

# 2024 Nursing Annual Report

# Better Together



**Providence**  
Holy Family Hospital



# 2024 Nursing Annual Report

## Contents

Mission.....	3
Letter from the Chief Nursing Officer.....	4
Nursing Strategic Plan.....	5
Statistics of Interest & Nursing in the Community.....	6-7
Professional Development and Collaboration .....	8-13
Empowered Decision Making .....	14-17
Inspirational Leadership.....	18
Awards & Recognition.....	19-21
Exemplary Professional Practice & Outcomes .....	22-26
Evidence-Based Innovation.....	27
On the Horizon – The Future at PHFH .....	28

### Mission Reflection:

Molly Toner, BSN, RN, MEDSURG, Medical Oncology

In our current world, division runs rampant. Everyone holds their belief systems dear, and in today's world it's commonplace to defend those beliefs vociferously.

However, within the walls of this hospital, those lines of division begin to fade. Each patient is facing a crisis of some kind and is reliant on the caregiver. Each caregiver is called to care for their patients, regardless of who they are. The lines of division no longer seem as important when working within the context of life, the passage of time, and mortality. When patients can see the kindness of their caregivers, and caregivers can see the humanity of their patients, we realize that the things that divide us are not as significant as they sometimes seem. The gap is not unbridgeable, the differences are not insurmountable. Our humanness connects us more than anything else.



Every day, we care for people who others might deem "unworthy" or "undeserving." Every day, patients accept care from caregivers that they might fundamentally disagree with on any given topic. But within these walls, the only thing that matters is excellence in patient care. Dignity for every single patient we encounter, as we recognize that they are every bit as human as we are. Broken, flawed, imperfect people deserving of compassion. Every single patient is worthy and deserving and we often realize that it's the most difficult patients that need the most grace. Every day, we see the best and the worst in people. We see people triumph, we see people succumb. Every day, we see a microcosm of society, the full scope of the human experience within these walls, and we're all reminded that despite our varying outlooks, we're really not all that different at all.



# 2024 Nursing Annual Report

## Message from Adam Richards, PHFH Chief Nursing Officer



### Providence

### Vision

“Health for a better  
World”

### Providence

### Promise

“Know me, care for  
me, ease my way”

### Providence

### Core Values

Compassion

Excellence

Dignity

Integrity

Justice

Letter from the CNO,

I am blessed and humbled to serve as the Chief Nursing Officer for Holy Family Hospital. Each year that passes I am in awe of the work accomplished every day. As we work to meet our mission to “serve all, especially the poor and the vulnerable” I reflect on the achievements of last year as evidence of how we cared for our patients.

As we wrap up 2024 there are so many things to look back at and celebrate. To begin, Holy Family showed incredible growth in so many of our services. We increased our admissions by 5% (~300 admissions), our ED volume grew 4% (~1500 visits), our surgical/procedural cases increased by over 800- which equated to us serving more patients than we have ever served before!

As hospital volumes increased, we also saw remarkable quality improvement.

- The Progressive Care unit achieved Silver Status for the Beacon Award
- Intensive Care Unit was re-designated as a Silver Status Beacon Award winner
- We reduced falls in the hospital nearly 40%, resulting in nearly 60 less fall events in 2024, and 30% reduction in falls with injury
- Holy Family (as a hospital) went over six months without a CAUTI, and PCU celebrated 4 years without a HAPI

### **THESE ARE INCREDIBLE ACHIEVEMENTS!!!!**

Holy Family also made several key investments in infrastructure to support our growth and advancement. The Surgical Unit innovated with a new model of care. “Co-Caring” was introduced as a new team approach to care, integrating a virtual nurse into the team. A significant investment in technology as well as personnel was committed to support this new and innovative model. We also began the Sterile Processing modernization project (\$4.7M), replaced a main hospital chiller (\$3M), purchased two bariatric stretchers (\$60k), and upgraded our HVAC controls system (\$2.4M). These investments support our growth

To summarize, our team at Holy Family did amazing work in 2024. Our progress and growth show our commitment to our mission and caring for the community we serve. I am proud to work with so many incredible people for an organization that supports this important work we do.

Thank you, sincerely, for all you do each day, your CNO

Adam Richards, MBA, BSN, RN



# 2024 Nursing Annual Report

The PHFH Nursing Strategic Plan (NSP) helps to direct our goals to drive nursing and patient outcomes.



**MISSION**  
As expressions of God's healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.



**VALUES**  
Compassion • Dignity • Justice • Excellence • Integrity

## Holy Family Nursing Strategic Plan 2023-2026

*"Strengthening our workforce and caring for our community to provide the best outcomes"*

Empowered Decision Making	Inspirational Leadership	Professional Development and Collaboration	Evidenced Based Innovation
<p>To support participation in shared governance (UBC, PNC, interdisciplinary committees) by:</p> <ul style="list-style-type: none"> <li>• Creating a paid opportunity to participate</li> <li>• Ensuring that time is made available on the schedule for staff to be involved</li> <li>• Encouraging participation through guidance provided during our annual evaluation process and development goal planning</li> <li>• Highlighting successes of these committee's by promoting the outcomes</li> </ul>	<p>To support leadership visibility throughout the hospital by:</p> <ul style="list-style-type: none"> <li>• Maintaining and increasing accessibility to our leaders</li> <li>• Being present and approachable</li> <li>• Through mentorship</li> <li>• Having authentic relationships with our caregivers</li> <li>• Promoting culturally sensitive and inclusive interactions</li> </ul>	<p>To promote growth and development opportunities for our caregivers by:</p> <ul style="list-style-type: none"> <li>• Supporting reimbursement for certification</li> <li>• Creating financial support for tuition costs and encouraging continuing education</li> <li>• Promoting internal and external educational content</li> <li>• Work with our hospital system in the development of learning opportunities and classes</li> </ul>	<p>To foster the opportunity for caregivers to make a positive change by:</p> <ul style="list-style-type: none"> <li>• Promoting research</li> <li>• Encouraging evidenced based practice</li> <li>• Committing to new evidence</li> <li>• Committing to new technology</li> <li>• Cultivating new ideas</li> <li>• Creating an environment that inspires new models of care</li> <li>• Frequent monitoring and sharing of our key quality metrics</li> </ul>

Created in partnership with all nurses at Holy Family Hospital. 2023

## Ways we carry out the goals of our strategic plan

Empowered Decision Making	Inspirational Leadership	Professional Development and Collaboration	Evidenced Based Innovation
<ul style="list-style-type: none"> <li>• Active promotion and engagement of our unit - based councils</li> <li>• Incorporation of our UBC's with our Professional Nursing Council</li> <li>• Support for participation in the compensation of hours</li> </ul>	<ul style="list-style-type: none"> <li>• Starting each orientation week with introductions to the leadership team</li> <li>• Open door policy for all leaders</li> <li>• Leader rounding at all levels</li> <li>• Active participation in awards and recognition events as well as specialty weeks</li> </ul>	<ul style="list-style-type: none"> <li>• Pathways for reimbursement of certification classes and exams</li> <li>• Active promotion of free opportunities for education, certification and other opportunities</li> <li>• Tuition reimbursement at all levels</li> <li>• Support and awareness of educational opportunities internal and external</li> </ul>	<ul style="list-style-type: none"> <li>• Participation in multiple research studies</li> <li>• Promotion of evidence -based innovation on each unit through unit performance improvement projects</li> <li>• Increased awareness of our quality metrics through our sharing boards</li> </ul>

2024 Nursing Annual Report

About Holy Family Hospital:

Providence Holy Family Hospital (PHFH) was founded by the Dominican Sisters, who in 1945, purchased a 40-acre site in North Spokane, WA for future use as a healthcare ministry to "restore and maintain health, promote wellness, prevent illness whenever possible with a person-centered environment which fosters the healing process." In 1964, the sisters realized this vision and opened Holy Family Hospital (HFH) on the North Spokane site

Today, PHFH has expanded to 197 licensed beds and has continued to keep pace with the changing health needs of the community. In 2024, PHFH expanded and remodeled its Infusion center and initiated a new dialysis service to ensure these vulnerable populations could receive high quality care within the hospital. Additionally, PHFH has added electronic car charging spaces to reduce its carbon footprint and piloted the co-caring model on our surgical orthopedics unit featuring a care team of a registered nurse, virtual registered nurse and a certified nursing assistant to enhance the care of surgical

Table 1. Spokane City Population Served - U.S. Census Bureau	
Spokane Population	229,447
Proportion without health insurance	6.1%
Proportion living below the poverty line	14.6%
Median household income	\$65,745
Proportion of Racial Groups	
White	81%
African American	2.7%
American Indian/Native Alaskan	1.3%
Asian	2.9%
Native Hawaiian/Pacific Islander	0.8%
Hispanic/Latino	7.8%
<a href="https://www.census.gov/quickfacts/fact/table/spokanecitywashington/PST045222">https://www.census.gov/quickfacts/fact/table/spokanecitywashington/PST045222</a>	

Nursing Workforce and Hospital Demographics

2024 Statistics of Interest to Nursing	
Caregivers	1,100
Registered Nurses	559
Licensed Beds	197
Inpatient Admissions	7,193
Emergency Room Visits	43,704
Inpatient Surgeries	1,987
Outpatient Surgeries	7,562
Endoscopy Procedures	6,989
Infusion Visits	16,788
Live Births	1,082
Average Daily Census	123

## 2024 Nursing Annual Report

### 2024 - PHFH Examples of Community Involvement

- Tree of Sharing & Annual Christmas Bureau
- Bloomsday fun run volunteering
- Lidgerwood Elementary – Skills fair, STEAM Fair, teacher appreciation BBQ, art contest, and holiday gift drives
- FMC Safe Sleep, walk and fundraiser



**Elizabeth Gravely, BSN, RN – Holy Family Emergency Department,** volunteered to improve population health and was supported by leadership to improve patient care in our community.

**“I went to India in November 2022, and Aaron [Surgical Manager] supported me by letting me be on unpaid leave for 2 weeks. He’s also helped me multiple times on school projects while I was attaining my BSN in 2022.**

**I received the Hammer Barnes Award for \$1,500 dollars and \$500 for attaining CNE credits outside of Holy Family. I used the total \$2,000 for attending Nurse Con At Sea 2023, where I attended multiple CNE lectures.**

**In March [2024], I will be going to Peru to learn Medical Spanish for one month. I will be attending 7-hour intensive Medical Spanish courses. At the end of each week, I will be practicing the Spanish I learned by participating in community health fairs. Once again, Aaron will be supporting me by allowing me to be on unpaid leave for several weeks.**



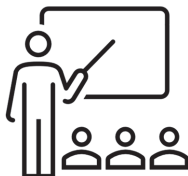
**My work and support in India showed me how to provide culturally sensitive care as a nurse. It also reinforced the idea of how our environment plays a role in our health. The lectures at Nurse Con showed me that medicine isn’t just black and white. People don’t just abuse the typical medications—they’ll also abuse gabapentin, laxatives, and albuterol-medications that we usually don’t suspect. I feel that this knowledge will help me if I do decide to go back to school for a DNP program. I’ll know how to spot patients that are drug seeking, so I won’t prescribe unnecessarily prescribe medications. Additionally, the work I’ll be doing in Peru will allow me to provide care to the poor and vulnerable—which is often only Spanish speaking individuals.”**

# Professional Development & Collaboration

PHFH nurses are supported to attain professional accomplishments such as specialty certification, continued education, and participation in professional nursing organizations. Professional development (PD) is supported via reduced cost baccalaureate degrees, nurse residency programs which support enculturation for new graduate nurses, transition into practice (TIPs) programs to equip new-to-specialty nurses with necessary skills for success, Nurse Manager Leadership Development programs, unit-specific and ministry-wide nursing professional governance committees, support for conference attendance, and tuition reimbursement. In 2024, caregivers were awarded a total of \$129,867 towards education and advanced degrees via the Guild Program.

Here is a snapshot of work the amazing PD team sponsored in 2024:

- Nursing skills sessions for Med/Surg, ED, ICU, FMC, Infusion, PACU, Pre/Post OP departments, and Endoscopy. Held skills review for ER technicians.
- Worked with vendors and leaders to educate on new programs and new equipment such as: Virtual nursing and Alaris PCA.
- Ongoing educational opportunities offered throughout the hospital: Senior CNA program and ongoing expansion across the hospital, Bard IV skills checkoffs and retraining, Code Blue Team Training, ED Triage classes, OB emergency simulations, Blue Band Initiative, Precipitous delivery, Intra Osseous and new equipment for EZ-IO training, pediatric simulations, ENPC & TNCC classes, ICU- Neuro Assessment classes with Dr. Lavy which included ICU, ED & PCU staff, MTP & Belmont mock drills.



**Abby Lust MSN, RN, NPD-BC, CMSRN**  
**Tobi Bryan RN, MSN, CCRN, NPD-BC**  
**Karin Kloppel BSN, RN, CCRN, CEN**  
**Chelsea Reilly Stone BSN, RNC-OB**  
**Alison Smock MSN, RN CAPA, NPD-BC**  
**Melissa Robinson PhD, RN**

# 2024 Nursing Annual Report

## Nursing Education and Specialty Certifications

In 2024, 65% of all RNs had a BSN degree or higher and 26.37% of all eligible RNs had specialty certifications.

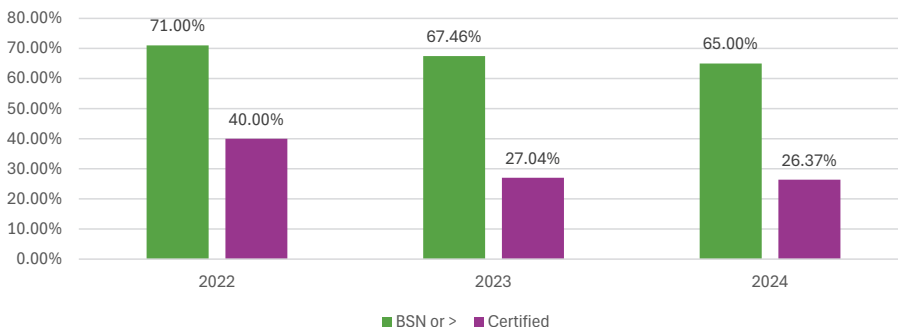
May 2024 Holy Family Hospital Nurse Education and Eligible Certification Rates by Department

Magnet national goals BSN: >80%, Certification >51%



May 2024 Holy Family Hospital Registered Nurse Education Level and Eligible Specialty Certification Rates

Goal : Increase # of BSN Degrees by 0.5% & Eligible Certified RN's by 2% in 2026





## 2024 Nursing Annual Report

### Western Institute of Nursing -Salt Lake City, UT



### AACN National Teaching Institute, Denver, CO



## 2024 Nursing Annual Report

### Magnet Conference New Orleans, LA

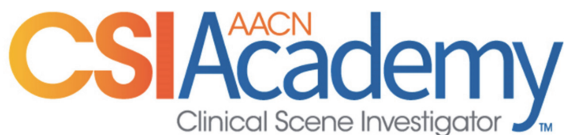
PHFH Nurses: Stephanie Perreiah, Makinzie Knowles, Angie Shemwell, Wendy Strebeck, Deanna Conley, Cindy Zerba, Robert Nolan, Jesse Chapel, Tanner Doyle

Nurses came back inspired, here is what some of them shared.

- Getting to spend time with our team and make connections within Holy Family and hearing the passion from those presenting at the conference was special for Stephanie Perreiah from night shift on the Medical/Oncology unit.
- Preceptor prep rallies was one of the favorite sessions Mackinzie Knowles, RN Float Pool attended. The rallies included quarterly educational sessions for preceptors (pom poms included 🐾). “I did not realize what an honor it is to be in a Magnet hospital in our community”.



## 2024 Nursing Annual Report



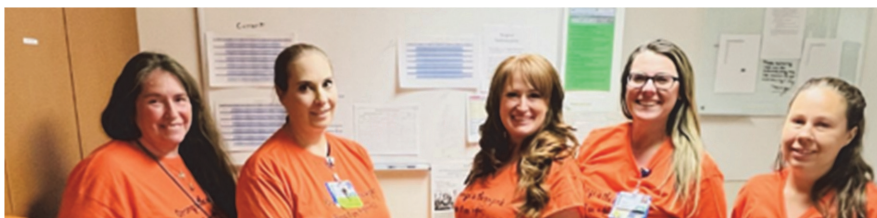
### Healthy Work Environments Go Big Initiative



The American Association of Critical Care Nurses (AACN) & PHFH sponsored 3 units to participate in the CSI Academy. This is an implementation science program aimed at leveraging clinical nurse expertise to impact meaningful change at the unit level. Thank you too all the nurses, coaches, and leaders who participated in the year-long cohort!

#### CSI PACU/SMAU Team:

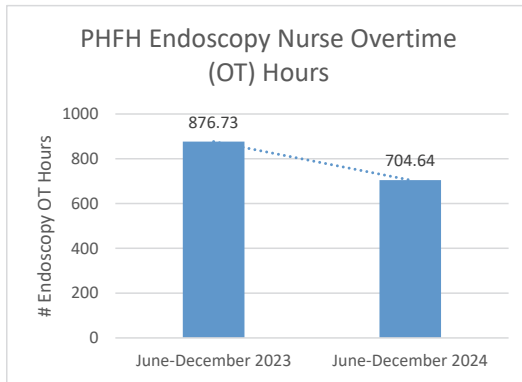
“Orange is the new Pink” – Improving Communication & Collaboration Among Perioperative Departments. Clinical nurses Teresa Wood, RN, Lucy Larsen, BSN, RN, & Trinity Thompson, BSN, RN surveyed their colleagues to understand what changes could be made to their existing interdepartmental report tool. They held a kick-off event to bring awareness of the changes. The team observed a reduction in medication errors after implementation.



## 2024 Nursing Annual Report

### CSI Endoscopy Team:

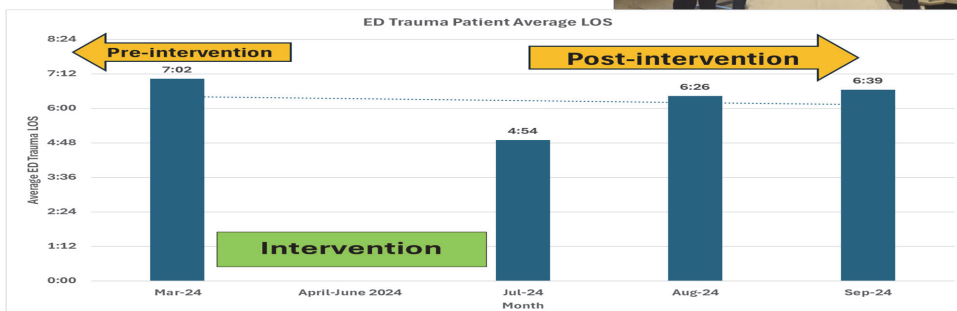
Paula Stenson-Atkinson, BSN, RN & Carin Scott, RN implemented “Homework Before Handoff” – Addressing true collaboration and effective communication to impact length of stay (LOS) & overtime.



### CSI ED Team:

Betty Bowman, MSN, RN, CEN, CPN, Micah Vining, BSN, RN, & Maybelle Smith, BSN, RN, CEN, EMT-P implemented “Take the Trauma out of Trauma” and developed a trauma room, team, educational materials and mini-simulation sessions to improve true collaboration and patient outcomes such as LOS

### HFH Trauma Resuscitation Room





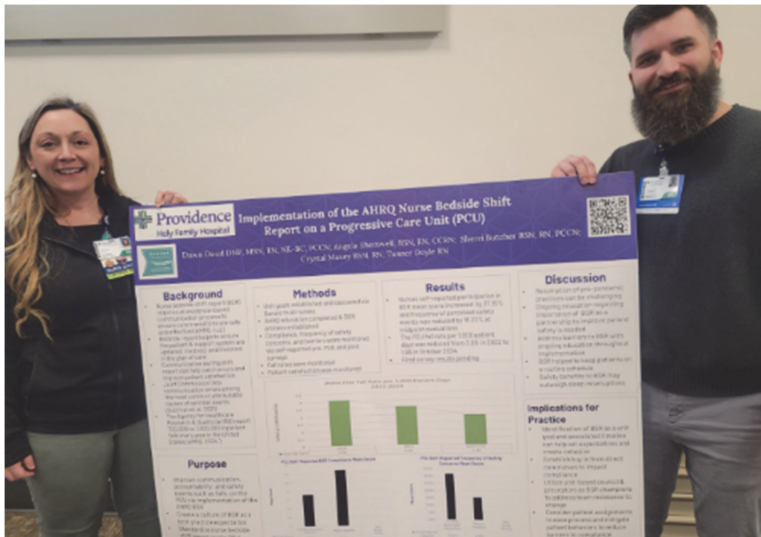
## 2024 Nursing Annual Report

### Empowered Decision Making & Professional Governance Holy Family UBC projects support nursing practice and wellbeing.

#### Medical/Oncology

- HUSH Program- EBP project
- Indians baseball games
- Unit awards & recognition
- Mentorship

#### PCU



- Bedside Shift Report – Reduced falls
- Guardians of the Catheters: CAUTI reduction
- Unit trivia nights
- Summer softball team & unit t-shirts
- Mentorship

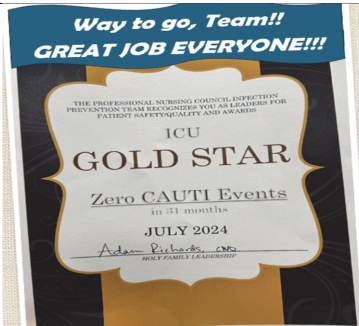
#### Surgical Orthopedics

- Co-Caring Nursing Model: worked to streamline workflows in Epic etc, maximize VRN role, and improve communication
- Unit t-shirts
- CNA badge buddies
- Christmas & summer pool parties



## 2024 Nursing Annual Report

### ICU



- Implemented the Providence Early Assessment Team (PEAT) to improve rapid response call outcomes
- Recognized for zero CAUTI events

### FMC




- Quiet Time -EBP project
- Post partum hemorrhage project
- Fetal Demise Concierge Book
- Unit events and recognition

### ED

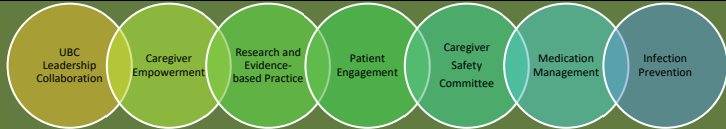
- Education resolution
- Environmental stewardship
- Triage restructuring & provider in triage (PIT)
- Well-being “Care Team” liaison
- Monthly interdisciplinary journal clubs

## 2024 Nursing Annual Report

<b>PACU/SMAU</b>	<ul style="list-style-type: none"> <li>• Patient brochures and preop flyers</li> <li>• Picnic in the park</li> <li>• Employee recognition with a catered lunch from Tomato Street</li> </ul>
<p><b>OR</b></p> 	<ul style="list-style-type: none"> <li>• Reducing Surgical Site Infections (SSI)</li> <li>• Holiday party at the Five Mile Grange and band nights</li> </ul>
<b>Infusion</b>	<ul style="list-style-type: none"> <li>• Exceeded benchmarks in patient satisfaction</li> <li>• Annual Christmas party</li> <li>• Infusion skills fair with 100% attendance</li> <li>• Initiated an Infusion UBC</li> </ul>
<b>Endoscopy</b>	<ul style="list-style-type: none"> <li>• Endoscopy skills fair featuring code blue practice</li> <li>• Initiated Endoscopy UBC</li> </ul>

# 2024 Nursing Annual Report

## PNC 2024



A big shoutout to all those who participated in PNC this year! The councils and committees were active in promoting UBC & professional development resources, patient safety & satisfaction, infection prevention and medication safety, as well as research & EBP.

Professional Nursing Council



Magnet Champions, pictured: Chelsea Stone, Kimberly Stock, Katie Hoffman, Rachel Tommeraasen

### Magnet Champions

Thank you to all those who served as Magnet Champions in 2024. Your presence, ideas, and inspiration are invaluable! Activities champions supported in 2024:

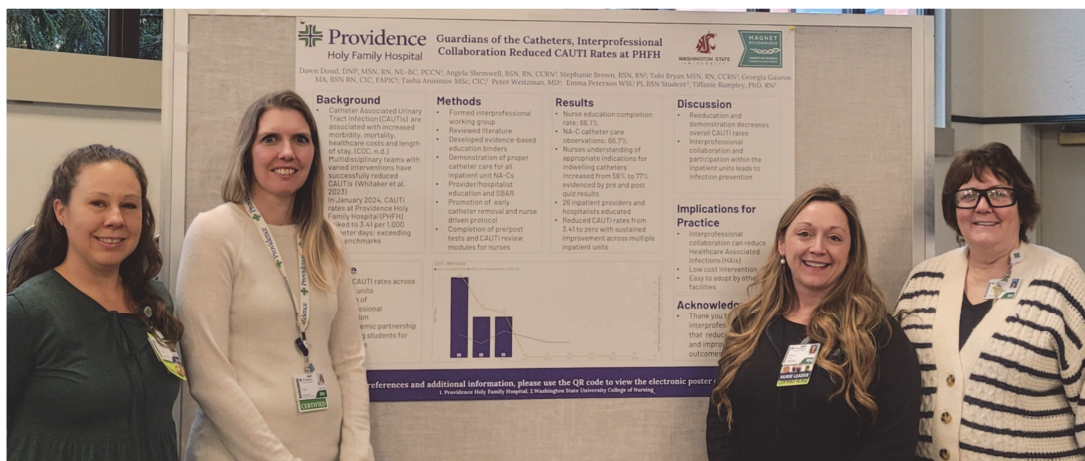
<b>2024</b> <b>Measure of Success</b>	<ul style="list-style-type: none"> <li>Maintain Magnet Champion active members, developed t-shirts for champions, shared Magnet news</li> <li>Gained members from ED and float pool, lost from Endoscopy</li> <li>January 24: Promoted professional governance with trivia candy, fliers, and socks</li> <li>March 24: Certification/BSN trivia, prizes candy</li> <li>May 24: Magnet boards, supported nurses satisfaction survey, 76% participation rate</li> </ul>
------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



# Inspirational Leadership

With the expert leadership of the Chief Nursing Officer (CNO) and our guiding mission, values, and nursing strategic plan, leaders support and inspire nurses at all levels of PHFH. Our CNO supports: Innovation, data to drive change, and advocacy for resources to support best practice.

## Guardians of the Catheters



**A nursing collaborative between multiple units reduced CAUTI rates to zero for multiple consecutive months!**

Thank you,  
Georgia Gauron & Tasha Anisimov - Infection Prevention, Tobi Bryan – Professional development, Dawn Doud – PCU Nurse Manager, Dr. Peter Weitzman – Hospitalist, Katie Hoffman & Stephanie Brown – Acute Care Nurses, Tiffanie Rampley & Emma Peterson – Washington State University partners.

Awards & Recognition

PHFH as an organization honors our nurses and teams for their excellence, professionalism, compassion, and integrity.

Magnet®-recognized	Awards and Recognitions	Outcomes
<ul style="list-style-type: none"><li>•Awarded by the American Nurses Credential Center in 2022</li><li>•Re-designation will occur in 2026</li><li>•Honor bestowed on less than 10% of hospitals across the United States</li></ul>	<ul style="list-style-type: none"><li>•Healthgrades: Patient Safety Award</li><li>•Beacon Awards for PCU &amp; ICU</li><li>•2024 GreenHealth Partner for Change</li><li>•Providence Central Division: Most Improved Falls with Injury</li></ul>	<ul style="list-style-type: none"><li>• High nursing satisfaction</li><li>• High patient satisfaction</li><li>• Improved patient quality outcomes</li></ul>

2024 - Values in Action Winners

This is the highest honor we give at Providence. This annual award celebrates those who display the Providence five core values: Compassion, Dignity, Justice, Excellence, & Integrity.

Congratulations: Ipo Wright - Executive Assistant & Tina Nalbone, RN -Float Pool





## 2024 Nursing Annual Report

### Preceptor Award



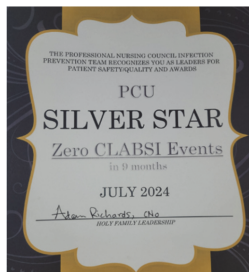
**Spokane Community College Preceptor of the Year Award:** Jennifer Whitworth CST, former graduate of the Surgical Technology program at Spokane Community College, was nominated for and won the Spokane Community College's Preceptor of the Year award. Jennifer graduated in 2017. During her final quarter of the program, she participated in the State Scrub Bowl (Surg Tech knowledge bowl) and won first place! Since then, she has been employed at Holy Family beginning in OB and then to the OR. Congrats on your win Jennifer!!



### AACN Beacon Award - PCU



The PCU was recognized for their dedication to healthy work environments (HWE), caregiver satisfaction scores, quality indicators outperforming national benchmarks and unit milestones such as zero HAPIs for 3 years and a fall rate reduction of 10%, and exceptional leadership culture.



### Daisy Award Winners- 2024

Honoring Extraordinary Nurses

- Quarter 1- Pam Abell- Infusion
- Quarter 2- Shaun Parrish- Medical/Oncology
- Quarter 3- Makinzie Knowles - Float Pool
- Quarter 4- Vincent Farrell - Medical/Oncology

## 2024 Nursing Annual Report

FMC was recognized by Washington State as a center for excellence that supports those impacted by perinatal substance use by adopting best practices.

PHFH was also awarded the Silver Level Safe Sleep certification from Cribs for Kids.



PHFH ED was recognized once again for the amazing care the team provides to stroke patients.



American Heart Association.



American Heart Association.  
Get With The Guidelines.  
Stroke

The American Heart Association and  
American Stroke Association proudly recognizes

**Providence Holy Family Hospital  
Spokane, WA**

Get With The Guidelines® - Stroke GOLD PLUS with Target: Stroke  
Honor Roll Elite and Target: Type 2 Diabetes Honor Roll

Achievement Award Hospital

The American Heart Association recognizes this hospital for its continued success  
in using the Get With The Guidelines® program.

Thank you for applying the most up-to-date evidence-based treatment guidelines  
to improve patient care and outcomes in the community you serve.\*

A handwritten signature in black ink.

Nancy Brown  
Chief Executive Officer  
American Heart Association

A handwritten signature in black ink.

Joseph C. Wu, MD, PhD, FAHA  
President  
American Heart Association

\*For more information, please visit [Heart.org/GWTQQualityAwards](http://Heart.org/GWTQQualityAwards).



## 2024 Nursing Annual Report

### Professional Practice Model (PPM) and Empirical Outcomes



#### Professional Practice Model



PHFH nurses provide exceptional nursing care. Nurses emphasize teamwork, evidence-based practice, autonomy, life-long learning, innovation, and dedication to nursing and patient outcomes. The PPM provides a visual representation of our highest values as a profession.

## 2024 Nursing Annual Report

### Nurse Driven Outcomes

#### 13 of 14 Units at Holy Family Outperformed National Benchmarks in Nursing Satisfaction & Engagement!

##### \*May 2024 RN Satisfaction/Experience

Cohort Specific Comparison	Outperformed: Adequacy of Resources and Staffing?	Outperformed: Autonomy?	Outperformed: Fundamentals of Quality Nursing Care?	Outperformed: Interprofession al Relationships?	Outperformed: Leadership Access and Responsiveness?	Outperformed: Professional Development?	Outperformed: RN-to-RN Teamwork and Collaboration?	# Outperformed
3043 CASE MANAGEMENT VA PHFH SPOKANE BASEMENT	Yes	No	Yes	No	Yes	No	Yes	4 of 7
3043 Emergency Services	3.09 2.98	3.52 3.64	3.97 3.73	3.86 3.91	3.06 3.13	3.61 3.61	4.04 4.04	3 of 7
3043 ENDOSCOPY 1ST FLR	Yes	Yes	Yes	Yes	No	Yes	Yes	6 of 7
3043 FLOAT PERSONNEL BASE	Yes	Yes	3.88 4.01	Yes	Yes	Yes	Yes	7 of 7
3043 IV THERAPY 1ST FLR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7 of 7
3043 MEDSURG 3RD FLR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7 of 7
3043 MEDSURG 4TH FLR	Yes	Yes	No	Yes	Yes	Yes	Yes	6 of 7
3043 MEDSURG ICU 1ST FLR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7 of 7
3043 Nursing Admin	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7 of 7
3043 OBS ACUTE 2ND FLR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7 of 7
3043 OP INFUSION 1ST FLR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7 of 7
3043 Progressive Care 5th Floor	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7 of 7
3043 RECOVERY SVC 1ST FLR	Yes	Yes	Yes	Yes	No	Yes	Yes	6 of 7
3043 SURG AND RECOVER 1ST FLR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7 of 7
3043 SURG GEN 1ST FLR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7 of 7
15 Units Total	14 of 15	14 of 15	13 of 15	14 of 15	13 of 15	13 of 15	14 of 15	14/15= 93%

#### Nurse Feedback



“There is workplace pride here-a sense of belonging to a bigger team than just your own unit, but to Holy Family in general”.

October 2024 - Glint survey: ICU - Barbara Nguyen's Team

#### Patient Feedback



“The Doctor, Nurses, Nurses Aides, not oly worked as a team, but as a family”.

September 2024 – Press Ganey pateint comment: Surgical Orthopedics

# 2024 Nursing Annual Report

## Thoughts on Wellbeing

Advocacy for nurse wellbeing through structures that support work-life balance, growth and development, and encourage involvement all contribute to a healthy work environment.

### Medical Oncology UBC Members-Work Life Balance



“Nurses talked about what work life balance means to them, such as UBC sponsored events like dinner nights outside of work, unit competitions, get to know me boards, and being intentional for example reminding co-workers that they are not obligated to pick up extra shifts” – UBC November 2024

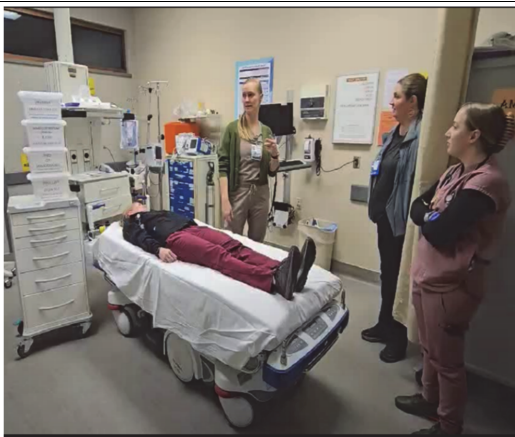
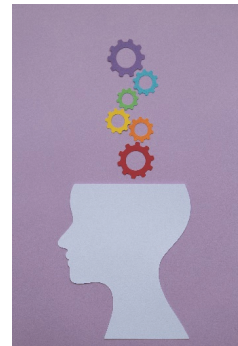
### A message from the COO-Employee Involvement

Hi Stephanie and Makinzie,

I wanted to take a moment to thank you both for the wonderful video you made with Adam. It was fun for me to hear your positivity surrounding the Magnet Conference. The opportunity to meet with thousands of nurses in one meeting is pretty spectacular and motivating. Thank you for sharing your insights and take aways. Please know you are inspiring to others and are empowered to take your learnings and apply them at Holy Family. An “old” nurse like me truly gets inspiration from you. Thank you again.

Susan Scott MPA, BSN, NEA-BC

Chief Operating Officer  
INWA Surgical Services Executive



### Emergency Department Journal Club – Growth and Development

“Journal Club had kind of an organic start. Bradley Alice and I both arrived to Holy Family ER from larger teaching hospitals in which these learning opportunities existed and once we began talking to each other as new employees, we soon realized we'd be willing to start it up ourselves in order for Journal Club to exist.

**Fast forward seven years and 75 Journal Clubs later.....** it's still going strong.

I think our staff love the variety of topics we choose and the learning environment in which we present. They are held in my living room with a royal feast of potluck contributions and this laid back atmosphere encourages great discussion. We have presented on nearly every single emergency department topic you could ever think of from sepsis to cardiac to respiratory to obstetrics to pediatrics to trauma. We've even had a couple of pig lungs on my coffee table! It's a fun evening once a month

where our ER and whichever subspecialty wants to learn with us gets together and improves our practice!

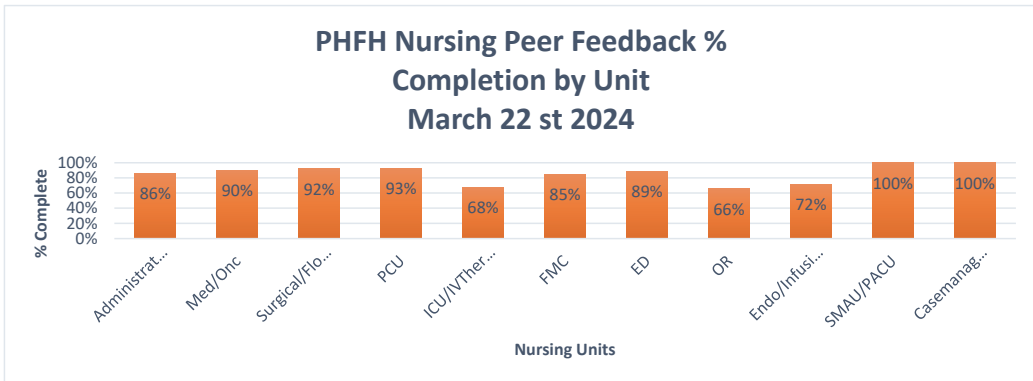
**Love Maybelle Smith, BSN, RN, CEN, EMT-P**



## 2024 Nursing Annual Report

### Peer Feedback

Thank you to every nurse who completed peer feedback in 2024. Your comments and participation are crucial for maintaining high standards for nursing practice and help your colleagues to grow professionally.



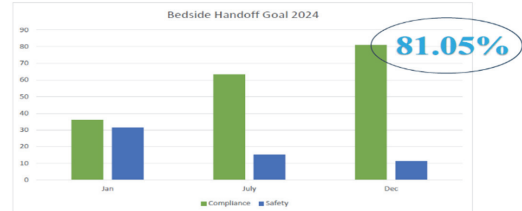
### PCU

Nurses exceeded their unit goal of self-reported compliance with bedside handoff.

### Review of the PCU Performance Goals for 2024...

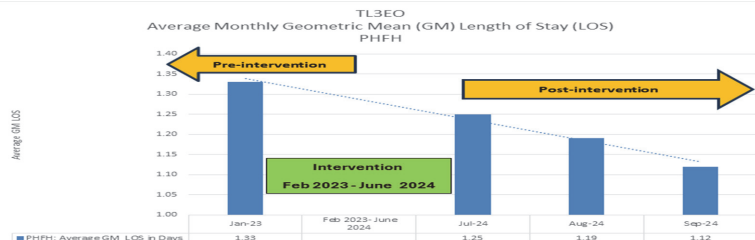
**\*Goal Met\***

Excellent work PCU RN's for meeting your goal of 80% self-reported compliance with bedside handoff!



### Case Management

Nurses worked to reduce LOS on all inpatient units.

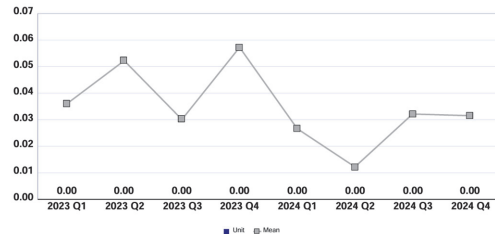


# 2024 Nursing Annual Report

## Operating Room

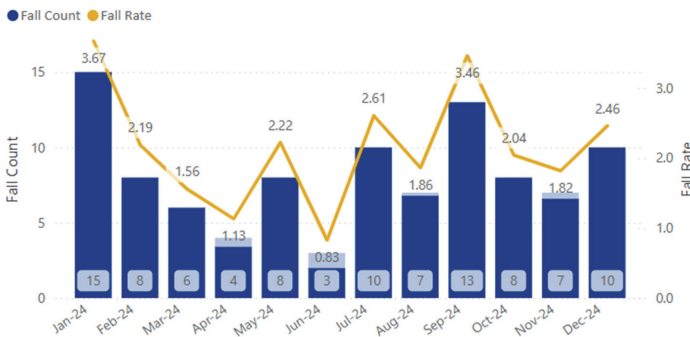
In measuring surgical errors, the Operating Room (OR) has exceeded national benchmarks for 2 years straight!

Providence Holy Family Hospital  
 Compared by: Bed Size  
 Peer Group: Bed Size 100 - 199  
 Unit Type: OR-On call staff after hours  
 Unit: Operating Room  
 Indicator: Periop Clinical Measure Set : Surgical Errors  
 Measure: Surgical Errors per 1,000 Patient Visits/Cases (Lower Better)



Quarter	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	Average
Unit	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Mean	0.04	0.05	0.03	0.06	0.03	0.01	0.03	0.03	0.03

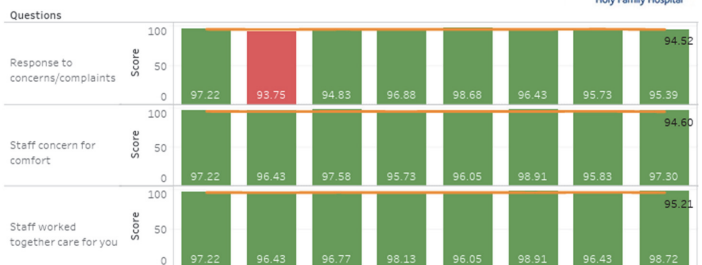
## Fall Rate - PROVIDENCE HOLY FAMILY HOSPITAL



Combined PHFH Inpatient Units: PCU, Medical, Surgical, ICU, FMC, and NICU worked to reduce falls.

The Infusion center at PHFH shines in multiple categories for patient experience.

## Infusion Patient Satisfaction

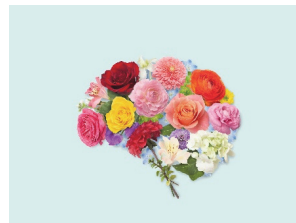


# Evidence-Based Innovation

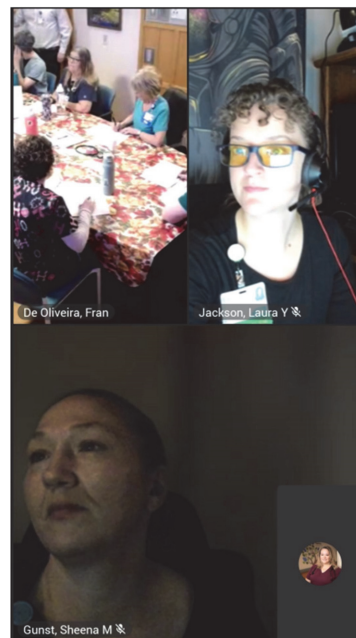
## Nursing Research Fellowship

In 2024, nurses had the opportunity to participate in the Central Division Nursing Research Fellowship. “The nursing research fellowship program was an amazing opportunity to complete each step of the research process with the support and direction of leaders in the field. Being a part of the research from the literature review to dissemination of our findings was a great experience and provided us with the confidence to continue work in nursing research”.

**Alison Smock MSN, RN, NPd-BC, CAPA** - PHFH Perioperative - Professional Development Specialist



- Moral Injury, Moral Resilience, and the Healthy Work Environment Among ICU Nurses: Research disseminated at the *National Teaching Institute* and *Magnet* conferences and was published by the Association for Nursing Professional Development (ANPD) – *NPd In Motion* digital content
- Katrina You, BSN, RN, Float Pool served on the **Nursing Inquiry and Research Council** and as the site principal investigator for the **Nursing Self-Efficacy in EBP Study**
- Surgical Orthopedics began the **Co-Caring Model** which includes an acute care RN, virtual RN, and an expanded Senior NA-C role.



## 2024 Nursing Annual Report

### On the Horizon – Looking to the Future

In 2025, PHFH is looking forward to continuing to support nursing excellence.

- FMC has plans for an inaugural Journal Club
- Tea for the Soul – Wellbeing & chaplain support, Surgical Orthopedics initiative
- 2025 Magnet Roadshow
- Surgical Orthopedics research examining patient experience and the Co-Caring nursing model
- Professional Governance and Intent to Stay (ITS) Among Acute Care Nurses – Research partnership with WSU

5633 N. Lidgerwood St.  
Spokane, WA 99208  
509-482-0111

Holy Family Magnet Knowledge &  
Opportunities



#ANCCMAGNET

