

2022-2023



# Nursing Annual Report

Caring

Autonomy

Trust

Professional

**Kind**

Leader

Teamwork

Dedicated

Rewarding

Commitment

Advocate

Support

**Voice**

Family

Honored

**Proud**

**Community**

Staff

Teams



Froedtert  
Menomonee Falls Hospital



Froedtert  
West Bend Hospital

# A Message From the Chief Nursing Officer

Our 2022-2023 Community Hospital Division Nursing Annual Report is a snapshot of the many achievements of our nursing professionals who embody professionalism as they transform lives, one patient at a time. I am proud to share our achievements, reflecting upon a wonderful and inspiring year! By many measures, 2023 was a year of extraordinary accomplishments for the teams at Froedtert West Bend Hospital and Froedtert Menomonee Falls Hospital. We responded to the immediate needs of the health care system on a daily basis and set a strong foundation for the future, while promoting and fostering evidence-based nursing practice. In July 2023 the American Nurses Credentialing Center (ANCC) bestowed Magnet® designation to Froedtert West Bend Hospital, and in September 2023, the same honor was granted to Froedtert Menomonee Falls Hospital. Our Community Hospital Division hospitals are among a select group of elite hospitals in the world to receive this incredible, coveted honor. It is widely accepted as the gold standard for nursing worldwide. This marked a significant point on our journey of excellence, and it acknowledged and validated the Community Hospital Division's tremendous dedication and commitment to patient care and outcomes.

Achieving Magnet status takes the full effort of all nurses and interprofessional team members. Only 10% of hospitals nationwide have earned Magnet designation. It requires evidence of excellence in nurse engagement, patient satisfaction and clinical outcomes. The professional practice environment that our nurses created and continue to cultivate is the cornerstone of this recognition. Achieving this award symbolizes years of determination, drive, collaboration and use of evidence-based best practices.

Submission of written documentation that demonstrated quantitative evidence regarding patient care and outcomes at Froedtert West Bend Hospital and Froedtert Menomonee Falls Hospital was provided. The ANCC Magnet appraisers held an on-site visit at both organizations to verify, clarify and amplify what was provided in the documents as well as thoroughly assessed our professional practice environment. We are so grateful for the tremendous efforts of our entire nursing team and for the support and contributions of our staff, physicians, board members, community partners, patients and others who participated in this effort. After the rigorous onsite review, the Commission on Magnet analyzed the information provided by the Magnet appraisers and determined that Magnet recognition would be granted to Froedtert West Bend Hospital and Froedtert Menomonee Falls Hospital. On the day of the determination call for both organizations, the boardroom was filled with many nurses and other health care team members. Each moment was special as it validated how committed nursing is at Froedtert West Bend Hospital and Froedtert Menomonee Falls Hospital.

Magnet designation secures our rightful place as prestigious health care organizations. I want to thank Valda Upenieks, Community Hospital director of Nursing Practice, Magnet and Innovation, and Maggie Braun, Community Hospital Division Magnet Program director, for their tremendous efforts during this journey. Congratulations to our nurses for earning this designation, and thank you for what you do every day to elevate your nursing practice, always keeping the patients at the center of what we do!



**Shelly A. Waala, MSHA, BSN, RN, NE- BC**

Vice President Patient Care Services and  
Chief Nursing Officer Community Hospital Division  
Froedtert & the Medical College of Wisconsin health network

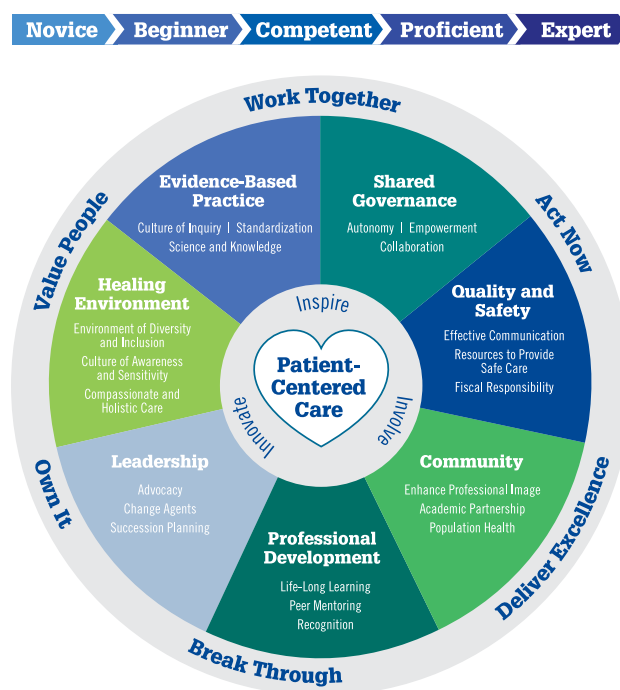
# Professional Practice Model

Our Professional Practice Model provides the structure for change, growth and empowerment for the nursing profession. The foundation of our Professional Practice Model is based on the Froedtert & the Medical College of Wisconsin health network core values: work together, act now, deliver excellence, break through, own it and value people. The elements of the model depict our nursing practice at every level of nursing and include shared governance, quality and safety, community, professional development, leadership, healing environment and evidence-based practice. The center of the model represents our commitment to the patient through the delivery of person-centered care.

## As you read through the 2022-2023 Nursing Annual

**Report,** notice that each story correlates with an element of the Professional Practice Model as well as our core values, demonstrating our commitment to patients, change, growth and empowerment of the nursing profession.

Also, notice the word clouds on the front and back covers. These words capture the comments and themes shared by the Magnet appraisers following the Magnet site visits at Froedtert Menomonee Falls Hospital and Froedtert West Bend Hospital. They are reflective of the gold standard of care given to patients and the communities we serve.



## Shared Governance

### Topic ID Highlights

Froedtert Menomonee Falls Hospital and Froedtert West Bend Hospital utilize a shared governance structure for participatory decision making. Froedtert Menomonee Falls Hospital and Froedtert West Bend Hospital have a total of six shared governance councils; Collaborative Governance Council (CGC) along with five divisional councils, which includes Image Council, Quality and Evidence-Based Practice Council, Nursing Research Council, Education Council and Practice Council.

Nurses at Froedtert Menomonee Falls Hospital and Froedtert West Bend Hospital are empowered and encouraged to submit topic

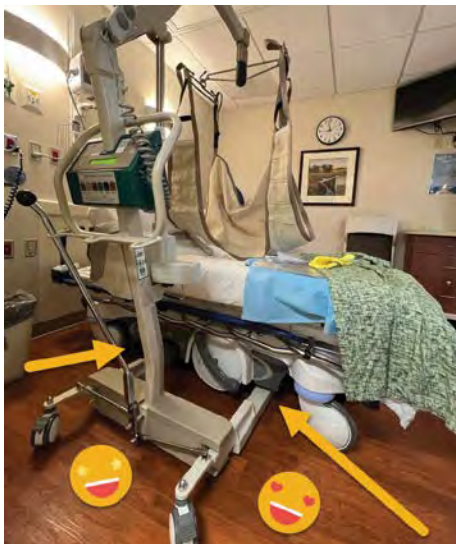
IDs, which are utilized to identify a change they wish to see within their working environment. Topic IDs are initially submitted to CGC and then filtered to the appropriate divisional council(s) or as an outside referral. The CGC was able to make nurse-led changes using shared decision making by completing over 125 topic IDs in the past two years. For example, a topic ID requested changes to DAISY and Sunflower Awards, which are now available online providing the public an avenue to recognize nurses and certified nursing assistants for their exceptional care.



# Quality and Safety: **Act Now, Own It, Work Together, Deliver Excellence**

## Fall With Injury Prevention — Fall Mats and Hip Protectors

The Falls Champion Committee is an interdisciplinary team that monitors, analyzes data, and drives action to reduce falls and improve patient outcomes at Froedtert Menomonee Falls Hospital and Froedtert West Bend Hospital. In 2022, the Falls Champion Committee focused their efforts on raising awareness of preventing falls with injury and changing the culture by implementing additional standard fall interventions, such as fall mats and hip protectors. Since the inception of these products there has been a noted decrease in falls with injury. This influential patient safety initiative lives up to the Froedtert Health values of act now, own it, work together and deliver excellence.



## New Hoyer Lift From Froedtert Menomonee Falls Hospital Foundation

Froedtert Menomonee Falls Hospital Foundation promotes and enhances the health of all individuals in the community through the development and management of resources in collaboration with the mission of Froedtert Menomonee Falls Hospital. In February 2023, the Post-Anesthesia Care Unit (PACU) and Home Today Surgery (HTS) nurses requested a new lift device to provide safe transferring capabilities for patients in their departments. The Froedtert Menomonee Falls Hospital Foundation generously gifted funds to purchase a new patient lift device. The new EZ Way Smart Lift is able to fit under all types of beds and carts to lift patients up to 600 pounds. This new resource is available to use throughout the hospital and ensures the safest care is provided during a patient's hospital stay.



# Community: **Deliver Excellence, Act Now, Value People, Work Together, Break Through**

## Giving Campaign, Led by Nurses, Benefits Mothers and Newborns

In the spirit of aligning with the Froedtert & the Medical College of Wisconsin health network's mission of advancing the health of the people of the diverse communities we serve, Froedtert Menomonee Falls Hospital Birth Center staff participated in the Season of Giving Campaign in December 2022. This campaign was organized and led by Froedtert Menomonee Falls Hospital Birth Center nurses Sara Schneider, RN, and Brie Hadjinian, RN. The pair created a list of items that could be donated to support mothers and newborns once they arrive home. Nurses in the Birth Center donated items such as diaper bags, bottles, bibs, blankets and small toys for infants along with lotion, face masks, water mugs, fuzzy socks, lip balm and blankets for mothers. Donated items were assembled in a decorative basket and distributed to support families in need within the community.

## Pediatric Readiness

Froedtert Menomonee Falls Hospital and Froedtert West Bend Hospital collaborated with Children's Health Alliance of Wisconsin to improve readiness to care for pediatric patients in the Emergency Departments. The goal of the program is to expand capacity and improve quality of pediatric emergency care within Wisconsin. In July 2022, Emergency Departments at both hospitals completed the pediatric readiness survey and scored a 50.5 out of 100 possible points. In August 2022, a multidisciplinary team reviewed the survey and created a process improvement plan to improve readiness and completed the following initiatives:

- Ensured each hospital was equipped with the necessary pediatric specific supplies to properly care for pediatric patients.
- Created a report describing the pediatric population in the Emergency Departments to assist in identifying opportunities.
- Planned improvements in the future.
- Provided education and drills to assist nurses in providing safe and exceptional care to pediatric patients.
- Collaborated with community partners to include care of the pediatric patient in mass casualty and hazmat preparedness. Community partners included: West Bend School District, West Bend Fire Department, Froedtert Pediatric Clinic Menomonee Falls, Froedtert Pediatric Clinic West Bend, Washington County Hazmat and Milwaukee County Paramedic Communications.

At the completion of the first six months, the pediatric readiness score increased from 50.5 to 75.14. In 2023, teams at each hospital continued to build on achievements, continuing to improve the quality of pediatric emergency care, and elevating the care provided to the community.

"Everyone at Froedtert West Bend Hospital is supportive, wants students to learn and provides opportunities to learn."

**Liz Rens, UW-Milwaukee student nurse**

## Academic Partnerships

Our professional practice model (PPM) highlights the development and transition of nurses in moving from novice to expert. To support this part of our PPM, Froedtert Menomonee Falls and Froedtert West Bend Hospitals support the development of future health care professionals by partnering with over 10 local colleges. In 2022, Froedtert Menomonee Falls Hospital and Froedtert West Bend Hospital supported 296 and 112 future nurses respectively, to grow academically and learn to provide exceptional care to members of the neighboring communities.

In addition, Froedtert West Bend Hospital collaborates with the University of Wisconsin-Milwaukee to provide clinical sites to nursing students interested in critical care areas such as the Intensive Care Unit (ICU), Modified Care Unit (MCU), and Emergency Department (ED). This partnership is another strategy to mitigate nursing shortages by attracting a pipeline of new graduates to our hospitals.

*"I really appreciate the critical care units and environment at Froedtert West Bend Hospital. Everyone is eager to pull nursing students into situations where we're allowed to learn or practice new skills, allowing for a less stressful experience. We're encouraged to take the helm on patient cares, promoting independence as our semester ends."*

**Justin Brown, UW-Milwaukee nursing student**





# Professional Development: **Deliver Excellence, Act Now**

## **Nursing Certification Voucher Program — Critical Care**

Achieving nursing certification promotes nursing excellence and reinforces the special knowledge and skills required for working with our patients. Through the American Nurses Credentialing Center (ANCC), nurses are offered targeted exams to demonstrate their specialty and achieve recognition for their expertise on the latest nursing practice standards. Nurses at Froedtert Menomonee Falls and Froedtert West Bend Hospitals are encouraged to become certified in their specialty areas and are supported through the process. In 2022, Jaime Uecker, MSN, RN, CCRN, in collaboration with nursing leadership, worked to obtain 30 vouchers from the American Association of Critical Care Nurses (AACN) to provide pre-paid exam fees for nursing staff planning to take the Critical Care Certification (CCRN) and Progressive Care Certification (PCCN) tests. Since vouchers have been offered, six nurses have become certified, validating their skills in these dedicated nursing specialties and demonstrating their commitment to nursing excellence.

## **Traveling Education — Looking at Skills in a New Way**

A demand for hands-on skills and meeting staff where they are was identified by a team of medical-surgical educators at Froedtert Menomonee Falls Hospital and Froedtert West Bend Hospital. This team worked collaboratively to create an innovative educational solution to meet this need by offering a mobile “skills playground,” bringing education right to staff. This “skills playground” offers education in multiple modalities for learning including PowerPoints, short videos, tip sheets and a hands-on component with their educators and peers. It has been well-received by staff.

Changing and adapting to meet the needs of staff in this ever-changing health care arena is important, and we will continue to improve, collaborate on and grow to meet these needs.

### Comments from Staff

**“I loved in-person learning.”**

“It was quick so it fit in any time.”

“During work hours was helpful.”

“It was great!”

“It was great I could jump in after shift change.”

## 2023 Milwaukee Journal Sentinel Nurse of the Year Winner and Nominees Representing the Community Hospital Division

Adam Arbogash, BSN, RN  
Dena Bestul, RN  
Shawna Boehlen, BSN, RN, CMSRN  
Julie Brady, BSN, RN  
Kristen Campbell, ADN, RN  
Rachel Fick-Luplow, ADN, RN  
Jennifer Finger, BSN, RN  
Shelley Hart, RN, ACNS-BC, OCN

**2023 Winner - Nurse of the Year**  
**Joey Jaeger, ADN, RN**  
Joseph Jung, BSN, RN  
Kristine Kelly, ADN, RN  
Jacqueline Klotz, RN, MSN, CCRN  
Ginger Knapp, MSN, RN, CEN  
Kasey Knecht, BSN, RN  
Courtney Lauer, BSN, RN

Janet Reichert, BSN, RN, CPAN  
Danielle Ruplinger, ADN, RN  
Kristy Schmidt, ADN, RN  
Rebecca Skidmore, BSN, RN  
Krystal Straschinske, ADN, RN  
Sandy Winter, BSN, RN, CPAN

## Daisy Award Winners 2022-2023

Chris Bath, ADN, RN  
Brianna Burt, ADN, RN  
Jayne Kaul, BSN, RN

Caroline Kohn, BSN, RN  
Amra Lord, BSN, RN, GERO-BC  
Sarah Malzewski, BSN, RN

Maisy Montesanto, BSN, RN  
Jenny Thielmann, BSN, RN

## Team DAISY Award Winners 2022-2023

**Froedtert West Bend Hospital Birth Center**  
Kristin Ahrens, BSN, RN, IBCLC, Marilyn Rios, ADN, RN, and Ashley Lynn, BSN, RN  
**Froedtert Menomonee Falls Hospital 5th Floor Medical/Surgical Unit**  
Entire Team

**Froedtert West Bend Hospital 3rd Floor Medical/Surgical Unit**  
Entire Team

**Froedtert Menomonee Falls Hospital 4th Floor Ortho and Spine Unit**  
Entire Team

## Excellence in Nursing Award and Excellence in Nursing Support Staff Award Nominees 2022-2023

(\*indicates award winners)

### Froedtert West Bend Hospital 2022

Alexa Bartelt  
Samantha Nolan, BSN, RN  
Candy Schellinger  
Amber Singer\*  
Melissa Walsh  
Tiffany Weina, ADN, RN, SANE  
Sue Wolf, BSN, RN\*

### Froedtert Menomonee Falls Hospital 2022

Jennifer Belfield  
Shontel Bradford  
Michelle Carini, BSN, RN  
Peter Chambers, BSN, RN  
Heidi Fuerstenberg, RN  
Jena Harper\*  
Katie Heisler  
Kelly Keith  
Amy Krier, ADN, RN, VA-BC

Maisy Montesanto, BSN, RN  
Kristen Schieble, BSN, RN  
Paige Seymer  
Vanessa Tevich, BSN, RN\*  
Sandi Tracy, BSN, RN  
Melissa Yochem, MSN, RN

### Froedtert West Bend Hospital 2023

Laurette Baumann, ADN, RN \*  
Kristina Belyeu, BSN, RN  
Therese Cole, ADN, RN  
Jennifer Finger, BSN, RN  
Suzanna Kelly\*  
Lisa Kunz  
Amanda O'Brien  
Erica Rust  
Candy Schellinger  
Amber Singer  
Christin Sinjakovic\*  
Ashley Valente

### Froedtert Menomonee Falls Hospital 2023

Jennifer Belfield  
Sherry Bennet, BSN, RN, C-EFM  
Robin Curry, MSN, RN, CPLC  
Rosemary Eesley\*  
Kristen Eliszewski  
Sarah Kust, BSN, RN  
Pam Morici, ADN, RN  
Ashley Painter, ADN, RN  
Lindsey Schwarz, ADN, RN  
Stephanie Smith, BSN, RN  
Melinda Vanderheiden, BSN, RN, CCRN\*  
Mindy Vang

## Professional Development Portfolio Recipients — 2022

Mary Baerwald, ADN, RN, CCRN  
Jennifer Belfield, OBT  
Kelly Bishop, BSN, RN, RNC-OB  
Laura Borelli, BSN, RN, RNC-OB  
Diane Boxrud, BSN, RN  
Geraldyn Breunig, BSN, RN  
Melissa Callies, RN, IBCLC  
Lisa Daniels, BSN, RN  
Mary Davis, OBT  
Lindsey Dejewski, BSN, RN  
Jennifer Domagalski, BSN, RN  
Amanda Duan, BSN, RN  
Lindsey Eigner, BSN, RN  
Samuel Garland, MSN, RN, CMSRN  
Victoria Gehring, MSN, RN  
Rachel Gomez, ADN, RN

Lindsay Griggs, BSN, RN  
Kelly Keith, OBT  
Nicole Kloehn, ADN, RN  
Kelsey Klohn, ADN, RN  
Rebecca Kumar, BSN, RN, CBCN  
Amber La Mere, BSN, RN  
Amy Lovy, BSN, RN  
Ashley Lynn, BSN, RN  
Sarah Malzewski, BSN, RN  
Taylor Miller, EDT  
Samantha Nolan, BSN, RN  
Roxanne Ollinger, BSN, RN  
Jaclyn Pesch, BSN, RN, CWOCN  
Rebecca Pieters, ADN, RN  
Karen Reed, CCT  
Sara Rosenthal, MSN, RN

Courtney Rossiter, BSN, RN  
Kristy Schmidt, ADN, RN  
Terry Schroeder, ADN, RN, CNOR  
Christie Schwind, BSN, RN  
Amber Singer, OBT  
Vanessa Tevich, BSN, RN  
Matthew Tomey, BSN, RN, CCRN  
Melinda Vanderheiden, BSN, RN, CCRN  
Theresa Wagner, OBT  
Tracey Weninger, BSN, RN  
Julia Wilhelm, CCT  
Nancy Winter-Miranda, CAN  
Chelsey Wolf, BSN, RN  
Stephanie Wolfe, BSN, RN

## Professional Development Portfolio Recipients — 2023

Teresa Alagna, BSN, RN, CV-BC  
Adam Arbogrash, BSN, RN  
Rachel Bauer, BSN, RN  
Laurette Baumann, ADN, RN  
Amy Becker, BSN, RN  
Kristina Belyeu, BSN, RN  
Lisa Berens, BSN, RN  
Tammy Boelk, BSN, RN  
Alexis Breuer, BSN, RN, CBRF  
Beth Bruns, BSN, RN  
Nancy Bujak, ADN, RN  
Rupinder Chahal, BSN, RN  
Thomas Ciriacks, BSN, RN  
Lindsay Cornelius, ADN, RN  
Jean Curro, BSN, RN  
Tammy Dassow, ADN, RN  
Chanda Doll, BSN, RN  
Sandra Dunnington, ADN, RN  
Jennifer Eckart, BSN, RN  
Carol Fero, ADN, RN, CCRN  
Jennifer Finger, BSN, RN  
Gina Fritz, BSN, RN  
Julie Gallo, BSN, RN  
Anna Goberman, BSN, RN  
Jessica Goldnick, ADN, RN  
Carmelita Go-Pheng, BSN, RN  
Casey Grulkowski, ADN, RN, CV-BC

Brienna Hadjinian, BSN, RN  
Jennifer Hedrick, ADN, RN  
Julie Hembel, BSN, RN, OCN, CBCN, CN-BN  
Meghan Hielsberg, BSN, RN, CWOCN  
Amanda Hug, MSN, RN, CCRN  
Marie Jerger, SA  
Dawn Jeziorski, ADN, RN  
Laurie Johnson, BSN, RN, CCRN  
Kelsey Kaiser, BSN, RN  
Jacqui Kaufman, ADN, RN  
Gabriella Keidl, CCT  
Angel King, ST  
Brittini Kooiman, ADN, RN  
Courtney Lauer, BSN, RN  
Amra Lord, BSN, RN, GERO-BC  
Nicole McHugh, ADN, RN  
DeAnn Meyer, BSN, RN  
Candice Olsen, BSN, RN  
Katie Pankow, BSN, RN  
Katherine Peterman, ADN, RN  
Nora Plym, MSN, RN, CCRN  
Jeanette Prince-Hestetune, CCT  
Julie Rasmussen, BSN, RN  
Katie Rasmussen, BSN, RN  
Janet Reichert, BSN, RN, CPAN

Tera Rettman, EDT  
Gwendolyn Roller, BSN, RN  
Melanee Rosiak, BSN, RN, GERO-BC  
Jeannette Rovge, ADN, RN  
Sara Schneider, ADN, RN  
Anthony Scholten, ADN, RN  
Sherry Scott, BSN, RN, CMSRN, PCCN  
Natalie Seiltz, BSN, RN, CLC/IBCLC  
Becky Slaughter, AT  
Christy Streyckmans, BSN, RN  
Sarah Thielke, ADN, RN, SCRIN  
Lana Timm, ADN, RN  
Ashley Trad, BSN, RN, PCCN  
Amber Turelli, BSN, RN  
Jacqueline Usher, BSN, RN, RNC-OB  
Amanda Van Ert, CCT  
Serena Wagner-Avila, BSN, RN  
Ashley Weber, BSN, RN, CV-BC  
Patti Weisser, MSN, RN  
Gina Wilson, ADN, RN, CBCN  
Crystal Winter, BSN, RN  
Sandra Winter, BSN, RN, CPAN  
Amber Withrow, BSN, RN, CCRN  
Bettina Wobig, BSN, RN





## Leadership: **Value People, Work Together**

### Engagement Advocates

More than 30 nurses from each department at Froedtert Menomonee Falls Hospital and Froedtert West Bend Hospital identify as staff engagement advocates. Selected by their department's leader, engagement advocates champion positive engagement, routinely demonstrate Froedtert Health's values, and have positive working relationships with their team members. Engagement advocates function as *change agents* by partnering with the department's leader and team to accomplish engagement initiatives and bring something unique and exciting to their teams. Just a few examples include:

- The Froedtert Menomonee Falls Hospital Modified Care Unit created a rotating recognition/activity board in the break room, volunteered in the community as a unit and held team picnics.
- Froedtert Menomonee Falls Hospital Orthopaedics and Spine Unit team members participated in group outings and held surprise birthday parties for a patient and a beloved volunteer.
- The Froedtert West Bend Hospital Medical Surgical Unit implemented a spin on the popular March Madness tournament, encouraging team members to increase ambulation of their patients for points. Team members with the most points each week received a prize.

The opportunities and ideas to lead positive engagement efforts by engagement advocates are endless and an excellent way to practice the Froedtert Health values of Value People and Work Together.



*Froedtert Menomonee Falls Hospital Modified Care Unit staff donate supplies and food to the Menomonee Falls Food Pantry as part of a staff engagement advocate initiative.*



## Healing Environment: **Work Together, Deliver Excellence**

### Cardiopulmonary Rehabilitation Team

When a patient arrives for their first appointment in the Cardiopulmonary Rehabilitation Department at Froedtert Menomonee Falls Hospital or Froedtert West Bend Hospital they are readily greeted by the entire team that will be caring for them over the course of 12-18 weeks. That team consists of clinical nurses, exercise physiologists and dietitians who collaborate daily to provide exceptional care. From the very first appointment, the cardiopulmonary rehabilitation team works closely with the patient, taking into consideration their specific needs, goals and abilities before identifying an appropriate program and selecting a schedule that meets their needs.



*Elizabeth Comp, EP; Ana Armour, MS, CEP; Lauren Rawski, CEP, CCRP; Rachel Kohli, RCEP; Alyssa Wiczorkowski, EP; Colleen Whaley, RN; Sarah Kalscheur, RN*

*(continued on next page)*

Patients are seen for a variety of situations, such as stent placement, heart or lung transplant, chronic obstructive pulmonary disease (COPD), coronary artery bypass graft (CABG) and heart failure, among others. A patient's time in the Cardiopulmonary Rehabilitation Department is spent in a myriad of ways and may consist of completing an exercise program, learning about heart health, healthy dieting or healthy mindset, and thorough medication teaching. Throughout the program, data is collected, goals are assessed and reassessed and the team communicates with the patient to ensure their needs are being met.

Upon graduating from a program, patients receive a certificate and ring a gong to mark their accomplishment in prioritizing their health. Graduations are bittersweet moments for the team, with the real prize being the success of patients they work with and learn about for weeks. Patients often send thank you cards along with updates on things they have accomplished such as playing with their grandchildren and even completing a triathlon, which may not have happened if it weren't for the dedication and collaboration of the cardiopulmonary rehab team at Froedtert Menomonee Falls and Froedtert West Bend Hospitals.



*Craig Feiter, CEP; Judy Schrot, RN; Crystal Kuzera, RN; Bailey Deininger, EP; Hannah Schwartz, MSEP; Sarah Bedford, MS, RD, CD*

## **Making A Difficult Time Easier With Hospice Kits**

In fall 2022, Froedtert Menomonee Falls Hospital and Froedtert West Bend Hospital implemented hospice kits on each inpatient unit through a collaboration with Volunteer Services and Horizon Hospice. The hospice kits contain a blanket made by volunteers, a notepad, pen, and lip balm from Horizon Hospice, as well as written resources on death and dying. In addition to the kit, an inked handprint and a small memento can be requested by those who want to keep the memory of their family member close at hand on a day-to-day basis. A nurse provides a hospice kit with the intent to comfort families during an otherwise difficult time.

Hospice kits are put together by Froedtert Menomonee Falls Hospital volunteer Trudy Droese who has spent years contributing to the hospital. Trudy recalls working as a nurse the night Froedtert Menomonee Falls Hospital (formerly Community Memorial Hospital) opened in July 1964. She always looked forward to going to work, even with double shifts and tough moments. The patient care team was truly a family. After 40 years working as a nurse in the Medical/Surgical Unit, Modified Care Unit, Intensive Care Unit and education, she retired in 2000 and became a volunteer in between caring for her grandchildren. Trudy is amazed at the growth and community impact the hospital has had over the years and continues to make her own impact on the care of patients with hospice kits.



*Trudy Droese, Froedtert Menomonee Falls Hospital volunteer*



# Evidence-Based Practice: Value People, Work Together

## Using an Appreciative Inquiry Approach

The Nursing Research Council, composed of staff nurses, advanced practice nurses and a nurse scientist, led a nursing study using the appreciative inquiry qualitative approach to explore the most successful fall prevention practices at both hospitals. The study, *“Using an Appreciative Inquiry Approach to Develop a Patient Fall Prevention Program,”* is the first type of study engaging nurses at the point of care for the purpose of sharing their practice and encouraging their involvement with developing and implementing best practices with fall prevention. This study was proudly shared by principal investigator Shelley Hart, RN, ACNS-BC, OCN, during a podium presentation at the Froedtert Health 16th Annual Nursing Research Conference in 2022.

## BECALM Tool

The Hester Davis Scale (HDS) Fall Risk Assessment Tool is a comprehensive, individualized tool to assess a patient for their risk of falls utilizing a nine-factor scale that was implemented throughout our health system in 2022. In an effort to align with the concept that there is no “one size fits all” for patients when it comes to fall prevention, Andrea Wlodarczyk, MSN, RN; Shelley Hart, RN, ACNS-BC, OCN; and the Falls Champion Committee sought a tool to assist nurses in connecting the dots with fall prevention. Together they created the BECALM tool which came to life in an effort to bridge the gap between assessment and identifying the appropriate fall prevention interventions in alignment with a patient's score for each factor of the HDS Fall Risk Assessment Tool. When a patient scores greater than three in any one factor, nurses are supported by looking at the BECALM tool to find several interventions that could be implemented based on the patient's needs. This tool is currently being researched on inpatient Medical/Surgical units at Froedtert Menomonee Falls Hospital and more information is to come on this exciting evidence-based practice project.

## Pregnancy and Maternal Birth Experience Influenced by the COVID-19 Pandemic

The Froedtert Menomonee Falls Hospital Birth Center was no stranger to the effects of the COVID-19 pandemic. The Froedtert Menomonee Falls Hospital Birth Center Nurse Research Team, Melissa Yochem, MSN, RN; Pamela Johnston, MSN, RNC-OB; Robin Curry, MSN, RN, CPLC; Bethanie Meyer, MSN, RN; Tracy Alexanian, BSN, RN, CLC; and Jennifer Konrad, MSN, RN, FNP-BC, sought to study the level of worry within the pregnant and postpartum mother population regarding their pregnancy and birthing experience during the COVID-19 pandemic. In congruency with the Froedtert & MCW health network nursing strategic priority of exceptional care, the team conducted a mixed method study to gain understanding of the stressors this population faced during the pandemic to better support and care for their patients.

The study found that participants reported anticipatory worry with changes to hospital policy and workflows, the potential impact of COVID-19 on the health of their infant and fear of the unknown. Interestingly, there was an overwhelming positive response regarding the limited visitor policy. Most participants stated that not having to manage visitor traffic helped them not feel pressured to allow visitors, or be the gatekeeper, allowing them time to rest, heal and bond as a family. As participants reflected on their hospitalization, they expressed that they felt well-cared for and the changes due to

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COVID-19 did not affect their stay in the way they had anticipated. The feedback that was obtained through the interview process further validated the support and reassurance provided by nurses given to all patients during the COVID-19 pandemic.

## **Improving C-Section Care Using Enhanced Recovery After Surgery Principles**

Nurses who care for patients undergoing a Cesarean section (C-section) delivery are in a position to recognize the potential for improvement in the recovery process, which can help promote maternal-infant bonding and the mother's ability to care for her newborn. At Froedtert West Bend Hospital Birth Center, nurses identified that patients undergoing a C-section had potential for improvement in care as previous standards of practice may have prevented rather than facilitated a rapid recovery after a C-section birth.

Katie Rasmussen, BSN, RN, and Ashley Lynn, BSN, RN, along with Froedtert West Bend Hospital Birth Center Unit-Based Practice Council (UBPC) members, identified this opportunity to adopt evidenced-based practices from enhanced recovery after surgery (ERAS) principles with goals to:

- Decrease pain scores and reduce the use of opioids
- Promote exclusive breastfeeding
- Increase patient satisfaction
- Prevent catheter-associated urinary tract infections (CAUTI)
- Decrease length of stay
- Facilitate cost-effective care

In 2022, the Froedtert West Bend Hospital Birth Center implemented these changes to improve care after a C-section: screening patients for operative nausea risk and pre-operatively placing a scopolamine patch, discontinuing IV fluids earlier, allowing patients to eat food earlier, providing better pain control by scheduling Tylenol, Toradol and/or Motrin as well as increasing the use of abdominal binders, removing the indwelling urinary (Foley) catheter earlier and getting the patient up and walking faster. Since implementation, there has been much success in reaching these goals to improve care of patients after a C-section.

## **SNOO With NOWS Infants**

The Froedtert West Bend Hospital Birth Center cares for the increasing population of infants experiencing Neonatal Opioid Withdrawal Syndrome (NOWS). NOWS infants are those exposed to certain substances in-utero and can show signs of withdrawal after birth such as fussiness, tremors, uncoordinated/excessive suck and inability to sleep. To standardize and improve the care of NOWS infants, Staci Bohling, BSN, RNC-ONQS, introduced the use of the SNOO and 5 S's - swaddling correctly, holding baby on side or stomach, shushing, swinging and sucking. SNOO is a smart bassinet that can soothe the infant by increasing motion and sounds to calm a crying infant. This method intends to show a sustainable reduction in health care utilization by decreasing length of stay and pharmacologic use. Data on satisfaction of parents and nurses as well as a decrease in length of stay is currently being collected.



## 17th Annual Nursing Research Conference

On Nov. 3, 2023, nurses throughout our health system gathered to present, listen and learn at the 17th Annual Nursing Research Conference. The conference theme was *"Nursing Research: Providing Clarity in a Kaleidoscope of Change."* Keynote speaker Jennifer Burgher Seaman, PhD, RN, CHPN, captivated the audience with an in-depth presentation on her own research and shared tips for our nurses to continue pursuing innovative ways to enhance the nursing profession. Congratulations to the several nurses proudly representing Froedtert Menomonee Falls and Froedtert West Bend Hospitals with a poster or podium presentation!



(L-R) Maggie Braun, MSN, RN, CNOR; Jennifer Konrad, MSN, RN, FNP-BC; Melissa Yochem, MSN, RN; Robin Curry, MSN, RN, CPLC; Bethanie Meyer, MSN, RN; Shawna Boehlen, BSN, CMSRN; Samantha Hendricks, MBA, MSN, RN, NE-BC; Jennifer Domagalski, BSN, RN; Dawn Zakzesky, MSN, RN, CNS-BC; Teresa Alagna, BSN, RN; Laurette Bauman, ADN, RN; Nora Plym, MSN, RN, CCRN; Staci Bohling, BSN, RNC-ONQS; Tracy Alexanian, BSN, RN, CLC; Betty Matthies; Ellen Daroszewski, PhD, APRN; Kelly Lindemann, RN, BSN, CMSRN; Deb McCann, MSN/MBA/HC, NE-BC, CCRN; Shelley Hart, RN, ACNS-BC, OCN; Melissa Ratzmer, RN, BSN, CEN; Kristen Lebiecki, MSHA, BSN, RN, C-OB, NE-MBU; Pamela Johnston, MSN, RNC-OB; Elizabeth Collis, CNM, APNP; and Sandra Bach, APNP attend the Nursing Research Conference.

### Posters



**Froedtert System Stroke in Collaboration with LAUNCH - Community Awareness Campaign** by Shawna Boehlen, BSN, CMSRN, Community Hospital Division stroke coordinator; and Angelique Crofta, BSN, RN, SCRNP

**Improving Umbilical Cord Blood Gas Collection:** A Quality Improvement Initiative by Jennifer Konrad, MSN, RN, FNP-BC; Kathryn Rasmussen, BSN, RN; Lindsey Cornelius, RN; Amber Fortmann, NNP; and Erwin Cabacungan, MD

### Podium Presentations



**Assessment of the Impact of Difficult Shifts on Staff Stress in the Community Emergency Department** by Dawn Zakzesky, MSN, RN, CNS-BC, CEN; Terrie Cole, ADN, RN; and Kathryn Mellgren, BSN, RN

**Pregnancy and Maternal Birth Experience Influenced by the COVID-19 Pandemic** by Jennifer Konrad, MSN, RN, FNP-BC; Elizabeth Collis, CNM, APNP; Tracy Alexanian, BSN, RN, CLC; and Bethanie Meyer, MSN, RN

**The Power of Evidence** by Ellen Daroszewski, PhD, APRN, Community Hospital Division nurse scientist



**Giving a Boost at the Bedside: RN Orientation of Family Medicine Residents to Improve Comfort at the Bedside** by Jennifer Domagalski, BSN, RN





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