
Annette Belcher	Gabi David-Trouard	Ashley Keys	Mariel Sanchez
Lakin Blue	Rose Devones	Celise Lafleur	Jacob Savoit
Trace Borde	Cassi Duhon	Liliana Landaverde	Dana Semien
Michelle Boseley	Claire Dupuis	Michelle Langley	Brittany Shallow
Amanda Boutin	Lucy Edwards	Helen Lum	Caitlyn Smith
Desire Boyd	Monica Engel*	Megan Mally	Michael Sonnier*
Cynthia Bright	Garrett Erbelding	Courtney Manuel	Logan Spivey
Brandy Brooks	DeAndrea Etienne	Mary Kate Marcantel*	Edmund Tetteh
Crystal Brown	Angie Ewalt	Amy McCraw	Misty Theriot
Celise Lafleur Bruce	Madison Fontenot	Alexa McNeil	Kari Thibodeaux
Nate Bryant	Vickie Fontenot	Tenny Miglicco	Kaci Trahan*
Savanna Buller	Ellen Frey	Alexis Miller	Mitchell Victorian
Jenny Bunch	Lisa Fuselier	Lexi Miller	Dionne Vige
Richard Caldwell	Collette George	Amanda Moore	Crystal Williams
Kari Carlock	Debra Green	Lena Morris	Briley Wilson
Monica Carroll	Baileigh Guidry	Tanner Olson	Kennedy Wilson
Charlotte Carter	Hayley Guinn	Austin Owens*	Shon Wilson
Katie Chambley	Natasha Hicks*	Jalyn Parker	Craig Windom
Rosalie Chapman	Sean Howell	Kristy Pennick	Deneika Woods
Alicia Clavelle	Leila Hussain	Whitney Peoples	Isaac Wright
Brandi Clement	Autumn Johnson	Jessica Percle	Alicia York
Katy Colley*	Brittany Johnson	Destany Planchard	
Erick Collins	Mackenzie Johnson	Elizabeth Pruitt Price	

\*Multiple nominations



**Kennedy Hart**  
Family Birth Center  
May 2021



**Tenny Miglicco**  
7 Tower  
June 2021



**Rika Armentor**  
NICU  
July 2021



**Raylee Istre**  
ICU  
August 2021



**Dakota St. Andre**  
4 Tower  
September 2021



**Brandy Sensat**  
Informatics  
October 2021



**Victoria Orsot**  
Inpatient & Outpatient Oncology  
November 2021



**Vickie Fontenot**  
Enterostomal Care  
December 2021



**Kaitlyn Darby**  
ICU  
January 2022



**Patricia Montou**  
Emergency Department  
February 2022



**Madison Foster**  
5 Tower  
March 2022



**Danielle Bushnell**  
Family Birth Center  
April 2022 Co-recipient



**Jessica Ange**  
Family Birth Center  
April 2022 Co-recipient



**Kristina Borne**  
NICU  
May 2022



**Vanessa Brooks**  
2 North Rehab  
June 2022



**Glenda Southall**  
7 Tower  
July 2022



**Robin Mercer**  
Pediatrics / PICU  
August 2022



**Courtney Manuel**  
ICU  
September 2022



**Surgical ICU  
Interdisciplinary Team**  
October 2022



**Joni Copper**  
House Supervision  
November 2022



**Karen Demouelle**  
Diabetes Education  
December 2022

## May 2021 - December 2022 DAISY Recipients



# Excellence in Nursing Celebration

Nursing Excellence hosted the 3rd annual “Excellence in Nursing” banquet at the Charleston Hotel Ballroom during Nurses Week Nurses Day, May 12, 2022. The event was to recognize and honor our nurses who earned a certification in the previous year, received a DAISY award, or advanced their nursing degree.

The American Nurses Credentialing Center (ANCC) has a recognition day for certified nurses every year in March. LCMHS has 27 nurses who earned a new certification this year! The organizations total nursing certification number is currently 137. Several nurses have acquired multiple certifications.

## **List of all certified nurses at LCMHS:**

### **Ambulatory Care Nursing Certification (AMB-BC)**

Rae Gardiner  
Skylee Myers  
Victoria Orsot  
Malia Richardson  
Olive Welsh

### **American Case Management Association (ACM-RN)**

Denise Peshoff\*

### **Cardiac-Vascular Nursing Certification (CVRN-BC)**

Jessica Fontenot  
Natasha Hicks

### **Case Management Certification (RN-BC)**

Melissa Kohler

### **Certified Professional Coder (CPC)**

Denise Peshoff

### **Critical Care RN Certification (CCRN)**

Nicholas Abshire\*  
Megan Breaux  
Deanna Burger  
Haley Collins\*  
Paige Martin  
Courtney Manuel\*  
Laurin Smith\*  
Kasey Aguiard\*  
Anne Bonnette  
Katy Colley\*  
Alexis Comeaux\*  
Sean Stickney  
Dionne Vigee\*  
Gena Millslagle

### **Critical Care RN Certification Pediatrics (CCRN-P)**

Marilyn Joan Kershaw

### **Certified Cardiac Rehabilitation Professional (CCRP)**

Monica Hebert  
Michelle Smith

### **Certified Diabetic Educator (CDCES)**

Karen Demourelle  
Theresa Hart

### **Certified Emergency Nurse (CEN)**

Kennetra Isler

Victoria Lantz

Victoria Nash

Tammy Vincent

Tracie Kyle

### **Certified Breast Care Nurse (CBCN)**

Jared Primeaux

### **Certified Infection Control Nurse (CIC)**

Katelynn Dietz

### **Certified Lactation Consultant (CLC)**

Farrah LeBoeuf\*

Hollie Rosteet

### **Certified Nurse Educator (CNE)**

Jennifer Foreman

Sierra Higgins\*

Charon Randel

### **Certified Obstetric & Neonatal Quality and Safety (C-ONQS)**

Cheryl McCombs\*

### **Certified Gastroenterology RN (CGRN)**

Natalie Gillett

Melisa Harrelson

Kimberly Hooper

Sheila MacKay

Jennifer Myers

Joni Richoux

### **Certified Legal Nurse Consultant (CLNC)**

Shawna Ardoin

### **Certified Perioperative Nurse (CNOR)**

Shawna Ardoin

Candace Brake

Gwendolyn Frey

Brenda Holcomb

Jami England

Missy Ivey

Kelly McDonald

Amy Miller

Diane Sherman

Mindy Van Winkle

### **Certified Professional in Healthcare Quality (CPHQ)**

Katelynn Dietz\*

**Certified Registered Nurse Infusion (CRNI)**

Malia Richardson

**Certified Rehabilitation Registered Nurse (CRRN)**

Rebecca Spears

**Cardiac Surgery Certification (CSC)**

Blair Belanger

**International Board-Certified Lactation Consultant (IBCLC)**

Elesia Vizina\*

**Medical Surgical Nursing Certification (MEDSURG-BC)**

Hannah Cupit\*

Rae Gardiner

Hayley Guinn

Briley Wilson\*

Christiana Engel

Danielle Kirkland

Taylor Stoma

**Nurse Executive Board Certified (NEA-BC)**

Rae Gardiner

Shawntel Willis

Christiana Engel

Jada Smith

Kristy Suarez

**Nursing Professional Development (NPD-BC)**

Lee Anna Duplechain

Chris Engel\*

Jennifer Foreman\*

Nikki Galloway

Victoria Orsot\*

Charon Randel

Kristy Suarez

**Oncology Certified Nurse (OCN)**

Emme Burnside\*

Caitlin Delino

Rae Gardiner

Hayley Guinn

Brittany Medley\*

Rebecca Randel

Kristina Spivey

Logan Spivey

Crystal Crochet

Bridget Durr

Tabitha Holman\*

Ashlee Johnson

Christina Mathews

Khristina Mayo

Skylee Myers

Victoria Orsot

Malia Richardson

Wendy Roach

Taylor Stroud

Laura Suire

Courtney Thomas

Olive Welsh

Ellen Richardson

**Pediatric Nursing Certification Board (PNCB)**

Gina Barnes

Elaine Cooley

Ashley Lovejoy

Michelle Langley

**Neonatal Intensive Care Nursing Certification (RNC-NIC)**

Rika Armentor

Allison Keeley\*

Jade Leger

Kari Peloquin

**Certification in Inpatient Antepartum Nursing (RNC-IAP)**

Carly Wells\*

**Certification in Maternal Newborn Nursing (RNC-MNN)**

Vicki Priola

Laura Robinson

**Registered Nurse Inpatient Obstetric Nursing Certification (RNC-OB)**

Leah Billedeaux

Kayla Cannon

Baileigh Guidry\*

Jessica Jeane\*

Haley Lockhart\*

Miranda Mallett

Lisa Morales\*

Kristy Pennick

Caitlyn Smith

Elesia Vizina

Cheryl McCombs

Patricia Montou

**Sexual Assault Nurse Certification Adult (SANE-A)**

Elizabeth Broussard

Jessica Plaisance

Tammy Smith

Tammy Vincent

**Sexual Assault Nurse Certification Pediatric (SANE-P)**

Jessica Plaisance\*

Tammy Smith

Tammy Vincent

**Stroke Certified Registered Nurse (SCRN)**

Natasha Paige Weaver

Shawntel Willis

**Trauma Certified Registered Nurse (TCRN)**

Elizabeth Landry

Victoria Lantz

Victoria Nash

*\*earned certification  
within the past year*



## Scholarship Fund

In 2022, The Foundation at LCMH presented two scholarships through the Nursing Excellence & Scholarship Fund. Each recipient received \$1000. Eligible applicant is a nursing student in his or her final year of undergraduate school attending McNeese State University or SOWELA.



**Claire Johnson** was the fall 2022 recipient. Claire graduated from McNeese in December 2022 and accepted a job at Family Birth Center. She is pictured with Foundation Board members and leaders from across LCMHS.



**Heidi Gambrell** was the spring 2022 recipient. Heidi graduated from McNeese in May 2022 and accepted a job in ICU. Heidi is pictured with Mr. Garrett Stine, Foundation Board Chair.



Lake Charles  
Memorial Hospital  
The Foundation

# Professional Development Fund for Employees

In March 2022, Victoria Nash BSN, RN, CEN, TCRN, the LCMHS emergency department educator, hosted a **Certified Emergency Nurse** certification preparation course. The LCMH Foundation funded the course which was attended by over forty nurses across Louisiana, Mississippi, and Texas. This was a wonderful opportunity and a huge step for LCMHS to promote professional development and excellence. The course provided tools and tips for successfully passing the CEN exam. We are excited to increase the number of certified nurses on staff at LCMHS and in the community. Eligible applicant is a RN or LPN employed full-time at LCMHS that has worked a minimum of 1 year in the organization.



Lake Charles  
Memorial Hospital  
The Foundation

# Healthy Work Environment & Nurse Well-being

*We completed our work with Dr. Renee Thompson and the Healthy Workforce Institute in 2022 and we look forward to continuing our work to cultivate a culture of caring, kindness, and effective, respectful communication throughout LCMHS. Listed below are some of the initiatives that we participated in this past year.*

## Department Culture Change Initiative (DCCI)

In 2022 we rolled out six additional “deep dive” departments for a total of twelve departments throughout LCMH. Throughout this process, champions from each department were selected to help facilitate the healthy workforce efforts. Leaders and champions attended live workshops, received skill development resources, and participated in monthly Zoom calls with the Healthy Workforce Institute.

### Departments that Underwent DCCI

Emergency Department	Pathology
ICU	Behavioral Health
LDRP	7 Tower
5 Tower	8 Tower
Outpatient Oncology	2 Tower
OR	Rehab

One of the most impactful projects of the DCCI process for each department was involving the entire team in the creation of a Professional Practice Agreement. This agreement defines how each employee expects to be treated and how they never want to be treated.

### Professional Practice Agreements

Our Intent...

Our Commitment...

My Commitment...

**Examples:**

- When issues arise, I ask questions, assume positive intent, and do not make negative assumptions.
- I choose a positive attitude when I cross the threshold of our workspace, smile and say, “good morning/evening”.
- I give feedback that builds others up and teaches them, working to make them even more effective members of our team.



Employees from the DCCI departments gathered for their kick off meeting with Dr. Renee Thompson.

Behavioral Health Champions took key components of their Professional Practice Agreement to create a shopping cart. C.A.R.T stands for communication, attitude, respect, and teamwork. Whenever they would perform one of the principles during their shift, they could write it on a note card and place it in the basket, then pick a treat from the shopping cart. This was a great way to reinforce their Professional Practice Agreement.



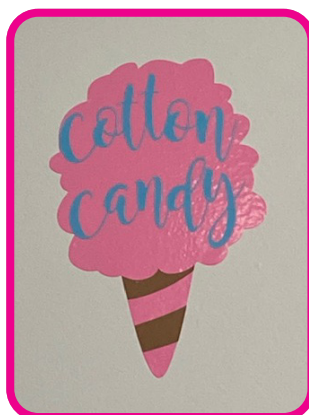
DCCI Champions get recognized by the Healthy Workforce Institute.



## Culture of Caring Initiatives: Four Culture of Caring Initiatives were introduced in 2022.

1. **Sacred Spaces** are designated patient care areas where respectful conversations and courtesy is expected. The purpose for Sacred Spaces is to protect patients and their family members from experiencing or witnessing any negative, disruptive behaviors while in our care.
2. **Shift Success** focuses on finding ways to set the next shift up for a smoother shift. “Shift wars” are a common problem in healthcare. Shift Success reminds us that we are all on the same team. It takes all of us working together as a cohesive team to effectively care for patients.
3. **Mother Bear** involves getting the entire team together and deciding how we can better support and protect our newest employees. The goal is to protect employee from the challenges of being new to a department just as a mother bear protects her cub.
4. **Red Carpet Treatment** is a tactic to help welcome new employees and employees who are pulled to our departments. We should treat all people who don't normally work in our department like guests in our home by rolling out the red carpet for them. By rolling out the red carpet, PATIENTS ultimately receive better care.

Employees from across LCMHS gathered together to roll out our first culture of caring initiative, **Sacred Spaces**. The code word “cotton candy” was adopted to remind one another to keep our words sweet. The motto “Keep your words sweet in this place; this is our sacred space” was created by Mrs. Priscilla from Nutritional Services at Women’s Campus. Whenever a coworker witnesses a conversation that would not be appropriate for patients, family members, or visitors to overhear, the word “cotton candy” can be used to silence the conversation. Service Excellence rented cotton candy machines and rounded up volunteers to provide cotton candy to all employees.



## Champion Tea

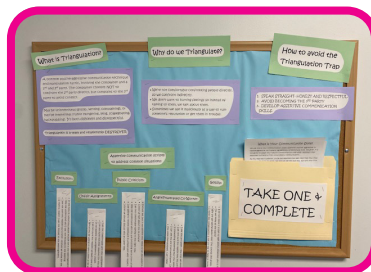
The Healthy Workforce Executive Committee hosted two Champion Tea's in 2022. This was a fun event that brought our designated champions from all twelve DCCI departments together. They enjoyed tea and fellowship while sharing and comparing ideas.



## Skill Development

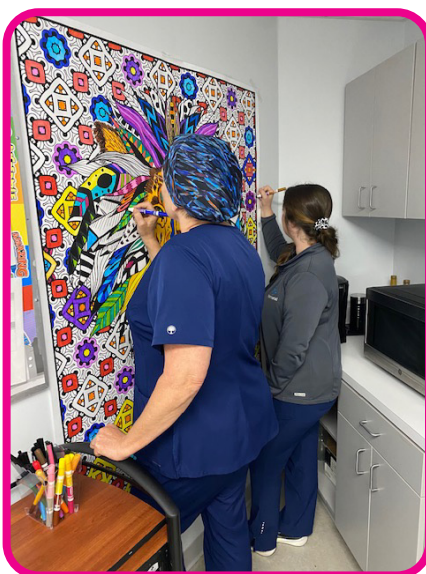
Healthy Workforce Wednesday Workshops were held three Wednesdays of each month. Representatives from each department across the organization were invited to attend the brief workshop. Monthly topics and resources were provided to the employee, then the employee shared the resources with their teams. A few of the topics were as follows: assertive communication, giving and receiving feedback, breaking bad habits, conflict resolution, spreading kindness, and reducing burnout. Several departments used their creativity to make bulletin boards to help spread kindness and educate their team on the monthly skill development topic.

### Assertive Communication Bulletin Boards



## Giant Coloring Posters

Giant coloring sheets were displayed on the nursing units during Nurses Week. Nursing teams around the organization enjoyed this de-stressing and team building activity. The coloring projects were so well received that many other departments purchased giant coloring sheets and joined in the fun.



## NICU Champions

NICU Champions bring joy to LCMHS employees and to the parents of our tiniest patients all year long. NICU nurses find creative ways to celebrate their little patients' milestones. They definitely bring joy to all when they send out their holiday pictures.



Cookies were provided by  
Rae Gardiner, 2T Director



## Cohort of Nurses

In July 2022, the Family Birth Center Healthy Workforce Champions hosted a celebration to honor their Cohort 7 RN Nursing Residents. This cohort of nurses had a 100% NCLEX pass rate!

**Left to Right:**  
 Francesca Savage  
 Claire Darbonne  
 Diana Waldrup  
 Barbara Fontenot  
 Emily Poole  
 Maddy Boyer  
 Kourtney Conner

# Safety & Quality and Clinical Outcomes



## S.W.A.T.

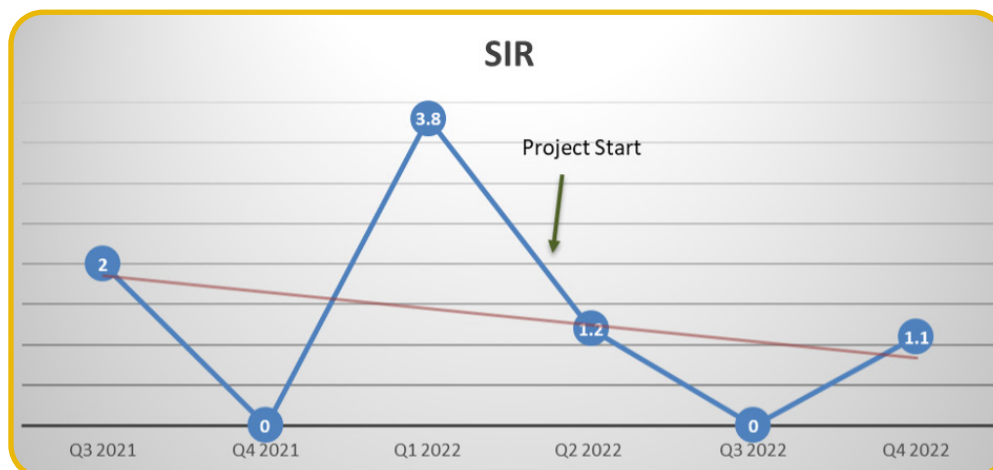
In June 2022, the SWAT team was formed. SWAT stands for Skin & Wound Assessment Team. This team was created in an effort to identify staff education needs regarding wound prevention and early recognition of skin breakdown. The team performs random quarterly skin surveys of adult inpatients in the medical surgical, critical care, and nursing rehabilitation areas. Patients' charts are reviewed for wound assessment accuracy. The type and amount of bedding placed under the patients is also recorded. The team collaborates and combines all findings which helps guide education efforts for the inpatient enterostomal therapy department.

Left to right

**Top row:** Jennifer Foreman, Kristy Suarez, Briley Wilson, Therese Novak, Vickie Fontenot

**Bottom row:** Paige Weaver, Courtney Manuel, Chez Dartez

## Central Line-associated Bloodstream Infection (CLABSI)



### Standardized Infection Ratio

Utilized by the National Healthcare Safety Network (NHSN) to standardize measurement.

Lake Charles Memorial Health System was not spared from the wrath of the pandemic as we saw an increase in CLABSIs by 67% during the peaks of Covid-19, as the processes and patient populations began to rapidly change. Executive leadership, nursing, quality, and physician leaders collaborated to set goals for improvement to decrease our SIR rate for CLABSIs by at least a 10% improvement in the SIR rate.

A thorough review of root causes performed on each CLABSI in combination with the implementation of strategic goals, organization-wide, involvement of frontline staff, LEAN review of products and processes, daily safety huddles, and participation in the Vizient Collaborative significantly improved our CLABSI rates decreasing them by over 200% overall, a 42% improvement in our SIR rate, and improved our patient outcomes.

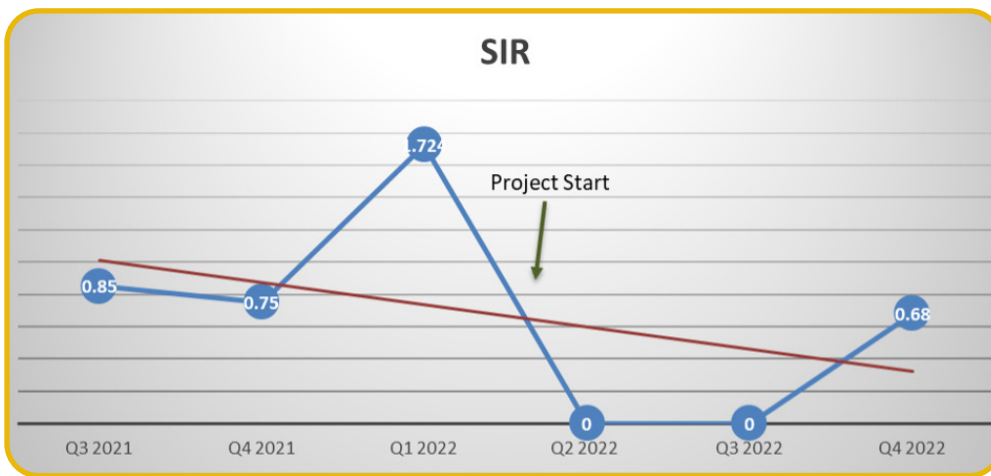
Frontline staff involvement is essential to the success of the project. They performed an evidence based literature review and offered insight into process failures that we would have otherwise missed and championed improvement ideas with their colleagues to sustain improvement. They found that standardizing processes would be the most effective and developed Central Line Sundays. This process made a clear definition of when all dressing were to be changed allowing simplification of the process for everyone involved. The team continues to discuss lines daily, which supports keeping it as a priority.

### 2022 CLABSI Savings- Hospital LCMHS

CLABSIs		
	Baseline (July 21- March 22)	Performance Period (April- Dec 2022)
# of CLABSI	7	2
# of inpatient discharges	7,305	6,968
% of patients CLABSI	0.1%	0.0%
	Baseline (enter dates)	Performance Period (enter dates)
% Decrease in CLABSI	NA	234%
CLABSIs avoided compared to baseline	NA	4.68
CLABSI Savings (\$48,108*HACs avoided)		\$ 225,004.51

They found that standardizing processes would be the most effective and developed Central Line Sundays. This process made a clear definition of when all dressing were to be changed allowing simplification of the process for everyone involved. The team continues to discuss lines daily, which supports keeping it as a priority.

## Catheter Associated Urinary Tract Infection (CAUTI)



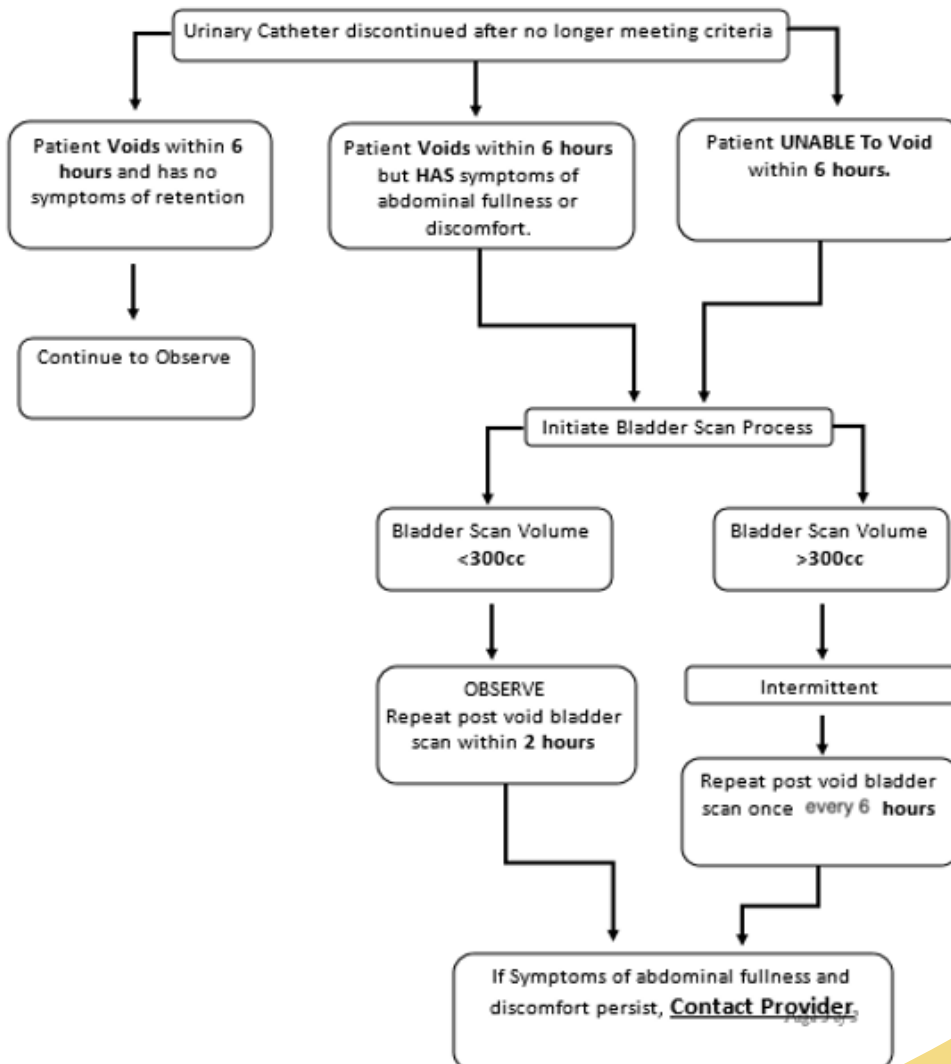
Lake Charles Memorial Health System was not spared from the wrath of the pandemic as we saw an increase in CAUTI during the peaks of Covid-19, as the processes and patient populations began to rapidly change. Executive leadership, nursing, quality, and physician leaders collaborated to set goals for improvement to decrease CAUTI SIR Rates by at least 10%.

A thorough review of root causes performed on each CAUTI in combination with the implementation of strategic goals, organization-wide, involvement of frontline staff, LEAN review of products and processes, daily safety huddles, and participation in the Vizient Collaborative significantly improved our CAUTI rates decreasing them by over 180% overall, an improvement in our SIR rate of 28%, and improved our patient outcomes.

## 2022 CAUTI Savings- LCMHS

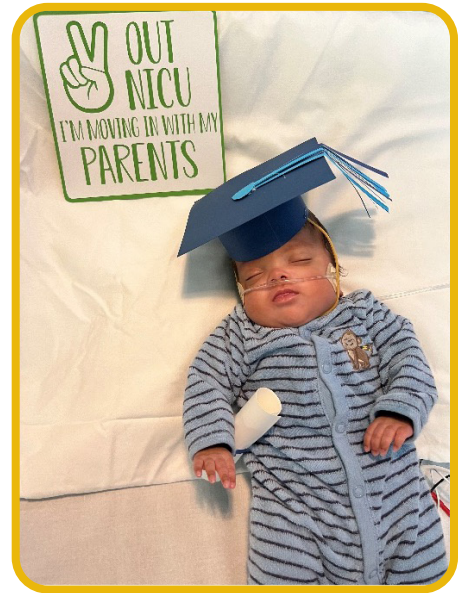
CAUTI		
	Baseline (July 2021-March)	Performance Period (April-Dec 2022)
# of CAUTIs	6	2
# of inpatient discharges	7,305	6,968
% of patients with a CAUTI	0.1%	0.0%
	Baseline (enter dates)	Performance Period (enter dates)
% Decrease in CAUTI	NA	186%
CAUTIs avoided compared to baseline	NA	3.72
CAUTI Savings (\$13,793*HACs avoided)		\$ 51,354.14

**Flowchart for observation of patient after discontinuation of Foley catheter**



# New Evidence Based Practices

The NICU recently updated our clinical practices based on the latest evidenced-based practices. Infants are now intubated less time/ days than previously. The infants are placed on a special type of nasal cannula that delivers the same support that a breathing tube would and this is much more gentle on their fragile lungs. Due to this practice change we have seen the number of days that an infant has a breathing tube decrease by almost a month. Our team also cared for an infant born at 23 0/7 weeks gestation weighing 535 grams (mom was approximately 5 months pregnant when she delivered!) To put this into perspective, these household items weigh about the same as our patient: a loaf of bread, a pint of ice cream, a MacBook charger, or 4 sticks of butter. In the past, infants born prior to 24 weeks gestation were considered non-viable and would not be resuscitated. Due to advances in NICU practices worldwide and in technology, some infants can now be resuscitated earlier. This infant was able to stay in our NICU for his entire stay which was approximately 4 months.



2021		2022	
Average Ventilator Days	26.4/mo	Average Ventilator Days	6.9/mo
Average Central Line Days	51.4/mo	Average Central Line Days	17.8/mo
Youngest Admit	23.5 weeks	Youngest Admit	22.4 weeks

The implementation of new evidence-based practices resulted in decreased intubations and central line insertions while still allowing us to resuscitate younger infants.



# Spinning Babies

Our nurses attended a workshop in August 2022 called “Spinning Babies”. They learned different positions to put the patient in to help move the baby down into the birth canal. This can help facilitate the patient having a vaginal delivery and can decrease the patient’s chance of having a primary cesarean section. Family Birth Center nurses put evidence into practice resulting in a drop in primary cesarean section rates. Tracking and trending of this data will continue. Cesarean Section rate dropped from 30% in quarter one to 21% in quarter four.



## Hospital Consumer Assessment (H-CAHPS)

H-CAHPS Overall Hospital													
Hospital Consumer Assessment of Healthcare Providers and Systems Scorecard													
Category	PG BS 300-449 SVC DT	2022 YTD %tile n=865	4th Qtr 2022 n=129	3rd Qtr 2022 n=192	2nd Qtr 2022 n=177	1st Qtr 2022 n=230	Category	PG BS 300-449 SVC DT	2022 YTD %tile n=865	4th Qtr 2022 n=129	3rd Qtr 2022 n=192	2nd Qtr 2022 n=177	1st Qtr 2022 n=230
Rate the Hospital 0 - 10	70%	75.72% 84	75.97% 85	75.00% 85	79.65% 94	74.78% 81	Cleanliness of Hospital	60%	72.67% 73	71.32% 69	76.96% 90	72.61% 69	69.00% 59
Recommend the Hospital	71%	75.14% 76	72.42% 72	72.92% 68	77.46% 79	72.93% 65	Quietness of Hospital	85%	72.35% 99	66.67% 90	70.90% 98	78.24% 99	70.87% 97
Comm w/ Nurses	75%	81.15% 83	78.02% 57	84.79% 99	81.70% 84	80.11% 78	Comm about Meds *side effects*	85%	67.13% 95	61.03% 70	71.05% 99	69.68% 98	70.87% 97
Comm w/ Doctors	85%	85.52% 96	81.63% 78	88.36% 99	87.00% 98	80.11% 78	Care Transitions *staff took preferences into account*	80%	58.05% 88	57.06% 72	59.15% 95	66.71% 99	57.75% 85
Response of Hospital Staff	80%	68.75% 92	65.63% 83	68.91% 94	71.47% 95	71.57% 98	Discharge Info *staff talk about help when you left*	50%	85.98% 46	85.63% 44	87.89% 76	84.69% 29	85.82% 47

H-CAHPS Women's													
Hospital Consumer Assessment of Healthcare Providers and Systems Scorecard													
Category	PG BS 300-449 SVC DT	2022 YTD %tile n=151	4th Qtr 2022 n=30	3rd Qtr 2022 n=32	2nd Qtr 2022 n=34	1st Qtr 2022 n=41	Category	PG BS 300-449 SVC DT	2022 YTD %tile n=151	4th Qtr 2022 n=30	3rd Qtr 2022 n=32	2nd Qtr 2022 n=34	1st Qtr 2022 n=41
Rate the Hospital 0 - 10	72%	83.44% 95	86.67% 99	90.63% 99	79.41% 93	80.49% 97	Cleanliness of Hospital	69%	76.82% 91	90.00% 99	81.25% 99	70.59% 59	75.61% 99
Recommend the Hospital	90%	87.42% 99	83.33% 98	81.25% 97	94.12% 99	85.37% 98	Quietness of Hospital	90%	80.54% 99	73.33% 99	71.88% 98	70.59% 59	75.61% 99
Comm w/ Nurses	90%	90.29% 99	94.44% 99	94.79% 99	92.16% 99	88.62% 99	Comm about Meds *side effects*	90%	74.03% 99	63.33% 83	80.00% 99	79.41% 99	76.47% 99
Comm w/ Doctors	90%	94.25% 99	95.56% 99	94.79% 99	97.03% 95	91.87% 99	Care Transitions *staff took preferences into account*	90%	75.30% 99	82.44% 99	76.68% 99	78.40% 99	77.37% 99
Response of Hospital Staff	90%	91.19% 99	92.52% 99	95.44% 99	91.81% 99	91.50% 97	Discharge Info *staff talk about help when you left*	90%	89.00% 83	89.66% 86	88.71% 84	92.65% 99	89.02% 86

  Above or at BS GRP percentile   Below BS GRP percentile

# Evidence-based Practice, Research, and Innovation

## Oncology Escape Room

Inpatient and outpatient, daytime and nighttime Registered Nurses from Oncology participated in an oncology escape room as part of their annual education and training during the month of September. The Oncology Education Escape Room (aka Mr. G's Puzzle) fostered teamwork and collaboration as well as promoted skill development. RNs were involved in hands on activities for policy review, use of PPE and safety devices in hazardous drug administration, review of chemotherapy orders and consents, dose calculations, hazardous drug spill management, central line care and CLABSI prevention, and other chemotherapy administration guidelines from the Oncology Nursing Society (ONS) and NIOSH.

**A special thank you to the *Nursing Professional Development Fund* of *The Foundation at Lake Charles Memorial Hospital* for funding this project.**

Below are pictures of the 30 staff nurses who participated in this innovative approach to education.



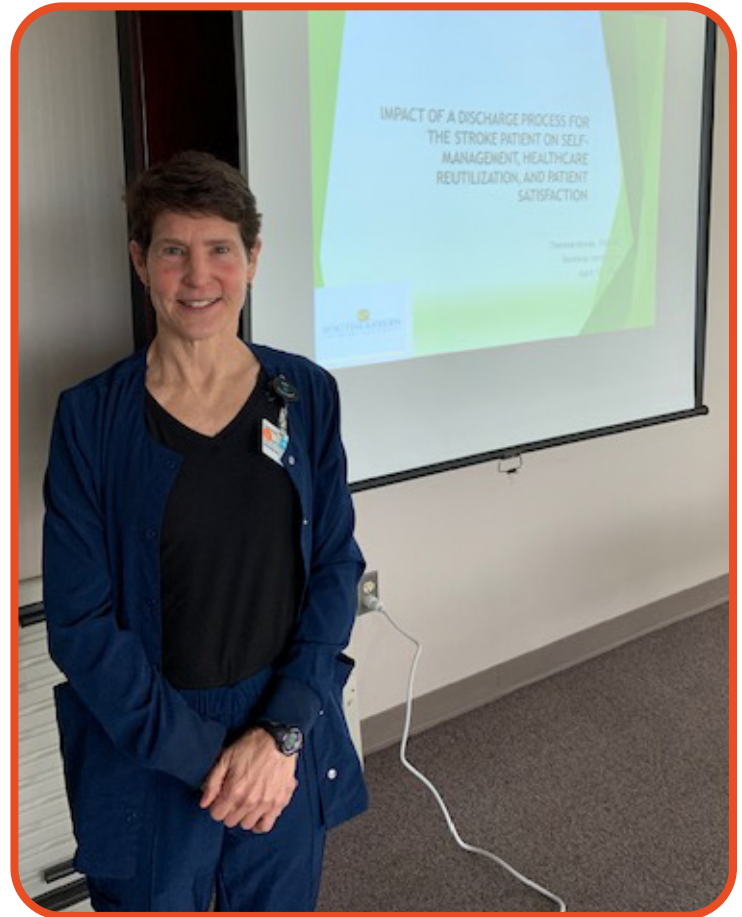
## DNP Project

**Therese Novak** completed her DNP in May 2022. She presented her quality improvement project findings to nursing administration April 2022.

### TITLE OF STUDY:

#### Impact of a Discharge Process for the Stroke Patient on Self-management, Healthcare Reutilization, and Patient Satisfaction

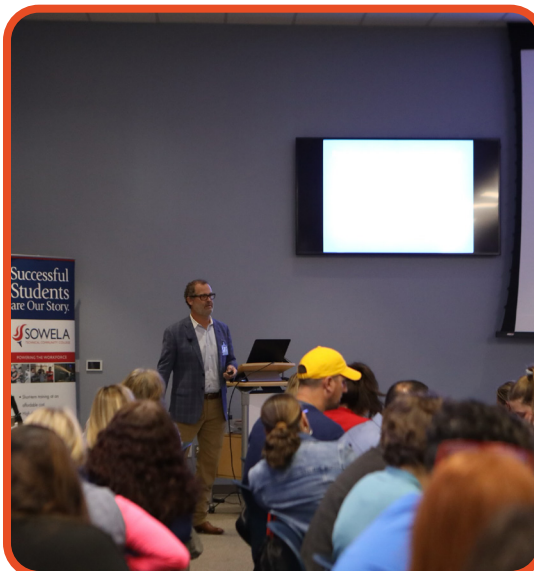
Post-stroke patient transition to home is frequently confounding and burdensome for the patients and caregivers. Unresolved issues at discharge, poor post-discharge care, and chronic comorbidities related to the disease process are causes for stroke healthcare reutilization. The purpose of this quality improvement project was to implement a discharge process consisting of discharge education and telephone follow up (TFU) calls for the post stroke patient transitioning to home from the inpatient rehabilitation facility (IRF). Outcomes were measured for a 5-month period and compared to preimplementation data. Healthcare reutilization including 30-day hospital readmissions and emergency department (ED) visits were 5% and 3% respectively. Knowledge of self-management was approximately 85% correct and 82% of patients had attended the follow up appointment with the primary care provider (PCP). Patient satisfaction scores were high at 94% satisfied. Follow up call times averaged 6.5 minutes per call. Feasibility of performing TFU calls were shown with comparison of personnel salaries. The findings of the project suggest a discharge process including (TFU) calls are effective in reducing healthcare reutilization, increasing knowledge of self-management and patient satisfaction. Cost effectiveness of TFU calls was established.



## Trauma Symposium

The Trauma Center hosted its inaugural **Trauma Symposium** in November 2022. In attendance were over 150 local nurses, EMS provider's, physicians, and other allied healthcare professionals responsible for the provision of trauma care. This was the largest educational offering for healthcare professionals our region has ever had. Seven experts in the field of trauma from around the state spoke on topics that included; Mass Casualty Incidents, OB Trauma, Pediatric Trauma, Burns, Shock Associated With Blunt and Penetrating Trauma, and Sexual Assault Nursing. The attendees also learned about our state trauma system from our keynote speaker, Dr. Michael Sutherland, Trauma Medical Director for the Louisiana Emergency Response Network. We were able to offer 7 CEU's for nurses and EMS Providers.

**Our 2023 Trauma Symposium has a tentative date of November 9, 2023.**



# Nurse Residency Program 2022

Research shows that new graduate nurses employed in acute care facilities often experience challenges in the transition from nursing student to professional nurse. The LCMHS Nurse Residency Program (NRP) is designed to support all entry into practice new graduate nurses during this transition. Participation is required for all registered nurses who are hired within their first year of practice with at least an Associate's degree or higher.

**The goals for nurses participating in the NRP include:** transitioning successfully from novice to competent professional, encouraging commitment to life-long learning, incorporating research and evidence into practice. The NRP has a research component that measures program outcome variables such as nurse resident characteristics, hospital characteristics, and responses by the nurse residents to the measures of graduate nurse experience, work control, critical thinking, and job satisfaction (surveys, retention satisfaction, Casey-Fink).

This year the Lake Charles Memorial Health System's Nurse Residency Program presented evidence-based poster presentations on:

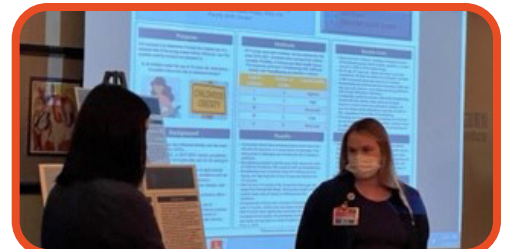
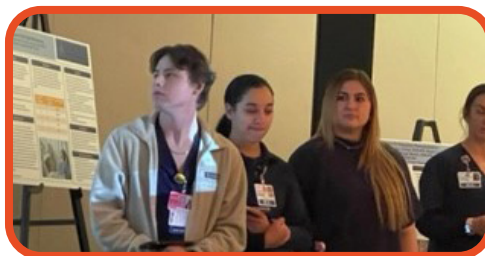
## Cohort 4:

7T.....	Closing the Gap
2T.....	Continuous Vital Sign Monitoring
FBC.....	Breastfeeding and Childhood Obesity
SICU/MICU/8T.....	Nurse-Driven In Hospital Resuscitation

## Cohort 5:

7T/8T.....	Prevena Wound Vacs for Post CABG Patients
5T.....	Early Ambulation in Surgical Patients
ICU/Cath Lab/ Pedi/ Same Day Surgery.....	ECMO
ED.....	Benefits of Therapeutic Hypothermia in Post-Cardiac Arrest Patients Initiated in the Ed
2T.....	Compassion Fatigue & Impacts for Nurses and Patients
NICU.....	Music Therapy in the Neonatal Intensive Care Unit
L&D.....	Skin-to-Skin: Evidence-based Practice

These projects are a core requirement of the LCMHS Nurse Residency Program. They are utilized to foster inquiry and empowerment in new graduate nurses. Once in the profession, front line nurses are considered to be an integral determinant of whether or not a practice is feasible for the patient. New nurses are advocates as well as change agents. Nursing is a profession of lifelong learning and inquiry is used as a catalyst for change.



## Stroke

1.9 million brain cells are lost every minute during the acute phase of stroke. Time is Brain, timely recognition and treatment with thrombolytics is paramount in saving viable brain. In 2022, one of the Stroke Program's Door to Needle performance improvement initiatives was to implement a practice change transitioning from alteplase to tencetepase as the thrombolytic of choice for acute ischemic stroke. The 2019 American Stroke Guidelines for Acute Ischemic Stroke found tenecteplase to be non-inferior in mild strokes and superior in large vessel occlusions with a similar safety profile. Tencetepase has multiple advantages over alteplase related to greater fibrin specificity with faster onset and longer half-life, as well as single bolus injection.

In addition to the implementation of tenecteplase use, inpatient teleneurology was introduced in 2022 providing expanded neurology coverage to southwest Louisiana. Teleneurology in the emergency setting has been an established part of the stroke systems of care for greater than 10 years. Adding inpatient teleneurology allows for an interdisciplinary approach and continuity of care for stroke patients as well as patients with other neurological symptoms that may not have access to specialty services in the area.



**Lake Charles Memorial Hospital has been Primary Stroke Certified through The Joint Commission's Disease Specific Care Certification Program since 2019 and is up for recertification at the end of this year.**

## Natus NICVIEW Cameras

Lake Charles Memorial Hospital for Women announced brand new Natus NICVIEW cameras in the Level III Neonatal Intensive Care Unit. Six cameras were secured for families to provide a virtual window to view the newest addition of their family via a smartphone or computer if they are unable to be on-site. This project was made possible by the generous donors of the Lake Charles Memorial Hospital Foundation through the Women and Children's fund.

Having NICVIEW cameras available for parents and family members from the first and critical moments of their baby's life keeps families at the center of newborn care. The cameras and streaming promote bonding even at a distance, with a high level of security and privacy.

The NICU staff is able to leave notes and messages about the baby for the family to view to keep up with milestones and developments during the babies stay. While not a replacement for an in-person visit, this tool allows families to have access to their new bundle of joy 24/7.



## GIFT Designation



The GIFT designation is given to facilities who meet excellence in promoting the Ten Steps to Successful Breastfeeding. LCMH for Women recently achieved Re-Designation effective until December 2024. LCMH for Women promotes breastfeeding and the rate of those exclusively breastfeeding in our facility continues to climb. In 2022 our exclusive breastfeeding rate was 72%.

## Gold Safe Sleep Champion



Lake Charles Memorial Hospital for Women continues to provide safe, excellent care for mothers and newborns. LCMH for Women achieved the five-year certification in May 2020 and has continued to meet requirements each year to remain a Gold Champion. LCMH for Women is one of only three hospitals in the state to hold this certification.

This designation demonstrates commitment to community leadership for best practices and education on infant safe sleep through the development of hospital policy, staff training, parent education, implementing a wearable blanket program, providing a safe sleep space to at risk families, and a pledge to participate in ongoing audits and community outreach programs.

## AOK for AFE

An Amniotic Fluid Embolism, also known as Anaphylactoid Syndrome, is a rare, unpredictable and life-threatening event in pregnant or postpartum women. It occurs when amniotic fluid (the fluid surrounding a baby in the uterus during pregnancy) or fetal material, such as fetal cells, enters the blood stream.

The Family Birth Center Educators attended a drill training in June 2022 put on by the Louisiana Perinatal Quality Collaborative. This is where they learned about certain medications that can be used to help increase a mother's chance of survival if she would have an Amniotic Fluid Embolism. Current research indicates that administering Atropine 1mg, Ondansetron 8mg, Ketorolac 30mg can reverse this life threatening syndrome. These medications have been included in the Women's campus Pharmacy Code tackle box for easy access during an emergency.

So remember....**AOK for AFE!**

# COMMUNITY

## Stop The Bleed

Stop The Bleed is an injury prevention program whose purpose is to teach the lay person how to stop life threatening bleeding, whether that be by holding direct pressure, packing a wound, or applying a tourniquet. This course takes approximately one hour and is offered free of charge. At the end of the course, the learner will be able to recognize life threatening bleeding and know the resources they have immediately available to them to stop the bleeding. The students are checked off on their use of applying tourniquets and packing wounds. They receive a certificate of completion.

LCMHS Trauma Center has taught Stop The Bleed for several years. In 2022, we were able to provide tourniquets to many of our participants, free of charge. A modified Stop The Bleed course is offered at every nursing orientation and the full course is taught to all of the new grad RNs in the Emergency Department. The Trauma Center was able to train the Calcasieu Parish Sheriff's Department. We also participated in Emergency Responder's Appreciation Day and National Stop The Bleed Day.



## Sudden Impact

Lake Charles Memorial Health System Trauma Center, in collaboration with University Medical Center, the Louisiana State Police, and the Louisiana Highway Safety Commission, participated in The Sudden Impact program. Motor vehicle crashes remain in the top three mechanisms of serious and fatal injury, specifically in the adolescent population. Sudden Impact is a powerful hospital-based, sophomore level program. The medical and law enforcement team provide detailed information on laws, injuries, alcohol use, crash dynamics, statistics and showcase the resulting consequences. Emphasis is placed on measures to prevent the crash, establish communication with parents regarding impairment and develop a plan to offer alternatives to driving under the influence.

While the hospital-based program's target audience is sophomores, Sudden Impact offers presentations and experiences for multiple age groups. The Sudden Impact Mock Crash is a large collaboration of law enforcement, local medical personnel, first responders, local coroners, parents, and students. The junior and senior classes participate in a mock crash resulting in an outdoor theatrical production, highlighting poor decisions, driving under the influence, texting while driving, lack of seat belt usage, and the resulting complications. The dramatic presentation is divided into 9 scenes, involves parental participation, and requires significant preparation and rehearsal. The event reinforces the information from the hospital-based sophomore program. A Mock Trial is a separate event from the mock crash. Junior and senior students witness a 2-hour trial, placing the mock crash classmates on trial for the decisions

that resulted in the violent crash. Two attorneys and a local traffic court judge accentuate the lifetime of consequences, impact on the parents, the resulting physical, emotional, and financial costs, as well as the legal consequences to driving impaired.

LCMH's Trauma Center currently provides the Sudden Impact Program to 8 area high schools. During the fall of 2022, we were able to bring in about 500 area high schoolers for our in-hospital program. We will be coordinating 6 mock crashes in the spring of 2023.





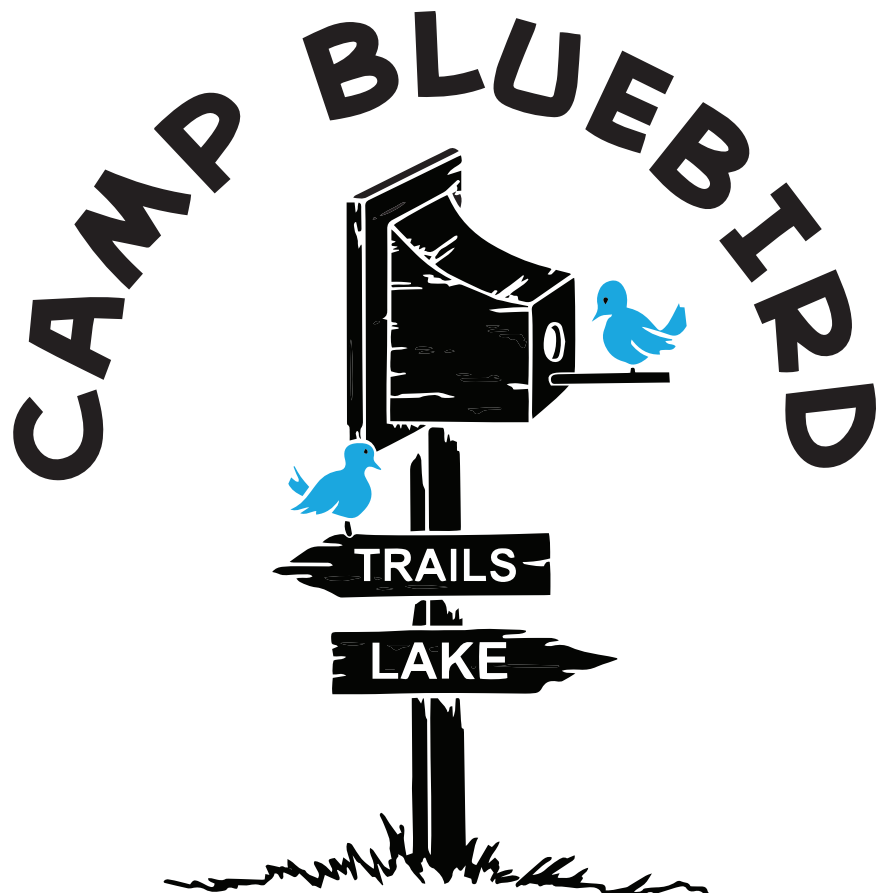
## Salvation Army Angel Tree Donation

Nursing and Management Team donated new clothes, toys, bicycles, and other gifts for needy children in our community through Salvation Army's Angel Tree program. Every year the program collects and donates gifts to families with children who would be unable to receive presents on Christmas morning.



## Camp Bluebird

Camp Bluebird is a place where adult cancer survivors gather for three days and two nights of sharing, educational workshops and fun. Volunteers from LCMHS Cancer Center serve as planners and counselors at the camp. Members of the volunteer team are from Radiation Oncology, Nursing, Patient Navigation, Nutritional Services, Pastoral Services, Service Excellence, and The Foundation.



# Stronger Together

The title of Gloria Gaynor's song, "I Will Survive" comes to mind when we reflect back on 2022. Like many families and businesses in our community, we were still dealing with the aftermath of the 2020 storm season, yet we survived! With teamwork to include hospital staff and contractors, we were finally able to re-open The Adolescent and Adult Units on the Archer Campus. The immediate impact of re-opening the Adolescent Unit was, our ability to increase inpatient services for children and adolescents. This now allows many of our patients and their families to receive care and support closer to home, by nurses and other team members who live and work in our community.

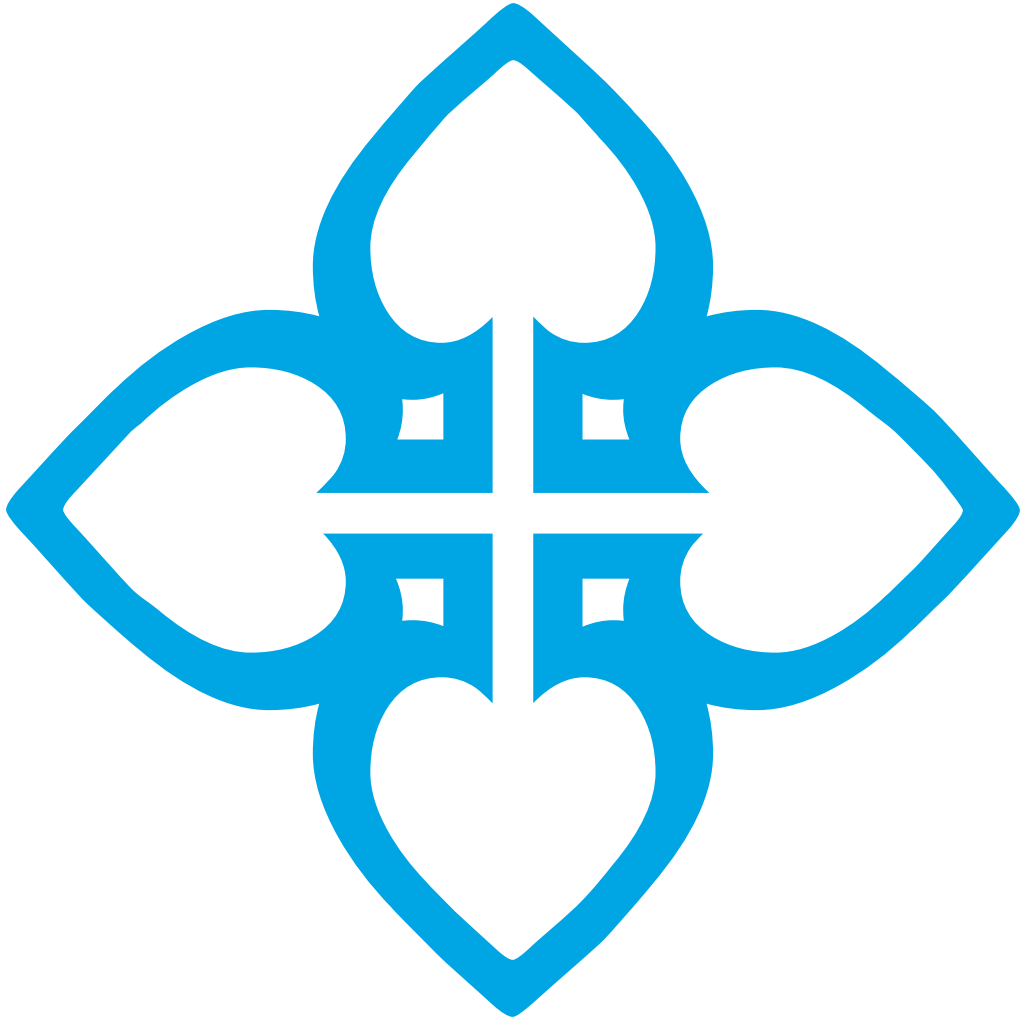
In addition to the re-opening of the Archer Adolescent and Adult Units, the Behavioral Health staff:

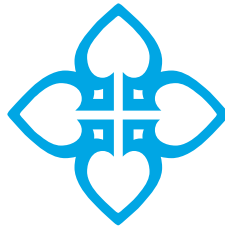
- Implemented Healthy Workforce strategies which we believe contributed to an increase in our overall employee engagement scores from 45% to 55% in less than one year. Increasing awareness of the importance of how we treat each other is vital for the development of a cohesive, satisfied, and engaged workforce.
- In collaboration with marketing, we staffed a booth at the Senior Citizen Community Wellness Fair at the Lake Charles Civic Center. Our staff provided depression screening, self-care education and a speaker for one of the breakout sessions on Mental Health and Aging.
- Provided a speaker for the annual Law Enforcement & Mental Health Workshop with a focus on The Legal Aspects of Hospital-based Admissions in Louisiana.
- Participated in a multi-department committee to draft policies and training materials for Crisis Intervention Training and Prevention of Workplace Violence.
- Hosted a booth at the Employee Wellness Fair (Fall 2022) with a focus on the importance of Self-care and Tips to Prevent Workplace Violence.
- Provided adjunct faculty for McNeese State University Psychiatric-Mental Health rotation (BSN Program).

Due to staffing needs, closure and re-opening of units due to COVID and re-construction, we were faced with many challenges. However, the staff persevered and through it all we Survived and came out Stronger Together.



Lake Charles  
Memorial Health System





2022



Striving for Excellence.