



Lake Charles  
Memorial  
Health System

# NURSING ANNUAL REPORT

2024



*Commitment to Excellence*

# Message from our CNO

Dear Nursing Colleagues,

I am writing to acknowledge and celebrate the essential role each of you play in the delivery of compassionate, high-quality care to our patients. As registered nurses, you are not only the backbone of our healthcare system, but you are also the key drivers of change and excellence in nursing practice. Your clinical expertise, commitment, and dedication shape our practice environment and directly impact the health and wellbeing of those we serve.

In this dynamic healthcare landscape, it is crucial that we continue to evolve and grow as a profession. Shared governance serves as the cornerstone for nursing's voice in the decision-making processes that affect both patient care and the nursing practice environment. Through shared governance, each nurse has the opportunity to influence the policies, practices, and initiatives that shape our organization. It is through your contributions, feedback, and leadership that we will continue to create an environment where the nursing practice thrives and where each nurse feels valued and empowered.

As we work toward achieving nursing-sensitive outcomes, it is important to recognize how data, particularly from the National Database of Nursing Quality Indicators (NDNQI), informs and drives improvements in patient care. By utilizing NDNQI data, we can monitor and enhance key quality indicators that matter most to our patients, ensuring that our interventions are evidence-based and impactful. Your engagement in this process is critical to achieving optimal outcomes and to demonstrating the invaluable role nursing plays in patient care.

Professional development is at the heart of our ongoing commitment to excellence. We are fully dedicated to advancing the educational base of our nursing staff and supporting career development opportunities. Whether through formal education, certification, or leadership training, we will continue to provide resources and encouragement for you to grow and reach your professional aspirations. Additionally, we strongly encourage you to pursue certification in your specialty areas, as it reflects your expertise and elevates the standard of care we provide.

In addition to professional growth, we must also prioritize nurse engagement and wellbeing. We recognize that the wellbeing of our nurses is essential to the quality of care we provide. Engaged nurses who feel supported and valued, are more resilient and deliver better patient outcomes. We are committed to creating an environment where you can thrive—one that not only fosters professional growth but also prioritizes mental, emotional, and physical health. We encourage you to actively participate in initiatives designed to support your wellbeing and provide resources to help you manage stress, prevent burnout, and maintain a healthy work-life balance. Your personal health and job satisfaction are integral to our collective success.

I am also proud to share that, as of 2024, our RN turnover rate is an outstanding 9%, well below the national benchmark of 19%. This achievement is a direct reflection of your dedication, our focus on a healthy work environment, and our commitment to supporting each of you in your professional journey. Your ongoing engagement and commitment to excellence are vital to our success, and this low turnover rate underscores our collective efforts in building a sustainable, supportive, and rewarding nursing practice environment.

Finally, as part of our commitment to nursing excellence, we are proud to embark on the ANCC Pathways to Excellence journey. This prestigious recognition honors the remarkable contributions of our nursing team, our shared dedication to fostering a healthy work environment, and our focus on continuous improvement in all aspects of nursing practice. Together, we will continue to build an environment where every nurse feels supported, engaged, and empowered to deliver the highest quality care to our patients.



Thank you for your hard work, your compassion, commitment to excellence, and your Sacred Work. Together, we are advancing the future of nursing and shaping a brighter, healthier future for all those we care for.  
With gratitude and respect,

A handwritten signature in black ink that reads "Gerald Bryant, DNP, RN". The signature is fluid and cursive, with the last name "Bryant" being the most prominent part.

Gerald Bryant DNP, RN  
Chief Nursing Officer, Chief Operating Officer

*"God is not unjust; He will not forget your work and the love you have shown him as you have helped his people and continue to help them." - Hebrews 6:10*

# Shared Decision Making and Structural Empowerment

## 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.

Our **Nursing Professional Practice Model** is an illustration of how our nurses practice as key participants of the collaborative healthcare team. The practice model helps 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:

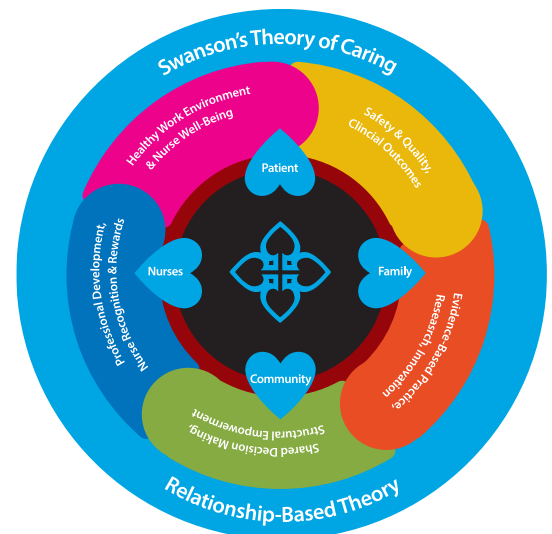
- Safety & Quality, Clinical Outcomes
- Evidence-Based Practice, Research, Innovation
- Shared Decision Making, Structural Empowerment
- Professional Development, Nurse Recognition & Rewards
- Healthy Work Environment & Nurse Well-Being

We strive to continuously build upon these components in order to improve outcomes for our patients' families, community, nurses and the entire healthcare team.

Grounded by the work of nursing theorists, the model utilizes the following nursing theories:

**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.

**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.



# Professional Governance Councils

The mission of LCMHS Professional Governance is to provide a platform for professional nursing staff to be directly involved with unit based and organizational decision making ultimately improving the health of the people of southwest Louisiana through superior care, innovative service, health education and disease prevention provided in a personalized, caring and safe environment. The structure consists of unit practice councils on the individual nursing departments and four primary large councils which consist of nursing representatives from all nursing units as well as members from the interdisciplinary team. The four large councils are the Nurse Practice Council, Nursing Excellence Council, Professional Development Council, and Research and Evidence-based Practice Council.

## Large Facility Councils



## Current Nursing Governance Structure



**Nurse Practice Council:** The Nurse Practice Council has been actively engaged in meaningful discussions and valuable contributions throughout the year. They provided crucial feedback to various committees, including offering input to the Epic team on documentation transitions and process and policy changes. Their dedication to patient safety and best practices was evident in their work on developing guidelines for peripheral IV removal for EMS-placed IVs in admitted patients, chest tube dressing changes, fall prevention, weighted feeding tubes, the scope of practice for LPNs, and more. Their efforts continue to enhance nursing practice and improve patient care.

**Nursing Excellence Council:** In response to internal data regarding patient falls, CAUTI (catheter-associated urinary tract infections), and CLABSI (central line-associated bloodstream infections) rates, the Nursing Excellence Council formed subcommittees to analyze the findings and develop a strategic action plan. As part of this plan, Foley insertion education and competency check-offs were completed and will continue as part of the new hire nursing orientation process.

Additionally, hospital-wide guidelines for post-insertion indwelling catheter care were developed and implemented. The guidelines for "Central Line Sundays" were also updated to improve practices. To address falls prevention, a variety of measures were discussed,

and a prevention process was piloted on 7 Tower. Feedback from this pilot will be collected, and successful interventions will be shared with other nursing units across the hospital.

The Nursing Excellence Council also reviewed all the 2024 POP (Positive Outstanding Peer) nominations, selected the monthly DAISY Award recipients, and hosted the 2024 Excellence in Nursing Banquet to honor the outstanding contributions of nurses.

**Professional Development Council:** 2024 was another successful year for the Professional Development Council. The council is incredibly proud of the 36 nurses who earned new certifications this year, showcasing their dedication to excellence in nursing practice. Throughout the year, the council hosted several impactful events, including the Annual Nursing Education Fair and the “Fall into Wellness” event, which focuses on promoting employee well-being. Additionally, the council proudly recognized outstanding new graduate nurses from the Nurse Residency Program through the monthly “New Professional Spotlights.” As the council continues to grow, it expands its reach by welcoming more members from the interdisciplinary team, further strengthening collaboration and nurturing a culture of continuous learning and development.

**Research Council:** The Research and Evidence-Based Practice Council plays a key role in gathering and compiling evidence-based literature to support other councils in updating or creating new guidelines, processes, and policies. In 2024, the council provided valuable literature on a variety of topics, including medication administration via tube feedings, fall prevention practices, mentoring guidelines, peripheral IV care and removal, and more. Looking ahead to 2025, the council aims to expand its support for the Nurse Residency Program, assisting with their evidence-based literature review projects to further enhance nursing practices and patient care.



## Annual Nursing Education Fair 2024: A Rocking Success!

The Professional Development Council proudly hosted the Annual Nursing Education Fair on May 7th and 9th, 2024. This year's event, themed "Nurses Rock," brought a fun, energetic twist to an important tradition of fulfilling annual competencies. With a rock-and-roll flair, the council members dressed in music-inspired attire and decorated 6 Tower rock-and-roll-themed decor.

The fair featured an innovative and engaging approach to annual competencies. Nurses moved from station to station, equipped with a bingo/stamp card, as they were educated on key updates and policies. This interactive format not only made the experience more enjoyable but also reinforced important skills and knowledge.

Competencies covered during the event included essential clinical skills such as phlebotomy, nebulizer administration, mock codes, foley catheter insertion, fetal heart tone assessments, wound care, and much more. Each station was designed to provide hands-on learning and practical demonstrations, ensuring that nurses were equipped with the latest information and best practices.

The Professional Development Council worked closely with a diverse group of healthcare professionals to create a comprehensive educational experience that benefited every nurse in attendance. We look forward to next year's event, continuing the tradition of learning, collaboration, and celebration of the nursing profession.



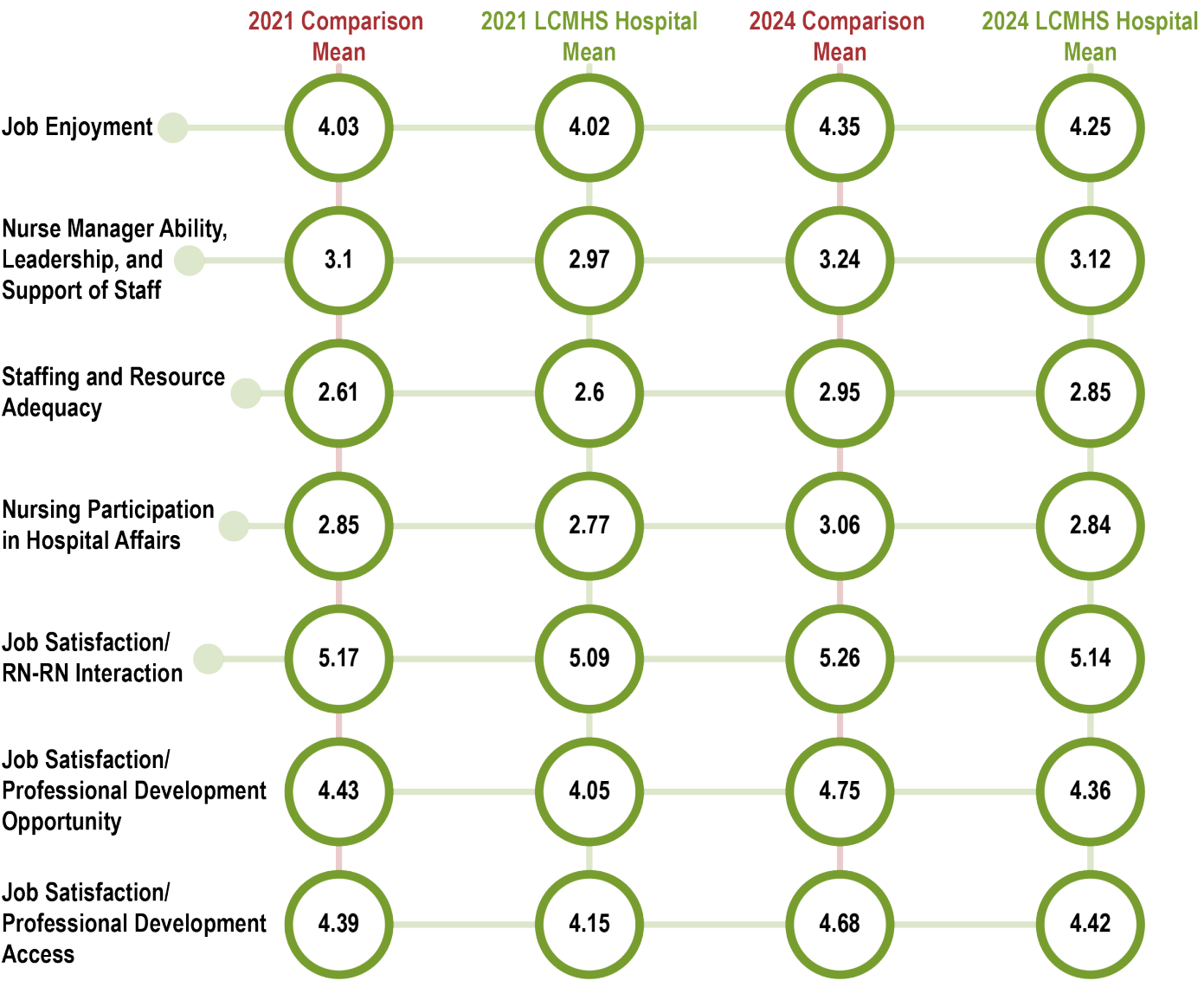
# NDNQI RN Engagement Survey: Your Voice Matters

The National Database of Nursing Quality Indicators (NDNQI), a program of Press Ganey, serves as a national data repository, allowing hospitals to compare nursing-sensitive indicators at the unit level with similar hospitals across the country. In September 2024, LCMHS participated in the NDNQI RN Survey, inviting registered nurses who spend at least 50% of their time in direct patient care to share their insights.

This year, 380 nurses submitted surveys, increasing participation from 48% in 2021 to 56% in 2024. Congratulations to *2T Oncology, Ambulatory Oncology, 5T Ortho/Neuro/Trauma, 6T Pediatrics, Home Health, Pre-Admissions, SANE, Women’s Surgical Services, and Case Management* for achieving an 85% or greater response rate!

The annual NDNQI RN Survey covers key aspects of nursing work environments, including teamwork, collaboration with physicians, job satisfaction, management support, and staffing resources. It also assesses how work conditions impact patient care, safety, and quality, as well as nurse outcomes such as job satisfaction, career plans, and the ability to provide complete patient care.

By analyzing these survey results, LCMHS gains valuable insight into the nursing work environment and its impact on both staff and patients. This data allows us to compare our performance with similar organizations nationwide, set benchmarks for improvement, and drive initiatives to enhance both the quality of care and the overall work experience for our nursing team.



\*previous survey in 2021

# Epic Journey

This year has been a remarkable period of growth, collaboration, and achievement for our team as we transitioned to Epic. Below are some key highlights and acknowledgments that showcase the dedication and efforts that brought us to this milestone.



## SUPER USERS: *Champions of Excellence*

Our Super Users went above and beyond, participating in additional education and training sessions, taking on extra shifts, and providing invaluable support to ensure the success of our transition. Their commitment to excellence has been instrumental in our journey.



## Certified Trainer Spotlight

A special spotlight goes to our Certified Trainers, who not only completed the rigorous certification course but also dedicated countless hours—including nights and weekends—to ensure everyone was fully trained and prepared for Go-Live. Their hard work and flexibility made a significant impact on our readiness and success.

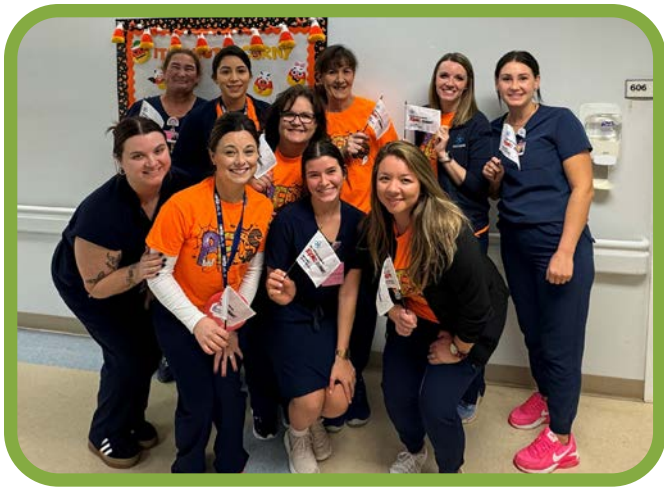
Eight nurses became credentialed trainers.  
29 LPNs and 146 RNs became superusers.



## CUT OVER TEAMS: *Heroes of Transition*

Our Cut Over Teams exemplified dedication and precision. After attending two practice sessions, the teams worked in 24-hour shifts (days and nights) to transfer charts into Epic. Their tireless efforts ensured the transition was seamless and set the stage for a successful Go-Live.





## A Heartfelt Thank You to Charge Nurses and Staff

We extend our deepest gratitude to the Charge Nurses and staff who worked tirelessly on September 30 and October 1. While coordinating with the Cut Over Teams, they maintained exceptional patient care—a testament to their professionalism and dedication.

## Site Visits and Partnerships

Collaborating with Community Connect partners and FMOL, our team conducted numerous site visits to prepare for the Epic transition. These visits strengthened our partnerships and ensured a smooth and coordinated implementation across all sites.

## Embracing the Epic Language

As part of this transition, our team mastered over 60 new Epic terms and acronyms. This shared language has been key to effective communication and collaboration throughout the process.

## Launching Rovers: Innovating Bedside Care

The launch of Rovers has revolutionized bedside charting. This new technology enables faster, real-time documentation, enhancing both efficiency and patient care.

## Looking Ahead

The success of this year's initiatives is a testament to the hard work, resilience, and collaboration of our team. As we move forward, we remain committed to leveraging these achievements to continue providing outstanding care and support.

*Thank You*

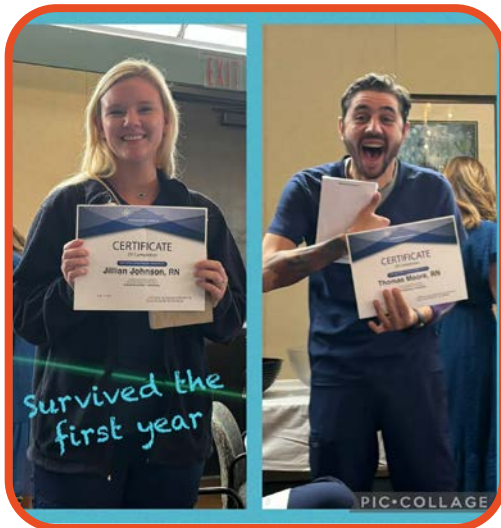
to everyone who contributed to making this year a success. Your dedication and teamwork have set a high standard for excellence!

# Evidence-based Practice, Research, and Innovation

## Nurse Residency

In 2024, Nurse Residency Cohorts 8 and 9 successfully completed their residency programs, presenting impressive evidence-based literature review projects. These projects showcased their growth and commitment to advancing patient care through research and best practices. At the same time, Cohort 10 was welcomed into the LCMHS family, beginning their own journey of professional development. Additionally, Katrina Carter transitioned into the role of Nurse Residency Coordinator, taking on the responsibility of guiding future cohorts through this transformative program.

The Nurse Residency Program is designed to facilitate the successful transition from novice to competent professional nurse. It emphasizes the importance of lifelong learning, the integration of evidence-based practice at the bedside, and the development of critical thinking and decision-making skills. This program continues to be an essential part of fostering well-rounded, skilled nurses dedicated to delivering the highest quality of care.



## 3rd Annual Trauma Symposium

The 3rd Annual Trauma Symposium took place on October 18, 2024, at L'Auberge Casino Resort in Lake Charles, bringing together a diverse group of healthcare professionals. Nurses, physicians, EMS providers, respiratory therapists, pharmacists, and other allied healthcare professionals gathered to expand their knowledge and skills in trauma care. The event was offered free of charge to LCMHS employees and at a reduced cost to non-employees, with continuing education hours provided to all participants.

Approximately 200 individuals registered for the symposium, which featured an exceptional lineup of speakers from across the country, state, and local community. These experts provided valuable insights on various trauma-related topics aimed at improving patient care and outcomes. Deborah L. Spann, MSN, RN-BC, CEN, FAEN, discussed the importance of pediatric emergency care planning, while James Jackson, DO, presented on delirium management. Nicole Fox, MD, MPH, FACS, CPE, explored the impact of pediatric trauma on the trauma team. Scott Kyle, Director of Emergency Management and Injury Prevention, covered triage requirements for a hospital response to a Mass Casualty Incident (MCI), and Fidencio Davalos, MD, addressed the Trauma Triad of Death. The SANE/SART team also provided education on various aspects of human trafficking. Joey Barrios, MD, presented on the initial assessment and management of burn injuries. Additionally, The Simmons Family, Sudden Impact speakers, delivered an emotional personal testimony about the devastating effects of drinking and driving. The symposium proved to be a successful and impactful opportunity for collaboration and learning among healthcare professionals in the region. Looking ahead, the 4th Annual Trauma Symposium is scheduled for November 7, 2025.



## Sexual Assault Nurse Examiners (SANE) presentation

Jessica Plaisance, RN, SANE-A, SANE-P, and the Sexual Assault Resource Team (SART) were featured presenters at the 3rd Annual Trauma Symposium. As one of the Southwest Louisiana Sexual Assault Nurse Examiners (SANE) at LCMHS, Jessica, alongside the dedicated SART team, shared the invaluable work they have been doing in the community to support victims of sexual assault. Their presentation focused on the critical roles of the SANE and SART programs, offering insight into how these teams provide care and support for survivors. Additionally, they educated attendees on the prevalence and warning signs of human trafficking, raising awareness about this growing issue. Their session was a powerful contribution to the symposium, fostering a deeper understanding of trauma care and the importance of collaborative efforts in addressing these serious issues.



## Nursing Leadership Publication

Sara Daulong BSN, RN, CNOR, Clinical Director of LCMH Perioperative Services was published in CXO Inc Insights. The title of her article is "Leading with purpose: Insights and innovations in perioperative leadership". Her article details her unconventional journey from human resources management to becoming the Clinical Director of Perioperative Services. She highlights the importance of hands-on experience, resilience, and patient-centered care in surgical leadership. She discusses emerging innovations like AI-driven analytics, robotic-assisted surgery, and telemedicine, emphasizing their potential to transform perioperative care. Additionally, she advocates for fostering a positive workplace culture and lifelong learning as essential for leadership growth in healthcare.

CXO INSIGHTS

### LEADING WITH PURPOSE: INSIGHTS AND INNOVATIONS IN PERIOPERATIVE LEADERSHIP

By Sara Daulong BSN, RN CNOR, Clinical Director of Perioperative Services, Lake Charles Memorial Health System

**M**y journey to becoming the Clinical Director of Perioperative Services has been both unconventional and deeply rewarding. After a fulfilling and varied career in human resources management, including owning a small HR consulting business, I decided to pursue my lifelong dream of becoming a nurse. This midlife career switch was not a decision I took lightly, but I knew it was the right path. I had always envisioned myself as a perioperative nurse and leader, and I was determined to make that vision a reality.

During nursing school, I interned on weekends in the surgical department, immersing myself in the perioperative environment even before graduation. This hands-on experience solidified my passion for surgery and prepared me for the challenges ahead. In 2020, at the height of the COVID-19 pandemic, I officially began my nursing career as a circulator in the operating room. The pandemic brought immense challenges, but it also underscored the critical role of teamwork and adaptability in surgical services. Drawing on my multifaceted skills from HR and my innate drive to lead, I quickly took on roles such as charge nurse, educator, and quality coordinator for perioperative services. Each role added a new layer of expertise and prepared me for the natural



Sara Daulong BSN

next step in my career: becoming a Clinical Director of Perioperative Services.

A few pivotal moments have shaped my leadership style and philosophy. One of the most significant has been gaining real-life, hands-on experience in the perioperative environment. Starting as a circulator nurse during the height of the COVID-19 pandemic gave me an invaluable perspective on the complexities of surgical services. Being on the front lines during such a critical time taught me the importance of resilience, empathy, and effective communication. Leading through crises and navigating rapidly changing situations reinforced my belief that strong leadership is grounded in practical experience and a deep understanding of the challenges faced by the team.

reality for preoperative planning, and artificial intelligence (AI)-driven analytics, are reshaping how we approach surgical care. These advancements promise to enhance precision, reduce recovery times, and improve overall patient outcomes.

Telemedicine is another trend with significant implications for surgical services. Virtual consultations and remote monitoring are already making it easier for patients in rural or underserved areas to access preoperative and postoperative care. As these technologies become more sophisticated, they will likely play an even greater role in improving access and efficiency.

Additionally, the focus on enhancing the workplace culture in healthcare is gaining traction. The "joy in work" framework, which I've embraced in my leadership, emphasizes creating a positive, engaged, and supportive environment for staff. I foresee this cultural shift becoming a cornerstone for retaining top talent and ensuring high-quality care.

For nurses aspiring to leadership roles in surgical services, my first advice is to embrace lifelong learning. The perioperative field is ever-evolving, and staying ahead requires a commitment to professional growth. Seek certifications, attend conferences, and stay informed about emerging trends and technologies.

Second, prioritize building strong relationships. Effective leadership is rooted in trust and collaboration. Whether you're mentoring a novice nurse or working alongside a seasoned surgeon, cultivating mutual respect and open communication will elevate your impact.

Lastly, don't underestimate the value of self-awareness. Understanding your strengths, weaknesses, and emotional triggers allows you to lead with authenticity and resilience. Reflecting on your experiences and being willing to adapt is key to personal and professional growth.

Becoming a leader in perioperative services is not without its hurdles, but it is deeply fulfilling. By embracing innovation, fostering a positive culture, and committing to the development of others, we can ensure that surgical services continue to advance and thrive.

For those considering this path, know that your impact can extend far beyond the operating room—to your team, your patients, and the broader healthcare community. Leadership in this field is not just about managing processes; it's about inspiring excellence and driving meaningful change. **HB**

**Leadership in this field is not just about managing processes; it's about inspiring excellence and driving meaningful change**

Equally important has been keeping the patient at the center of all we do. In perioperative care, it is essential to view the patient as a whole person, considering their physical, emotional, and psychological needs. This perspective extends to recognizing the struggles of their families, who often face uncertainty and fear without the medical knowledge to understand what is happening. Supporting families through clear communication, empathy, and reassurance has become a core element of my leadership philosophy.

Additionally, mentoring new nurses and stepping into roles like charge nurse and educator allowed me to see the profound impact of empowering others, further shaping my collaborative and servant-leadership approach.

Looking ahead, I believe the perioperative sector is on the cusp of transformative change. Innovations in technology, such as robotic-assisted surgery, augmented

## Abbott's Espirit BTK

Esprit BTK is unique—it opens up the artery but also delivers medication to prevent blockages and then naturally dissolves, leaving nothing behind. This innovation helps keep arteries open without permanent implant.

Congratulations to Dr. Bergen and our hardworking cath lab team for successfully implanting Abbott's Espirit BTK for below-the-knee arteries—a first in Lake Charles!



## Newsweek's America's Best-In-State Hospitals 2024 List

Lake Charles Memorial Health System has been awarded on Newsweek's list of America's Best-In-State Hospitals 2024. This prestigious award is presented by Newsweek and Statista Inc., the world-leading statistics portal and industry ranking provider. The awards list was announced on October 25th, 2023, and can currently be viewed on Newsweek's website.

Proximity and access are of the utmost importance when choosing between top hospitals. The America's Best-In-State Hospitals 2024 ranking was created to identify the top hospitals at the state level. Hospitals from all US states were eligible for the ranking and included in the nationwide survey. The 25 states with the most hospitals according to the Center for Medicaid and Medicare Services (CMS) were surveyed individually. The remaining states were grouped into 4 regions: Northeast, Midwest, West, and South. Leading hospitals from these states were considered accordingly. Four data sources were used for the evaluation:

- **Nationwide online survey:** Over 10,000 medical professionals (doctors, hospital managers, and healthcare workers) were asked to recommend the best hospitals (in and out of state) based on their expertise.
- **Quality Metrics Data:** Data from Medicare and Medicare Services available for Mortality, Safety, Readmission, Experience, Timely & Effective Care was considered.
- **Patient Experience:** Cleanliness of the hospitals and quietness, communication of the nurses/doctors and staff responsiveness, care transition, medicine communication, and discharge information.
- **PROMS Implementation survey:** To account for the increasing importance of Patient Reported Outcome Measures (PROMs).

Lake Charles Memorial, the community's health system, is proud to be recognized on Newsweek's list of America's Best-In-State Hospitals 2024.

*"It's an honor to be named among other renowned healthcare leaders in the country and to be considered as a top hospital in the state," says Devon Hyde, President & CEO. "This recognition is a direct reflection of our entire healthcare team and their tireless commitment to providing quality care to our family, friends, and neighbors." - Devon Hyde, President and CEO*



# 2024 Great Place to Work Certification™

Lake Charles Memorial Health System (LCMHS) is proud to be Certified™ by Great Place To Work®. The prestigious award is based entirely on what current employees say about their experience working at Lake Charles Memorial Health System. This year, 75% of employees said it's a great place to work – 18 points higher than the average U.S. company. LCMHS is named as one of only three healthcare entities in Louisiana that hold this prestigious title.

Great Place To Work® is the global authority on workplace culture, employee experience, and the leadership behaviors proven to deliver market-leading revenue, employee retention and increased innovation.



“Great Place To Work Certification is a highly coveted achievement that requires consistent and intentional dedication to the overall employee experience,” says Sarah Lewis-Kulin, the Vice President of Global Recognition at Great Place To Work. She emphasizes that Certification is the sole official recognition earned by the real-time feedback of employees regarding their company culture. “By successfully earning this recognition, it is evident that Lake Charles Memorial stands out as one of the top companies to work for, providing a great workplace environment for its employees.”

“We are thrilled to become Great Place To Work-Certified™,” said President and CEO Devon Hyde. “Our team is the heart and soul of our culture, and their feedback is invaluable in shaping our journey toward excellence. It’s through their dedication that we can provide quality healthcare to all people in SWLA.”

According to Great Place To Work research, job seekers are 4.5 times more likely to find a great boss at a Certified great workplace. Additionally, employees at Certified workplaces are 93% more likely to look forward to coming to work, and are twice as likely to be paid fairly, earn a fair share of the company’s profits and have a fair chance at promotion.



# Professional Development and Nurse Recognition & Rewards

## DAISY Awards

The DAISY Award is an internationally recognized program established in 1999 to honor nurses who deliver exceptional care. At Lake Charles Memorial Health System (LCMHS), the DAISY Award program began in May 2020 and has since become an integral part of celebrating nursing excellence.

Each month, DAISY Award recipients are selected through nominations submitted by patients, their families, coworkers, or leaders. The Nursing Excellence Professional Governance Council thoughtfully reviews every nomination story to choose the DAISY honoree for the month.

Nurses go above and beyond daily to provide not only outstanding clinical care but also compassion and support to patients and their families. The DAISY Foundation strives to honor these extraordinary efforts by expressing profound gratitude for their dedication and impact.

In 2024, LCMHS received an impressive 270 nominations, including nine team nominations, highlighting 167 incredible nurses across the organization. Some nurses received multiple nominations, indicated by an asterisk beside their names.

Every nominee is recognized with a DAISY Nomination pin and a copy of their nomination story. Monthly award recipients are celebrated with a Healer's Touch statue, the coveted DAISY pin, and recognition on the DAISY Wall, prominently displayed in the entry hallways

## DAISY Recipients

### 2024 DAISY AWARD WINNERS

JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
 <b>Madison Dyer</b> 3 Tower ICU	 <b>Dani Vest Cooley</b> NICU	 <b>Caitlin Young</b> Emergency Department	 <b>Therese Novak</b> Professional Development	 <b>Rae Gardiner &amp; Team</b> 2 Tower	 <b>Emily Poole</b> Family Birth Center
JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
 <b>Niaja Jones</b> 4 Tower	 <b>Monica Engel</b> Pediatrics	 <b>Josey Manuel</b> 5 Tower	 <b>Kristina Spivey</b> 2 Tower	 <b>Penny Manuel</b> Family Birth Center	 <b>Tonya Whitehouse</b> Emergency Department



FOR EXTRAORDINARY NURSES  
HONORING NURSES INTERNATIONALLY  
IN MEMORY OF J. PATRICK BARNES

Nurses every day go above and beyond to not only provide patients and families with excellence in clinical care but also compassion.

The DAISY Award is a recognition program to celebrate and recognize nurses by collecting nominations from patients, families, and co-workers. It is a way to thank nurses for the care and kindness they provide.



Lake Charles  
Memorial Health System

## DAISY Nominees

Abbigail Grace Mango*	Emily Poole	Kelsey Miller	Paige Martin*
Adriel Vizina	Gabriella Virella	Khamone Riley*	Pam Roy
Alexus King	Gabrielle Everage*	Kiara Vickers*	Penny Carlin Manuel*
Alisa Boudoin*	Garrett Reppond	Kristin Broussard	PJ Lebert
Antwan Johnson	Gina Barnes	Kristina Spivey*	Rachel Kyle
Ashley Thornton	Gwen Frey	Kristine Schoeck	Rebecca Randel*
Austin Owens*	Hailey Holden	Kyle Curry	Rebecca White
Autumn Johnson	Halle Goodman	Kynadee Delome	Reese Edwards
Autumn Plauche*	Halle Leday	Lacey Donovan	Rena Gaspard
Bailey Arbour	Hannah Mier Gary	Lacy Trussell*	Rich Caldwell*
Bailey Guillory*	Hayden Armentor	Lanie Adams	Robin Mercer*
Brandy Pousson-Bertrand	Hayley Halliday*	Laura Pace	Sandra Vincent
Briley Wilson	Heather Misse	Lauren Griffin*	Sarah Flores
Briley Young	Ingrid Crenshaw-Thomas*	Lauren Marrero	Scottlynn Armentor*
Brittany Johnson	Jacob Dudley	Lauren Stroman	Shameka Jackson
Brittany Thibodeaux	Jacob Savoit	Leah Landreneau	Shanea Lyons
Brock Babineaux	James McVicker*	Lexi Bourg	Shay Matt
Caitlin Young	Jane Hartman	Lexie Miller	Shayna Miller*
Caleb Blocker	Jasmine Bosby*	Liliana Landaverde	Shayne Benitez
Callie Blackledge	Jason Reddoch*	Logan Spivey*	Shelby Lary*
Cassidy Lawson	Jenna Stitzlein	Maci Duhon	Sherrie Martinez*
Cassidy Trafford*	Jennifer Fontenot	Madison Lestage	Sherry Joubert
Catherine Fontenot	Jennifer Myers	Margaret Barnes	Sherry McLellan
Chantel Bellow	Jessica Collins	Mariana Almeida	Sydni Rasberry*
Chelsea Cole	Jessica LeBlanc*	Mariel Chatoney-Gauthreaux	Tammie Courville
Christina Mathews	Jessica Percle*	Matthew Vincent	Tanner Olson
Claire Deshazo	Jessica Ulanja*	Melanie Evers*	Tiffany Nevills
Claire Dupuis-Ledoux	Jessica Unger	Michelle Greene*	TJ Moore
Cloee Semien*	Jill Johnson	Michelle Hoggard	Toni Guidry Dugas*
Crystal White*	Jonathan Bordelon	Michelle Peltier*	Tonya Whitehouse*
Crystalle Fontenot*	Jonathan Yellott	Michelle Phelps	Tracee Hebert
Dallorie Miller	Jonathon Ross*	Michelle Thompson	Tracy Mayeaux*
Dana Guillory	Josey Manuel*	Mona Brown	Trevonna Miller
Darion Gatte	Kaci Trahan*	Monica Courville*	Vanessa Brooks
David O'Quain	Karen Demourelle	Monica Engel*	Virgil Smith
Debra Green	Kari Carlock	Morgan Gradney*	Wendy Roach
Destinee Smith	Kari Thibodeaux*	Natalie Gillett	William Mackay
Dulcie Miller*	Katie Chambley*	Neha Patel*	Wylie Barham
Elaine Cooley	Katie Tucker*	Niaja Jones*	
Ellen Frey*	Katy Colley	Nick Abshire	
Emily Bordelon	Kayde Broussard*	Niki Bowman*	
Emily Clement	Keith Brown*	Olivier Smith*	

\*multiple nominations

## Excellence In Nursing Banquet

The Nursing Excellence Shared Governance Council proudly hosted the 5th Annual "Excellence in Nursing" Banquet on May 9, 2024, at the elegant Charleston Ballroom Downtown. This year's theme, Shining Brightly, celebrated the extraordinary LCMHS nurses who go above and beyond, embodying the essence of exceptional nursing. The event honored nurses who earned certifications, advanced their degrees, or received DAISY Awards over the past year. It also featured special recognitions, including the prestigious Nurse Leader Award and two Lifetime Achievement Awards.

The evening's keynote speaker, Dr. Ginger Brown Basone, captivated the audience with her heartfelt and humorous reflections on her nursing journey. From serving as an Army Corps nurse to roles as an ER and med-surg nurse, nursing professor, and Chief Nursing Officer, Dr. Basone shared poignant and entertaining stories that highlighted the evolution of nursing over the years. Her insights resonated deeply, inspiring attendees and reminding them of the enduring impact of their profession.



## Lifetime Achievement Award

The DAISY Lifetime Achievement Award was created to recognize those nurses who have devoted their life's work to the compassionate care of others. Recipients of this award are nominated for their dedication to nursing through active mentoring, role modeling, advocating for their patients and promoting the positive image of nursing. They serve as a beacon of inspiration to those at all stages of their career and in the various and important roles of nursing.



### *Dr. Therese Novak*

Dr. Novak has been a role model to numerous nurses and nursing students. She has been the prime example of life-long learning by earning her BSN in nursing from Southeastern Louisiana University, a Masters in Nursing from the University of Alabama Birmingham, a post MSN Nurse Practitioner degree from the University of Southwest Louisiana, and a Doctorate of Nursing Practice from Southeastern Louisiana. In 2024, she also became a certified clinical nurse educator. Therese has served in so many capacities throughout LCMHS. She has touched so many lives as a bedside nurse, educator, nursing faculty, and as a clinic nurse practitioner, therefore was honored with the DAISY Lifetime Achievement Award.



### *Mrs. Marilyn McSwain*

Mrs. Marilyn McSwain is a distinguished nursing professional who earned her Bachelor of Science in Nursing (BSN) from McNeese State University and her Master of Science in Nursing (MSN) from the University of Texas Medical Branch-Galveston. Early in her career, she dedicated many years as a staff nurse in the Neonatal Intensive Care Unit (NICU) at Lake Charles Memorial Health System (LCMHS). Her expertise and commitment to patient care eventually led her into leadership roles. From 2005 to 2018, Mrs. McSwain served as the Chief Nursing Officer and Administrator of Women's Campus at LCMHS, where she made significant contributions to the institution's success. In recognition of her unwavering dedication and exceptional service, she was honored with the DAISY Lifetime Achievement Award.

## Nurse Leader Award

The DAISY Nurse Leader Award recognizes exceptional nurse leaders who cultivate environments where compassionate, skillful care flourishes. Unlike the DAISY Award for Extraordinary Nurses, which honors direct patient care providers, this prestigious award highlights the impact of Nurse Managers, Directors, Chief Nursing Officers, and other leadership roles. Rae Gardiner, Director of Inpatient and Ambulatory Oncology, was recognized with the DAISY Nurse Leader Award for her extraordinary leadership alongside her oncology team.

Rae's journey at LCMHS began as a student working as a nursing assistant, laying the foundation for a distinguished career in oncology nursing. In 2000, she became a staff RN on the inpatient oncology unit, later transitioning to the Hematology & Oncology Clinic. Since 2011, Rae has led oncology services as the Director of Oncology, overseeing both inpatient and outpatient areas.

Her leadership has been instrumental in advancing oncology care at LCMHS, fostering a collaborative, patient-centered environment. Through her dedication, she has not only supported the professional growth of her team, but has also ensured that patients receive the highest quality care, delivered with compassion and respect. Rae's unwavering commitment to excellence continues to inspire those around her and strengthens the foundation of compassionate care at LCMHS.



## DAISY Team Award

The DAISY Team Award recognizes that while an idea to achieve better patient and family outcomes may start with one individual, it often takes an entire team to implement it successfully. The DAISY Team Award is designed to honor collaboration by two or more people, led by a nurse, who identify and meet patient and/or patient family needs by going above and beyond the traditional role of Nursing. In 2024, the following units were nominated as a team for their extraordinary work: 2 Tower-Inpatient Oncology & Hematology, 5 Tower- Ortho/Neuro/Trauma, 8 Tower Telemetry, and Endoscopy. The 2 Tower inpatient oncology team received three team nominations from patients and was selected for the 2024 DAISY Team Award.



Victoria Orsot Ambulatory Oncology Manager/Oncology Educator celebrated earning her Masters of Science in Nursing in 2024!



# Certified Nurses at LCMHS

The American Nurses Credentialing Center (ANCC) has a recognition day for certified nurses every year on March 19th to honor certified nurses' expertise and commitment to the health care field as well as the impact they have on patient care and outcomes. Certification is a testament to the dedication to maintaining the highest standards of practice and staying abreast of advancement in respective specialties. From March 2024-March 2025, 36 nurses achieved a new certification pertinent to their field of nursing. The total number of certified nurses across LCMHS was 156. The grand total of nursing certifications was 209 meaning that several nurses have earned multiple certifications.

## Accredited Case Manager

PESHOFF, DENISE B.

## Acute/Critical Care Nursing - Adult

ABSHIRE, NICHOLAS R.  
BONNETTE, ANNE E.  
BOURG, ALEXIS  
BREAUX, MEGAN D.  
BURGER, DEANNA L.  
CASTILLO, ZACHARY\*  
COLLEY, KATY  
COMEAX, ALEXIS  
DUDLEY, JACOB  
HARE, ALEXIS B.\*  
LOGAN, BAILEY\*  
MANUEL, COURTNEY B.  
MARTIN, JACOB\*  
MARTIN, PAIGE\*  
STICKNEY, SEAN C.  
WHITE, STEPHEN  
MILLSLAGLE, GENA R.

## Acute/Critical Care Nursing - Pediatric

KERSHAW, MARILYN J.  
MATT, SHERLYN S.\*  
LANDAVERDE, LILIANA\*

## Ambulatory Care Nursing

CROCHET, CRYSTAL D.  
GARDINER, RAE  
MYERS, SKYLEE E.  
ORSOT, VICTORIA A.  
RICHARDSON, MALIA M.  
STROUD, TAYLOR B.  
VEILLON, DIANA Z.  
WELSH, OLIVE M.

## Cardiac Vascular Nursing

FONTENOT, JESSICA J.  
HICKS, NATASHA M.

## Certified Breast Care Nurse

PRIMEAUX, JARED P.  
ROACH, WENDY B.  
SUIRE, LAURA L.

## Certified Breast Patient Navigator - Cancer

RICHARDSON, ELLEN M.

## Certified Cardiac Rehabilitation Professional

HEBERT, MONICA V.  
SMITH, MICHELLE F.

## Certified Diabetes Care and Education Specialist

DEMOURELLE, KAREN

## Certified Emergency Nurse

BAILEY, JORDAN A.  
BOURQUE, REBEKAH\*  
BOST, TAYLOR  
KYLE, TRACIE W.  
LANTZ, VICTORIA G.  
NASH, VICTORIA D.

## Certified Gastrointestinal Registered Nurse

GILLETT, NATALIE T.  
HARRELSON, MELISA M.  
HOOPER, KIMBERLY  
MACKAY, SHEILA  
MYERS, JENNIFER N.  
RICHOUX, JONI M.

## Certified Lactation Counselor

LEBOEUF, FARRAH J.  
ROSTEET, HOLLIE

## Certified Nurse Educator

CARTER, KATRINA  
FOREMAN, JENNIFER A.  
HIGGINS, SIERRA M.

## Certified Nurse Educator - Clinical

NOVAK, THERESE

## Certified Nurse Operating Room

BRAKE, CANDICE L.  
DAULONG, SARA  
ENGLAND, JAMI S.  
FREY, GWENDOLYN L.

IVEY, MELISSA M.  
MCDONALD, KELLY R.  
MILLER, AMY  
RAI, AASTHA\*  
RISER, JAUVAUGHN C.  
SHERMAN, DIANE K.  
VANWINKLE, MINDY

## Certified Pediatric Nurse

BARNES, GINA M.  
COOLEY, ELAINE A.  
LANGLEY, MICHELLE  
LOVEJOY, ASHLEY M.

## Certified Professional Coder

PESHOFF, DENISE B.

## Certified Professional in Healthcare Quality

DIETZ, KATELYNN N.

## Certified Registered Nurse Infusion

RICHARDSON, MALIA M.

## Certified Rehabilitation Registered Nurse

ALEXANDER, MELANIE\*  
BATISTE, THELMA\*  
SPEARS, REBECCA H.  
WILLIS, SHAWNTEL\*

## Inpatient Antepartum Nursing

WELLS, CARLY

## Inpatient Obstetric Nursing

BRADLEY, LEAH K.  
CARTER, KATRINA  
EAVES, KIMBERLY  
GUIDRY, BAILEIGH B.  
JEANE, JESSICA R.  
MALLETT, MIRANDA M.  
MCCOMBS, CHERYL  
MONTOU, PATRICIA A.  
MORALES, LISA  
PENICK, KRISTY H.  
SMITH, CAITLYN N.  
VIZINA, ELESIA R.  
WEIR, HALEY M.

## **International Board Certified Lactation Consultant**

FONTENOT, LORRI\*  
VIZINA, ELESIA R.

## **Maternal Newborn Nursing**

PRIOLA, VICKI E.  
ROBINSON, LAURA M.

## **Medical-Surgical Nursing**

BELLOW, CHANTEL\*  
BRYANT, ALICIA B.  
BUTLER, LACI J.  
BARMORE, HANNAH C.  
CARTER, BALLY\*  
ENGEL, CHRISTIANA L.  
GARDINER, RAE  
GUILLORY, BAILEY\*  
GUINN, HAYLEY M.  
KIRKLAND, DANIELLE N.  
LANDRENEAU, LEAH\*  
LEDOUX, CLAIRE D.\*  
MATTESON, LISA  
MIGLICCO, TENNY\*  
OLSON, TANNER\*  
PERCLE, JESSICA\*  
RANDEL, REBECCA A.  
RASBERRY, SYDNI\*  
SAVOIT, JACOB  
SINGELTON, SHAMICA\*  
SPIVEY, KRISTINA D.  
SPIVEY, LOGAN E.  
SMITH, JADA\*  
MYERS, SKYLEE E.  
ORSOT, VICTORIA A.  
PRIMEAUX, JARED P.  
RANDEL, REBECCA A.  
RICHARDSON, ELLEN M.  
STOMA, TAYLOR L.  
TALBERT, NIKKI\*  
TRAHAN, KACI\*  
TRAHAN, SAMANTHA\*  
WILLIAMS, CRYSTAL  
WILSON, BRILEY J.  
WILSON, KUIANA B.

## **Neonatal Intensive Care - Nursing**

ARMENTOR, RIKA  
KEELEY, ALLISON M.  
LEGER, JADE T.  
PELOQUIN, KARI

## **Nurse Executive - Advanced**

ENGEL, CHRISTIANA L.  
GARDINER, RAE  
SMITH, JADA W.  
SUAREZ, KRISTY L.  
WILLIS, SHAWNTEL M.

## **Nursing Professional Development Certification**

DUPLECHAIN, LEE A.  
ENGEL, CHRISTIANA L.  
FOREMAN, JENNIFER A.  
GALLOWAY, NIKKI L.  
ORSOT, VICTORIA A.  
SUAREZ, KRISTY L.

## **Obstetric and Neonatal Quality & Safety**

MCCOMBS, CHERYL

## **Oncology Certified Nurse**

BARMORE, HANNAH C.\*  
CARTER, BALLY\*  
CROCHET, CRYSTAL D.  
DELINO, CAITLIN N.  
DURR, BRIDGET C.  
GARDINER, RAE  
GUINN, HAYLEY M.  
HOLMAN, TABITHA S.  
HEINEN, CLAIRE\*  
HUSSAIN, LEILAWATIE  
JOHNSON, ASHLEE  
LEGE, AMBER  
LEDOUX, CLAIRE D.\*  
MATHEWS, CHRISTINA A.  
MAYO, KHRISTINA A.  
MEDLEY, BRITTANY D.  
MYERS, SKYLEE E.  
ORSOT, VICTORIA A.  
PRIMEAUX, JARED P.  
RANDEL, REBECCA A.  
RICHARDSON, ELLEN M.  
RICHARDSON, MALIA M.  
ROACH, WENDY B.  
SPIVEY, KRISTINA D.  
SPIVEY, LOGAN E.  
STROUD, TAYLOR B.  
SUIRE, LAURA L.  
THOMAS, COURTNEY  
THORNHILL, CHRISTINA  
WELSH, OLIVE M.  
WILSON, BRILEY J.

## **Pediatric Nursing**

ENGEL, MONICA J.  
JOHNSTON, BRITTANY E.  
KERSHAW, MARILYN J.  
LANDAVERDE, LILIANA E.  
MATT, SHERLYN S.  
MERCER, ROBIN  
OWENS, AUSTIN

## **Psychiatric Mental Health Nursing**

SIMON, GERLYN

## **Sexual Assault Nurse Examiner - Adult**

BROUSSARD, ELIZABETH G.  
MOODY, JENNIFER H.  
PLAISANCE, JESSICA M.  
SMITH, TAMMY

## **Sexual Assault Nurse Examiner - Pediatric**

BROUSSARD, ELIZABETH G.  
PLAISANCE, JESSICA M.  
SMITH, TAMMY

## **Stroke Certified Registered Nurse**

WEAVER, NATASHA P.  
WILLIS, SHAWNTEL M.  
FONTENOT, KARI\*

## **Trauma Certified Registered Nurse**

BAILEY, JORDAN A.  
BOURQUE, REBEKAH  
CLEMENT, BRANDI\*  
JOHNSON, BRITTANY\*  
KYLE, TRACIE W.  
LANGLEY, MICHELLE  
LANTZ, VICTORIA G.  
MARCEAUX, MARIA A.  
MILLER, SHAYNA\*  
MILLER, SHELLEY  
MISSE, HEATHER\*  
NASH, VICTORIA D.  
STICKNEY, SEAN C.

## **Vascular Access Certification**

POWELL, TARA\*

## **Wound Care Certified**

LAWSON, CASSIDY\*  
LYONS, PORTIA P.  
MILLER, SHELLEY

# Certified Nurses Day March 19, 2024



Brittany Johnson and Brandi Clement smiling proudly as their unit celebrates them as the first 5T Ortho/Neuro/Trauma/Stroke Unit Trauma certified registered nurses.

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## Nursing Excellence Fund

The Foundation at Lake Charles Memorial continues to support the professional development of nurses. In 2024, financial support through the Nursing Excellence Fund was awarded to four inpatient rehabilitation nurses to assist them in covering costs of nursing certification preparation resources. These nurses all successfully passed their certification which assists in delivering enhanced evidence-based rehabilitation practices directly to the front lines of patient care. The Nursing Excellence fund was also utilized in 2024 to send two bedside nurses to the ANCC Magnet and Pathway to Excellence Conference in New Orleans. These nurses along with LCMHS nursing leaders gained valuable experience and knowledge that will assist our organization in achieving Pathway to Excellence status.



## Advanced Practice Provider Appreciation

On November 14, 2024, we held our second annual Advanced Practice Provider (APP) Appreciation Celebration to honor the outstanding contributions of our APPs, including Certified Registered Nurse Anesthetists (CRNAs), Nurse Practitioners, and Physician Assistants.

This special event, hosted at Crying Eagle Brewing, served as a heartfelt gesture of gratitude for the tireless dedication these highly skilled providers show to their patients, students, and community members. Often working behind the scenes, our APPs play a crucial role in delivering exceptional care and fostering education.

The evening offered a chance to come together as a community and celebrate their invaluable efforts. We extend our deepest thanks to our APPs for their unwavering commitment and look forward to continuing this tradition of appreciation for years to come.



## Great 100 Nurses

The Great 100 Nurses Foundation was founded by PK Scheerle, RN in New Orleans, Louisiana, 38 years ago. Since its founding, the Great 100 Celebrations has honored thousands of nurses across Louisiana, North Carolina, Texas, Oklahoma, and Arkansas. In October 16, 2024, Tressy Bergeron MSN, RN was selected out of 1,500 nominees to serve as a Great 100 Nurse of 2024. Tressy has been a nurse for 32 years and has served as the Director of Emergency Services at LCMH since 2020. LCMHS is proud to celebrate her outstanding contribution to the nursing profession and her commitment to improving healthcare for our community.

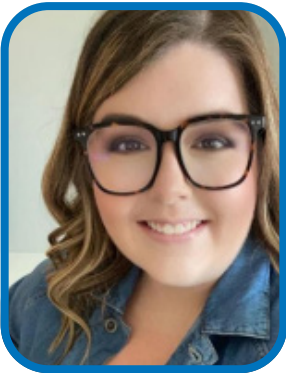


# Nurse Residency Spotlight

The Professional Development Council proudly continues the “New Professional Spotlight,” a program designed to recognize outstanding new graduate nurses who have wholeheartedly embraced their roles and demonstrate a genuine passion for the nursing profession.

Through this initiative, the council seeks to celebrate the dedication and enthusiasm of Nurse Residents who stand out as rising stars within our organization. Nominations are submitted by council members, and selected honorees are featured on flyers displayed throughout the organization, showcasing their achievements and inspiring others. This recognition program underscores our commitment to supporting and celebrating the next generation of exceptional nurses.

In 2024, the following nurses were selected:



**Lacy Trussell**  
*Pediatrics/PICU*



**Tori Brown**  
*Family Birth Center*



**Gabrielle Dronette**  
*Family Birth Center*



**Jillian Johnson**  
*2T Oncology*



**Marla Myers**  
*8T Telemetry*



**Bailey Arbour**  
*Emergency Department*



**Monica Courville**  
*2T Oncology*



**Baily Bujard**  
*Family Birth Center*

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## LCMHS Extern Program

In 2024, we proudly celebrated the graduation of 60 RN Externs, with 42 of them accepting positions within our health system and advancing into the Nurse Residency Program. This year marked a significant achievement for the RN Extern Program, which reached a record high of 186 aspiring nurses.

This exceptional program is thoughtfully crafted to bridge the gap between academic learning and practical nursing care. It offers RN students invaluable opportunities to collaborate with our dedicated nursing teams, gaining hands-on experience, building confidence, and refining their clinical skills. By working side by side with seasoned professionals, these students are better prepared for a seamless transition from the classroom to a career as professional registered nurses.

We deeply appreciate the contributions of our Externs, who enhance the care provided by our nursing teams while bringing fresh energy and commitment to the field of healthcare.



# LCMHS Sexual Assault Nurse Examiners

In addition to their extensive community outreach efforts, our SANE nurses are dedicated to their ongoing professional development, ensuring they remain at the forefront of forensic nursing and trauma care. They engage in various continuing education opportunities, such as attending the annual International Association of Forensic Nurses conference, participating in the monthly Midwest Peer Review, and attending the Trauma Symposium hosted by LCMHS. They also join the Connection Count Conference, attend the Human Trafficking Summit, and actively participate in the monthly IAFN case review presentations. Furthermore, they engage in monthly meetings with the Louisiana Chapter of Forensic Nurses to stay connected and informed.



The SANE program also plays an essential role in providing clinical training for nurses statewide who are in the process of becoming certified SANE nurses, contributing to the ongoing growth and development of this vital specialty.

Our SANE nurses are proud to be active members and participants in several important organizations, including the Alliance Against Human Trafficking in SWLA, the International Association of Forensic Nurses (IAFN), the Louisiana Chapter of Forensic Nurses, and the Louisiana Sexual Assault Oversight Commission (LSAOC). Through these efforts, they continue to advance their expertise while making a significant impact on their profession and the communities they serve.



## A Dedicated Medical-Surgical Nurse

With over 27 years of experience, Tenny Miglicco, BSN, RN, has dedicated her career to medical-surgical nursing. Since starting in July 1997, she chose this specialty to gain experience and never looked back, finding fulfillment in caring for vulnerable populations and making a meaningful impact.

Passionate about the foundation that medical-surgical nursing provides, Tenny encourages nurses to explore the field, emphasizing the wealth of knowledge and skills it offers. In August 2024, she achieved her MEDSURG-BC certification—taking her first test in 27 years—to further validate her expertise and commitment to excellence in patient care.



# Healthy Work Environment & Nurse Well-being

## Wellness Fair

### 3rd Annual Wellness Fair: Promoting Health and Well-Being

The Professional Development Council successfully hosted its 3rd Annual Wellness Fair on October 21, 2024, at Oak Park Campus and October 22, 2024, at South Campus. This engaging event provided employees with the opportunity to explore various wellness topics through interactive stations focused on financial well-being, physical health, relaxation techniques, nutrition, pet therapy, and more.

This collaborative and interdisciplinary effort brought together experts and resources aimed at supporting the overall well-being of our employees. Attendees not only gained valuable insights into maintaining a balanced and healthy lifestyle, but also had the chance to participate in a drawing for fall-themed door prizes. The Wellness Fair continues to be a meaningful initiative, reinforcing the importance of self-care and holistic wellness in our workplace community.



## POP Award

The POP Award (Positive Outstanding Peer Award) is a peer-to-peer recognition program designed to honor employees who consistently foster a positive and supportive work environment. Established by the Nursing Excellence Council, this award celebrates individuals who go above and beyond to uplift their colleagues and contribute to workplace excellence.

In 2024, a total of 113 employees were nominated, with several receiving multiple nominations for their outstanding contributions. Each quarter, one exceptional employee is selected as the overall POP Award recipient, recognizing their commitment to positivity and teamwork.

### POP Award Recipients



**QUARTER 1**  
**Jakeyvia Comeaux**  
7 Tower



**QUARTER 2**  
**Megan Pickle**  
Occupational Therapy



**QUARTER 3**  
**Saul Gloria**  
7 Tower



**QUARTER 4**  
**Artie Williams**  
Archer Institute

## POP Award Nominees

### Quarter 1

**Lakesha Brown** - Billing Office  
**Marquetta Harmon** - Moss  
**Tammy Follins** - Case Management  
**Daisy Mae Rodriguez** - Digestive Health  
**Etta Jones** - Moss Nursing Admin  
**Mary Breaux** - Moss Nursing Admin  
**David Oquain** - Moss OP Specialty Clinic  
**Page Trahan** - Moss PCP/Minor Procedure Clinic  
**Tina Stevens** - Moss GI/GYN Manager  
**Rebecca Bertrand** - HR  
**Jacynthia Carlin** - Student Extern  
**April Brown** - 7 Tower  
**Meghan Penn** - 8 Tower

**Dr. Bowe** - Hospitalist  
**Billy Bowles** - ITS  
**Tricia Williamson** - Radiology  
**Emanuel Washington** - Housekeeping  
**Monica Engel** - Pediatrics  
**Janice Reynolds** - 3rd Ave. Internal Med  
**Carolyn Reynolds** - 3rd Ave. Internal Med  
**Alonna Ardoin** - Women's Lab  
**Shamberly Rider** - Digestive Health  
**Raigen Bryant** - Digestive Health  
**Destini Antoine** - Digestive Health  
**Jakeyvia Comeaux** - 7 Tower  
**Phillip Williams** - Patient Transport

### Quarter 2

**Megan Martin** - 2T Oncology  
**Kaleb Miller** - Security  
**Stephanie Tippy** - EVS  
**Barrett Bartlett** - Biomed  
**Megan Pickle** - Occupational Therapy  
**Vicki Clements** - Home Health  
**Sarena Pundt** - Respiratory Therapy  
**Codie Reon** - Nelson Rd. Patient Access  
**Marquita Ardoin** - Digestive Health  
**Lisa Dardar** - Pharmacy  
**Ashlyn Scott** - 7 Tower  
**Regina Hanks** - Patient Access/Financial Counselor  
**Arsid Cerma** - Lab  
**Billy Bowles** - ITS  
**Nellie Cunningham** - 5 Tower  
**Tyler Nugent** - Biomed  
**Emily Castille** - Respiratory Therapy  
**TJ Steele** - Respiratory Therapy  
**Bobbijo Dupras** - Respiratory Therapy

### Quarter 3

**Brittany Welcome** - Archer  
**Artie Williams** - Archer  
**Andi Dyer** - Extern  
**Steve Simons** - Specialty Pharmacy  
**Allison Guidry** - Specialty Pharmacy  
**Michael Ardoin** - Admin  
**Sarah Kohrs Whittington** - Care Mgmt  
**Charnay Alfred** - 2 Tower  
**Jonathon Brown** - Security  
**Darby Day** - Extern  
**Crystal Courmier** - Care Management  
**Alyssa Thomas** - Patient Access  
**Aron Bertrand** - EVS  
**Lenora Broaden** - 8 Tower  
**Dr. Stephanie Igtiben** - Hospitalist  
**Chukwumenilam "Ken" Roberts** - Extern  
**Therese Simon** - Respiratory Therapy  
**Kristopher Belt** - Respiratory Therapy  
**Kylie Miller Crador** - Respiratory Therapy  
**Eric Morvan** - Respiratory Therapy  
**Billie Jo Armentor** - Moss Digestive Health  
**Alyson Holmes** - Moss Digestive Health  
**Danyel Bellard** - Moss Digestive Health  
**Emily LaBiche** - Moss Digestive Health  
**Suzette Tolbird** - Moss Digestive Health  
**Rilee Como** - Moss Digestive Health  
**Mary Matilda Brown** - Oak Park Dietary  
**Tray Dixon** - 7 Tower  
**Juliette Johnson** - Housekeeping  
**Ranelda Benoit** - Moss Finance  
**Chad Higginbotham** - Moss Admin  
**Janice Patton** - Epic  
**Keysha Nabours** - Moss Primary Care  
**Saul Gloria** - 7 Tower

### Quarter 4

**Katherine Ramirez Javier** - Patient Access  
**Brynlea Miller** - Surgery & Trauma  
**Jessica Nash** - Moss Gynecology  
**Nakelia White** - Float Pool  
**Marissa Perales** - Behavioral Health  
**Morgan Becker** - Epic Analyst  
**Tanya "Nikki" Crooks** - Epic Analyst  
**Shavanah Chargois** - Behavioral Health  
**Kandice McCormack** - Patient Access  
**Belinda Courmier** - Iowa Clinic  
**Felicity Henry** - OR  
**Monica Victorian** - Home Health  
**Gabby Malveaux** - Archer  
**Shelly Iguess** - 7 Tower  
**Lucy Edwards** - 5 Tower  
**Ryan Domingue** - 7 Tower  
**Veronica Andrus** - Same Day Surgery  
**Lemauseafa Leo** - Café Bon Vie  
**Caitlin Evans** - 7 Tower  
**Edmund Tetteh** - 7 Tower  
**Stacey Thompson** - EVS  
**Kaytlynn Milam** - Medical Plaza  
**Valerie Jansen Lord** - Archer  
**Elizabeth Lemoine** - Heart & Vascular Center  
**Crystal Wardrup** - Archer  
**Cecilia Richard** - Moss Bluff  
**Faith Breaux** - 2 Tower  
**Emily Vincent** - 2 Tower  
**Katie Chambley** - 9 Tower  
**Martina Meche** - General Lab/RN Extern  
**Ashley Trahan** - General Lab  
**Margaret Barnes** - Ambulatory Oncology  
**Khamone Riley** - Float Pool  
**Etta Perron** - Patient Escort  
**Artie Williams** - Archer

## Spreading Cheer and Fostering Positivity

### Inpatient and Ambulatory Oncology

The Inpatient and Ambulatory Oncology teams go above and beyond to create a positive and engaging work environment. From cooling off with snow cones, enjoying a festive visit from the Easter Bunny, to designing creative bulletin boards and dressing up as characters from Inside Out 2 for Halloween, they find fun and meaningful ways to boost morale while delivering exceptional patient care.



### Pediatric and PICU

The Pediatric and PICU nurses go above and beyond to create a warm and uplifting environment for their patients, families, and fellow team members. In 2024, they found countless ways to spread joy and positivity. From designing fun and engaging bulletin boards to organizing heartwarming pet therapy sessions, they made every moment special. Their dedication shined during the holiday season with Christmas surprises in collaboration with the Louisiana State Police, bringing smiles to everyone on the unit. They also embraced the spirit of Pediatric Nurses Week with delightfully corny pictures and made Halloween extra fun with creative celebrations.



## LCMH Cath Lab

The LCMH Cath Lab fostered a positive and engaging work environment, recognizing that a supportive team culture contributed to both workplace morale and quality patient care. Through various activities and celebrations, the team found meaningful ways to come together, support one another, and share in moments of joy.

During the holiday season, they brought festive cheer by setting up a makeshift photo booth, capturing fun and memorable Christmas pictures. These photos were then used to create a heartfelt Christmas card, spreading warmth and appreciation beyond their department. In support of heart health and community involvement, the team proudly participated in Hearti Gras, wearing red and completing a one-mile walk together. Recognizing and celebrating their hardworking colleagues was a priority in the Cath Lab. Whether it was Nurse's Week, Hospital Week, or Rad Tech Week, they took the time to decorate, celebrate, and show appreciation for each other's dedication and commitment. These moments of recognition reminded them of the incredible work being done each day and fostered a sense of belonging and pride in their workplace.



## Rolling out the Red Carpet

The Professional Development Department rolled out the Red Carpet for Katrina Cater, MSN, RNC-OB, CNE (left) and Sandra Brown BSN, RN (right). Katrina joined the team May 2024. She currently serves as an Epic ClinDoc credentialed trainer as well as our Nurse Residency Program coordinator. Sandra joined the team in September 2024 as the Nursing Excellence and NDNQI coordinator.



# Healthy Work Environment Training

On January 17, 2024, leaders participated in a virtual training led by Dr. Renee Thompson and the Healthy Workforce Institute. The session, titled "The Who, What, When, and How of Confronting Disruptive Behavior," provided valuable insights into addressing workplace challenges and fostering a positive, respectful environment.



On March 8, 2024, Dr. Thompson spent the day engaging with leaders and staff across LCMHS. She conducted a leadership presentation on "The Five Essential Skills of a Healthy Team," equipping leaders with strategies to build strong, collaborative teams. Additionally, she held open discussions with nurses and staff, focusing on enhancing the work environment, conflict management, and peer communication.

Her expertise and guidance continue to support LCMHS in cultivating a healthier, more cohesive workplace.

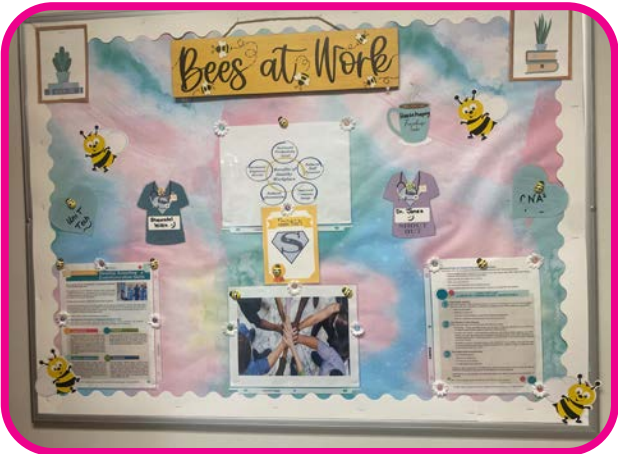
## Mental Health Awareness

In May 2024, Val Alexander, RN launched an initiative for Mental Health Awareness Week. Staff members from both Archer and 10 Tower collaborated to create shoebox floats, each representing various mental health issues such as suicide, depression, and anxiety. These floats, displayed in the Atrium, featured unique slogans and messages to foster awareness. This event marked the first of many efforts to promote mental health awareness within our community and our organization.



## 2N Rehab Bees at Work

2N Rehab has been buzzing with activity this year! This dynamic department thrives on collaboration and interdisciplinary teamwork, fostering an environment where every voice matters. They dedicated time to reinforcing the importance of clear, assertive, and kind communication, recognizing its vital role in enhancing both the workplace culture and patient outcomes. Their commitment to continuous improvement is a testament to their passion for exceptional care.



# Safety & Quality, Clinical Outcomes

## Lean Six Sigma

The LEAN Six Sigma Green Belt Training follows the structured Define-Measure-Analyze-Improve-Control (DMAIC) methodology, emphasizing the elimination of errors, defects, and non-value-adding resources. When applied in healthcare, this approach enhances process reliability, leading to improved care delivery, patient safety, and quality outcomes.

In 2024, Monica Carroll (Quality Clinical Analyst), Tressy Bergeron (ED Director), Mandy Estes (Director of MMG Quality & Care Management), and Michael Ardoin (Associate Administrator) successfully participated in the LHA LEAN Six Sigma Green Belt Certification Program.

The rigorous nine-month course included six full-day, in-person training sessions and multiple virtual coaching sessions, providing hands-on experience in process improvement.

As a culmination of their training, participants presented their final projects on September 17th at the LHA Training and Conference Center in Baton Rouge:

- Mandy Estes & Michael Ardoin focused on improving Diabetic Retina Eye Exam Screening Compliance.
- Tressy Bergeron & Monica Carroll worked on enhancing Sepsis Bundle Compliance.

Through their dedication and application of LEAN Six Sigma principles, these leaders have contributed to meaningful improvements in patient care and healthcare efficiency.

## • Advancing Perinatal Care: *Insights from the 2024 LaPQC Conference*



Left to right:

Farrah LeBoeuf, BSN, RN, CLC • Lorri Fontenot, BSN, RN, IBCLC  
Lisa Morales, BSN, RNC-OB • Kristy Pennick, BSN, RNC-OB  
Kim Eaves, MSN, RNC-OB • Carly Wells, BSN, RNC

• In April 2024, Family Birth Center nurses attended the Louisiana Perinatal Quality Collaborative's (LaPQC) "Spreading and Strengthening Connections: 2024 Perinatal Quality Improvement Conference." This conference brought together collaborative teams, community members, and patient partners to explore innovative approaches and best practices for improving care for birthing individuals and their infants across Louisiana.

• Key presentation topics included trauma-informed care, integrating equity into perinatal care, neonatal and perinatal best practices, the development of hospital and community task forces, and upcoming perinatal and neonatal initiatives. The event provided valuable insights and strategies to enhance maternal and infant health outcomes, reinforcing our commitment to quality improvement in perinatal care.



CAUTI Prevention Efforts

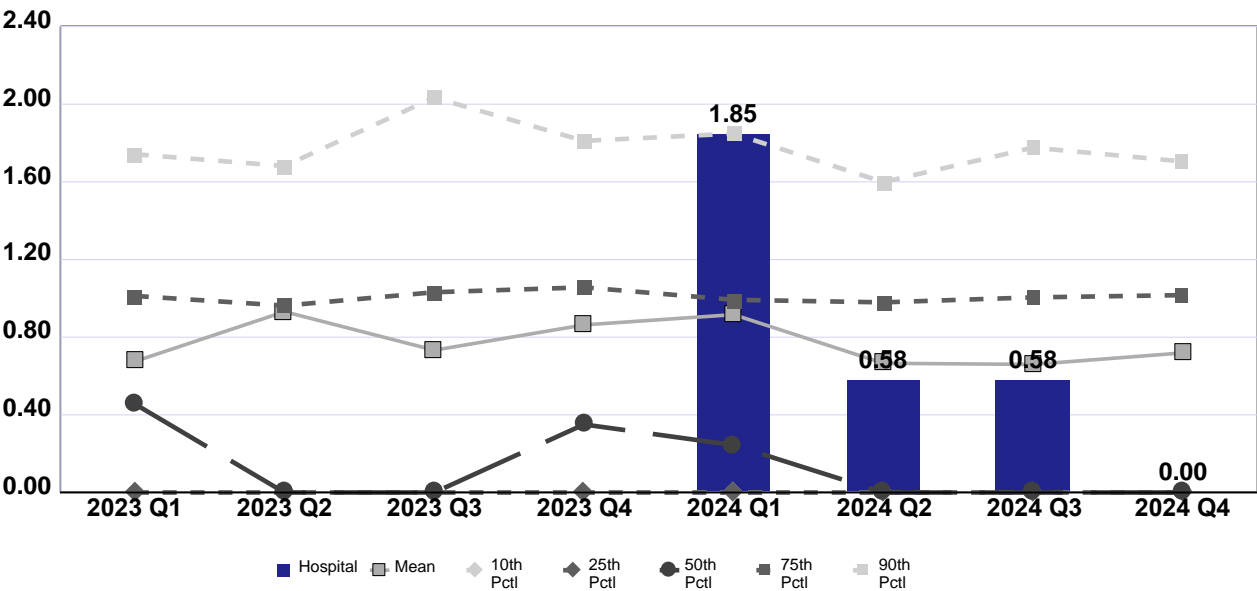
In 2024, our Catheter Standardized Utilization Ratio (SUR) improved, decreasing to 0.687 from 0.732 in 2023. This progress reflects our ongoing commitment to patient safety, infection control, and adherence to best practices for medical device utilization.

The SUR is a key metric in healthcare that measures the use of medical devices such as central lines, urinary catheters, and ventilators. It compares actual device days to predicted expectations, adjusting for factors like facility type and patient population. A lower SUR indicates better alignment with evidence-based practices, reducing the risk of device-associated infections and improving overall patient outcomes.

As part of our indwelling catheter audits, we assess critical compliance measures, including broken TES (tubing and equipment securement), foley securement to the patient, tubing being looped or kinked, the positioning of the GU bag above the bladder or on the floor, proper system labeling and dating, and foley care documentation.

One of the most frequent findings from these audits was noncompliance with dating foley bags. However, our targeted interventions led to an increase in compliance rates from 62% in Q1/Q2 to 77% in Q3/Q4. Additionally, the implementation of EPIC has resulted in a dramatic improvement in foley care documentation, with compliance reaching 89%.

These improvements demonstrate the effectiveness of our auditing process and targeted interventions. They highlight the importance of continuous monitoring, staff education, and process optimization in maintaining high standards for patient safety and infection control. Moving forward, we will continue refining our strategies to sustain progress and further enhance patient outcomes.



Quarter	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	Average
Hospital-Unadjusted Measure	No Data	No Data	No Data	No Data	1.85	0.58	0.58	0.00	0.75
Mean	0.68	0.93	0.73	0.86	0.92	0.67	0.66	0.72	0.77
Standard Deviation	0.92	5.41	1.27	2.90	5.58	1.69	1.17	1.20	2.52
10th Percentile	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
25th Percentile	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
50th Percentile (Median)	0.46	0.00	0.00	0.35	0.24	0.00	0.00	0.00	0.13
75th Percentile	1.01	0.96	1.03	1.06	0.99	0.98	1.01	1.02	1.01
90th Percentile	1.74	1.68	2.03	1.81	1.85	1.60	1.78	1.71	1.77
# Hospitals	448.00	453.00	456.00	450.00	456.00	434.00	429.00	417.00	442.88

# Falls Prevention Pilot

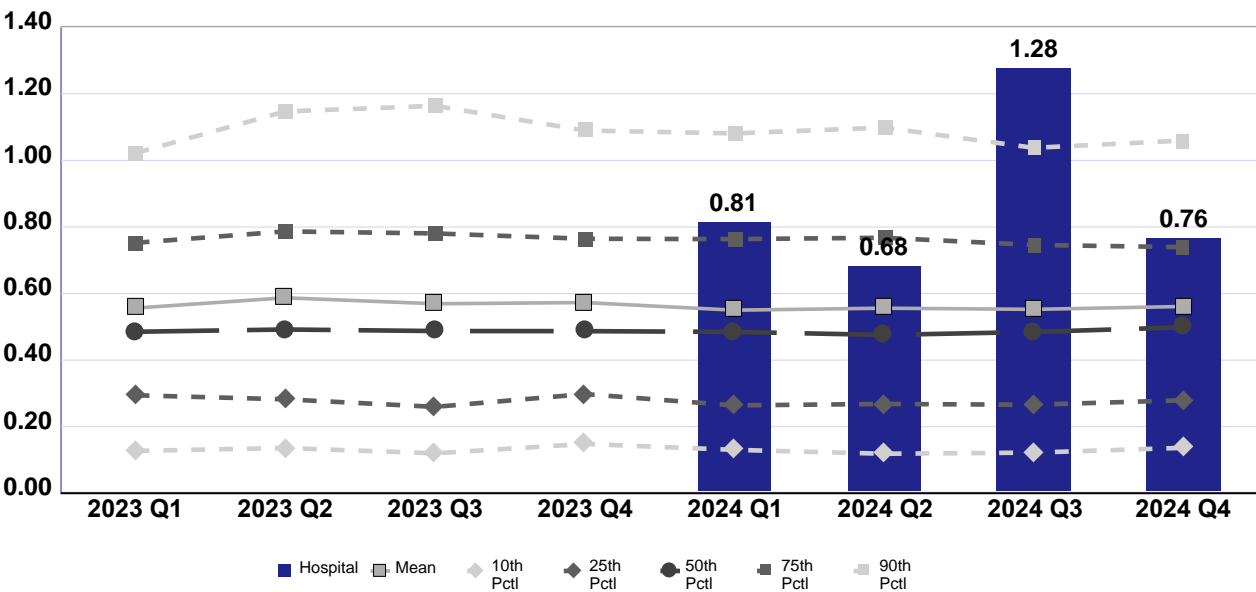
Launched in late 2024, the Falls Prevention Pilot on 7 Tower is a proactive initiative aimed at enhancing patient safety and reducing fall incidents. This program will continue into 2025, integrating multiple strategies to improve awareness and prevention efforts.

Key components of the pilot include utilizing whiteboards in nursing stations and patient rooms to highlight ambulation recommendations, fostering collaboration between Therapy and Nursing during multidisciplinary reviews (MDR), and placing fall signs on patient doors for easy staff recognition. A strong emphasis has also been placed on post-fall huddles and root cause analysis to identify opportunities for improvement.



Additionally, plans are in place to implement a Falls Prevention Toolkit, pending approval. The initiative also introduces a Falls Risk Agreement and prominently displayed call bell signs in every room with the message: "Call, please don't fall."

Feedback and data are being actively collected and will be communicated to the Falls Committee and Nursing Excellence Council to assess effectiveness and identify areas for improvement. Based on findings, impactful measures will be incorporated across all nursing units to further strengthen fall prevention efforts hospital-wide.



Quarter	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	Average
Hospital-Unadjusted Measure	No Data	No Data	No Data	No Data	0.81	0.68	1.28	0.76	0.88
Mean	0.56	0.59	0.57	0.57	0.55	0.56	0.55	0.56	0.56
Standard Deviation	0.40	0.44	0.42	0.41	0.40	0.39	0.40	0.39	0.41
10th Percentile	0.13	0.14	0.12	0.15	0.13	0.12	0.12	0.14	0.13
25th Percentile	0.29	0.28	0.26	0.30	0.26	0.27	0.27	0.28	0.28
50th Percentile (Median)	0.49	0.49	0.49	0.49	0.48	0.48	0.48	0.50	0.49
75th Percentile	0.75	0.79	0.78	0.76	0.76	0.77	0.75	0.74	0.76
90th Percentile	1.02	1.15	1.16	1.09	1.08	1.10	1.04	1.06	1.09
# Hospitals	519.00	521.00	519.00	513.00	519.00	497.00	492.00	475.00	506.88

# Sepsis

Our team continues to work collaboratively with FMOL, our Epic community connect partner, to refine our sepsis protocols, identify necessary changes to our order sets, and enhance overall compliance with best practices to reduce mortality rates. By streamlining processes and optimizing early recognition and intervention, we aim to drive sustained improvements in patient outcomes.

In January 2024, we reinstated CODE SEPSIS, reinforcing the urgency and standardized approach needed for early sepsis identification and treatment. Further strengthening our efforts, we launched antibiotics in the ED in March, ensuring rapid administration and adherence to core bundle requirements.

While we have made significant progress, we experienced a dip in compliance and outcomes in Q4. This highlights the importance of continuous assessment, process optimization, and staff engagement to maintain momentum. Moving forward, we will focus on evaluating current order sets and protocols to identify areas for improvement, enhancing education and real-time feedback to reinforce adherence to the sepsis bundle, and strengthening interdepartmental collaboration to ensure seamless execution of sepsis interventions.

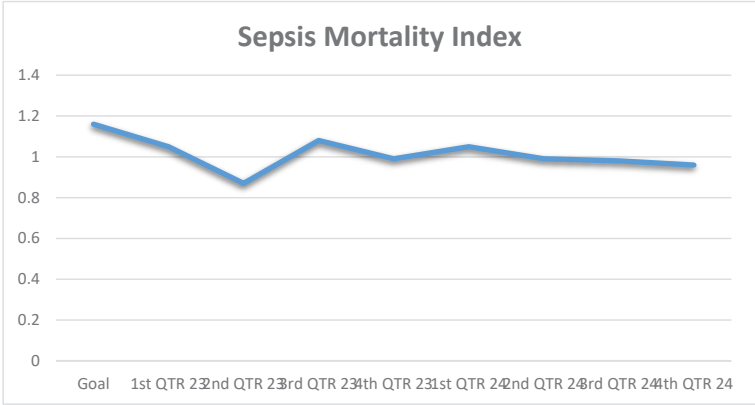
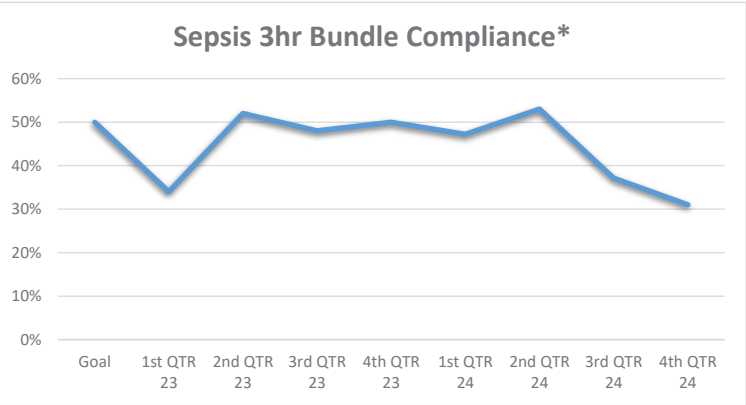
## 2024 Sepsis Compliance Report

Sepsis Bundle Compliance	Qtr 1				Qtr 2				Qtr 3				Qtr 4			
	Jan-24	Feb-24	Mar-24	Qtr 1 Avg	Apr-24	May-24	Jun-24	Qtr 2 Avg	Jul-24	Aug-24	Sep-24	Qtr 3 Avg	Oct-24	Nov-24	Dec-24	Qtr 4 Avg
Use of Sepsis Order Set	52%	60.38%	72.34%	61.52%	60%	71.43%	75.56%	68.99%	75%	73.13%	63.41%	70.52%	38%	20.97%	24.49%	27.87%
Initial Lactic Acid drawn within 1 hour of Time Zero	82%	83.02%	77.78%	80.98%	86%	89.80%	84.44%	86.75%	89%	89.55%	87.80%	88.88%	61%	51.61%	69.39%	60.51%
Blood Cultures Drawn within 1 hour of Time Zero	78%	83.02%	78.72%	79.84%	86%	87.76%	86.67%	86.81%	91%	88.06%	90.24%	89.79%	70%	61.29%	67.35%	66.12%
Administration of Antibiotics within 1 hour of Time Zero	57%	66.04%	61.70%	61.63%	60%	73.47%	68.89%	67.45%	73%	64.18%	78.05%	71.81%	49%	48.39%	44.90%	47.32%
Administration of crystalloid fluids when indicated	30%	61.54%	85.71%	59.08%	78%	55.56%	53.85%	62.39%	57%	53.33%	40.00%	50.16%	40%	43.75%	7.14%	30.30%
3-hour Bundle Compliance	32%	56.60%	57.45%	48.73%	56%	68.00%	59.09%	61.03%	66%	55.22%	60.98%	60.76%	34%	32.26%	26.53%	31.00%
Repeat Lactic Acid drawn within 3 hours if > 2	65%	45.16%	68.97%	59.78%	59%	84.85%	75.00%	72.82%	75%	83.33%	60.87%	73.07%	63%	50.00%	76.47%	62.99%
Repeat volume status tissue perfusion assessment by provider	40%	41.67%	42.86%	41.51%	38%	40.00%	75.00%	50.83%	100%	100.00%	100.00%	100.00%	100%	100.00%	100.00%	100.00%
6-hour Bundle Compliance	48.00%	37.50%	55.56%	47.02%	45.71%	66.67%	73.08%	61.82%	73.33%	83.33%	65.00%	73.89%	74.07%	54.55%	76.47%	68.36%

## Sepsis Reporting through Q4

	Goal	1st QTR 23	2nd QTR 23	3rd QTR 23	4th QTR 23	1st QTR 24	2nd QTR 24	3rd QTR 24	4th QTR 24
Sepsis 3hr Bundle Compliance*	50%	34%	52%	48%	50%	47%	53%	37%	31%
Sepsis Mortality Index	1.16	1.05	0.87	1.08	0.99	1.05	0.99	0.98	0.96

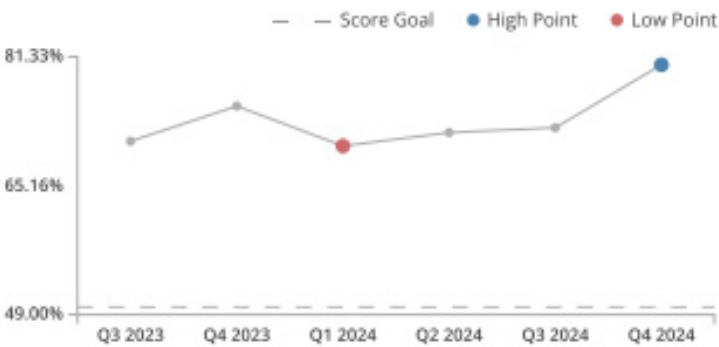
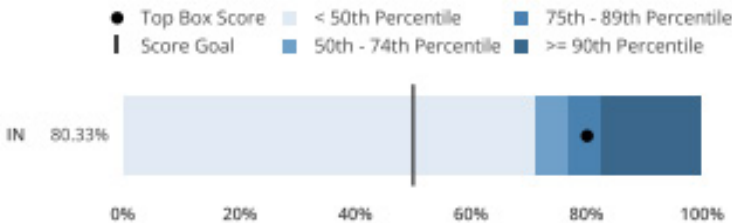
\*Sample size reported to CMS (see MEDISOLV report for sample size info)



# Patient Experience Score Card

## Service Line Performance ⓘ

CAHPS Rate 0-10



n	61
Top Box Score	80.33%
Score Goal	50.00%
Percentile Rank	84

Time Period	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024
n	188	173	201	213	185	61
Top Box Score	70.74%	75.14%	70.15%	71.83%	72.43%	80.33%
Percentile Rank	51	70	53	52	57	84

## Section Performance ⓘ

SORT BY  SELECT

▲ Positive ▼ Negative

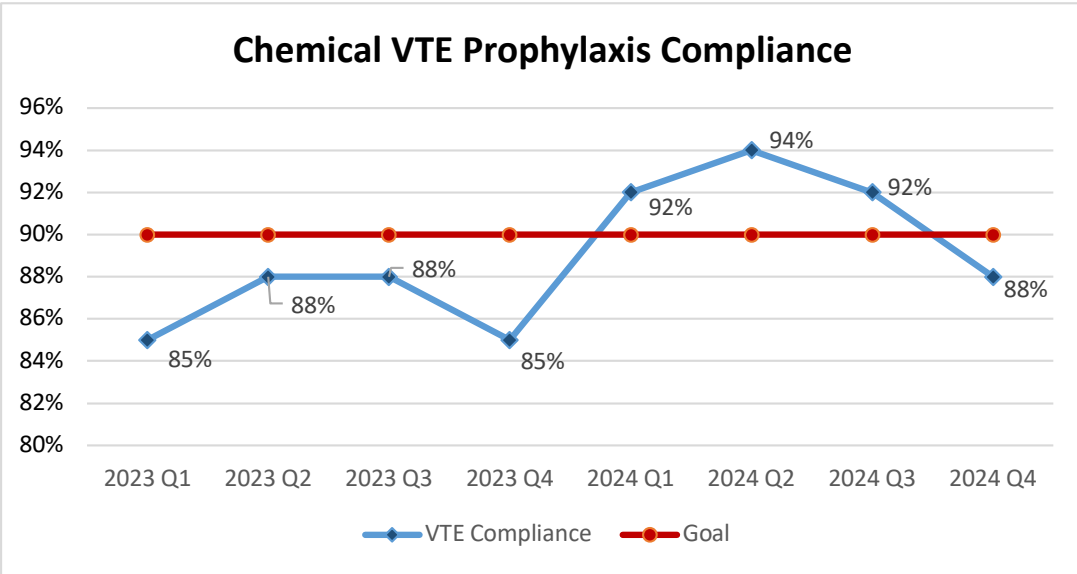
Survey Type	Section	Current n	Current Period (Q4 2024)	Previous Period (Q3 2024)	Change	
CAHPS	Comm w/ Nurses	61	81.42%	78.12%	3.31%	▲
CAHPS	Response of Hosp Staff	53	70.22%	61.11%	9.12%	▲
CAHPS	Comm w/ Doctors	61	92.30%	82.84%	9.47%	▲
CAHPS	Hospital Environment	61	67.18%	68.74%	-1.56%	▼
CAHPS	Comm About Medicines	39	72.50%	61.01%	11.49%	▲
CAHPS	Discharge Information	59	86.44%	86.46%	-0.02%	▼
CAHPS	Care Transitions	61	59.46%	59.70%	-0.24%	▼



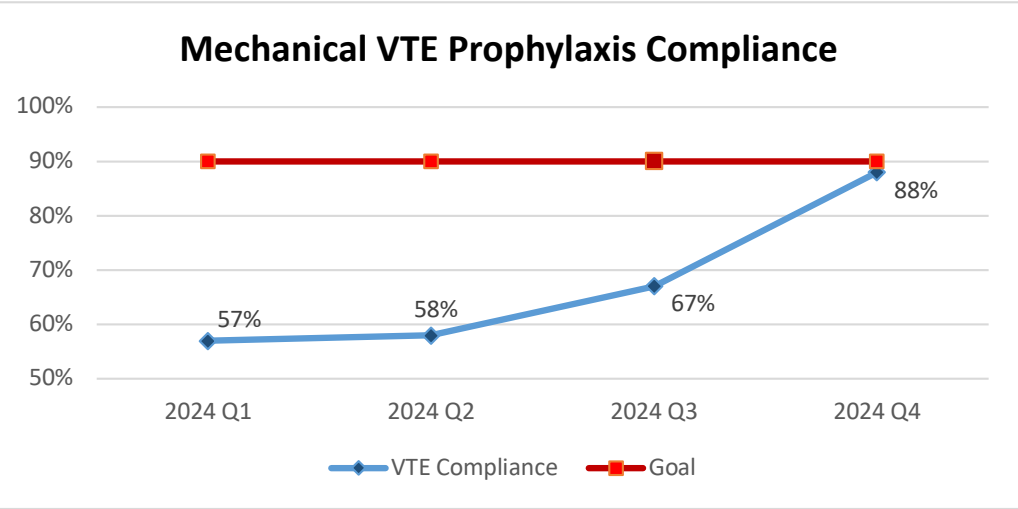
# Trauma Program Performance Improvement

## VTE Prophylaxis Compliance in Trauma Patients

Venous thromboembolism, including deep vein thrombosis (DVT) and pulmonary embolism (PE), is a potentially preventable complication after trauma. Patients enduring trauma are a population that is at high risk for venous thromboembolism (VTE) and therefore, early, aggressive thromboprophylaxis is imperative with the risk of VTE rising sharply if treatment is delayed beyond 72 to 96 hours.



There was a noted inconsistency in the ordering and timing of initiation of chemical VTE prophylaxis in admitted trauma patients. In quarter 1 of 2024, a VTE prophylaxis order set was added to every admission order set in an effort to increase ordering of chemical prophylaxis on admission hospital wide. With the initiation of the order set as well as hospital wide nursing education outlining the importance of prophylaxis, compliance increased to 94%. There was a dip in compliance in quarter 4 of 2024 which has been attributed to our transition to Epic documentation and changes in order sets. This will continue to be tracked in 2025 to ensure we are maintaining compliance of at least 90%.

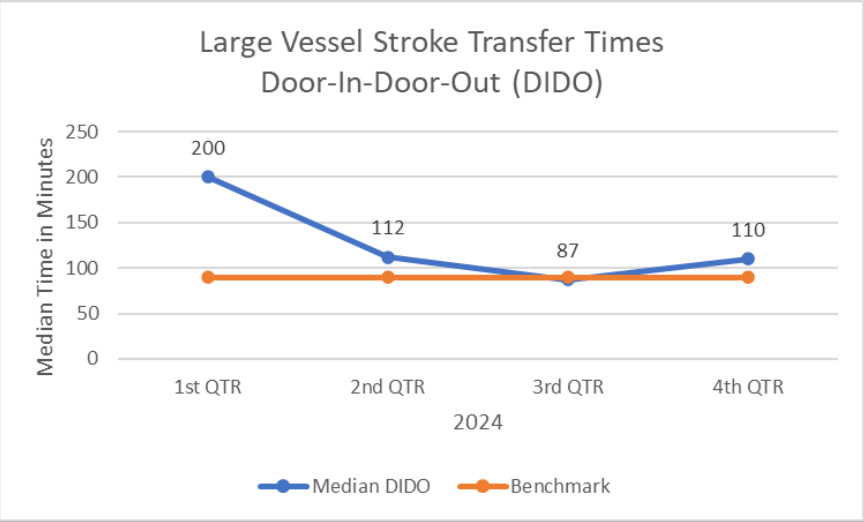


After beginning in depth reviews of the appropriateness of VTE prophylaxis in admitted trauma patients, it was also noted that compliance with both placement of SCDs and documentation of SCDs placement was lacking. Real-time one on one coaching and education as well as house-wide education at the Education Fair increased our compliance up to 88% in quarter 4 of 2024.

Even with the progress made, there is still room for growth and VTE prophylaxis compliance will continue to be tracked by the trauma department in 2025. The trauma program will continue to assess and identify processes that could be optimized to better serve our patients.

# Door-In-Door-Out time for Large Vessel Stroke Transfers

Timely treatment in large vessel occlusion (LVO) stroke is critical to improving outcomes for patients. Door-in, door-out (DIDO) times—the interval from a patient’s arrival at the hospital to transfer to a specialized treatment facility—are a key metric in stroke care. Rapid treatment can significantly reduce the risk of disability and increase the chances of a favorable recovery. Adhering to strict DIDO times ensures that patients receive the necessary interventions, such as mechanical thrombectomy, without delay. Fast action not only saves brain tissue but also gives patients the best possible chance for a positive outcome.



Interfacility transfers for large vessel stroke patients can be challenging to execute in a timely manner for several reasons. Logistically arranging multiple teams such as EMS/Helicopters, completion of appropriate tests, and acceptance at a receiving facility can take time and often introduces delays.

The lengthened DIDO times in the 1st quarter of 2024 were identified, and a Performance Improvement project was created with a goal to decrease median DIDO times by at least 45 minutes by the 2nd Quarter of 2024. The key focus of the PI project was on early AIR activation for patients who had positive LVO scores as well as decreased decision to transfer times.



# Community

## SWLA SANE/ SART Program Forensic Nursing

The LCMHS Sexual Assault Nurse Examiner (SANE) nurses are deeply involved in community initiatives as active members of the Alliance Against Human Trafficking in Southwest Louisiana and the Sexual Assault Response Team (SART). Last year, the program educated over 2,400 community members, significantly raising awareness about human trafficking and sexual assault.

As part of their outreach, SANE nurses have worked to educate staff at hospitals across the region, participated in health fairs at local high schools, and hosted a two-day Human Trafficking workshop. They have also provided education to the Office of Public Health staff and engaged with pediatric clinics throughout the area. Additionally, the team presented at the Trauma Symposium hosted by LCMHS, partnered with the Louisiana District Attorneys Association to provide human trafficking training for law enforcement officers, and collaborated with local law enforcement departments. They have also supported the Louisiana National Guard's Sexual Assault Prevention and Response Program.

Through these ongoing efforts, the SANE nurses play a vital role in supporting survivors of sexual assault and human trafficking. At the same time, they continue to enhance their professional expertise and make valuable contributions to the health and well-being of the community.



## Student Nurses Association Week

Nurses from LCMHS ED joined in celebrating Student Nurses Association Week by offering a warm welcome to participants. Tori Nash, Jarrett Constance, and Caitlyn Young provided morning snacks and shared insightful information about the experience of working as an emergency department RN. Their contributions helped highlight the vital role of nurses in the fast-paced, critical environment of the ED.

## Hearti Gras

Hearti Gras events, sponsored by The Foundation, bring together fundraising and education throughout Heart Month in February to support the Heart Fund and further The Foundation's mission. In addition to raising critical funds, nurses from across the organization take this opportunity to educate the community on essential heart health topics.

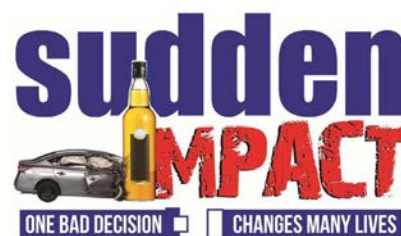
In 2024, Hearti Gras featured 10 speakers who presented to 489 attendees at various community locations and businesses. Topics included Stroke 101, Recipe for Heart Health, Hands-Only CPR, Stop the Bleed, and Exercise is Medicine. Through these efforts, Hearti Gras continues to make a meaningful impact by promoting heart health awareness and lifesaving education.



## Sudden Impact

Sudden Impact is a vital program dedicated to reducing fatalities caused by the leading cause of teenage deaths—distracted and impaired driving. The LCMHS Trauma Program has been actively involved in this initiative for several years, working to educate and empower young drivers. In 2024, the trauma team engaged approximately 120 high school students through powerful mock crash presentations, emphasizing the real-life consequences of unsafe driving.

Additionally, they provided tours of the emergency department and trauma center to 280 students and 12 teachers and administrators, offering firsthand insight into trauma care. Sudden Impact continues to deliver compelling, real-world education to help save lives.



# Stop the Bleed

Stop the Bleed is a lifesaving education program that equips individuals with the skills to take action in an emergency and save lives. As part of the LCMHS Injury Prevention Program, this initiative provides essential training to both community members and medical professionals. Participants learn critical techniques such as how to apply a tourniquet and pack a wound—skills that can make a life-or-death difference when responding to car accidents, injuries, or other traumatic events.



In 2024, LCMHS conducted 10 official Stop the Bleed classes, training 350 participants, along with numerous community sessions that reached hundreds more with valuable bleeding control education. By empowering individuals to act quickly and effectively, Stop the Bleed plays a vital role in improving survival rates and enhancing community safety.



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# NICU Reunion

The Annual NICU Reunion, started three years ago with the support of our foundation, continues to be a heartwarming tradition. This special event welcomes all NICU families, no matter how old their child is, creating a space for connection, celebration, and reflection. The first hour is reserved for babies under one year old, providing a quiet and intimate setting for our newest graduates.

In addition to the reunion, we bring holiday joy to our tiniest patients with a special visit from Santa. Each year, Santa stops by the NICU and Well-Baby Nursery, ensuring that every baby in the hospital has the opportunity to take their very first picture with Santa, creating cherished memories for families during the holiday season.



## Oncology Nursing Society

The Lake Area Oncology Nursing Society hosted its 8th annual vendor fair on April 11, 2024, at the Magnolia House Event Center, embracing a vibrant luau theme. The event welcomed 25 vendors from various oncology-related drug and product companies, who provided valuable education to nurses, physicians, nurse practitioners, and pharmacists. The evening was filled with laughter, fun, and camaraderie, highlighted by exciting door prizes that added to the festive atmosphere.

The Oncology Nursing Society (ONS), a nationally recognized organization celebrating its 50th anniversary, was founded by a group of nurses who saw the need to support and elevate their profession. In 2008, a dedicated group of oncology nurses from LCMHS established the local ONS chapter, which has since grown into the Lake Area Oncology Nursing Society. Today, the chapter boasts 46 members from across Southwest Louisiana. The group meets monthly to engage in educational sessions, enjoy good food, and foster fellowship among members, continuing to support the advancement of oncology nursing in the region.



## Camp Blue Bird

Camp Blue Bird, a special retreat for adults living with cancer, was held from May 9-11, 2024, at the St. Charles Retreat Center in Moss Bluff, LA. This year's camp embraced a "Hollywood" theme, providing a vibrant and uplifting atmosphere for all attendees. The camp's purpose was to offer a supportive environment where participants could listen, learn, and share experiences as they navigate life with cancer. It provided an opportunity to gain valuable suggestions for adjusting to life after a cancer diagnosis, along with tips for both giving and receiving family support.



Throughout the weekend, the camp focused on addressing a range of important topics. Attendees received information on how to meet non-medical needs, answered medical concerns, and learned about various treatments and their side effects. The camp also offered valuable nutritional information to help manage well-being during cancer treatment. In addition, participants had the chance to engage in creative outlets through arts and crafts, which provided a therapeutic way to express emotions and connect with others.

The camp's schedule was filled with fun and meaningful activities, including a lively Dance/Karaoke Party, craft sessions, and inspiring speakers who shared their knowledge and personal stories. Reflective moments throughout the weekend allowed campers to pause and connect with one another, creating a strong sense of community and support.

Camp Blue Bird continues to be a cherished event, providing attendees with not only educational resources but also opportunities for personal reflection, fun, and the invaluable support of a community of people who understand the challenges of living with cancer.

## Stroke Recognition and Response Course

The Stroke Recognition and Response Course is designed to enhance the ability of healthcare providers to rapidly identify and effectively manage patients presenting with signs and symptoms of acute stroke. This comprehensive training equips participants with the necessary knowledge and skills to improve stroke outcomes through timely recognition and intervention.

The course includes an in-depth discussion of the differential diagnosis of stroke, focusing on distinguishing stroke from other neurological conditions. Participants will learn to quickly recognize the five major stroke syndromes and will receive specialized training in the use of the BEFAST (Balance, Eyes, Face, Arms, Speech, Time) and VAN (Vision, Aphasia, Neglect) exams—two essential tools for stroke assessment. Additionally, the course provides education on the administration and clinical considerations of thrombolytic therapy in acute ischemic stroke patients.

This training incorporates interactive discussions, hands-on workshops, and case-based scenarios to ensure a practical and immersive learning experience. Through these methodologies, healthcare professionals will refine their skills in stroke syndrome identification, appropriate disposition, and critical decision-making regarding patient management.

All nurses and medics from Region 5 were invited to participate in this vital training initiative. The course was conducted in collaboration with the Louisiana Emergency Response Network (LERN), reinforcing a collective effort to enhance stroke care and emergency response within the region.



# Legends in Nursing

## Joan Kershaw

For nearly four decades, Marilyn Joan Kershaw has been a pillar of excellence, dedication, and compassion in the nursing profession. Since beginning her career at Lake Charles Memorial Hospital in 1986, she has touched countless lives across multiple critical care units. Starting in the NICU before transitioning to the Adult ICU and ultimately finding her home in the PICU, Joan has provided unwavering care to patients of all ages.

Her commitment to professional growth is evident in her achievements, holding both her Pediatric Certification and Pediatric CCRN, as well as previously earning her Adult CCRN. Beyond her exceptional bedside care, Joan has been a mentor and educator, shaping the next generation of nurses as an adjunct faculty member for McNeese State University's BSN clinical program and precepting countless senior nursing students.

Joan's legacy is not just in the knowledge she has shared or the certifications she has earned—it is in the lives she has touched, the colleagues she has inspired, and the lasting impact she has made on the nursing profession. She is more than a nurse; she is a true legend whose dedication will be felt for years to come.



## Vickie Fontenot

Some people choose nursing, while for others, nursing seems to choose them. Following a tragic accident that left her son paralyzed, Vickie became his caregiver. This experience inspired her to pursue a career in nursing. After years of working as a hair stylist, Vickie enrolled in nursing school and became a registered nurse.

Vickie began her RN journey on 5 Tower before finding her true passion in enterostomal therapy. As a wound care nurse, she touched countless lives—patients, nurses, nursing students, and therapists alike. Always willing to assist others, she brought knowledge, compassion, and dedication to every person she encountered. Her expertise in wound care and her deep commitment to providing high-quality care made a lasting impact on those around her.

In 2024, Vickie retired from LCMHS, leaving behind a legacy of kindness, mentorship, and excellence. Though she may have stepped away from the hospital, she will forever be known as Mrs. Vickie, the wound care nurse—a true legend in nursing whose influence will be felt for years to come.



## Tammy Vincent

For more than 30 years, Tammy has been a steadfast advocate, leader, and compassionate caregiver in the nursing profession. Her extensive experience extends beyond clinical expertise—she embodies professionalism, resilience, and an unwavering commitment to treating every individual with dignity and respect. Her calm and composed demeanor in the most challenging situations has made her a trusted resource, not only for patients but also for her colleagues in the Emergency Department, who seek her guidance and expertise.

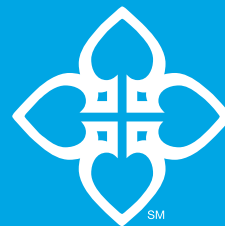
Tammy's greatest legacy lies in her tireless work as the founder of the Southwest Louisiana Sexual Assault Nurse Examiner (SWLA S.A.N.E.) program. For the past 25 years, she has dedicated herself to providing forensic medical exams and compassionate care for victims of sexual assault, domestic violence, and child physical abuse. Under her leadership, SWLA S.A.N.E. has provided care to more than 3,500 victims—nearly half of whom are under the age of 19—ensuring that no one is turned away, even beyond the five-parish region of Calcasieu, Cameron, Beauregard, Jeff Davis, and Allen Parishes.



Her influence extends far beyond direct patient care. Tammy has been instrumental in raising awareness about sexual violence and human trafficking, working closely with the Children's Advocacy Center and Rape Crisis Outreach to ensure victims receive the highest level of care. Her leadership in the Sexual Assault Response Team (SART) has strengthened multidisciplinary collaboration, improving response efforts across the region. Recognized for her expertise and dedication, she was appointed to the Attorney General's Sexual Assault Oversight Commission by Rep. Stephen Dwight, now District Attorney for Calcasieu Parish. Through this role, she played a pivotal part in establishing statewide protocols for SANE programs and the standardization of forensic evidence kits, shaping the future of sexual assault response in Louisiana.

Tammy's impact on Southwest Louisiana is immeasurable. Her passion, leadership, and unwavering dedication to victims of sexual assault have transformed lives, strengthened advocacy efforts, and set a gold standard for forensic nursing. Her legacy as a true nursing legend will continue to inspire and guide future generations of nurses, ensuring that every victim receives the care, respect, and justice they deserve.

2024



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