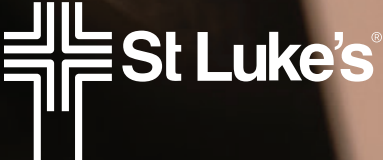


# Nursing Annual Report 2023



Boise • Meridian  
Hospitals • Ambulatory



**Elizabeth Steger, MSN,  
RN, NEA-BC, FACHE**

Senior Vice President,  
Clinical Practice  
Integration/Chief Nurse  
Executive

*As we reflect on the past year, our commitment to focusing our efforts and achieving outcomes is evident in the numerous achievements highlighted in this year's annual report.*

The exceptional dedication and commitment of our nursing teams to delivering high-quality patient care, along with our ongoing investment in our organizational culture, have not only guided our vision for the future but have also led to several significant outcomes benefiting both those we serve and those with whom we work.

Throughout the system, our nursing teams have made strides in improving outcomes. Initiatives such as the partnership between the Meridian medical-surgical units and the system Fall Prevention Collaborative aimed at piloting new whiteboards to reduce the number of falls with injury; the Wood River Emergency Department project focused on sepsis recognition and treatment; and the implementation of the burgundy zone in the Boise Emergency Department to address an increase in patient elopements and staff injuries have all played a vital role in enhancing quality and the patient experience. Additionally, patient perception of care showed improvement in 2023.

Stabilizing the nursing workforce was a primary focus area in 2023. Our nursing teams have expressed appreciation for career development opportunities, a collaborative culture, and the provision of new spaces to deliver care more effectively and efficiently. We are also witnessing higher retention rates among nursing team members who aspire to grow their careers with St. Luke's. Together, we have fostered a sense of belonging, improved communication channels to keep our workforce informed, and demonstrated accountability in advocating for safety.

In 2023, we introduced the team nursing care delivery model, marking a shift from a primary care nursing model to team-based care delivery. This model allows for adaptability across different unit sizes and incorporates caregivers at all levels of education and experience. Team nursing promotes shared responsibility within defined roles and provides a framework for mentoring, teamwork, and skill development, which has also enabled the integration of LPNs into acute care settings at St. Luke's. New graduate nursing staff have reported increased confidence in their training and overall success with this model, and early results suggest that team nursing enhances the care experience for both patients and nurses.

As we look ahead to 2024, I am excited about the opportunities and challenges that await us. As we navigate the ever-evolving health care landscape, it is crucial we remain agile and adaptable. I extend my gratitude and congratulations to each member of our nursing team for their contributions to advancing nursing excellence.

Together, we will continue to make a positive impact on each other and the communities we serve.

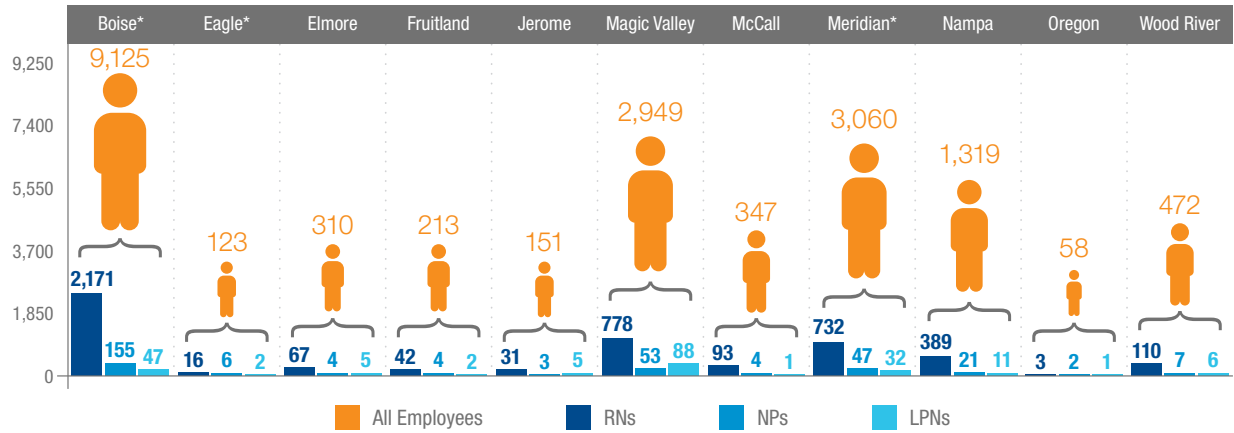
A handwritten signature in black ink that reads "Elizabeth Steger".

*On cover: Team nursing in action in Nampa. From left to right: Jason Cordle, CNA; Hannah Roberts, RN; and Carly Buckhouse, RN.*

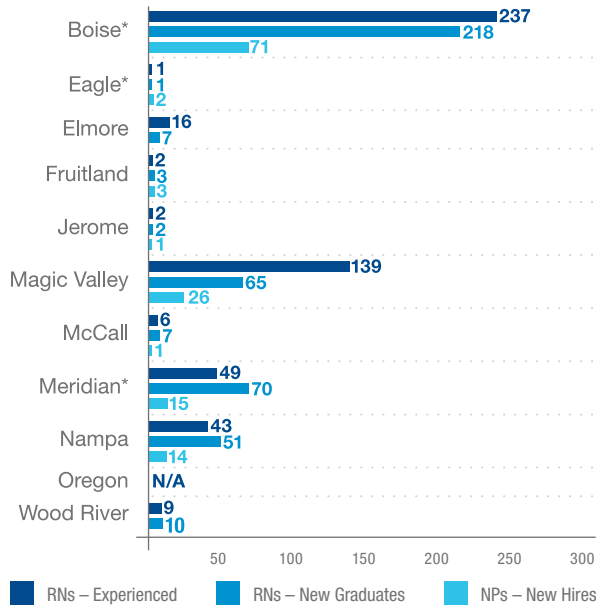
# System Demographics

## 2023 Nursing Demographic Data

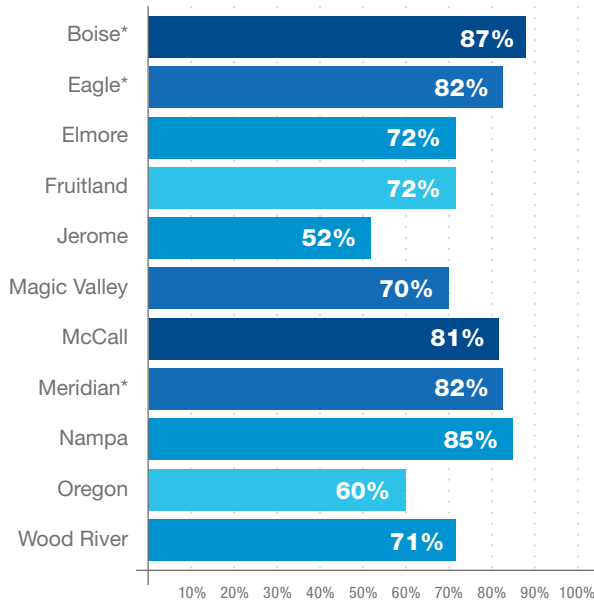
### Employee Counts



### New-Hire Count



### BSN and Above



Data retrieved from Power BI dashboard, March 13, 2024.

\*Five-time Magnet-designated locations.



# Transformational Leadership

## St. Luke's Nursing Executive Leadership



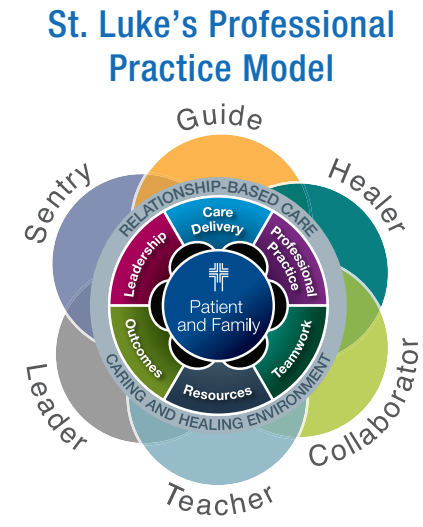
**Elizabeth Steger, MSN, RN, NEA-BC, FACHE**  
*Senior Vice President, Clinical Practice Integration/Chief Nurse Executive*



**Rhonda Dixon, BSN, MBA, RN, NE-BC**  
*Vice President, Patient Care/ Magnet Chief Nursing Officer\**



**Alicia Young, MSN, MBA, RN**  
*Ambulatory Chief Nursing Officer\**



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**Teresa Hall, BSN, MHA, RN, CEN, NEA-BC**  
*Boise Chief Nursing Officer\**



**Lisa Melchiorre, BSN, MS, RN, NEA-BC**  
*Elmore Chief Operating Officer/ Chief Nursing Officer*



**Shelly Jensen, BSN, MHA, RN, NEA-BC**  
*Inpatient Rehabilitation Services Chief Operating Officer/Chief Nursing Officer\**



**Kevin Watson, MSN, FNP-C**  
*Jerome Chief Operating Officer/ Chief Nursing Officer*



**Arlen Blaylock, BSN, MBA, NEA-BC**  
*Magic Valley Chief Operating Officer/Chief Nursing Officer*



**Amber Green, MSN, RN**  
*McCall Chief Operating Officer/ Chief Nursing Officer*



**Brie Sandow, MSN, RN, NEA-BC**  
*Meridian Chief Operating Officer/ Chief Nursing Officer\**



**Misty Robertson, DNP, RN, FACHE**  
*Nampa Chief Operating Officer/ Chief Nursing Officer*



**Almita Nunnelee, BSN, RN**  
*Wood River Chief Operating Officer/Chief Nursing Officer*



**Angela Brady, BSN, MHL, RN, NE-BC**  
*Wood River Associate Chief Nursing Officer*

# Transformational Leadership

## Nursing Strategic Goals 2023-24

### Support Belonging and Growth

Create a greater sense of belonging within the nursing workforce through development and engagement.

#### Culture

##### Balanced Performance Metric

- Feels safe speaking up
- Intends to still work here in two to three years
- Feels informed

##### Key Opportunities

- Belonging
- Clinical and leader development
- Retention of nursing team members
- Diversity, equity and inclusion

##### Major Initiatives

- Well-being support
- Magnet journey
- Recognition
- Input/communication
- Shared governance engagement—all levels
- 5:1 coaching
- Leader 1:1s
- Development pathways for nursing team members: MA, MHT, CNA, LPN, RN

### Improve Quality and Safety Outcomes

Enhance the culture of safety through the consistent application of Safety Together high reliability skills.

#### Safety of Care

##### Balanced Performance Metric

- SSER – Inpatient
- SSER – Ambulatory
- DART rate

##### Key Opportunities

- Reduce CAUTI, CLABSI and SSI rates
- Reduce number of falls with injury
- Reduce HAPI rate
- Reduce number of employee injuries
- Standardize ambulatory vital sign process

##### Major Initiatives

- Safety Together
- I-PASS
- Transparency and visibility to performance on dashboards at the unit level
- Accountability to best practices
- Cardiac monitoring
- MyChart Bedside

### Care Experience

Improve patient experience through consistent use of best practices.

#### Patient Perception of Care

##### Balanced Performance Metric

- Likely to Recommend – Inpatient
- Likely to Recommend – Emergency
- Likely to Recommend – Ambulatory

##### Key Opportunities

- Improve patient and family experience of care
- Leverage Care Councils

##### Major Initiatives

- Interval rounding for inpatients
- Nurse-leader rounding to support patients and inform coaching for team (5:1/iRound)
- Standardize patient and family education utilized by clinical staff
- Use thoughtful interaction tools with patients and families
- Bedside shift report

### Stewardship

Embrace workforce innovation by delivering care with updated team-nursing models that leverage every team member to the height of their licenses, training, skill and experience.

#### Financial Health

##### Balanced Performance Metric

- Combined operating EBIDA margin

##### Key Opportunities

- Creation of a sustainable nursing workforce plan
- Retention of team members
- Significant reduction of traveler usage

##### Major Initiatives

- Partner with universities to create sustainable nurse pipeline
- Create new care delivery models for nursing that are team based
- Leverage technology
- Virtual safety attendants
- Cross-training
- Apprenticeships
- Career pathways

# Transformational Leadership



Seven St. Luke's nurse leaders earned their NE-BC. From second from left to right: **Tammy McFarlane**, BSN, RN, NE-BC, administrative supervisor; **Jen Smith**, BSN, RN, NE-BC, nurse manager, ICU/Tele; **Terri Gardner**, BSN, RN, NE-BC, nurse manager, Surgical Services; **Losa Manuokafoa**, MSN, RN, NE-BC, director of patient care, St. Luke's Nampa, St. Luke's Fruitland Emergency Department, lab and radiology; **Jeralie Fairbanks**, BSN, RN, NE-BC, nurse manager, Women's Services; and **Charmaine Rausch**, MSN, RN, NE-BC, assistant nurse manager, Women's Services. Pictured with (far left) **Misty Robertson**, DNP, RN, FACHE, St. Luke's Nampa COO/CNO and (far right) **Elizabeth Steger**, MSN, RN, NEA-BC, FACHE, senior vice president, clinical practice integration/chief nurse executive. Not pictured: **Zachary Carter**, BSN, RN, CCRN, NE-BC.

## Nurse Leaders in Nampa Form Study Cohort, Earn Board Certifications

As patient counts stabilized after the worst of the COVID-19 pandemic, teams worked to refocus priorities. With the support of Nampa's CNO/COO Misty Robertson, DNP, RN, FACHE, a group of nurse leaders in Nampa got together to form a Nurse Executive/Nurse Executive Advanced – Board Certified (NE-BC/NEA-BC) study cohort.

Earning a NE-BC or NEA-BC, national certifications offered through the American Nurses Credentialing Center, demonstrates the knowledge and skill of nurses working in leadership roles. The leaders interested in earning these certifications understood the challenges of studying and preparing for a certification exam while also managing day-to-day operations, so they elected to form a study group to encourage each other and stay on track.

For many of these leaders, board certification had been a personal development goal for years. The group scheduled a weekly study group via Microsoft Teams®, gave each other homework assignments and worked through practice questions together. The meetings were also recorded, so if some participants missed a session or wanted to re-listen to the meeting, they could.

The group learned together, shared study materials and test-taking tips, and acted as each other's cheerleaders. By the end of 2023, Nampa had seven nurse leaders complete their certifications.



St. Luke's Elmore Emergency Department team members with the new panda warmer. From left to right: **Tara Owens, RN, ANM**; **Kelly McCormick, BSN, RN, manager**; **Karen Martinez, BSN, RN**; **Michael Davis, BSN, RN**; and **Jasmine Doyle, RT**.

## Elmore Emergency Department Nurse Advocates for New Equipment

In 2023, Wendy Vanderburgh, MSN, RN, NREMT-P, FP-C, assisted St. Luke's Elmore Emergency Department in applying for a St. Luke's Children's grant.

Annually, a portion of the proceeds from St. Luke's Children's advisory board fundraising is allocated to the Children's Quality and Safety Fund. St. Luke's medical staff, employees and volunteers can apply for these funds.

Wendy completed the application, requesting a new baby warmer for the Emergency Department. Wendy identified that babies are not as adaptable to temperature changes as adults are, and during the rapid assessments

that happen in the ED, infants can become cold-stressed, causing them to use more energy and oxygen to create warmth. As a critical access hospital, infants who need additional support might have longer wait times for transfer; it can take up to 45 minutes before the St. Luke's Maternal Child (also known as MatCh) team arrives. These findings underscored the ED's need.

The approval of the funds led to the ED receiving a new panda warmer, improving quality care to our smallest patients.

# Transformational Leadership



*The St. Luke's McCall Urgent Care team celebrates opening day.*

## ***St. Luke's McCall Opens New Hospital and Urgent Care To Serve the Growing Community***

The St. Luke's McCall new and expanded hospital opened July 18, 2023. Planning for the two-story, 50,000-square-foot hospital expansion began in 2015. Construction began the summer of 2019.

The McCall team had maximized every space and squeezed every bit of efficiency out of the hospital, which had been remodeled, renovated and remodeled again for decades. The region has grown continually in recent years, leading to increased demand for health care services.

With the new expansion, St. Luke's has brought the hospital into the 21<sup>st</sup> century and ensured that it can continue to provide the high-quality, convenient care the people of the McCall community deserve. And although medicine, technology and science have evolved considerably, what hasn't changed is the value of having the "Right Care, Right Here" in McCall.

The hospital expansion has been guided by one fundamental priority: the needs of its patients. The design was created in consideration of evidence-based practices and promotes quality care, safety, efficiency and a healing environment.

"I'm so proud of our team, and I appreciate everyone's commitment," said St. Luke's McCall Chief Operating/Chief Nursing Officer Amber Green, MSN, RN. "It was a real balancing act to ensure we were providing the best care for patients in our current space while preparing to move into the new hospital."

In addition, the new St. Luke's Urgent Care in McCall opened Aug. 8, 2023. The clinic is for walk-in care only and operates seven days a week from 8 a.m. to 8 p.m.





*The newly expanded St. Luke's McCall Medical Center opened in July 2023.*

While assessing the need for an urgent care clinic in 2020, the team reviewed the types of cases seen in St. Luke's McCall Emergency Department. The data revealed that more than 45% of the 6,538 ED visits in 2019 were considered "less urgent" and could have been handled by an urgent care clinic.

Projections anticipate serving 8,000 people per year in the urgent care clinic, increasing capacity by an additional 2,000 visits per year compared to the number of patients previously seen in McCall's same-day appointment clinic.

***Katherine Herman, BSN, RN, Surgical Services innovative RN, helps move supplies into the new hospital.***



# Structural Empowerment



Staff celebrate the last patient discharged from the SRU. Clockwise from left to right: **Victoria Maness**, BSN, RN, clinical educator; **Ariel Perez Castillo**, BSN, RN, assistant nurse manager; **Tamara Samuelson**, LCSW; **Kristin Long**, BSN, RN, assistant nurse manager; **Johnna Parker**, SLP; **Stacey Sigmund**, OT; **Kelly Heusinkveld**, PA-C; **Felyse White**, PT; and **Kelly Adamson**, PT.

## ***Inpatient Rehabilitation Services Expand in Boise***

In October 2023, St. Luke's Rehabilitation Hospital expanded its capacity to help patients who require complex rehabilitation care. St. Luke's determined, upon a full review of overall services, that it can best serve the community by focusing on its core capabilities in acute rehabilitation services.

As a result of this review—along with the recognition that many skilled nursing facilities in our community contract with St. Luke's Health Partners and provide care for patients needing subacute rehabilitation services—St. Luke's ceased operations in subacute services to expand inpatient rehabilitation capacity.

The rehabilitation teams rallied around this change and gathered to mark the closing of the skilled rehabilitation unit (SRU). This change also allowed St. Luke's to decrease contract staff from over 20 to zero!

The rehabilitation hospital has already seen an increase in the number of patients it can care for (also known as its census), and St. Luke's plans to continue to increase to capacity as teams are fully staffed. In this interim period, while growing the census, rehabilitation teams have partnered with the medical-surgical teams in Boise and performed cross-training in those units during downtime, which has helped the medical-surgical teams decrease their use of contract staff as well. This partnership benefits the St. Luke's team as a whole.

St. Luke's vision is to build a nationally recognized rehabilitation program, and it is well on its way. The rehabilitation hospital in Boise has the inpatient capacity with amazing nursing, therapy and provider support. The larger system also has great outpatient therapy services and physician support for an overall strong rehabilitation program.



*Andrea Vargova McMillen (center) is celebrated by her team. From left to right: Jasmine Doyle, RRT; Frankie Silva, RRT; Kelly McCormick, MSN, RN, nurse manager, Emergency Department; Josh Switzer, RN, ED nurse; Andra Vargova McMillen, CNA; Cassie Tierney, training coordinator; Casey Daughenbaugh, BSN, RN, clinical educator; Trevor Grubbs, MD, ED physician; Tara Owens, RN, assistant nurse manager, ED; Mandy David, BSN, RN, ED nurse; and Chelsea Eilman, RN, ED nurse.*

## **Elmore CNA Is a Step Closer To Achieving Her Dream**

Andrea Vargova McMillen, CNA, always wanted to be a doctor when she was a child, but life happened, and she ended up becoming a teacher. She moved to the U.S. and became good friends with a girl who had a tough battle with cancer. Caring for her friend made Andrea realize it was her calling to help people.

“I took the plunge to come full circle and decided to become a nurse,” Andrea said about her decision to change careers as an adult.

The St. Luke’s Elmore team was excited when Andrea received the Reach for the Stars scholarship, which recognizes employees with an outstanding commitment to the St. Luke’s mission and vision. Andrea is an exceptional team member and demonstrates St. Luke’s ICARE values every shift.

Future patients and families will be blessed to have her as their nurse. Andrea’s story inspires others to remember their “why.”

# Exemplary Professional Practice

## “Especially For You”: New Menu for Boise Mother-Baby Unit

Staff from the Boise mother-baby unit noted a trend in patient reviews related to available meal options. Patients were requesting items with a higher protein content and larger portions to meet their increased caloric needs. They asked for a wider selection of beverages, fresh salads and comfort foods, too. These findings were reinforced when the Press Ganey scores were reviewed by the Women’s Services nursing leadership team.



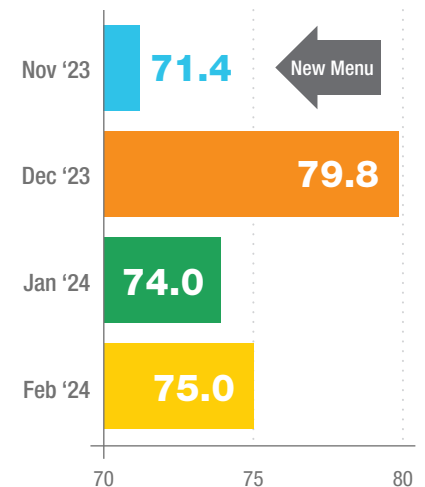
*The new coffee bar improves the patient and family experience in the Boise mother-baby unit.*

Choices on the new menu range from healthy garden selections to satisfying comfort food. The presentation is restaurant style with portions large enough to fill up even the hungriest maternity patient. Late-night options were expanded, and a variety of protein-packed snacks were made available for immediate or scheduled in-room delivery. The coffee bar includes a variety of coffee pods, gourmet tea, flavored creamers and syrups to allow for drink customization.

This menu, launched mid-November 2023, was named “Especially for You,” so patients know their experience is our priority. Although this project is new, patient experience scores have already started to rise, and patients are voicing appreciation for the expanded menu and coffee station.

When well-established, the goal is to spread this initiative throughout the health system to reach all maternity patients. Collaboration on this initiative demonstrates how St. Luke’s is unified in our pursuit of excellence. From the kitchen to the bedside, we work as a team to provide patient-centered care.

### Patient Experience: Quality of the Food Boise Mother-Baby Unit



*Lindsay Williams, BSN, RN, delivers food from the “Especially for You” menu to a patient in the mother-baby unit.*

An interdisciplinary work group was established, and St. Luke’s food and nutrition service operations team, chefs, dietitians, the call center, nursing leadership and bedside nursing staff provided input. This collaboration led to the creation of a new menu supplement and the design of a coffee bar area for patients and their personal support teams.

## ***New Class Makes a Difference for Patients With Acute Kidney Disease***

St. Luke's did not have a defined process for patient education in terms of dialysis options or kidney transplant. Patients were being diagnosed with advanced kidney disease and would only get a very brief introduction to dialysis and the process for it, then be asked to make a quick decision on a treatment plan.

Maria Gumucio-Powell, BSN, RN, kidney care coordinator for St. Luke's Clinic – Kidney and Hypertension in Boise, Meridian and Nampa, was tasked with finding a solution that would provide patients a more expansive overview of each dialysis type, communicated in a setting with opportunity for bidirectional feedback, which would support better decision-making regarding care.

Maria created the Options Class, which she teaches for all patients who are near or ready to start dialysis. The class is delivered one-on-one with the patient (and a family member/support person, if needed), so each class can be tailored to the patient's situation and allow for dialogue regarding questions, concerns and fears.

There has been a steady increase of patients attending the Options Class since its launch, and, in 2023, approximately 140 patients attended. In addition to increasing participation, there has been an increased number of kidney transplant referrals and patients who are active on the kidney transplant list.

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## ***Hospice Nurse Advocates for Innovative Comfort Management***

Hospice nurse Asia Christensen, BSN, RN, had a patient on her caseload who was receiving lymphedema therapy, related to the patient's metastatic cancer diagnosis, in the outpatient wound clinic. The patient was becoming too weak to leave home but had achieved great comfort with the therapy and didn't want to discontinue it.

The lymphedema therapy could be provided in the home setting with a prescribed pump system, so the wound clinic placed a referral to a local durable medical equipment (DME) company for a lymphedema management system. However, insurance denied coverage.

Asia went to work. She was able to present the patient's need to the hospice collaborative, where it was decided that hospice should cover this item, though previously it was not an item on the DME hospice formulary.

Unfortunately, the patient passed away before being able to have the system in her home, but Asia's advocacy for her patient will allow future patients to have access to a previously non-covered item.

# Exemplary Professional Practice

## *Jerome Embraces Swing Bed Status by Celebrating Discharge With a Graduation Ceremony*

St. Luke's Jerome admits patients predominately in swing beds, which is a service that allows patients to transition from acute care to skilled nursing care without leaving the hospital. On average, they are admitted for 14 days for skilled therapy needs.

Stacey Squires, MS, RN, recognized how rewarding it is to see a patient's progress through the swing bed program. She proposed the team celebrate each patient's hard work with a graduation ceremony upon discharge.

The Jerome team got together and gathered supplies. In November 2023, Jerome held its first discharge graduation ceremony. The patient was admitted for physical and occupational therapy. He struggled when he first arrived. He was very stiff from limited mobility due to pain—and was in excruciating pain with any movement.



*Stacey Squires, MSN, RN, holds the hats used during the discharge graduation ceremonies in Jerome.*



*Staff at St. Luke's Jerome claps for patient Mary McDowall during her discharge graduation ceremony.*

Over the course of a few weeks, his healing progressed. The patient was soon able to walk with little pain, and the team got to see his sweet, gentle personality emerge. On his day of graduation, nursing, environmental services, social work and therapy staff lined the hallway clapping as he left the unit.

He wore a celebratory hat, staff had party blowers, and the graduation song was playing. He smiled and shook the staff members' hands as he left the building. When he got outside, he started crying and stated he had never felt that loved. He was so appreciative of the care he received at St. Luke's and thankful that staff took the time to celebrate his success.

The team continues to celebrate each swing bed patient's discharge with a graduation ceremony that acknowledges the patient's successful transition back to home.



The St. Luke's Wood River operating room team celebrates receiving the AORN Go Clear Award. Standing, from left to right: **Heidi Knowles**, BSN, RN, innovative RN; **Etta Wood**, BSN, RN, CNOR, Surgical Services manager; **Siobhan Jameson**, BSN, RN, CNOR, assistant nurse manager, OR; **Logan Burke**, BSN, RN, Surgical Services nurse; **Maureen Goulet**, RN, Women's Services nurse; **Brittney Ryan**, BSN, RN, innovative RN; and **Edokiya Swanson**, CST. Kneeling: **Jason Lyman**, BSN, RN, Surgical Services nurse.

## Wood River Operating Rooms Are Designated Smoke Free

The Association of Perioperative Registered Nurses (AORN) is the industry leader in evidence-based best practice guidelines that support safe surgery for both patients and staff. Near the end of 2022, the St. Luke's Wood River surgical team learned about AORN's national "Go Clear" campaign, aimed at reducing and eliminating surgical smoke in the operating rooms.

During surgery, the use of cautery produces a smoke plume that, when inhaled, can lead to caustic health impacts ranging from mild respiratory issues to cancer. While those closer to the surgical field (surgeons and technicians) are at greater risk, all individuals—including the patient—are at risk for smoke inhalation.

To mitigate this risk, the Go Clear campaign challenges hospitals to implement a smoke-free environment through use of disposable smoke-

evacuation instruments in conjunction with specialized smoke-filtration devices. St. Luke's Wood River chose to accept the challenge and pursue the Go Clear Award™ by designing smoke-free operating rooms.

After testing several devices, bringing in appropriate supplies, and educating both staff and providers, the Wood River OR team established a new workflow that reduces the frequency of smoke plumes during surgery. Over a 12-week audit period, the team submitted data demonstrating compliance at St. Luke's Wood River.

At the 2023 AORN Conference, St. Luke's Wood River was recognized with the AORN Go Clear Award. Based on compliance data, they even achieved the Gold Level (highest) recognition. St. Luke's Wood River became not only the first in the system but the first hospital in Idaho to win this award.

# Exemplary Professional Practice

## Wood River Emergency Department Improves Time From Order to Antibiotic Treatment for Sepsis

In 2023, St. Luke’s Wood River Emergency Department rolled out an important quality project focused on sepsis recognition and treatment.

Inspired by Kristina Martinez, MSN, RN, sepsis program manager, and with guidance from Alecia Goringe, BSN, MHI, RN, CPHQ, quality manager, the ED committed to complete all sepsis huddles and improve their order-to-antibiotics time. The team was already doing well on their huddles but had room to improve on time from order to antibiotics administration.

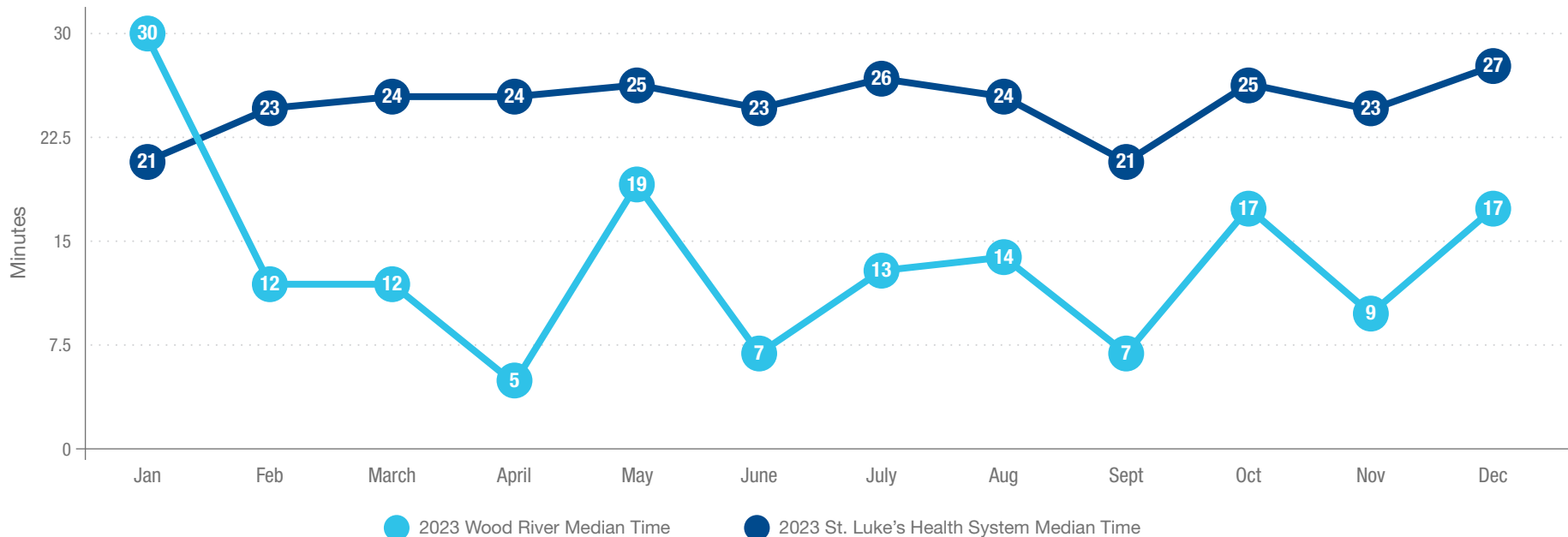
The system goal is 30 minutes—the Wood River ED team set a goal of 10 minutes or less! Recognizing that this project would not be successful without full collaboration between the nurses and doctors, leaders worked on robust education for the whole team.

Leaders also included a healthy side of competition. Each month, the team celebrated their “Sepsis Superheroes” and announced their exceptional times in the Recognition Hallway. From August to December 2023, the median order-to-antibiotics time ranged from 13 to 17 minutes. The standout times were extraordinary. On three occasions, the order to antibiotics was only one minute.

This could not have been accomplished without real-time collaboration and communication between the ED providers and the nurses. We are very proud of our Wood River ED Sepsis Superheroes!

### Sepsis Patients

#### Time From Order to Antibiotics Administration







The whiteboard design team included (from left to right) performance improvement specialists **Stuart Carson** and **Meigan Alesse**, BSN, RN, CEN; medical-surgical unit nurses **Baylee Mendez**, BSN, RN, **Taffney Stewart**, RN, **Niki Harris**, MSN, RN, and **Michaela Nelson**, BSN, RN; and physical therapy assistant **Rebecca Mace**.

## Improved Whiteboards Help Patients Understand Fall Risk

St. Luke's Meridian medical-surgical unit partnered with the system Fall Prevention Collaborative to pilot new whiteboards aimed at decreasing the number of falls with injury, which are the leading serious safety event at St. Luke's.

The whiteboards allow clinical staff to communicate with fall-risk patients through an educational, nurse-driven design. Clinical staff worked closely with the performance improvement team to design and create the boards based on current workflows.

The new boards communicate individualized patient mobility levels, risk factors, a fall safety plan and movement goals. Clinical staff organized the elements of the board in the way that works best for them and the patients. The whiteboards are in English on one side and Spanish on the other. They will be placed in a prominent position within a patient's room so the care team, patient, and the patient's family can easily access and discuss the information.

The new signs encourage patients to be proactive and help them understand the fall risks that might be associated with their hospitalization, even if they historically haven't thought of themselves as at risk of falling. This innovative strategy increases patient awareness of fall-risk interventions and has resulted in reduced patient falls.

## The St. Luke's Magic Valley Inpatient Rehabilitation Unit Earns #1 Rank in Idaho

U.S. News and World Report recently ranked the inpatient rehabilitation unit (IRU) at St. Luke's Magic Valley, Gwen Neilsen Anderson Rehabilitation Center, as first in Idaho. They consider categories such as discharges of patients to home, prevention of hospital readmission during and after rehabilitation stays, rate of flu vaccines, CARF accreditation and patient services in their ranking decision.

Nursing played a big role on the road to achieving this top rating. Inpatient rehabilitation nursing is unique from other nursing disciplines: nurses oversee the patients' medical needs, learn and respond to cues, and

encourage the patients to achieve milestones and goals on their own. Nurses also teach patients new skills and, often, reteach skills patients once had but are now unable to accomplish due to their conditions.

The IRU uses a strong interdisciplinary team approach. Nurses, doctors and therapists work hand in hand helping patients learn to navigate life in new ways and achieve independence.

St. Luke's is proud of the Magic Valley IRU staff for earning the number one rating. It highlights the work they accomplish to improve the lives of the people in the community.

# Exemplary Professional Practice

## *Team Nursing: New Care Delivery Model Supports Patient-Centered Care*



St. Luke's most widely used care model has been a version of primary care nursing with registered nurses assigned to patients, assisted by certified nurse assistants, and a focus on continuity of RN assignments and maintenance of ratios from shift to shift. While this model has worked well in the past, the future workforce is uncertain, so there was a need to find a more flexible and sustainable model moving forward.

To meet these challenges head on, St. Luke's Nursing and Patient Care Center of Excellence constructed an evidence-based team nursing (TN) model designed to adapt to unit size and caregivers at all levels of education and experience. TN shifts the care delivery to a shared responsibility within defined roles, creating a nursing model that provides flexibility for use in a variety of settings and fosters an environment that elevates the care experience for both patients and staff.

The TN model establishes a sustainable framework that nurtures new RNs through mentorship, teamwork and skill development with the adaptability to be implemented in a variety of nursing units. There is also an opportunity to customize depending on staff available.

*Tabletop simulation to prepare for go-live in Nampa.*



From left: **Hannah Roberts, RN**; **Jason Cordle, CNA**; and **Carly Buckhouse, RN**, collaborate in the Nampa telemetry unit.

## Nampa Telemetry Pilots Team Nursing Model in January 2023

The Nampa telemetry unit took the lead in piloting the first implementation of a TN model, aimed at rebuilding the workforce by supporting new graduate RNs and improving the overall practice environment. The TN model focused on intentional mentorship, leveraging the expertise of experienced RNs, and shifted staffing assignments to shared responsibility based on skills and patient needs, allowing for increased flexibility.

Throughout the process, Nampa proactively managed change, conducted training sessions and gathered continuous feedback to ensure success. Leaders measured staff commitment and unit function improvements

to evaluate the impact of the model. Nampa telemetry showed positive results, including increased staff collaboration and reduced new RN orientation hours. There was also a significant improvement in pulse poll results when looking at staff's responses to the "intend to work at St. Luke's 2-3 years from now" and "feeling like I belong" survey questions.

The valuable insights and best practices from the initial implementation were shared throughout the organization, contributing to knowledge dissemination and organizational learning.

# Exemplary Professional Practice



*Tabletop simulation to prepare for go-live in Meridian.*

## Meridian Telemetry Implements New Model in February 2023

The Meridian telemetry unit was the second unit to go live with the new TN model. Since initiating TN, Meridian telemetry has significantly decreased reliance on contract labor through retention as well as hiring both experienced and new nurses into core positions.

Meridian also introduced the role of LPNs into the TN model by working with local programs, which increased opportunities for LPN students in the hospital setting. Their knowledge and skills add value and have helped improve patient safety. Teamwork and collaboration also continue to improve with the integration of LPNs into the TN model.

Following the implementation of TN, Meridian telemetry data showed improvements in patient experience scores, a decrease in falls with injury, and—anecdotally based on nurse leader rounding—more confidence from new graduate nursing staff. Lessons learned from TN have added to the sustainable framework for other nursing units throughout the organization.



*Isabella Rubio (left), LPN, and Debra Scoper, BSN, RN, work together to compile patient materials in Meridian.*



*Teamwork in action at the Meridian telemetry unit. From left to right: Robert Whitaker, BSN, RN, ANM; Laurie Flechsig, CNA; Julia Bennett, BSN, RN; and Isabella Rubio, LPN.*

## Magic Valley Inpatient Medical Unit Builds on Lessons and Implements Model in March 2023

In March 2023, the Magic Valley inpatient medical unit began work on a TN model utilizing LPNs. The challenging part of implementing the model was how to incorporate LPNs into the current team.

Buy-in from staff was essential. Finding a way to ensure the team remained inclusive of all was a key goal. To do this, leaders held several listening sessions, which allowed the team to ask questions and be a part of the process flows. The leadership team worked hard on learning the scope of practice for the LPNs and what St. Luke's current policies and procedures allow.

This understanding guided development of the tools needed for an LPN to provide the best care for patients. The charge and team lead nurses developed an "assignment tool" to ensure the team, including LPNs and RNs, would receive balanced assignments based on both acuity and demands of the patients.

With the help of Clinical Learning and Student Services, the new employee clinical orientation (also known as NECO) was adapted, with elements included to ensure LPNs would develop skills needed to be successful at the bedside. Precepting of the LPNs was tailored to meet their individual needs as some were new graduates and some came from clinics, with varying amounts of experience.

The diligence involved in this work led to a successful implementation of the TN model using the LPN and has expanded to the cardiopulmonary unit in Magic Valley.



*Kailey Esparza (left), LPN, and Maddie Vorwaller, RN, review assignments.*

# New Knowledge, Innovations and Improvements



## *Long-Term Care at St. Luke's Elmore Improves Satisfaction and Workflow*

Long-Term Care at St. Luke's Elmore has completed their two-year renovation project, which included a complete rehaul of the unit and resident rooms from floor to ceiling.

To create more space in each room, the facility went from 24 rooms to 19. Each room is private, spacious, and set up for ease of living and care. The beautifully redone spaces reflect a modernized touch and a more homelike feel.

Additionally, the facility has a newly outfitted physical therapy gym with updated equipment. The spacious gym supports optimal physical therapy services to the residents and swing bed patients in the hospital.

Along with these changes to beautify the space, workflow projects investigated how to streamline medication administration in the long-term care setting. With a ratio of 1:19, nurses have been facing many barriers to do their jobs efficiently and effectively, particularly with medication administration.

The current major project for the unit and leadership team is to create a new medication administration workflow with equipment and processes that better align with best practices among long-term care units in the nation.

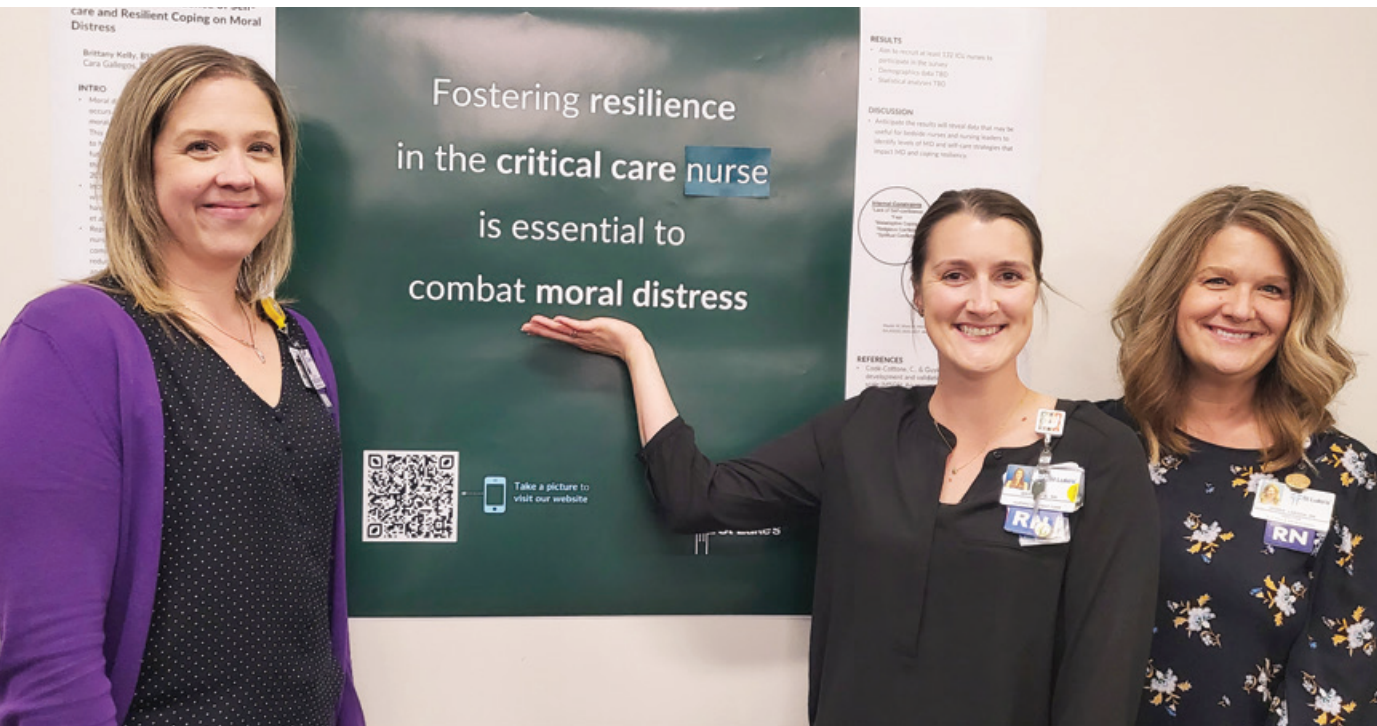
The residents are happy with the renovation, specifically to the main room where they enjoy meals and activities. Through grant support, residents also enjoy a portable garden and participate in caring for the plants. Overall, the renovation was a success!

*Artwork adorns all the doors in the newly remodeled Long-Term Care at St. Luke's Elmore.*



Long-term unit team members appreciate the improved workflow in the remodeled space. From left to right: **Karleene Opfar**, BSN, RN; **Courtne Heath**, CNA, health unit coordinator; and **Vonda Greer**, CNA, health unit coordinator.

# New Knowledge, Innovations and Improvements



*Brittany Kelly, BSN, RN, (center) presents her findings during the Nursing Research Fellowship celebration. Pictured with (left) Jen Smith, BSN, RN, NE-BC, nurse manager Nampa ICU/telemetry, and (far right) Debbie Larson, MSN, RN, NE-BC, nurse director Nampa ICU, telemetry, medical-surgical and respiratory therapy.*

## *Nampa ICU Nurse Investigates Moral Distress Among Peers*

It is no secret that nurses across the globe are suffering from burnout, and a significant portion intend to leave the profession. Moral distress contributes to burnout, and one ambitious nurse set out to examine the relationship between self-care, coping resilience and moral distress in critical care nurses.

Brittany Kelly, BSN, RN, an intensive care nurse at St. Luke's Nampa Medical Center, was selected to participate in the 2021-2022 Nursing Research Fellowship, where she first developed a research study on moral distress. In 2022, she distributed a survey, to be completed anonymously, to all St. Luke's ICU nurses. Brittany identified noteworthy results that improve our understanding of moral distress in critical care nurses.

Planning and launching one research study during a 15-month fellowship is a remarkable achievement; even more impressively, Brittany has continued to

immerse herself in the life of a nurse-researcher. After an invitation by nursing research leadership, Brittany completed a senior fellowship to finish her study.

In that time, she completed a six-month writing workshop and prepared a manuscript for submission to a scholarly journal. Given her performance and enthusiasm, Brittany was selected to present her work at the inaugural 2024 Treasure Valley Research Sharing Conference in Boise.

Brittany was also selected to serve as the Nurse Scientist Apprentice for 2024, where she will gain additional training and receive mentorship from an experienced nurse scientist, Lucy Zhao, PhD, MPaff, RN. Brittany's passion for professional development and advancing the profession, all while working full-time as a bedside clinician and preceptor (and becoming a first-time mother!), is a testament to nursing excellence.



## ***Burgundy Zone Established in St. Luke's Boise Emergency Department***

Across the health system, St. Luke's has seen an increase in patients coming into our Emergency Departments with mental health concerns. Along with the escalating patient numbers came an increase in patient elopements and staff injuries.

To address these rising concerns, St. Luke's Boise Emergency Department has dedicated four rooms for patients with mental health concerns in what is called the "burgundy zone." This area was retrofitted in July 2023 to make the rooms safer for patients and staff. Unnecessary equipment was removed from each room, including items on walls, and cameras and panic buttons were added.

These rooms are in a quieter area of the ED and were painted to set a calming, more peaceful mood. St. Luke's also added two mental health lead registered nurse positions as well as three certified nursing assistants with additional training to staff this area in partnership with the security team.

The mental health lead RNs receive audits from the St. Luke's accreditation team and work one on one with staff when there are opportunities identified in documentation or care. They also worked with the mental health team to create an algorithm to determine criteria for patient placement to this area.

Since implementing the burgundy zone, the Boise ED has had zero elopements and no staff or patient injuries in this area.

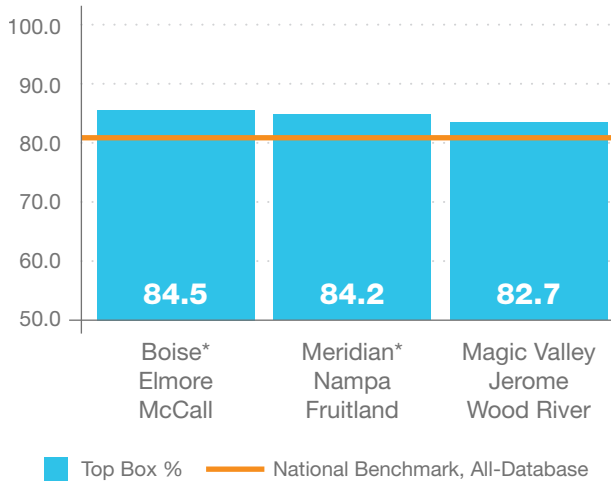


*Boise burgundy zone team members **Kayla Marshall** (left), BSN, RN, lead mental health nurse, and **Danielle Renfro**, BSN, RN.*

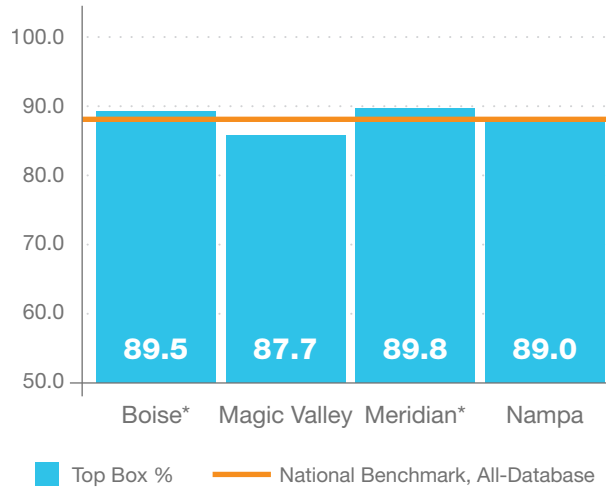
# Empirical Outcomes

## Patient Experience Data – Calendar Year 2023

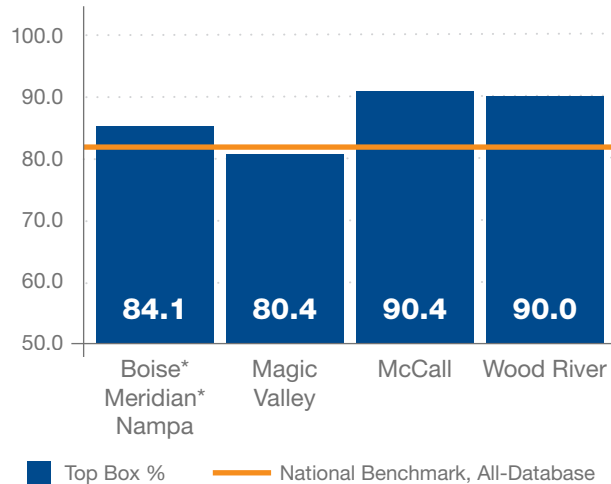
**Ambulatory Clinics**  
Nurse/Assistant Overall



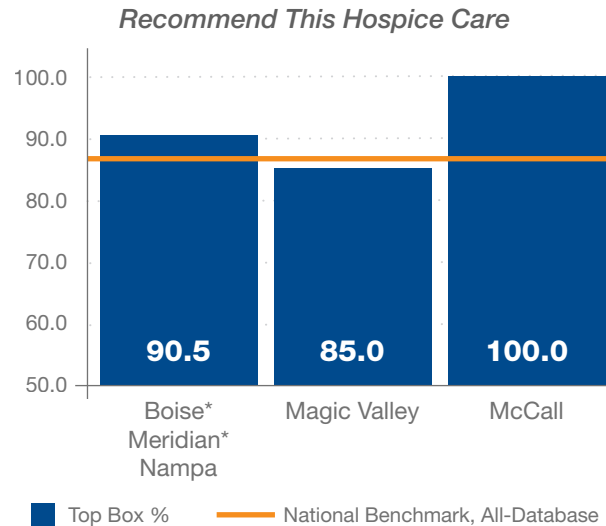
**Ambulatory Surgery**  
Nurses Overall



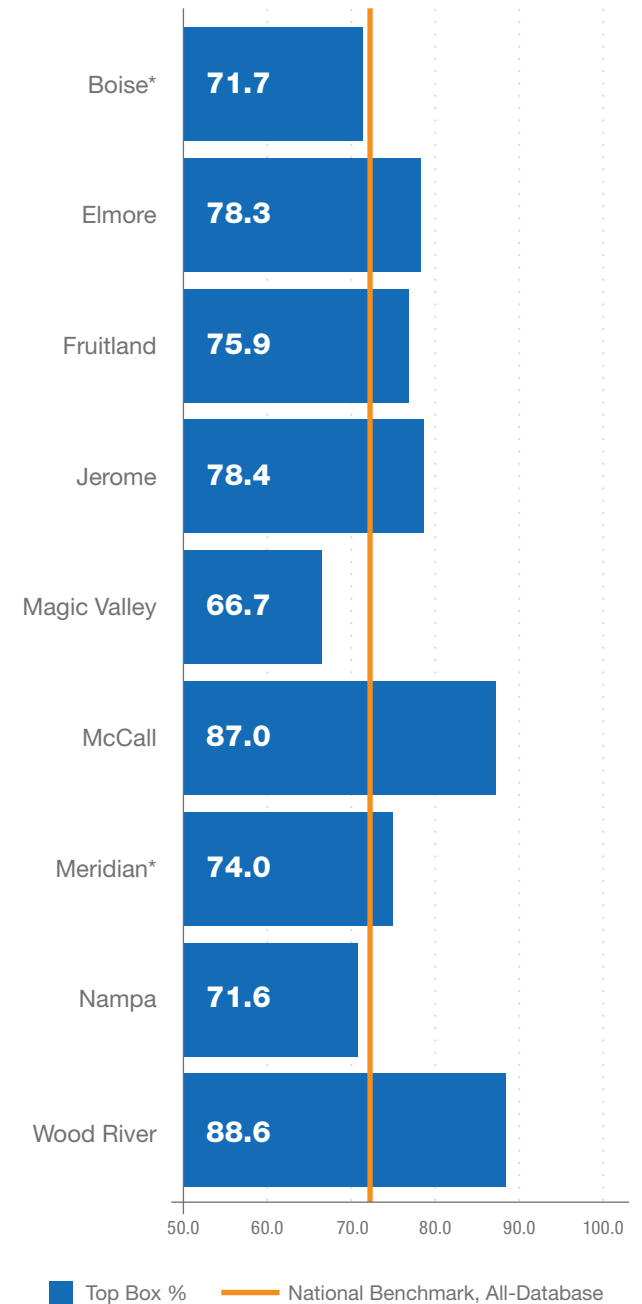
**Home Health Care**  
Recommend This Agency



**Hospice**



**Emergency Departments**  
Nurses Overall



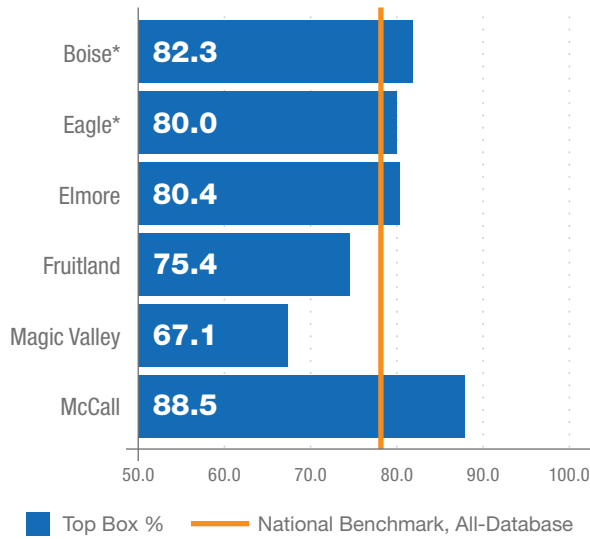
Scores above the national benchmark for patient experience data indicate the St. Luke's area is performing better than the national average for reporting organizations.

Data as of Feb. 14, 2024, for discharges/visit dates from calendar year 2023: Jan. 1, 2023, to Dec. 31, 2023.

\*Five-time Magnet designated location.

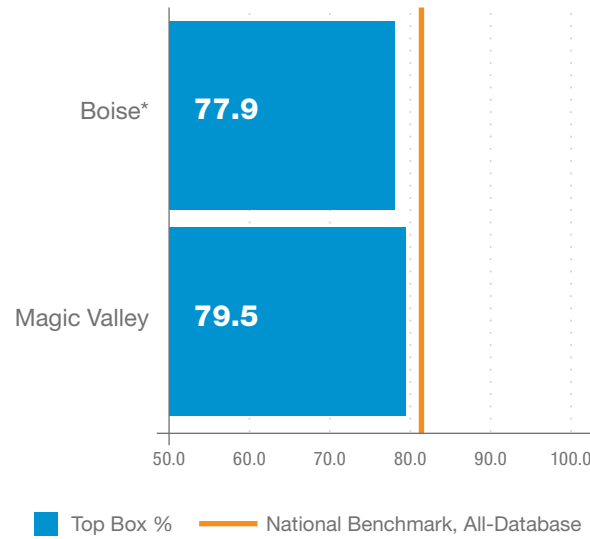
### Urgent Cares

#### Nurse/Assistant Overall



### Inpatient Pediatric Units

#### Nurses Overall



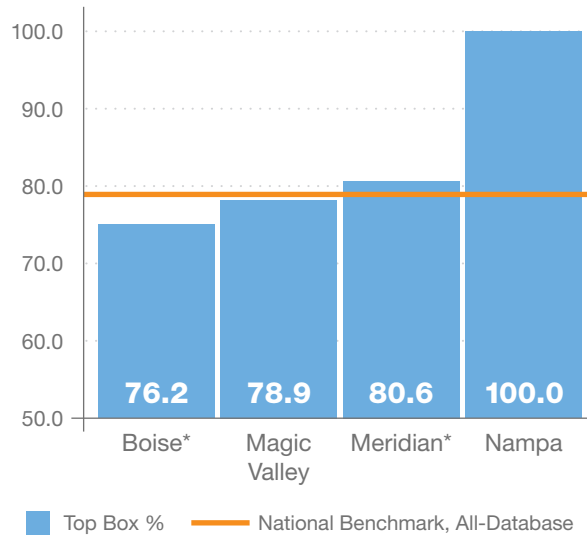
### Inpatient Adult Units

#### Nurses Overall



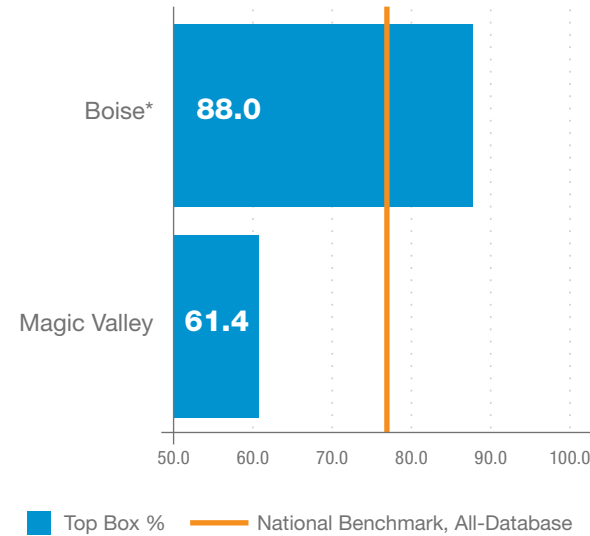
### Neonatal Intensive Care Units

#### Nurses Overall



### Inpatient Rehabilitation Units

#### Nurses Overall



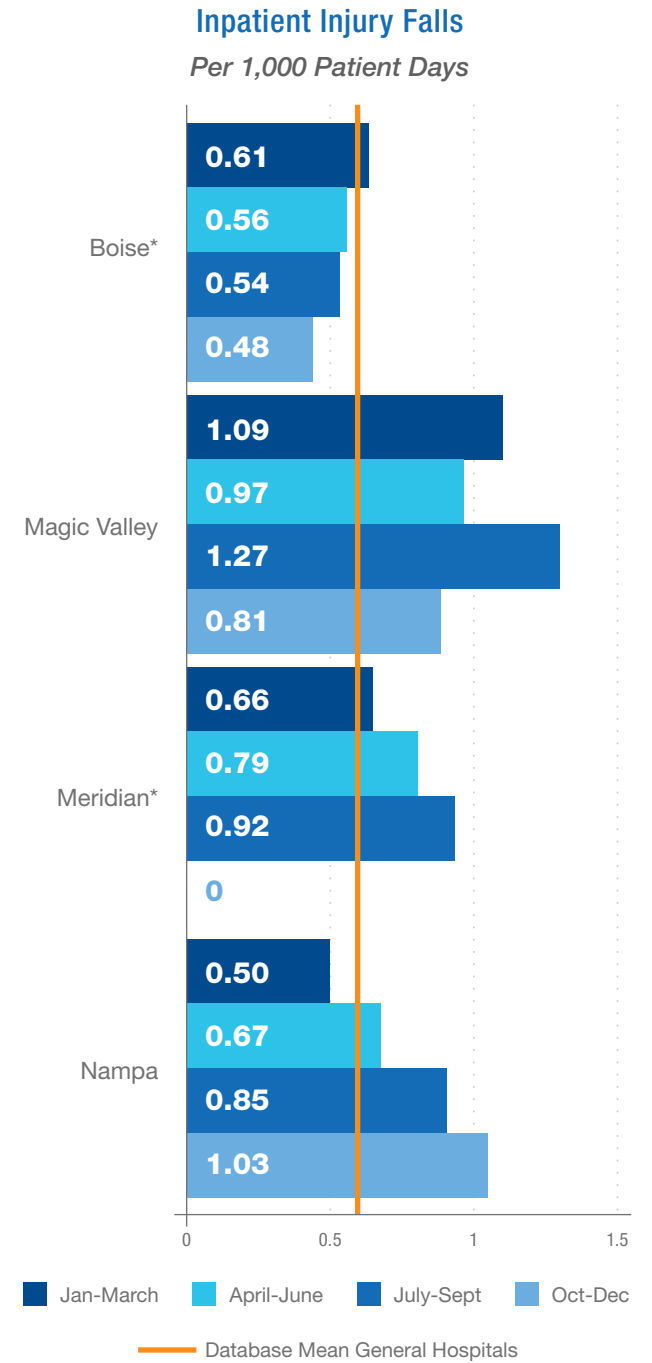
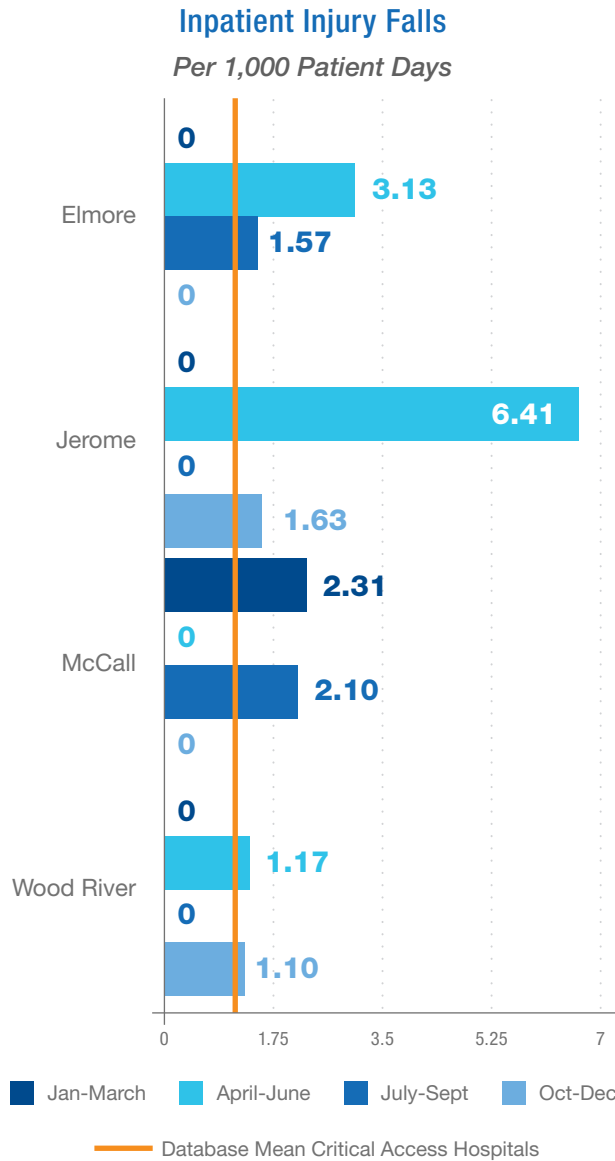
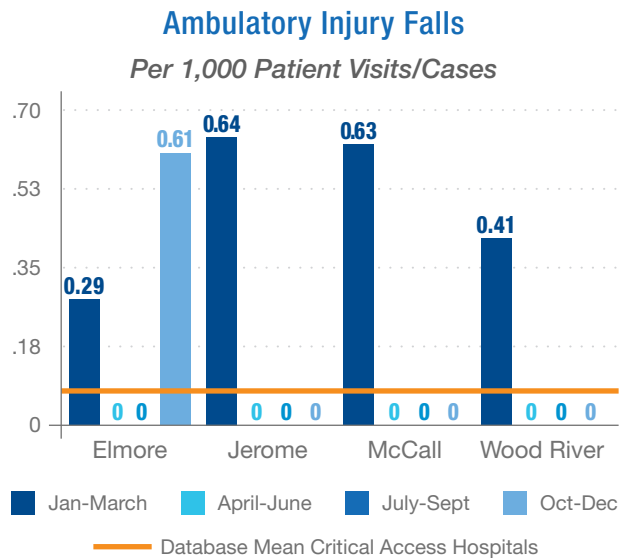
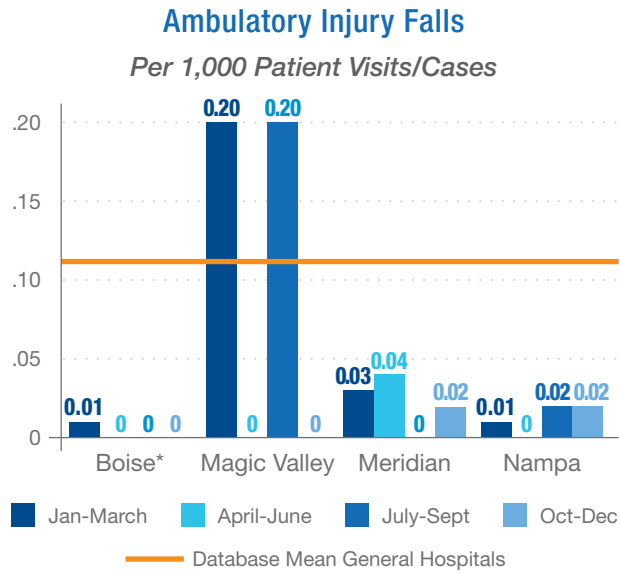
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\*Five-time Magnet designated location.

# Empirical Outcomes

## Nursing Sensitive Clinical Indicators – Calendar Year 2023



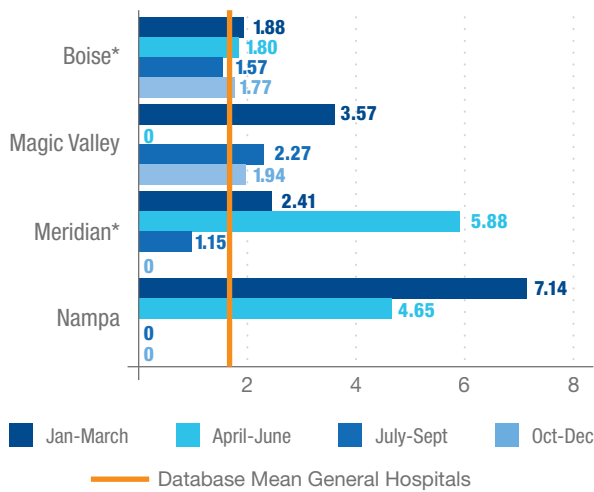
Scores below the national benchmark for nursing sensitive clinical indicators indicate the St. Luke's area is performing better than the national average of reporting hospitals.

Data as of March 25, 2024, for calendar year 2023: Jan. 1, 2023, to Dec. 31, 2023.

\*Five-time Magnet designated location.

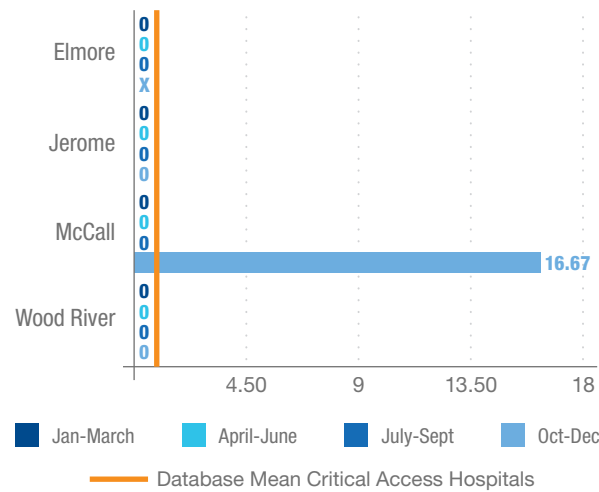
### Hospital Acquired Pressure Injury (HAPI)

Stage 2 and Above



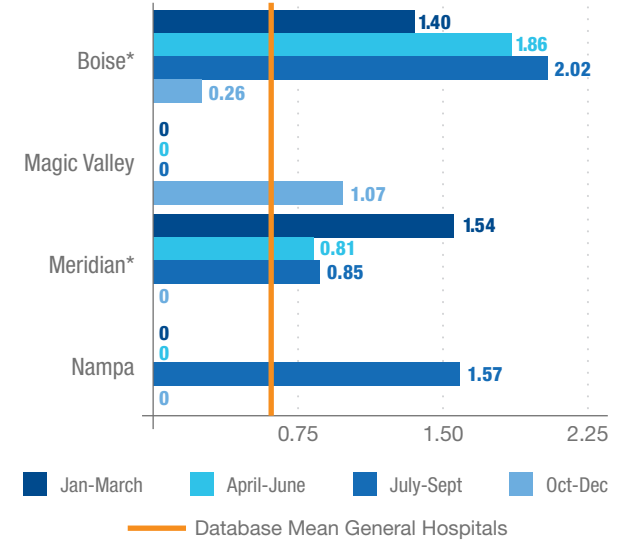
### Hospital Acquired Pressure Injury (HAPI)

Stage 2 and Above



### Central Line Associated Blood Stream Infections (CLABSI)

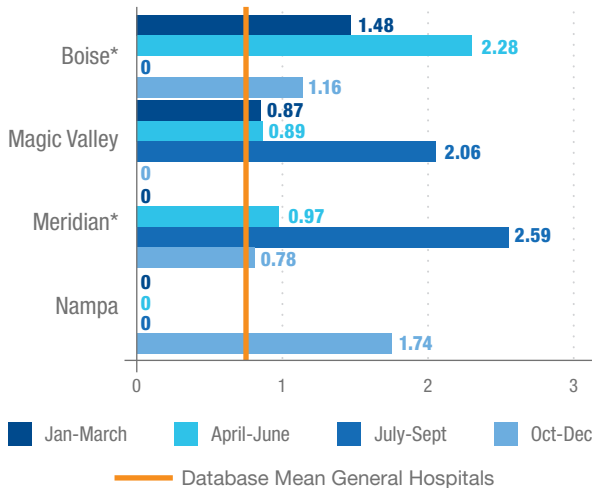
Per 1,000 Central Line Days



NOTE: No HAPI data available for Elmore for Oct. to Dec. 2023 because patient(s) declined to be surveyed or there were no patients eligible for survey.

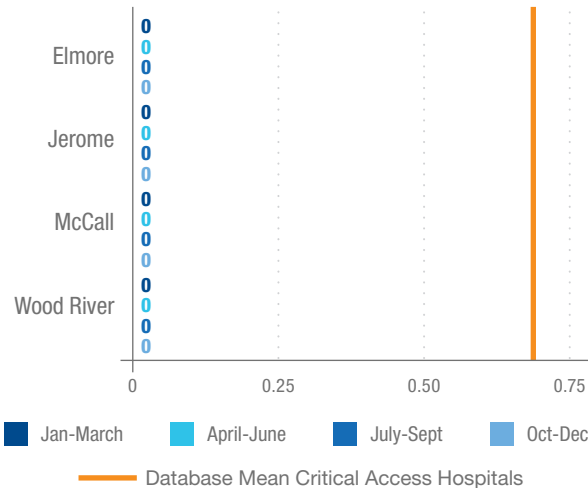
### Catheter Associated Urinary Tract Infections (CAUTI)

Per 1,000 Catheter Days



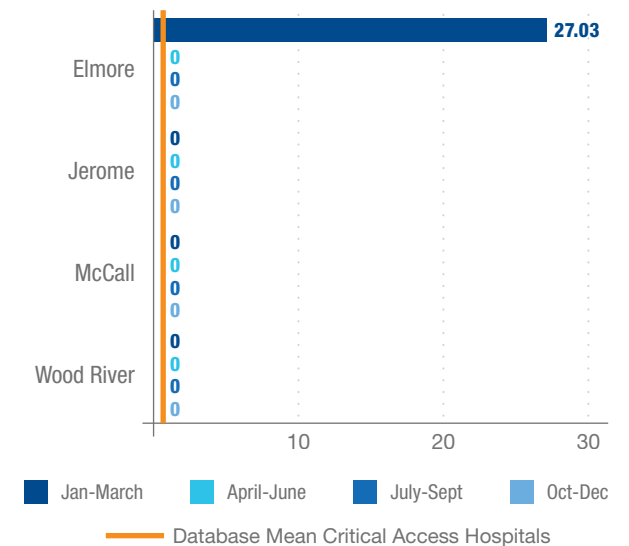
### Catheter Associated Urinary Tract Infections (CAUTI)

Per 1,000 Catheter Days



### Central Line Associated Blood Stream Infections (CLABSI)

Per 1,000 Central Line Days



Scores below the national benchmark for nursing sensitive clinical indicators indicate the St. Luke's area is performing better than the national average of reporting hospitals.

Data as of March 25, 2024, for calendar year 2023: Jan. 1, 2023, to Dec. 31, 2023.

\*Five-time Magnet designated location.

# Outstanding Achievements

## Nurse Scientist Apprenticeship

Elena Jacobs, BSN, RN, OCN, mentored by Lucy Zhao, PhD, MPAff, RN

Nursing Perceptions and Practices in Caring for Hospitalized Adult Patients with Delirium

Nursing Intervention Impact on Length of Stay in Patients With Postoperative Delirium

Pressure Injury Risk Factors in Surgical Hip Fracture Patients

## Nursing Research Senior Fellows

Monica Bachman, MSN, RN, NPD-BC, CPN, and Teresa Holbrook, MSN, RN, NPD-BC, CHSE, mentored by Anna Rostock, RN, BSN, MBA, NE-BC, and Marty Downey, PhD, RN, AHN-BC, CHTP/I

Rapid Cycle Deliberate Practice Increases Skill Acquisition When Compared to Traditional Simulation

Kendra Bellomy, MSN, RN, C-EFM, RNC-OB, mentored by Hillary Swann-Thomsen, PhD, and Anna Quon, MBA HM, BSN, RN, AMB-BC, NEA-BC

Understanding Self-Reported Maternal Birth Trauma Prevalence

Liz Clabaugh MN, RN, NPD-BC, and Christiana Sipe-Pauley, MSN, RN, mentored by Julie Swanson, DNP, RN, NEA-BC

Reflective Practice for New Graduate Nurses: The Impact of Reflective Journaling and Discussion in the First Year

Jennifer Graham, MSN, APRN-CNS, AGCNS-BC, mentored by Kristen Tuttle, MSN, RN, OCN, NPD-BC

Safe Blood Pressure Practices for Thrombocytopenic Oncology Patients

Brittany Kelly, BSN, RN, mentored by Cara Gallegos, PhD, RN

Building Resilience in the Critical Care Nurse: The Influence of Self-Care and Resilient Coping on Moral Distress

## Nursing Research Fellows

Jessica Garner, MSN, APRN, RN-BC, ACNS-BC, and Hilda Keithley, BSN, RN, mentored by Kristen Tuttle, MSN, RN, OCN, NPD-BC

Preparticipation Screening Processes for Sudden Cardiac Death Risk in Adolescent Student Athletes

April LeBlanc, BSN, RN, NC-BC, and Sierra Contreras, BSN, RN, mentored by Julie Swanson, DNP, RN, NEA-BC, LSSGB

Barriers and Challenges to Participating in Lifestyle Interventions for Pediatric Children Living With Obesity in Rural Communities: A Retrospective Chart Review

Rhe Perdue, MSN, RN, CV-BC, mentored by Anna Quon, MBA HM, BSN, RN, AMB-BC, NEA-BC

Correlation Between Required Charting and Patient Outcomes

Stacy Stephenson, MA, RN, and Courtney Sant, MSN, RN, mentored by Sarah Brauer, MS, RN-BC

Provider Perceptions of Brief Intervention Tools for Adolescents With Anxiety and/or Depression: A Primary Care Survey

Renee Vomcil, BSN, BA, RN, CPN, and Farrah Helmandollar-Siegeler, MSN, RN, LSSGB, CPHQ, mentored by Kim Martz, PhD, RN, and Margaret Downey, PhD, RN, AHN-BC, CHTP/I

Theater Participation and Creative Self-Efficacy in Pediatric Oncology Patients

## 2023 Publications

Alicia Young, MSN, MBA, RN, and Anna Quon, MBA HM, BSN, RN, AMB-BC, NEA-BC

Young, A., Quon, A.C. (2023). Ambulatory care nurses leading innovative telehealth delivery models. *RN Idaho*, 45(4), 4-5.

Lucy Zhao, PhD, MSN, MPaff, RN; Anna Quon, MBA HM, BSN, RN, AMB-BC, NEA-BC; Kayla Luke, BSN, RN, PMGT-BC; and Laura Tivis, PhD, CCRP, LSSGB

Zhao, Y., Quon, A., Luke, K., & Tivis, L. J. (2023). Impact of nursing interventions on discharge disposition in patients with postoperative delirium. *Nursing*, 53(11), 51–57. doi: 10.1097/01.NURSE.0000978892.66327.23

## 2023 Presentations

Dia Byrne, MSN, RN, APRN, ACNS-BC, OCN

Retrospective Chart Review Study of the Relationship Between Patient Falls and ECOG Performance Status in Outpatient Oncology. Poster presentation at Oncology Nursing Society 48th Annual Congress, April 27-30, 2023. San Antonio, Texas.

# Outstanding Achievements

**Brenda G. Larkin, MS, APRN, ACNS-BC, CNS-CP, CSSM, CNOR, FAORN**

Bleeding Disorders: Perioperative Implications. Podium presentation at the Association of periOperative Registered Nurses Global Surgical Conference and Expo, April 1-5, 2023. San Antonio, Texas.

Transition to practice: Using Periop 101 To Create a Perioperative Fellowship Program. Podium presentation at the Association of periOperative Registered Nurses Global Surgical Conference and Expo, April 1-5, 2023. San Antonio, Texas.

Trends and Pathways for the Advanced Practice Nurse. Podium presentation at the Association of periOperative Registered Nurses Global Surgical Conference and Expo, April 1-5, 2023. San Antonio, Texas.

**Rachel Elledge, MSN, CPNP-PC**

Pediatric Functional Constipation. Podium presentation at NurseCon at Sea, Feb. 6-10, 2023. Dominican Republic. April 24-28, 2023. Nassau, Bahamas.

**Andi Foley, DNP, RN, APRN-CNS, EMT, CEN, FAEN**

Blood Pressure Medications. Podium presentation at NurseCon at Sea, April 24-28, 2023. Nassau, Bahamas.

From Set-Back to Success: An AEN Fellowship Case Study. Podium presentation at the 2023 Emergency Nurses Conference, Sept. 21-23, 2023. San Diego, California.

Heart Failure Guidelines. Podium presentation at NurseCon at Sea, April 24-28, 2023. Nassau, Bahamas.

Ignite a Spirit of Inquiry and What To Do Next. Keynote speaker at the Spirit of Nursing Conference, May 9, 2023. Boise, Idaho.

**Jessica Garner, MSN, RN-BC, ACNS-BC, APRN, and Andi Foley DNP, RN, ACCNS-AG, EMT, CEN, FAEN**

CNS Visibility/Advocacy—Scrumming It. Podium presentation at the National Association of Clinical Nurse Specialists Conference, March 8-11, 2023. Portland, Oregon.

**Kim Popa, BSN, RN, NPD-BC, LSSGB**

Experiences and Needs of Parents Whose Child has Attempted Suicide. Podium presentation at LEAP East, October 19, 2023. Idaho Falls, Idaho.

**Anna Quon, MBA HM, BSN, RN, AMB-BC, NEA-BC**

Implicit Bias and Healthcare Disparities. Presentation and workshop at NurseCon at Sea, April 24-28, 2023. Nassau, Bahamas.

Navigating Healthcare Hierarchy With Expert Panel Discussion. Presentation and panel discussion at NurseCon at Sea, Feb. 6-10, 2023. Dominican Republic.

**Anna Quon, MBA HM, BSN, RN, AMB-BC, NEA-BC, and Kristy Schmidt, MN, RN, NEA-BC, CPXP, LSSGB**

Exploring the Legal Aspects of Nursing With Expert Panel Discussion. Presentation and panel discussion at NurseCon at Sea, April 24-28, 2023. Nassau, Bahamas.

**Anna Quon, MBA HM, BSN, RN, AMB-BC, NEA-BC; Kristy Schmidt MN, RN, NEA-BC, CPXP, LSSGB; and Dori Healey, MSN, MBA-HA, APRN-CNS, CPPS, LNC**

Nursing Scope of Practice With Expert Panel Discussion. Presentation and panel discussion at NurseCon at Sea, Feb. 6-10, 2023. Dominican Republic.

**Kristy Schmidt, MN, RN, NEA-BC, CPXP, LSSGB**

Advocating for Patient Autonomy. Podium presentation at NurseCon at Sea, Feb. 6-10, 2023. Dominican Republic.

Care of the Pregnant Incarcerated Patient. Podium presentation at NurseCon at Sea, Feb. 6-10, 2023. Dominican Republic.

Nursing Practice in a Post-Pandemic World. Podium presentation at NurseCon at Sea, Feb. 6-10, 2023. Dominican Republic. April 24-28, 2023. Nassau, Bahamas.

**Vibecke Thompson, DNP, RN**

Implementing Trauma Informed Care. Podium presentation at LEAP West, Nov. 9, 2023. Boise, Idaho.

**Lucy Zhao, PhD, MSN, MPaff, RN; Anna Quon, MBA HM, BSN, RN, AMB-BC, NEA-BC; Elena Jacobs, BSN, RN, OCN; and Laura Tivis, PhD, CCRP, LSSGB**

Nursing Intervention Impact on Length of Stay in Patients With Postoperative Delirium. Poster presentation at the Western Institute of Nursing Conference, April 19-22, 2023. Tucson, Arizona.

Pressure Injury Risk Factors in Surgical Hip Fracture Patients. Poster presentation at the Western Institute of Nursing Conference, April 19-22, 2023. Tucson, Arizona.

# Outstanding Achievements

## Awards and Congratulations

Rick Bassett, MSN, RN, APRN, ACNS-BC, CCRN, FCNS, was announced as the 2025 president-elect for the National Association of Clinical Nurse Specialists board of directors.

### Robyn Beall, MSN, RN, NE-BC:

Elected as director at large for the ANA-Idaho board of directors.

Selected by ANCC as a poster and podium abstract reviewer for the 2023 Magnet and Pathways conference.

Brenda Larkin, MS, APRN, ACNS-BC, CNS-CP, CSSM, CNOR, FAORN, was accepted as a fellow of the Association of periOperative Registered Nurses.

### Andi Foley, DNP, RN, ACCNS-AG, EMT, CEN, FAEN:

Edited “Sheehy’s Manual of Emergency Care,” and it was awarded best Critical Care-Emergency Nursing Book of 2023 by the American Journal of Nursing.

Elected as 2023 board chairperson for the Academy of Emergency Nursing.

### Anna Quon, MBA HM, BSN, RN, AMB-BC, NEA-BC:

Selected for the American Nurses Association Advocacy Institute fellowship.

Elected as secretary for the ANA-Idaho board of directors.

Brie Sandow, MSN, RN, NEA-BC, was selected to participate in the Coldiron Senior Nurse Executive Fellowship program at the Frances Payne Bolton School of Nursing at Case Western Reserve University, Cleveland, Ohio.

## 2023 Registered Nurse Scholarship and Conference Funds Recipients

### *Nursing Scholarships: Advancing Education*

Jordan Arbaugh

Megan Armstrong

Lauren Arnzen

Amy Bradley

Madison Campbell

Caroline Davis

Lucas Donaldson

Willie Etcheto

Sam Fife

Gina Fortugno

Amy Gschopf

Michelle Hancock

Julie Harbig

Sarah Hawkins

Chloe Heckel

Jody Hughes

Whitney Jones

Adriane Lash

Liliana Mathis

Ashley McCuiston

Rebecca Molina

Jessica Nyce

Reatta Omoth

Kim Perez

Dolly Power

Anna Quon

Leann Ramsey

Bianca Rodriguez

Amber Schwehr

Muriel Shannon

Patrick Wilcox

Karina Ysursa

### *Funds for Nurses: Supporting Professional Advancement Opportunities for Nurses*

Suzanne Adams

Sarah Agenbroad

Shannon Ahlstrom

Alissa Allen

Eric Anderson

Jessica Anderson

Janet Andree

Molly Babendure

Heather Bennett

Shawna Birkeland

Nikki Bonito

Sarah Brauer

Ashley Brown

Anne Burkey

Dia Byrne

Karen Caywood

Sharon Chow

Jennifer Cluck

Stephanie Connelly

Jason Cotney

Julia Crist

Shelby Darland

Anne Dean

Ashlee Dean

Elizabeth De Kruyf

Madeline DeMers

Kristin Dewey

Rhonda Dixon

Lesley Durfee

Sydni Elliott

Andrea Esslinger

Tanya Fields

Kellie Foreman

Christina Frederick

Hannah Joy Tobias  
Garcia

Erika Groves

Rebecca Hall

Teresa Hall

Patrick Harrison

Alexandra Heath

Kendra Hibbard

Shannon Holland

Ashley Hollister

Jody Hughes

Elena Jacobs

Julia Koch

Shawna LaFollette

Brenda Larkin

Debbie Larson

Lynn Latimer

April LeBlanc

Shannon Lewis

Barbara Long

Teri Mandrak

Kristin Marsh

Khristy McBride

Breanne McDermott

Traci McGregor

Kyan McKeever

Jane McLean

Traci Murphy

Danielle Nicholas

April Noller

Sara Palma

Rhe Perdue

Megan Planck

Brooke Prescott

Edy Price

Anna Rostock

Stephanie Sanders

Brie Sandow

Elizabeth Sater

Hannah Shainholtz

Emily Smith

Tracy Stark

Kaley Turpin

Courtney Warner

Kelli Winward

Jerri Woodworth



## DAISY Award® Recipients

The DAISY Award is an international program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses every day.

Christina Bates, BSN, RN – Magic Valley Clinical Support Unit

Carly Bowen, RN – Nampa Telemetry

Aaron Burton, LPN – Magic Valley Urology Clinic

Adriana Castillo, BSN, RN – Nampa Women's Services

Julie Croft, BSN, RN – Nampa Crisis Nurse

Kaylee Guevara, BSN, RN – Meridian Pediatric Clinic

Sarah Gulotta, RN – Nampa Telemetry

Harmony Jackson, BSN, RN – Boise Medical-Surgical

Gavin Jorgensen, BSN, RN – Boise Critical Care Unit

Lorna Kennedy-Klein, BSN, RN – Nampa Emergency Department

Larissa King, BSN, RN – Magic Valley Medical-Surgical

Kara Luckey, BSN, RN – Nampa Emergency Department

Brea Mikolajczyk, BSN, RN – Boise Medical Surgical



Sharon Monasmith, BSN, RN – Nampa Women's Services

Madison Olachea, BSN, RN – Nampa Telemetry

Haley Orr, BSN, RN – Magic Valley Intensive Care Unit

Avihai Ostchega, BSN, RN – Boise Cardiac Procedures

Lesley Patterson, RN – Meridian Women's Services

Rauli Perry, NP – Magic Valley Labor and Delivery

Cara Peterman, BSN, RN – Boise Heme Malignancies

Andi Scrivner, BSN, RN – Boise Family Medicine Clinic

Lindy Smith, BSN, RN, CMSRN – Magic Valley Surgical Services

Laura Taylor, BSN, RN – Boise Labor and Delivery

Tom Thuerer, BSN, RN – Boise Telemetry

## Sunshine Award Recipients

The Sunshine Award was created by St. Luke's to recognize clinical excellence by a non-nursing colleague and is a companion program to the DAISY Award.

Hayleigh Armstrong, CNA – Boise

Taralynn Azevedo, CNA – Nampa Intensive Care Unit

Ammon Beddes, Echo Tech – Nampa Echo

Anna Dimitri, CNA – Nampa Telemetry

Tara Lyon, LCSW – Meridian Hospice

Tatyana Marino, CNA – Nampa Telemetry

Caleb Markham, CNA – Nampa Telemetry

Kara Poulton, BSN, RN – Magic Valley Medical-Surgical

Katie Skarpnes, CNA – Boise Clinical Support Unit

Rebecca Steffens, CNA – Boise Antepartum

Jennie Terrell, CNA – Boise Labor and Delivery

Mark Wood, RRT – Fruitland Respiratory Therapy

# Outstanding Achievements

## 2023 System Nursing Excellence Awards Winners

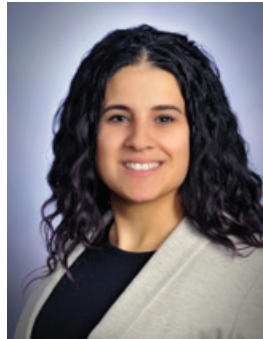
### Exemplary Professional Practice

#### Ambulatory



**Nicole Justesen, BSN, RN, OCN**  
*Cancer Institute, Chemo Infusion Nurse – Boise*

#### APRN



**Rachel Elledge, NP, MSN, RN, CPNP**  
*Pediatric Urology, Nurse Practitioner – Boise*

#### Hospital



**Angie Bower, BSN, RN, RNC-NIC**  
*NICU, Nurse – Meridian*

#### Hospital



**Karen Caywood, MSN, RN, CCRN**  
*Crisis Nurse – Nampa*

#### Hospital



**Katie Lammers, BSN, RN**  
*Medical-Surgical, Nurse – Jerome*

#### LPN



**Tina Marie Rogers, LPN**  
*Pulmonology Clinic, Nurse – Magic Valley*

### Structural Empowerment



**Alicia Osgood, MSN, RN, CPN**  
*Hemophilia, Nurse Navigator – Boise*



**Karen P. Stevens, PhD, RN, TCRN**  
*St. Luke's Wood River Assistant Nurse Manager – Wood River*

### New Knowledge, Innovations and Improvements



**Elena Jacobs, BSN, RN, OCN**  
*4 South, Nurse – Boise*

### Transformational Leadership

#### New Leader



**Nicole Muller, MSN, RN, PHN, CRRN**  
*Rehabilitation/Skilled Nursing Unit, Nurse Manager – Elmore*

#### Experienced Leader



**Sara Gibbons, MSN, RN-BC, NEA-BC, NPD-BC, CPN**  
*Clinical Learning and Student Services, Senior Director – System*

#### Dana Gulbranson Distinguished Nurse



**Jill Howell, BSN, RN**  
*St. Luke's Jerome, Associate Chief Nursing Officer – Jerome*

## RN Group

### Ambulatory Educators



Left to right: **Charissa Phelps**, BSN, RN, NPD-BC; Ambulatory Chief Nursing Officer **Alicia Young**, MSN, MBA, RN; **Lori Gray**, MSN, RN; **Gayle Gray**, BSN, MHS, RN, NPD-BC; **Amber Schwehr**, RN, CV-BC; Senior Vice President for Clinical Practice Integration and Chief Nurse Executive **Elizabeth Steger**, MSN, RN, NEA-BC, FACHE; and **Katrina Maginnis**, BSN, RN, AMB-BC.

Not pictured: **Ashleigh Conner**, BSN, RN, CMSRN, NPD-BC; **Holly Wicklas**, BSN, RN; **Jodi Taylor**, BSN, RNC-OB; and **Misty Ludlow**, BSN, RN.

## Interprofessional Group

### Boise Respiratory Outpatient Clinic Workgroup



Front row, left to right: **Allison Gauthier**, MD, physician; **Julie Snider**, BS, RRT, respiratory therapy director; **Paula Goodsell**, RRT, respiratory therapy clinical educator; **Lauren Goodell**, project manager; and **Kyan McKeever**, BSN, MBA, RN, CPHQ, clinical informaticist.

Back row, left to right: **Emily Haghighi**, MPA, project manager; **Angela Enloe**, application analyst; **Troy Roberts**, RRT, respiratory therapy manager; and **Mark Maylin**, RRT, respiratory care supervisor.

Not pictured: **Anna Amador**, patient access manager.



*Christina Bates (center), BSN, RN, St. Luke's Magic Valley clinical support unit, receives a DAISY Award® for her outstanding care of a patient.*



Boise • Meridian  
Hospitals • Ambulatory