



2021

Sanford USD Medical Center and Clinics

NURSING REPORT

SANFORD[®]
HEALTH

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**Kelly Hefti,
MSN, RN, CNP,
COHN-S**

**Vice President, Nursing
& Clinical Services
Sanford USD Medical
Center and Clinics**

ORGANIZATIONAL OVERVIEW

Letter from the Vice President of Nursing & Clinical Services

Greetings fellow nurses and friends of nursing,

I can hardly believe it is time to share the 2021 Nursing Report. The report is a reminder of the incredible privilege that we have as professional nurses to impact our patients, our colleagues and our communities. While our world, and specifically our profession, has been challenged in ways that have stretched our strength and our reserves, we have remained patient-centered in our care delivery while recognizing the importance of self-care and our own well-being.

We recently celebrated and recognized our nurses during Nurses Week. The American Nurses Association's theme was "Nurses Make a Difference." Sanford nurses make a difference every day! We remain committed to our journey to high reliability through our SAFE (Sanford Accountability for Excellence) work and decreasing instances of preventable harm. Together we have made a commitment to sharing safety stories and using our universal relationship and reliability tools that have led us to a 36% reduction in our serious safety event rate. Our shared governance model provides the foundation for nurses to advance evidence-based and innovative care delivery across the continuum of care. Our continued focus on patient experience is being reflected in our inpatient and ambulatory survey data as we practice careful listening and emphasize care coordination for each patient, every time.

A significant achievement in 2021 was the Sanford Nurse Residency Program being awarded **Full Accreditation with Distinction**. This designation will support our Magnet work in strategic ways. Sanford joins an elite group of 201 other national and international accredited organizations, leading the way in South Dakota, as the first and only organization in the state to be accredited by the Practice Transition Accreditation Program® (PTAP).

I remain humbled to have the opportunity to lead this incredible team of nurses. You inspire me as we deliver on our mission and remain Dedicated to the Work of Health and Healing.

Sanford Nurses - You Make a Difference!

Gratefully,

Kelly Hefti, MSN, RN, CNP, COHN-S
Vice President, Nursing & Clinical Services
Sanford USD Medical Center and Clinics

Our Mission, Vision and Values

OUR MISSION:

Dedicated to sharing God's love through the work of health, healing and comfort.

OUR VISION:

Improving the human condition at every stage of life through exceptional care, spiritual enrichment, innovation and discovery.

OUR NURSING VISION:

The provision of highly reliable, safe, person-centered care fostered by a healthy work environment of skilled teams working collaboratively across all care settings.

OUR VALUES:

Calling

Demonstrating enthusiasm for those we serve, our vocation and the organization's mission.

Courage

Having strength to persevere, innovate, use our voices and take action.

Family

Celebrating the connection and commitment we have to each other through it all.

Community

Providing care in a diverse range of settings and environments with a focus on the wellness of individuals.

Service

Sharing God's love through actions that reflect compassion, acceptance, love, humility and sincerity in keeping with the common Lutheran heritage of our legacy organizations.

Resolve

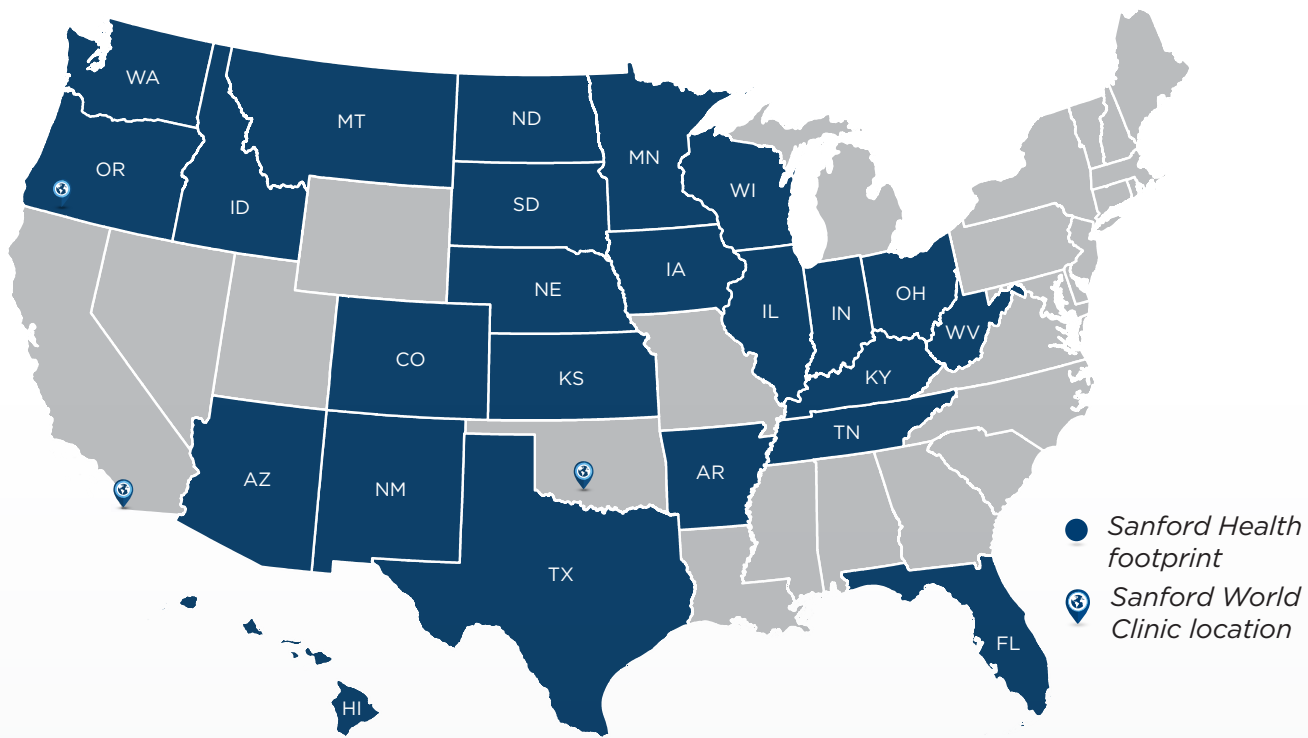
Adhering to systems that align actions to excellence, efficiency and purpose.

Advancement

The pursuit of individual and organizational growth and development.



Stacie Rust, RN, prepares for a post-surgical open-heart patient.



About Sanford Health

Sanford Health, the largest rural health system in the United States, is dedicated to transforming the health care experience and providing access to world-class health care in America's heartland. Headquartered in Sioux Falls, South Dakota, the integrated health system serves more than one million patients and 220,000 health plan members across 250,000 square miles.



47 medical centers



170 clinical investigators and research scientists



224 clinic locations



220,000 Sanford Health Plan members



200 Good Samaritan Society senior care locations



47,757 employees



158 skilled nursing and rehab facilities



2,800 Sanford physicians and advanced practice providers and **8,716** registered nurses delivering care in more than **80** specialty areas



42 affordable housing locations



Centers of Excellence: Cancer, Children's, Heart, Orthopedics/Sports Medicine and Women's Health



World clinics in **8** countries around the globe



The Birth Place nursing team celebrates Katie Lobach, RN, as the June 2021 DAISY Award recipient for extraordinary care.

Each year, Sanford Health provides:



5.2 million outpatient and clinic visits



9,163 births



82,848 admissions



194,864 emergency department visits



127,875 surgeries and procedures

About Sanford USD Medical Center and Clinics



2,782 APRNs, RNs, and LPNs



348.59 daily census



545 licensed Beds



4.74 average length of stay



80 clinics



1.68 case mix index



26,943 inpatient admissions



2021: YEAR IN REVIEW

JANUARY 4

COVID-19 Town Hall provides an update on the vaccine rollout within the Sioux Falls market.

JANUARY 7

One year anniversary of CDC COVID-19 pandemic response.

JANUARY 14

- Sanford begins mailing letters to patients to help prepare them for their vaccine appointment.
- Almost 4,500 meals are donated to frontline workers at Sanford.

JANUARY 18

- COVID-19 Town Hall details new coronavirus strains identified and provides an update on our vaccine rollout and population priority groups.
- South Dakota residents over age 80 and those 65 and older with two or more underlying medical conditions are eligible to schedule their COVID-19 vaccine.

JANUARY 19

Sanford Health offers the first public vaccines to patients in Sioux Falls, SD.

JANUARY 25

First U.S. case of Brazil variant of coronavirus reported in Minnesota.

JANUARY 28

- First U.S. case of South African variant of coronavirus reported in South Carolina.
- Begin reporting employee vaccination and statewide vaccination numbers in Sioux Falls communications.

FEBRUARY 1

COVID-19 Town Hall discusses updates on employee vaccinations, flu season and answers common questions about masks.

FEBRUARY 15

South Dakotans ages 70 and older may now be vaccinated.

FEBRUARY 18

- The Outpatient Care Center 2 team surpasses treating 500 patients. The outpatient monoclonal antibody infusion treatment helps to protect the most vulnerable from serious COVID-19 complications, preventing hospitalizations and reducing strain on the health system.
- Shot of Hope "I Got my Vaccine" wristbands are distributed to Sanford employees.
- COVID-19 Town Hall: Experts in maternal-fetal medicine, reproductive endocrinology and infectious disease discussed COVID-19 vaccine concerns around pregnancy and infertility.

FEBRUARY 20

Sanford USD Medical Center is awarded Inpatient Diabetes Certification from The Joint Commission.

FEBRUARY 21

U.S. COVID-19 death toll surpasses 500,000.

FEBRUARY 22

South Dakotans ages 65 and older are now eligible to receive the vaccine.

FEBRUARY 25

Visitor restrictions are updated to allow up to two visitors or support persons at a time. Visitors are not allowed in COVID-19 units, dialysis or infusion centers.

FEBRUARY 27

FDA approves emergency use authorization for Janssen (J&J) vaccine one-shot COVID-19 vaccine.

MARCH 4

All Sanford employees are now eligible to be vaccinated. The remaining 3,000 non-clinical Sanford employees in South Dakota have been invited to get vaccinated.

MARCH 10-12

Sanford USD Medical Center is awarded hip fracture and hip, knee and shoulder joint replacement certifications from The Joint Commission.

MARCH 11

- The South Dakota Department of Health announces that the entire group of 1D is now eligible to receive the COVID-19 vaccine. This includes teachers, college faculty, college students, child care workers and funeral service workers.
- The Sioux Falls Imagenetics vaccination clinic administers their 50,000th vaccine dose.

MARCH 12

One year anniversary of the first Sanford COVID-19 Incident Command meeting.

2021: YEAR IN REVIEW

MARCH 13

U.S. surpasses 100 million vaccinations administered.

MARCH 15

COVID-19 Town Hall provides updates on vaccine efforts, employee vaccinations and visitor restrictions.

MARCH 18

Sanford breaks ground on Harrisburg, SD clinic.

MARCH 19

- Sanford Health announces a \$300 million initiative to transform rural care delivery. The initiative starts with a significant expansion of graduate medical education and an investment in community health and wellness, while planning continues for a third initiative focused on building a virtual hospital of the future.

MARCH 22

South Dakotans in group 1E are eligible to get vaccinated. This includes fire service personnel and other critical infrastructure workers.

MARCH 31

The Sanford Employee Crisis Fund has provided \$1.4 million in assistance to 1,670 employees since its inception in April 2020.

APRIL 1

New Sanford paid volunteer time off benefit becomes effective.

APRIL 2

CDC announces fully vaccinated individuals can safely travel domestically in the U.S. without a COVID test.

APRIL 5

All South Dakota residents ages 16 and older are eligible to get vaccinated.

APRIL 6

- U.S. Representative Dusty Johnson volunteered at the Imagenetics vaccination clinic and was vaccinated to encourage others.
- Informatics implements a BPA in all patient charts to ensure influenza and COVID-19 vaccines are not given too close together. The CDC recommends a 14-day waiting period between COVID-19 and other vaccines.

APRIL 7

The B.1.1.7 coronavirus variant, first identified in the U.K. and known as alpha, becomes the most common strain circulating in the U.S.

APRIL 9

The flu season for inpatients ends as there is a very small amount of influenza circulating due to pandemic response and prioritization of the COVID-19 vaccination.



Sanford breaks ground on Harrisburg, SD clinic.

2021: YEAR IN REVIEW

APRIL 13

- CDC recommends pausing the use of the Janssen (J&J) COVID-19 vaccine because of blood clot complications.
- The Imagenetics vaccine clinic begins offering walk-in COVID-19 vaccinations.

APRIL 15

Sanford USD Medical Center is named an Advanced Comprehensive Stroke Center by The Joint Commission.

APRIL 16

SARS-CoV-2 (COVID-19) test is now included in the Sanford Comprehensive Respiratory Pathogen Panel.

APRIL 19

The South Dakota Department of Health lifts restrictions on vaccinating out-of-state residents.

APRIL 21

U.S. surpasses 200 million vaccinations administered.

APRIL 29

Sanford masking policy updated to require all employees in clinical facilities to wear surgical facemasks.

MAY 10

COVID-19 Town Hall provides updates on COVID-19 vaccines, Sanford's three initiatives (graduate medical education, community wellness and virtual hospital), SAFE, employee survey and Nurses Week.

MAY 11

The Imagenetics vaccine clinic transitions to primary care clinics. Patients can receive a COVID-19 vaccine at all Sanford Sioux Falls area primary care clinics.

MAY 12

The CDC announces COVID-19 vaccines and other vaccines may now be administered without regard to timing. Sanford COVID-19 vaccination screening question "Has patient had any other vaccines in the last 14 days?" is removed.

MAY 20

The FDA updates the storage of the Pfizer vaccine to allow for refrigeration for up to one month.

MAY 24

- The CDC does not approve surgical masks over N95s any longer. Face shields need to be worn with N95.
- Pet therapy resumes at Sanford.

MAY 27

Final day for appointments and walk-ins at the Imagenetics vaccine clinic.

JUNE 1

The Delta variant becomes the dominant variant in the U.S. and kicks off a third wave of infections.

JUNE 3

Pre-operative COVID-19 testing is no longer required for fully vaccinated individuals.

JUNE 7

- Employee COVID-19 vaccinations are made available at Employee Health & OccMed.
- More than 90% of Sanford physicians have received the vaccine to date as they recognize it is safe and trust it.
- Sanford Health breaks ground on 18 outdoor turf fields at the Sports Complex.

JULY 2

COVID-19 testing drive-thru closes. The drive-thru was open 7 days a week for 16 straight months. 87,256 tests were performed and a maximum of 777 individuals were tested in one day.

JULY 9

- Encouraging poster is left by a visitor.
- Employees temperature checks and day of the week stickers are no longer required. Employees must continue to self-screen prior to arriving at work.

Visitor message

*To All who enter here -
 Know that while we may
 not want to be here - this is
 a place of love & care!
 From Valet, to greeters to
 the check in staff, Cafeteria
 staff to cleaners - all essential.
 Everyone has a story and
 these are dedicated people
 w/compassion, dedication
 and care to help each and
 everyone of us.
 Our eternal thanks to all
 who noticed us, greeted us, cared
 for us and gave us kindness -
 XXOO'S*

2021: YEAR IN REVIEW

JULY 17

Sanford USD Medical Center is awarded accreditation from The Joint Commission.

JULY 22

Sanford announces that all employees will be required to get a COVID-19 vaccination by November 1, 2021.

AUGUST 23

The Food and Drug Administration (FDA) fully approves the Pfizer-BioNTech COVID-19 vaccine for individuals 16 years of age and older.

AUGUST 26

- Sanford Health employees in all locations are required to wear masks, regardless of vaccination status as COVID-19 cases sharply rise and patient volumes are at unprecedented highs.
- Sanford Employee Vaccine Compliance Dashboard is created.
- The COVID-19 Drive-thru Testing site reopens.
- Sanford Family Summer Celebration occurs.

AUGUST 27

Sanford Splash returns and Amanda Gerber, RN, is one of five employees that volunteers to be “splashed” raising funds for Cure Kids Cancer.

SEPTEMBER 4

Weekend Sanford employees receive free meals through the fall as support through challenging times.

SEPTEMBER 8

Sanford Health receives \$350 million donation from T. Denny Sanford for a virtual care initiative.

SEPTEMBER 13

Just-in-Time Training refresher courses are provided.

SEPTEMBER 16

Counselor is on-site and available to staff for the next four weeks.

SEPTEMBER 21-29

COVID-19 Review Skills Fair takes place.

SEPTEMBER 23 - OCTOBER 21

Sioux Falls well-being fairs and vaccine clinics occur in various locations.

SEPTEMBER 27

Sanford Health is recognized by Forbes as the Best Employer in both South Dakota and North Dakota.

OCTOBER 2

Saturday vaccine clinics begin at Imagenetics.

Sanford Health receives \$350 million donation from T. Denny Sanford for a virtual care initiative.



2021: YEAR IN REVIEW

OCTOBER 5

A new Sanford program called MVP (Mission, Values and Purpose) is announced and aims to recognize and reward staff for their above-and-beyond work with role-based incentive pay and a tiered rewards program.

OCTOBER 7

- Sanford Health is one of 44 health systems honored by the American Medical Association as a recipient of the 2021 Joy in Medicine Health System Recognition Program for efforts to support clinicians' well-being.
- Patient rooms were redesigned to accommodate two patients in each room and the 3000 cardiology unit started caring for COVID-19 patients.

OCTOBER 14

COVID-19 Pfizer booster doses are authorized and given to people 65+, those 18+ with underlying medical conditions or people with jobs that put them at higher risk, including health care workers.

OCTOBER 20

Moderna and Janssen (J&J) COVID-19 vaccine booster doses as well as mixing and matching have been approved by the FDA and CDC.

NOVEMBER 4

Sanford Health starts COVID-19 vaccinations for kids ages 5-11.

NOVEMBER 11

In remembrance of Veterans Day, Sanford thanked and honored all employees who have served our country in war or peace with a presentation.

NOVEMBER 18

The Sioux Falls Arc of Dreams is lit up blue through the month of November to represent Sanford Health's commitment to preventing, combating and ending Type 1 diabetes in children.

NOVEMBER 29

The FDA and CDC recommends all adults who received Pfizer, Moderna or Janssen (J&J) vaccines receive a booster dose.

NOVEMBER 30

Adult surgical and ED patients overflow to Sanford Children's Hospital to help with bed capacity.

DECEMBER 7

- Adult surgical and ED patients overflow again to Sanford Children's Hospital to help with bed capacity.
- Sanford Holiday Open House takes place.



DECEMBER 17

MVP incentive and reward program extension through quarter one of 2022 is announced.

DECEMBER 17 -29

Sanford leadership serves coffee, hot chocolate and tea during "Thanks a Latte" events.

DECEMBER 22

The FDA authorizes first antiviral COVID-19 pill, Pfizer's Paxlovid, to treat COVID-19.

DECEMBER 23

- The CDC releases emergency guidance for health care facilities to prepare for a potential Omicron surge.
- The FDA authorizes Merck's antiviral pill, molnupiravir.

DECEMBER 27

The CDC shortens the recommended isolation time for people with no symptoms who tested positive for COVID-19.

DECEMBER 28

The U.S. reports the highest number of new daily COVID-19 cases during the pandemic. The nation's seven-day case average is 267,305. The case average previously peaked at 251,232 on January 11, 2021.

NOVEMBER 26

World Health Organization classifies a new variant, Omicron, as a variant of concern after it was first reported by scientists in South Africa. The variant has several mutations in the spike protein that concern scientists around the world.

DECEMBER 13

Sanford employee shuttle bus starts service as the MB1 parking lot is out of service due to the Gastroenterology Medical Office Building/Parking Ramp construction.

COVID-19

In 2021, Sanford nurses and interdisciplinary teams led efforts to educate the community about the safety and efficacy of the COVID-19 vaccine. They immunized over 100,000 people and cared for thousands in clinics, drive-thrus and the hospital. Sanford nurses cared for patients through the home monitoring program and provided outpatient infusions.

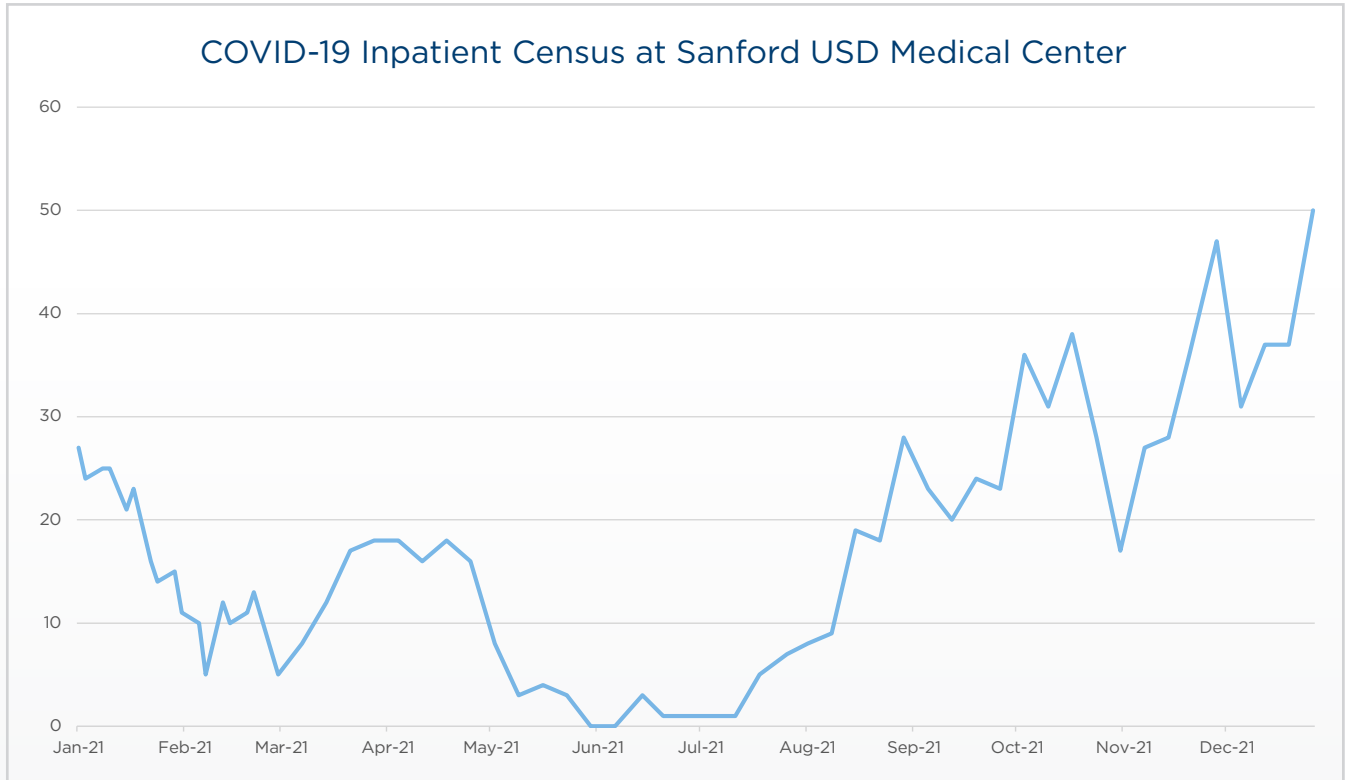


Stacy Nelson, RN, from the Sanford Infectious Disease Clinic is one of the many Sanford Health nurses who advocate for the COVID-19 vaccination.

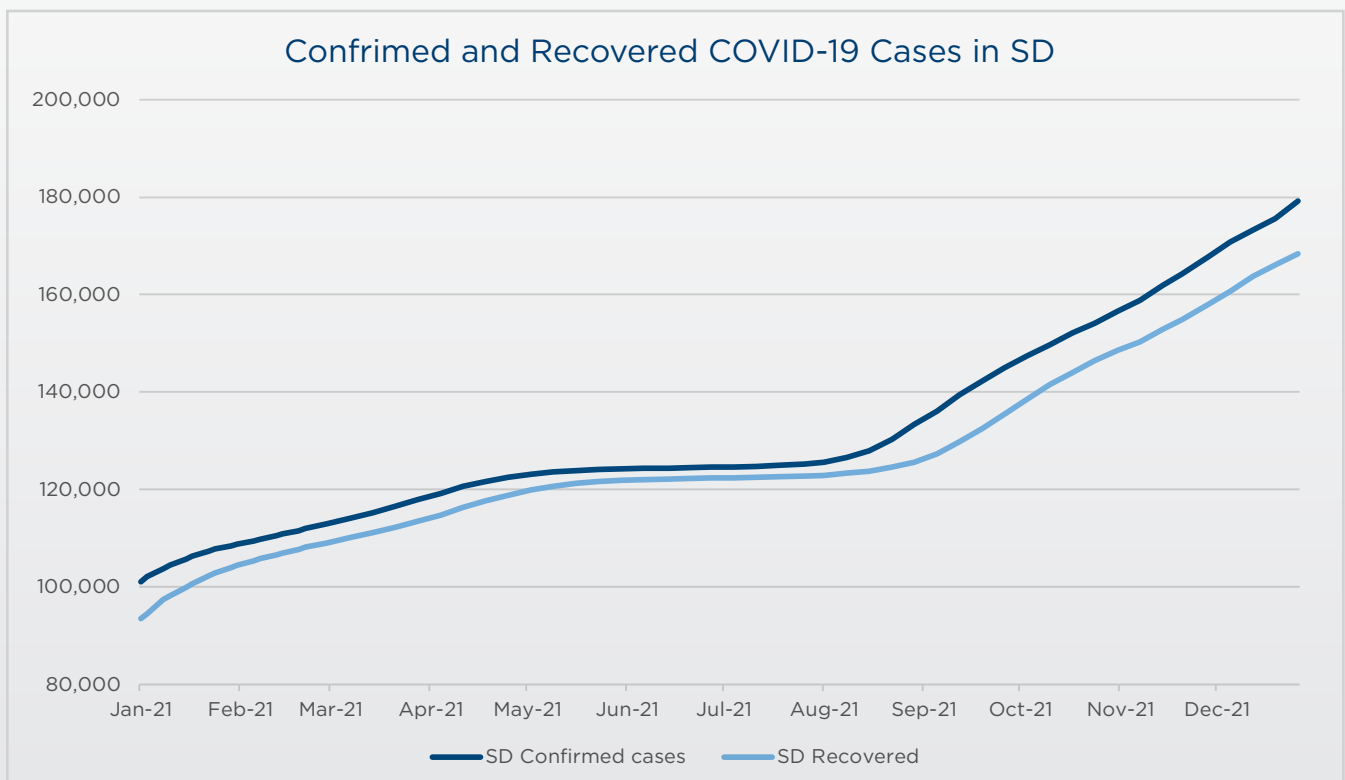


The COVID-19 vaccination team at Sanford Imagenetics in Sioux Falls. FRONT ROW, from left: Holly McMahon, Rachel Pajl, Alyssa Howard, Megan Maddox. MIDDLE ROW, from left: Liz Wheeler, Stacy Jewett, RN, Cindy Schuch, RN, Sharlene Thompson, Katee McInroy. BACK ROW, from left: April Schultz, Nona Bixler, Ileah Krsnak, Margaret Kropuenske, RN, Terri Carlson, RN.

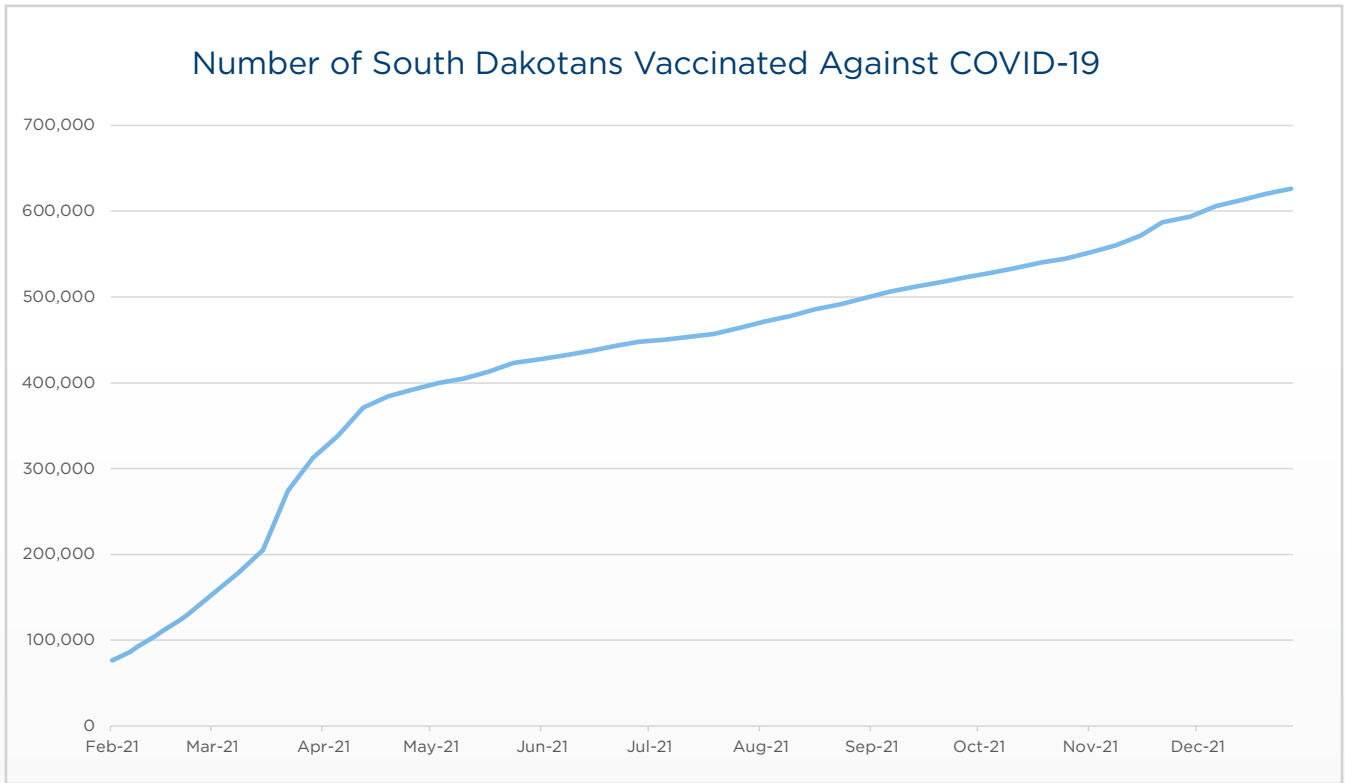
BY THE NUMBERS



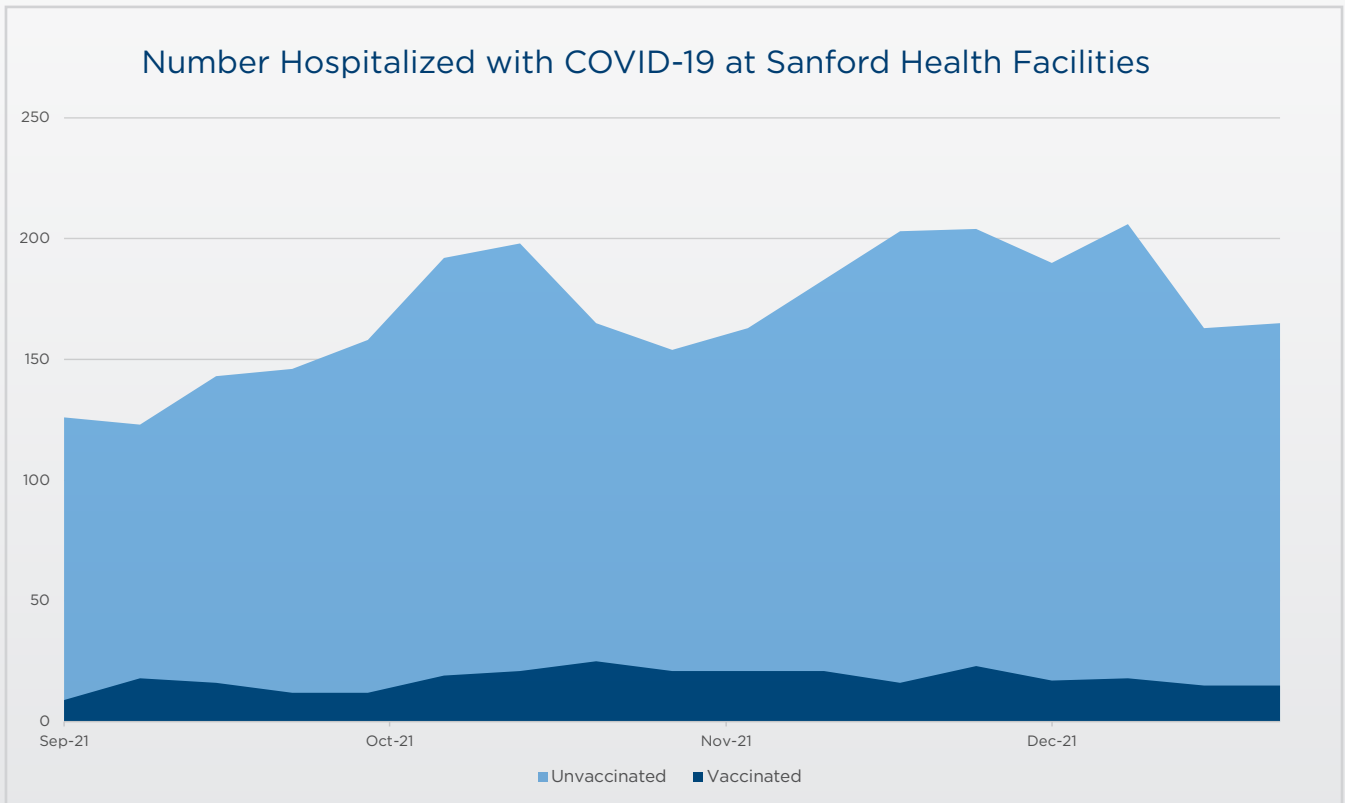
Sanford USD Medical Center saw zero COVID-19 patients hospitalized for the first time since the beginning of the pandemic in June 2021.



More active COVID-19 cases in the fall months correlated with increased hospitalizations.



It is evident the Imagenetics vaccine clinic and statewide efforts worked efficiently to immunize South Dakotans early in 2021.



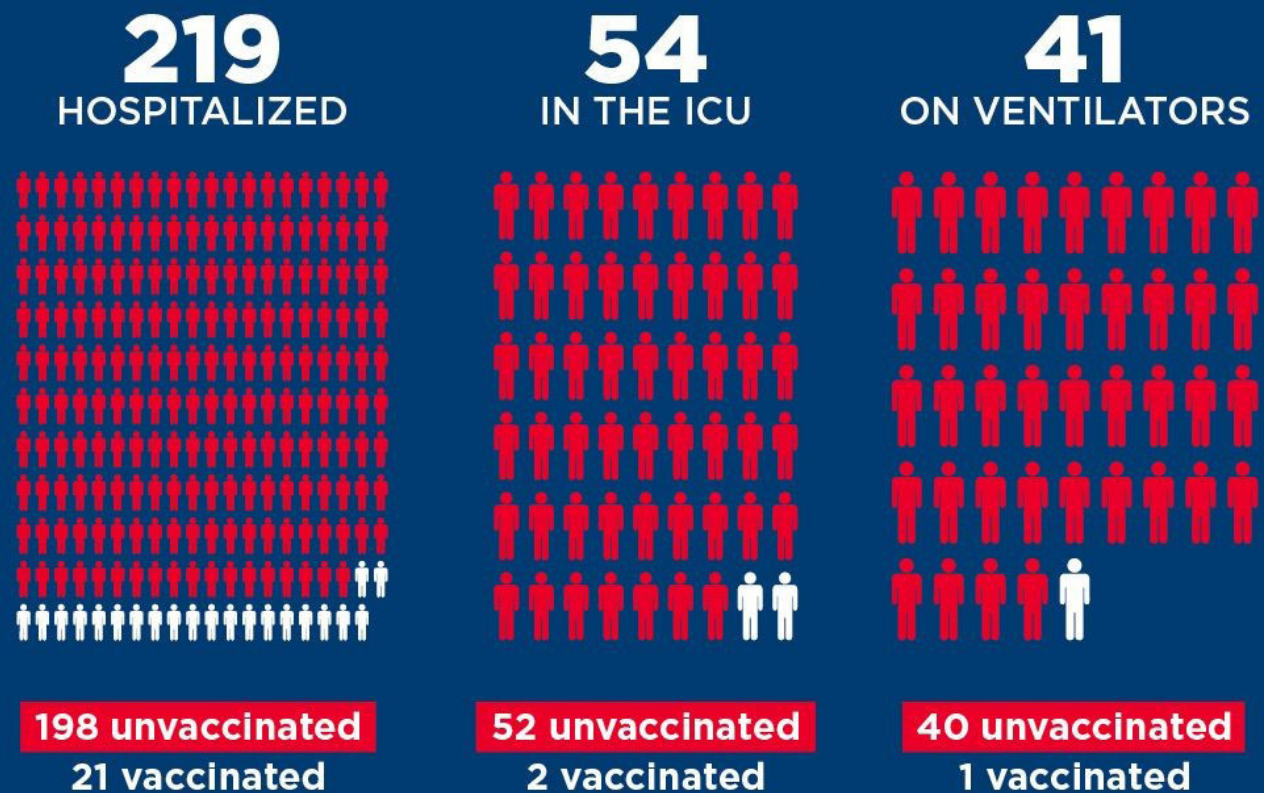
Throughout the fall, unvaccinated patients made up the majority of those in the hospital or the intensive care unit and on ventilators.

Sanford created pictorials of COVID-19 hospitalizations beginning in the fall of 2021 to educate the public about the vaccine's effectiveness at preventing hospitalization.

COVID-19 HOSPITALIZATIONS

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HEALTH

On Oct. 19, 2021 Total number of patients with COVID-19 at Sanford Health*



*22 Sanford Health-owned hospitals

SHOT OF HOPE

Sanford nurses showed their support for the vaccine to the community through the “Shot of Hope” campaign.

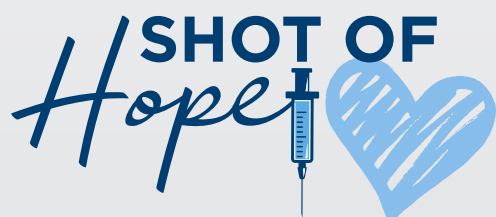
Paul Konz, RN Case Manager

“I’ve been a nurse at Sanford Health in Sioux Falls for almost 12 years now. I currently work as a case manager in the adult units, typically between Pulmonary and ICU. I chose to get the vaccine because I have seen first-hand how hard this virus can be on people with comorbidities, especially with elderly people, and I want to see the virus stopped in its tracks by herd immunity brought about through vaccination, rather than through a devastating situation where everyone gets the virus.”



Tonee Goin, RN

“My name is Tonee Goin. I’ve been a nurse for 20 years I never thought I’d see a pandemic in my nursing career. I work in PACU at Sanford. I chose to get vaccinated so I can continue to be a safe caregiver and so I can keep my family safe. I trust the vaccine is safe due to the rigorous testing and sound science.”



Vaccine Education

2021 brought many new developments in COVID-19 vaccination efforts. Vaccinating staff required current education materials and references with each new update in order to continue to administer the vaccines safely and correctly. A dedicated team ensured that materials were updated in the Facts Over Fear reference page and communicated to key stakeholders with every new vaccine, booster recommendation or age group addition. The training plan was transformed from multiple courses into one comprehensive course which simplified the education process for vaccinating staff while still blending CDC and State Department of Health education requirements. All in all, around 800 Sanford nurses and medical assistants completed COVID-19 vaccine training in Sioux Falls in 2021. These staff administered vaccines at the COVID-19 vaccine clinic in the Imagenetics building through the spring of 2021 before making vaccines available at many clinic locations in Sioux Falls.

Staff Education

- [Required COVID-19 vaccine training](#)

Quick References: All Vaccines

- [COVID-19 Vaccine Schedules](#) - 5/23/22
- [COVID Vaccine Quick Reference Guide](#) - 5/26/22
- [COVID-19 Pfizer 5 through 11 Vaccine Administration Checklist](#) - 5/24/22
- [COVID-19 Vaccine Administration Checklist](#)
- [COVID-19 Primary Series, Third Dose, Booster Dose \(1 and 2\) Workflow](#)
- [Summary Document for Interim Clinical Considerations](#) - 5/20/22
- [Administration Errors and Deviations](#)
- **Pfizer**
 - [Pfizer COVID 19 Vaccine Expiration Dates](#)
 - [Pfizer GRAY TOP COVID Vaccine Bin Label](#)
 - [Pfizer PEDS 5 - 11 yr Covid Vaccine How to determine Manufacture Expiration](#)
 - [\(Orange Cap\) Pfizer 5 Through 11 Years Preparation and Administration Summary](#)
 - [\(Gray Cap\) Pfizer Preparation and Administration Summary](#)
 - [Pfizer EUA for Healthcare Providers](#) - 5/17/22
- **Moderna**
 - [Moderna Medication Memo](#)
 - [Moderna Preparation and Administration Summary](#)
 - [Moderna EUA for Healthcare Providers](#)
- **Janssen (J&J)**
 - [Janssen \(J&J\) Preparation and Administration Summary](#)
 - [Janssen \(J&J\) EUA for Healthcare Providers](#) - 5/5/22

Vaccine Education COVID-19

- State Department of Health and CDC vaccine [training references](#) are also available.
- Complete self-assessment in the [COVID 19 IM Administration Checklist](#) and [COVID -19 Pfizer 5 through 11 Vaccine Administration Checklist](#) (if administering COVID-19 vaccine to children age 5-11 years) and have a Supervisor or Delegated Peer validate your competency. Supervisor should place the completed administration checklists in the employee file.

Education Title	What is your role in COVID-19 vaccination?					
	Storing, handling, and shipping vaccines	Preparing vaccine for administration	Administering vaccine	Coordinating vaccine administration events	Inpatient Vaccinator	Homebound/ Occ Health Vaccinator
1-1867 COVID Vaccinator Training		X	X		X	X



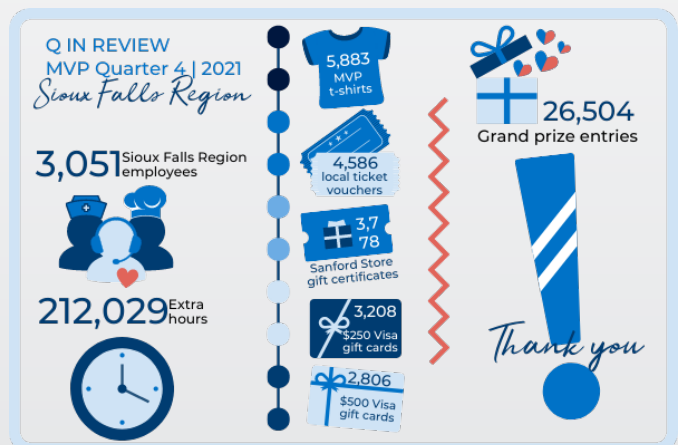
The MVP (Mission, Values and Purpose) program was established in October 2021. As the global pandemic continued amid challenging staffing shortages, the need for extra shift support persisted and came with challenges. The program aims to recognize and reward staff for their above-and-beyond work with role-based incentive pay and a tiered rewards program. Over 1,400 employees participated in the MVP program in the first month, receiving rewards like t-shirts, gift cards and grand prize drawing entries. The program's success led to an extension into 2022.

The Sioux Falls MVPs' giving went beyond Sanford's walls when a group of employees selflessly used their rewards to help others:

- A nurse sponsored a family for Christmas and purchased gifts for all the family members.
- A group of employees collected donations to support the organization World Relief by purchasing a farm package to aid a country outside the U.S. The package included a cow, a goat, a chicken and a duck and education on how to care for the animals.
- One employee organized an MVP donation drive among colleagues to purchase Hy-Vee gift cards for a fellow nurse.



Each slip of paper represents 8 hours of an individual's MVP work. The Sanford MVP planning team gathered around more than 6,000 grand prize drawing entries earned by participating employees throughout October.



Just-in-Time Skills Training

To support the front lines through times of high census and staffing challenges, Sanford's Learning, Education and Development (LEAD) team partnered with the Central Labor Pool to create a solution. Interested employees joined the Central Labor Pool by using an online form to indicate the shifts and areas they were willing to support. From there, the employee completed Just-in-Time Skills (JTS) to prepare for roles to support the Sanford family's effort to meet patient care needs.

LEAD worked with subject matter experts from across the organization to develop on-demand JTS training plans that prepared employees to share their time and talents in a new way. JTS training plans included the following roles:

- Constant observer
- Noncertified nurse aide
- Team support LPN/RN
- Independent care LPN/RN
- Pediatric Helping Hands LPN/RN
- Critical care Helping Hands RN
- Ambulatory clinic support
- Patient access
- Switchboard
- Nutrition services

More than 170 employees completed JTS training at the LEAD Center in 2021, greatly supporting patient care delivery in a time of need.

Welcome to Just-in-Time/Upskilling

Questions? Contact your local LEAD Center.

CLINICAL

(Patient Care RN, LPN, APP)

NON-CLINICAL

(Patient Care Unlicensed)

NON-PATIENT CARE

(Pt Access, Nutrition Svcs)

RN Level 5 (All Regions)

» **START HERE: REQUIRED How-To Video (NEW Learners)**

Print Documents:

- Level 5 RN Training Summary (ALL Learners)
- Level 5 RN Competency Assessment (ALL Learners)

Required NEW Learner Training (optional for RETURNING Learners):

zh-2629 Sanford One Chart Accelerated Nursing for Nonclinical Moving to Clinical roles/Travel Nurses	eh-4615 AcuDose Training Curriculum for RN, Reso Therapists and Radiology	oc-0520 Emergency Preparedness Basics
hc-0054 HIPAA Privacy	hc-0055 HIPAA Security	sc-0102 Workplace Safety
sc-0137 Infection Prevention 1	sc-0173 Infection Prevention 2	sc-0170 Workplace Violence Prevention
cc-0490 Restraint Training	sc-0519 Respiratory Protection Training	cc-0527 Urinary Catheter Management
cc-0079 Phlebotomy - Patient Identification, Specimen Labeling	cc-0273 Oxygen Therapy Setup	cc-0321 Blood Violence Screening
oc-0036 Compliance Part 2 Required Concepts for Healthcare Services	ec-3699 Abuse and Neglect: Recognition and Reporting	cc-0034 Safe Handling and Disposal of Hazardous Waste
cc-8732 Suicide Prevention	cc-5795 Creating a Culture of Comfort in Pediatric Care	cc-0596 Pain Management
oc-0100 Understanding Workplace Discrimination and Harassment	cc-5135 Right to Refuse Treatment	cc-4472 Independent Double Check
cc-2403 Medication Reconciliation Review	cc-0285 Infirmary Feeding Pump	oc-0254 Medication Calculation: COVID-19 Unskilling
cc-0116 Hazardous Drugs: Safety of Self, Others & Environment	cc-2522 Administration of Injections	cc-0979 Gait Belt Training
oc-0508 Review of Basic ECG Rhythm Interpretation		

Verify Training (ALL Learners):

- pm-0611 JTS Level 5 RN - Required Online Coursework and Skills Lab Verification
- pm-0612 JTS Level 5 RN - Required Unit-Based Orientation with Preceptor Verification

TRANSFORMATIONAL LEADERSHIP

Our Magnet® Journey

Sanford USD Medical Center and Clinics has been a Magnet-recognized organization since 2003, designated four consecutive times for nursing excellence. The American Nurses Credentialing Center's Magnet designation is the most prestigious credential a health care organization can achieve for nursing excellence and quality patient care.

The Magnet Steering Committee, Magnet Champions and Magnet writers lead the work of continual Magnet readiness. The Magnet Steering Committee consists of nursing leadership staff from multiple departments that provide guidance and consultation. Magnet Champions are clinical nurses that educate their departments on Magnet principles and serve as enthusiasts for nursing practice. Magnet writers are a team of advanced practice nurses and nurse leaders who investigate and capture the stories of projects and programs implemented by Sanford nurses to support the Magnet document standards due every designation.

Special Thank You

A special thanks to all for the contributions made to the 2021 Magnet document. Nurses are directly impacting and improving the lives of Sanford patients. Through the Magnet process, Sanford records and shares those achievements with a worldwide nursing community. The document was submitted on August 2, 2021, as part of Sanford USD Medical Center and Clinic's journey towards five Magnet designations.

What is so special about Magnet designation?

- Only 9% of U.S. health care organizations have achieved Magnet designation.
- Less than 3% of U.S. health care organizations have achieved four designations.

Some of the unique benefits for Sanford nurses supported by Magnet requirements:

- By working on councils and committees, nurses define their own practice.
- Nurses actively participate in innovation, evidence-based practices and policymaking.
- Nurses directly contribute to exceptional outcomes.
- Continuing education is ongoing and supported at Sanford.
- Professional certification is encouraged and supported.



SANFORD
USD Medical Center
and Clinics

5th Magnet Document

F U N F A C T S

82 MAGNET Standards 

 **179** Departments and Units Showcased

 **308** Documents

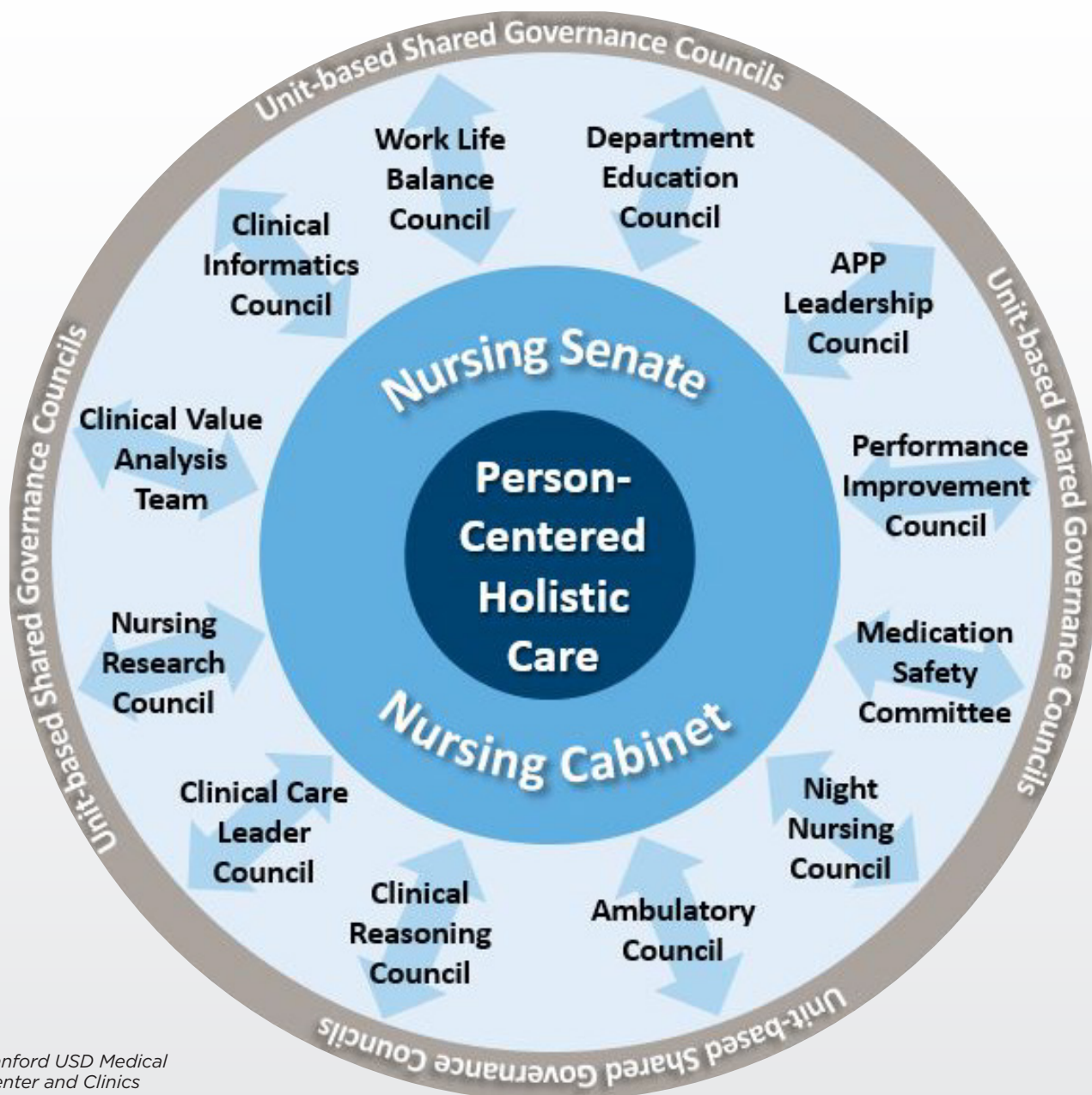
2,785 PAGES 

783 Nurses and Interprofessionals highlighted 

 **767** DATA TABLES

Shared Governance

Sanford believes that professional nursing practice is enhanced in a shared governance model. Shared governance is a structure and process that allows nurses to collaborate with nurse leaders in making decisions about their practice. Sanford nurses have the authority and autonomy to make nursing practice decisions and are accountable for nursing practice delivery. Leadership strives to enhance a positive workplace, improve communication and foster practice innovation supporting the Nursing Senate decision-making framework.



Sanford USD Medical Center and Clinics shared governance structure

Nursing Senate

The Nursing Senate serves as one voice for the nursing practice with the Nursing Cabinet as its leadership. The purpose of the Nursing Senate and governance structure is to provide each professional RN the opportunity to partner in planning processes, initiatives and the development of policies and procedures through their representatives. The Senate distributes the work of professional nursing to specialized councils and committees. Unit-based councils are accountable for the integration, delivery, and management of nursing services in each unit. The unit-based councils address issues specific to the unit and refer issues affecting multiple units to the respective organizational councils.

Nurse representatives listen to a speaker at the Work Life Balance Council.



Spotlight: Workplace Violence Committee

Sanford is committed to providing a work environment free from violence. The Workplace Violence (WPV) committee represents Sanford USD Medical Center, clinics and network. The committee's purpose is to support employees with developing and implementing safe practices and policies to ensure the safe management of patients and visitors who are exhibiting or have a history of violent behavior.

The WPV committee is chaired by the director of the Central Resource Pool, Emilee Geddes, RN, and sponsored by the Vice President of Nursing and Clinical Services, Kelly Hefti, CNP. The committee comprises nursing directors, clinical nursing managers, bedside nursing staff, clinic leadership, security, injury management, mental health, care management, risk management, nurse educators, accreditation, clinical informatics and providers.

The committee members' responsibilities include attending meetings and ad hoc subcommittees, preparing data and assigned reports, collecting feedback, communicating information and action plans to department staff and establishing yearly committee goals.

The committee's objectives are to monitor, internally report, and investigate safety and security incidences involving patients, staff, or others, related to WPV. Other objectives include to:

- Review WPV data, analyze incidents and identify trends.
- Create and revise WPV education.
- Identify and standardize workflows, processes and guidelines to enhance patient, visitor and staff safety.
- Review WPV policies and procedures.

- Conduct annual worksite analysis related to the WPV prevention program.
- Create a process for follow-up and support to victims and witnesses affected by WPV.

The WPV committee reports annually to the Sanford USD Medical Center board of directors and monthly at Sanford USD Medical Center's Nursing Senate.

Accomplishments and ongoing work by the WPV committee in 2021 include:

- Implementation of the leadership workplace violence checklist.
- Creation of a caution sign to help staff identify patients with behavioral concerns or patients at risk for violent or aggressive behavior.
- Worked with Sanford's Value Analysis Team to evaluate the efficacy of panic alarms used by staff and implemented new alarms.
- Collaborated with Security to begin panic alarm drills on nursing units.
- Updated the Behavioral Health Rapid Response Team (BHRRT) flowsheet to include Longitudinal Plan of Care (LPOC) interventions.
- Aligned with the LEAD Center to create WPV simulation videos for staff education.
- Provided additional training for Unlicensed Assistive Personnel (UAP) staff on workplace violence.
- Trained 490 Sioux Falls staff members and 25 instructors in Management of Aggressive Behaviors (MOAB) in Sioux Falls and the network.

Nursing Leadership Development: Leadership Commons

The Leadership Commons course was developed to expand the capacity of high-potential formal and informal leaders. The 12-month course provides leaders with the skills and confidence to drive organizational performance. Core elements of the program include lifelong learning and sharing knowledge discovered through interactive learning activities, online dialogue and experiential learning. The Leadership Commons curriculum focuses on four key areas: the business of health care, personal excellence, team advancement and navigating complexities.

The course was originally created for emerging nursing leaders. However, in March 2021, the course was opened to other professional disciplines and the Good Samaritan Society. The one-year course, deployed in March 2021 supported 39 aspiring leaders through completion.

The 39 participants completed 102 learning activities, including videos, computer-based training, discussion boards, journaling and videoconferencing for 10 contact hours for each of the four domains. Thirty-three percent of participants were promoted during or after participating in the course. Eleven participants from Sioux Falls completed the course, and 36% of that group received promotions during or after completing the course. Both participant and leader surveys continue to note favorable outcomes in all measures for increased confidence for the four key areas addressed.

Nursing leaders Kelsey Fujan, RN, and Kristina Hofer, RN, discuss patient care on the critical care unit.



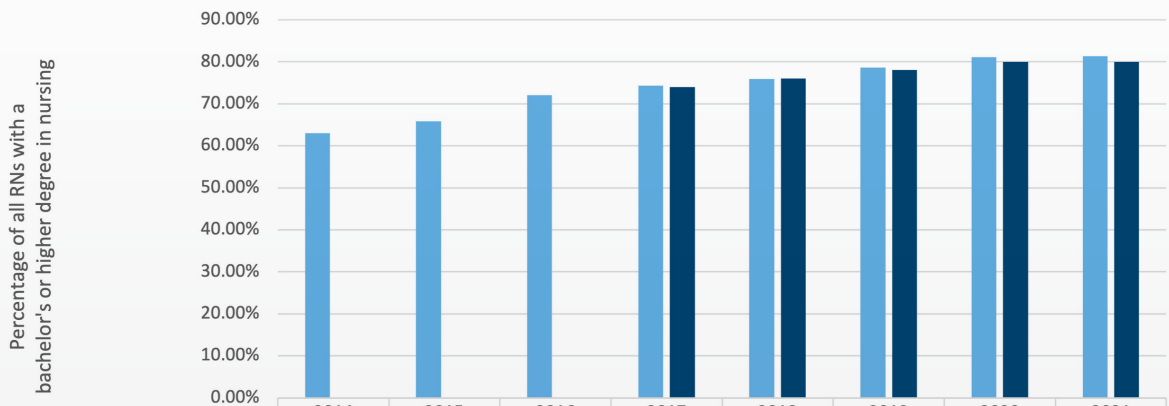
STRUCTURAL EMPOWERMENT

Nursing Education

Sanford is dedicated to nursing professional development through educational advancement. Sanford leadership promotes opportunities for professional growth and allows flexible scheduling to accommodate a balance of work, school and life. Education is also supported through nursing scholarships and tuition reimbursement programs.

Sanford’s Nursing Education Goal: To maintain the percentage of nurses with a bachelor’s degree or higher in nursing at 80%.

Sanford USD Medical Center and Clinics
RNs with a Bachelor's or Higher Degree in Nursing



	2014	2015	2016	2017	2018	2019	2020	2021
Sanford USD Medical Center and Clinics RNs with a Bachelor's or Higher Degree in Nursing	63.00%	65.80%	72.10%	74.33%	75.95%	78.57%	81.07%	81.34%
Goal: To maintain the percentage of RNs with bachelor's degrees or higher at greater than or equal to 80%				74.00%	76.00%	78.00%	80.00%	80.00%

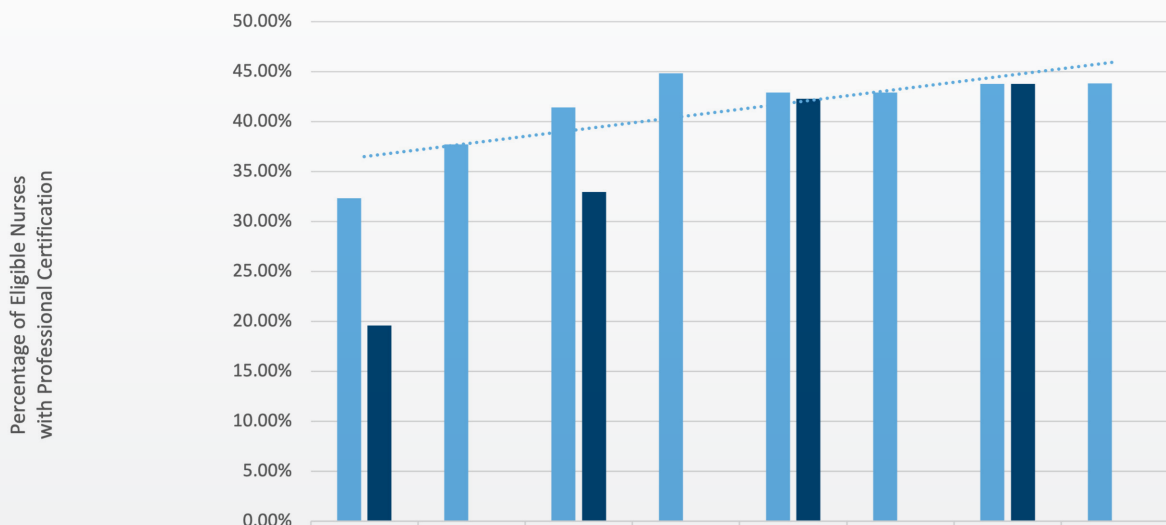
Specialty Certification

National certification not only enhances professional credibility and personal confidence in clinical abilities but also increases a nurse’s feeling of accomplishment because certified nurses are often recognized as expert, skillful leaders for their specialized knowledge. Certifications are not just letters after a name – they identify nursing’s highest value of professionalism.

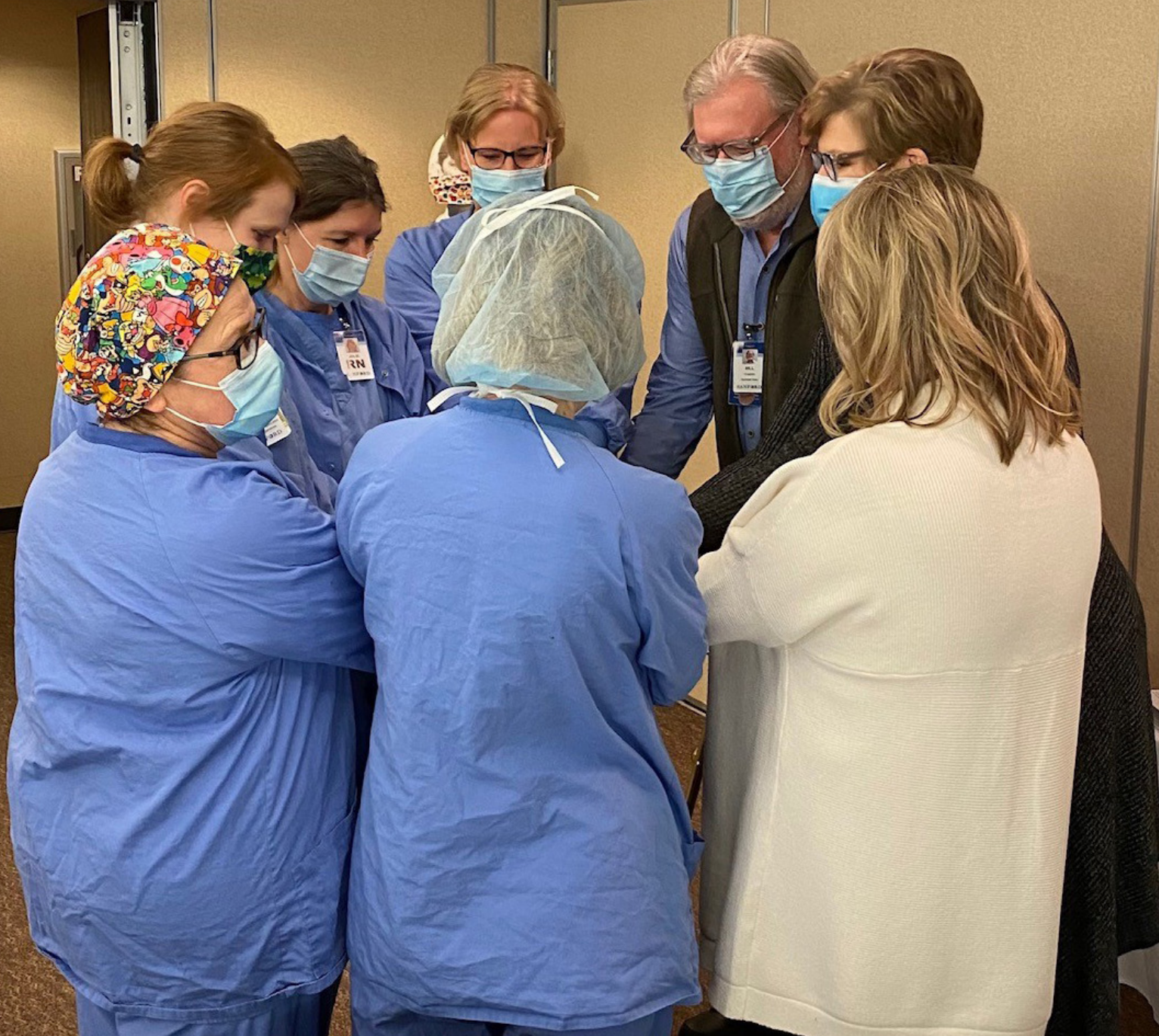
Sanford supports nursing specialty certification by hosting certification review courses, providing access to certification exam study materials and offering exam fee reimbursement through the Sanford Initial and Renewal Certification Reimbursement program.

Sanford Nursing Certification Goal: Increase the number of certified RNs by 2% every two years for all RNs eligible for certification.

Sanford USD Medical Center and Clinics Certification Rate



	2014	2015	2016	2017	2018	2019	2020	2021
Sanford USD Medical Center and Clinics Certification Rate	32.32%	37.70%	41.44%	44.83%	42.93%	42.91%	43.80%	43.82%
Goal: To increase the number of eligible RNs certified by 2% every other year (even years)	19.58%		32.97%		42.27%		43.79%	



Nurses receive a blessing at the Certified Nurses Day Celebration.

Recognition for Certified Nurses

After a registered nurse achieves board certification in his or her specialty, a ceremony is held to present them with a white certification coat. Their name is also displayed on the department's certification recognition plaque.

Every year in March, certified nurses are acknowledged at the Certified Nurses Day Celebration. On March 18, 2021, Sanford celebrated 993 certified nurses with an event hosting singing bowls, integrative therapy, blessing of hands by the Sanford chaplains and a breakfast buffet.

Lifelong Learning

Sanford nurses continue to learn and develop professionally through conferences, classes and training. There were numerous educational events that occurred in 2021:

- **Schwartz Center Rounds:** allows caregivers a safe place to express the feelings and emotions that occur when caring for patients with complex social, cultural or medical problems.
 - “A Different Kind of Rapid Response” January 12, 2021
 - “Persevering COVID: an ICU Care Team’s Perspective” March 9, 2021
 - “May 2020 Revisited” May 11, 2021
 - “3 Decision-Makers and a Baby” July 13, 2021
 - “I’m Too Young for all of This” November 9, 2021
- **Advanced Practice Provider Update 2021: Cold Days, Hot Topics,** January 29, 2021
- **American Heart Association (AHA) Basic Life Support (BLS) for Providers,** February 2021
- **Certified Perioperative Nurse (CNOR) Exam Review,** February 20-21, 2021
- **Trauma Tactics Symposium,** February 21, 2021
- **Safety M&M Rounds**
 - “SAFE: Speaking Up for Safety” February 23, 2021
 - “SAFE: Know Why and Comply with Suicide Precautions” May 18, 2021
- **Neuroscience Symposium,** March 27, 2021
- **Elsevier Clinical Skills & ClinicalKey Champions Training,** April 12, 2021
- **Sports Medicine Symposium,** April 20-May 1, 2021
- **DNA RN: Understanding the Role of a Nurse in a Genetics Care Team,** April 28, 2021
- **Moments of Hand Hygiene Training,** May 17, 2021
- **Frontier Lecture Series,** April 28, 2021
- **Ethics in Action Conference: Transforming Trauma: Charting a New Course in the Wake of 2020,** May 6, 2021
- **Sanford Nursing Symposium Advancing Nursing Practice: Finding Joy in the Journey,** May 6-7, 2021
- **Reach for Resilience Virtual Conference Culture Change: Fostering a Resilient Workplace,** June 2, 2021
- **Diabetes Care Conference,** August 27, 2021
- **Mindfulness: 8-Week Course in Stress Reduction,** September 9-November 4, 2021
- **Imagenetics Genomic Medicine Symposium,** September 10, 2021
- **Orthopedic Nurse Certification Exam Review,** September 15, 2021, October 6, 2021
- **Oncology Symposium,** September 17, 2021
- **COVID-19 Skills Review,** September 21-29, 2021
- **Nephrology, Dialysis and Transplant Symposium,** September 29-30, 2021

- **Community Response to Child Abuse Conference**, September 29-30, 2021
- **BeHEARD (Behavioral Health Education Awareness and Response Development)**, available beginning in May 2021: course designed to help increase knowledge, skills and confidence in supporting people with behavioral health concerns.
- **Bouncing Forward: Navigating the Post COVID World for Renewed Well-Being**, Webinar
- **Child Maltreatment Grand Rounds**
- **Clinical Academic Partner (CAP) Program**: teaching-learning opportunity for registered nurses to enhance skills as preceptors and instructors
- **Just-in-Time Skills Training**, refresher courses
- **Sanford World Clinic Global Nurse Mentor Program**: nursing opportunity to work side by side with a Sanford World Clinic clinical team for 12 months to develop and implement a clinical project with one of Sanford's international partners.
- **Trauma Grand Rounds**

BeHEARD

BeHEARD (Behavioral Health Education Awareness and Response Development) is an interactive virtual course designed to help increase knowledge, skills and confidence in supporting people with behavioral health concerns. Topics include depression, anxiety and stress, addictive behaviors, trauma, suicide, grief and loss, self-care, burnout and reducing the stigma. The basic course builds confidence in responding to behavioral health, safety and well-being at work and in the community. The course is offered in two formats: an 8-hour live virtual instruction and a hybrid/blended learning version which includes self-learning modules and a partial-day live virtual classroom for participants to practice the skills and tools learned in the course. Twenty-eight courses have been held and 295 Sanford Health and Good Samaritan Society employees have completed the course. A new course is being launched in June 2022, titled *BeHEARD: Adults Supporting Youth* which includes common behavioral health concerns in youth and strategies for adults to use to support them.

Professional Development Grants for Veterans

In December 2021, the Sanford Veteran Professional Development Grant Program was established. Sanford Health and Good Samaritan Society veterans, guard members and reservists who want to grow professionally can apply for a grant for professional development opportunities such as academic classes, certifications, professional courses or training.

Nurses in the News

STORY TITLE	NURSES FEATURED	PUBLICATION	DATE
Compassion of cath lab nurse helps patients feel at home	Brennan Waltner, RN, Cath Lab	Sanford Health News	October 21, 2020
Sanford Health health care workers receive second dose of COVID-19 vaccine	Jen Pearson, RN, Emergency Department	KELOLAND News	January 5, 2021
Checking in with Sanford's rural outpatient infusion centers	Kelly Carlson, RN, Director, Oncology Clinic, Amy Thiesse, RN, Vice President, Nursing & Clinical Services, Network	KELOLAND News	January 8, 2021
Family medicine LPN driven by care, compassion	Jeanette Hlaudy, LPN, Sanford 32nd & Ellis Clinic	Sanford Health News	January 27, 2021
'Staples' of Sanford Laverne celebrate final clock-out	Carol Wieneke, LPN, Cheryl Groen, LPN	Sanford Health News	February 10, 2021
Shot of hope: 77-year-old Sanford Health volunteer gets second dose of the COVID-19 vaccine	Terri Carlson, RN, Executive Director, Women's, Family Medicine and Psychiatry	KELOLAND News	February 11, 2021
Women lift up other women at Sanford Health	Erica DeBoer, RN, Chief Nursing Officer, Terri Carlson, RN, Executive Director, Women's, Family Medicine and Psychiatry, Andrea Polkinghorn, RN, Immunization Strategy Leader, Sarah Prenger, RN, Senior Executive Director, Primary Care and Behavioral Health Service, Meghan Goldammer, RN, Senior Vice President of Quality and Patient Experience	Sanford Health News	March 8, 2021
Avera, Sanford, Mayor TenHaken talk lessons learned 365 days after first coronavirus case in Sioux Falls	Kelly Hefti, MSN, RN, CNP, COHN-S, Vice President, Nursing & Clinical Services	KELOLAND News	March 10, 2021
"The patients just kept coming in so fast and so rapidly"	Marcia Kummer, RN, Manager, Critical Care Unit	KELOLAND News	March 10, 2021
From maternity leave to ICU COVID-19 nurse	Laura Hoiten, RN, Pulmonary	KELOLAND News	March 12, 2021
Front-line workers recall one year of COVID-19	Marcia Kummer, RN, Manager, Critical Care Unit	Sanford Health News	March 15, 2021
She's in charge of Sanford's COVID-19 vaccination efforts: This is the nutrition that fuels her	Andrea Polkinghorn, RN, Immunization Strategy Leader	SiouxFalls. Business	March 15, 2021
Sanford Health sends employees on surprise trip of a lifetime	Carol Cressman, RN, Director, Pediatrics	SiouxFalls. Business	March 16, 2021
Sanford celebrates employees with unforgettable experience	Carol Cressman, RN, Director, Pediatrics	Sanford Health News	March 17, 2021
Health systems partner to make senior communities safe	Lisa Lemon, RN, Clinical Informatics	Sanford Health News	March 18, 2021

Nurses in the News

STORY TITLE	NURSES FEATURED	PUBLICATION	DATE
Sanford announces \$300 million for rural health care access	Erica DeBoer, RN, Chief Nursing Officer	Sanford Health News	March 19, 2021
People in group 1E can now get registered for the COVID-19 vaccine	Andrea Polkinghorn, RN, Immunization Strategy Leader	KELOLAND News	March 21, 2021
Sanford inaugural ambassadors reflect on surprise getaway	Carol Cressman, RN, Director, Pediatrics	Sanford Health News	March 22, 2021
Sanford Health offering walk-in COVID-19 vaccinations	Terri Carlson, RN, Executive Director, Women's, Family Medicine and Psychiatry	KELOLAND News	April 13, 2021
Sanford USD Medical Center earns top stroke certification	Andy Munce, RN, Vice President, Operations	Sanford Health News	April 21, 2021
Peritoneal dialysis at Good Samaritan Society Sioux Falls Village	Janet Anderson, RN, Manager, Peritoneal Dialysis	KELOLAND News	April 26, 2021
Nurses Week shines spotlight on nurses in every region	Matt Peterson, RN, Pulmonary, Hilary Veskrna, RN, Director, Pulmonary	Sanford Health News	May 11, 2021
Nurses: What advice would you give new nurses?	Lea Sala, RN, Labor and Delivery	Sanford Health News	May 12, 2021
Sanford Health closes mass vaccination location	Terri Carlson, RN, Executive Director, Women's, Family Medicine and Psychiatry	KELOLAND News	May 27, 2021
Sanford USD Medical Center earns highest certification for stroke care	Andy Munce, RN, Vice President, Operations	Argus Leader	June 10, 2021
Sanford clinical care leader sees patient point of view	Hayden Yeradi, RN, Critical Care Unit	Sanford Health News	June 30, 2021
Women's reproductive years may be increasing, new study says	Ashley Geraets, CNM, Worthington Ob/Gyn	Sanford Health News	July 5, 2021
Sanford Health seeing progress in vaccination rates	Hannah Murtha, LPN, Sanford 69th & Minnesota Family Medicine	KELOLAND News	August 8, 2021
Sanford Health: Integrative medicine for women's health	Shanna Konz, CNP, Women's Health	KELOLAND Living	August 20, 2021
Nursing shortage worsens in South Dakota at a time when COVID-19 is reemerging	Kelly Hefti, MSN, RN, CNP, COHN-S, Vice President, Nursing & Clinical Services	KELOLAND News	August 22, 2021
Over 50,000 fully vaccinated at Imagenetics vaccine clinic	Toni Halverson, LPN, Sanford 69th & Minnesota Family Medicine	Sanford Health News	August 23, 2021
Home monitoring program: A new kind of care during COVID	Erica DeBoer, RN, Chief Nursing Officer	Sanford Health News	September 13, 2021
Who gets monoclonal antibody treatment for COVID-19?	Erica DeBoer, RN, Chief Nursing Officer	Sanford Health News	September 14, 2021
COVID-19 diary from a Sanford nurse	Stacy Nelson, RN, Infectious Disease Clinic	Sanford Health News	September 28, 2021

Nurses in the News

STORY TITLE	NURSES FEATURED	PUBLICATION	DATE
COVID-19 diary from a pulmonary nurse	Matt Peterson, RN, Pulmonary	Sanford Health News	September 29, 2021
Importance of getting a flu shot	Nadine Siferd, RN, Orthopedics/Neurology, Patti Peterson, RN, Employee Health	Dakota News Now	October 11, 2021
COVID-19 diary from a critical care nurse	Eric Hansen, RN, Critical Care Unit	Sanford Health News	October 13, 2021
Despite fatigue, frontline health care workers still weathering the COVID-19 storm	Matt Peterson, RN, Pulmonary	KELOLAND News	October 20, 2021
Health care workers on facing misinformation and protesters while fighting COVID-19	Matt Peterson, RN, Pulmonary	KELOLAND News	October 20, 2021
Stories from the front lines	Matt Peterson, RN, Pulmonary	KELOLAND News	October 20, 2021
Working through frontline fatigue	Matt Peterson, RN, Pulmonary	KELOLAND News	October 20, 2021
Making Breast Cancer Care More Inclusive	Lora Black, RN, Senior Director Clinical Research	TIME	October 26, 2021
Sanford Health vaccinates first kids 5-11 against COVID-19	Sarah Prenger, RN, System Executive Director, Primary Care and Behavioral Health Services	Sanford Health News	November 12, 2021
Health care workers reflect on Thanksgiving	Sean McCann, RN, Emergency Department	KELOLAND News	November 25, 2021
Soaring labor costs test providers	Erica DeBoer, RN, Chief Nursing Officer	Healthcare Financial Management Magazine	Winter 2021-22
The COVID-19-induced surge in health care labor costs is testing hospitals and health systems	Erica DeBoer, RN, Chief Nursing Officer	Healthcare Financial Management Association	November 30, 2021
"My Sanford Chart" now offers QR code for COVID-19 vaccination status	Kara Duncanson, RN, Clinical Application Support Analyst	Dakota News Now	December 2, 2021
Six Sanford nurses will go overseas for global mentorship	Kami Lindberg, RN, Breast Cancer Navigator	Sanford Health News	December 17, 2021
Gratitude Cart marking rounds at Sanford Health	Kristina Hofer, RN, Director, Critical Care Unit	KELOLAND News	December 23, 2021

Nurses featured in news stories



Lisa Lemon, RN, Clinical Informatics



Carol Cressman, RN, Director, Pediatrics



Erica DeBoer, RN, Chief Nursing Officer



Matt Peterson, RN, Pulmonary

NURSES IN THE COMMUNITY

STAND STRONG: COMMUNITY FALL PREVENTION

On June 4, 2021, Sanford USD Medical Center's grant submission, A Community Partnership to Prevent Injury Falls (CPPIF): Stand Strong, was a recipient of an Administration for Community Living Falls Prevention Grant. This community-based grant supports fall prevention among older adults (OA) and includes Sanford Health's interprofessional and community partners in Sioux Falls. Injury falls in OA can be reduced by 98% by fall-prevention interventions such as screenings and balance and exercise training (Tricco, et al., 2017). South Dakota has the third highest death rate from accidental falls in the U.S. Local data indicates approximately 2,400 injury falls per year in the Sioux Falls metro area, with 37% of fallers being admitted.

There is a lack of evidence-based, federally qualified fall-prevention programs for OA in SD. The purpose of the grant is to reduce falls and fall risk in OA in rural and urban communities in SD through participation in evidence-based prevention programs. Grant activities will build on and significantly expand a previously piloted community-based trial (Stand Strong) to reduce falls and fall risk in OA.

HEALTHY FEET: COMMUNITY NURSING FOOT CARE

Certified foot care nurses at the geriatric community nurse foot clinic, located at the Sanford Outpatient Rehabilitation center in Sioux Falls, provide routine foot care to seniors as the services are not covered by Medicare. In the past, the clinic has travelled to 15 sites to provide care, but as many closed due to the pandemic, the foot care clinic expanded its hours at the Outpatient Rehabilitation Center to continue serving the community. Certified foot care nurses completed over 2,500 visits in 2021, with approximately 250 referrals to providers for issues like open wounds, ingrown toenails, elevated blood pressures and elevated blood sugar levels.

STEPPING INTO GOOD HEALTH (SIGH) PROGRAM

The Faith Community Nursing (FCN) Center has led a program at the Falls Community Health classroom in downtown Sioux Falls twice a week since 2005. The Stepping Into Good Health (SIGH) Program provides free foot care, health screenings and RN visits for low-income individuals (200% of poverty level). The program is housed in the Falls Community Health Clinic. The SIGH program employs a faith community nurse, certified foot care nurse and volunteers to fill a gap in services for patients who do not claim a primary care provider and were recently incarcerated or residing in the Safe Home, Union Gospel Mission or Bishop Dudley shelter.

Even with the limited hours due to the pandemic, the nurses conducted more than 700 patient visits in 2021. Approximately 47% of visits were for patients with

diabetes. This fits with the goal of filling the gap in services for people who don't have Medicare or insurance coverage for this high-risk need. Of those seen, 101 patients were referred to a provider or podiatrist for open wounds, ingrown toenails and infections, including cellulitis. Patients were also referred for claudication, elevated blood pressure, elevated blood glucose and medication management issues. Seventy-four referrals were made to other community agencies, including Better Choices Better Health SD, A Matter of Balance, Minnehaha County Services, Center of Hope and more. As recognition of the program grows among members of the multicultural center, so does the need for interpreter services. The FCN Center has a partnership with Falls Community Health and continues to serve many of their clinic patients.

FAITH COMMUNITY NURSING

The FCN Center had six affiliated congregations in 2021. Each church employs a faith community nurse, and the Sanford FCN Center supports the program through continuing education, mentorship, a web-based documentation system and access to health care speakers and services. Each week, these FCNs averaged 56 hours of service within the community. In total, they served nearly 3000 people through one-on-one contacts, support groups and education classes in 2021.

Group programming, including a Grief Support Group, an Alzheimer's and Dementia Caregiver Support Group and a Just Older Youth (JOY) program for senior socialization, happened more by virtual methods than in previous years, as in-person groups were difficult to host during the COVID-19 pandemic. One church created cabin-fever bags for families that included calendars of physical, social and spiritual tasks for each day of the month. The bags also included family games, a puzzle, coloring sheets and crafts, plus some comfort snacks, candles and other supportive items for families cooped up at home.

Foot care clinics and fall-prevention screenings, as well as fall-prevention classes called "A Matter of Balance," were implemented in several congregations. One congregation was able to implement a church-wide walk to Jerusalem and back via weekly YouTube devotions and inspirational messages from the FCN. The congregation also tracked the miles that were walked, biked or swum by participants. This was a very successful way to involve all generations in physical activity that included social, mental and spiritual health components. The FCNs are excited to be able to offer more in-person support for body, mind and spirit in 2022.

SANFORD HEALTH COOPERATIVE (CO-OP)

The Sanford Health Co-Op provides free visits to adult patients with Medicaid or Medicare, or who are uninsured or enrolled in Sanford Health Plan. The nurse-led interprofessional team sees patients at community sites in Sioux Falls and Canton, SD, as well as Worthington, MN. The team consists of RNs and a clinical pharmacist.

Patients also have access to OT, PT, dietitian, and social work consultations. The Co-Op team works with patients to help them improve their health and navigate the health care system. Services include:

- Comprehensive review of health and health concerns
- Physical assessments, including blood pressure checks
- Medication review and management
- Health coaching and motivational interviewing
- Connection to community resources
- Advance care planning
- Point-of-care lab testing, including blood glucose, lipid panel and hemoglobin A1C

SANFORD WORTHINGTON

Sanford Worthington continues to build and strengthen community infrastructure to make a difference in the health of community members. A Sanford-led Community Advisory Council was established in 2020 to address COVID-19 in the community. In 2021, this Community Advisory Council was transitioned into the Sanford Worthington Patient and Family Advisory Council to elevate the voice of community, provide space for transparent discussions, discover synergies and maximize community-clinical collaborations.

A fall-prevention grant from the Administration on Community Living has provided support for a community health worker (CHW) to serve as a bridge between the health care services and community. This funding has also helped build infrastructure and workflows to screen and address patients' social determinants of health and connect them with evidence-based health promotion programs, including fall-prevention classes and workshops for chronic disease self-management. The CHW partners with organizations that serve underprivileged populations, including the local community-based free clinic and the Health Co-Op.

CHRONIC DISEASE SELF-MANAGEMENT

Sanford continues to support patients and community members in their efforts to live well with chronic conditions. Through a partnership with SDSU Extension and other community organizations, Sanford provides instructors and referrals and hosts evidence-based chronic disease self-management programming. Better Choices Better Health (BCBH) covers general self-management skills such as problem solving, goal setting and managing difficult emotions. It is effective for people living with any chronic physical or mental health condition. The suite of programs offered are BCBH Chronic Conditions, BCBH Diabetes and BCBH Chronic Pain. These are available in person, by telephone and through video chat across the enterprise.

Program offerings continue to grow, with a 158% increase from 2020-21, with 31 BCBH workshops held. Workshop participant numbers increased by 172% in 2021 and have reached 253 community members and patients. Grant-supported community health workers (CHWs) have been added in the Sioux Falls region. The CHWs will be trained as BCBH instructors with an emphasis on reaching underserved populations with chronic conditions.

RECOGNITION & AWARDS

The DAISY Award for Extraordinary Nurses

The DAISY Awards, which recognize nurses who exemplify excellence in patient care, have become a celebrated tradition at Sanford USD Medical Center and Clinics. Bonnie and J. Mark Barnes founded the DAISY (Diseases Attacking the Immune System) Foundation in memory of their son, J. Patrick Barnes, who died of complications from an autoimmune disease at age 33. In tribute to and appreciation of the nurses who cared for their son, they established the DAISY Foundation to honor nurses who positively impact the lives of their patients and families.



Sanford Health is one of more than 4,000 health care organizations around the world to partner with the DAISY Foundation. Recipients of the DAISY Award receive a certificate, a DAISY pin, cinnamon rolls to recognize the team and a unique, hand-carved serpentine stone statue called “The Healer’s Touch,” created by artisans in Zimbabwe. Recipients are featured on the DAISY Foundation website as well as the Sanford intranet and Sanford nursing SharePoint site.

The DAISY Lifetime Achievement Award



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

**2020 DAISY Lifetime
Achievement Award Recipient
Diana Berkland, PhD, RN**



2021 DAISY Team Award Recipient: Cardiology

DAISY Award Recipients

- **Britney Berndt**, RN, Women's Health Clinic
- **Haley Blankespoor**, RN, Pulmonary
- **Erica De Wit**, RN, Labor & Delivery
- **Katie Eeten**, RN, Emergency Department
- **Rachel Flemmer**, RN, Critical Care Unit
- **Elizabeth Gaspar**, LPN, Rheumatology Clinic
- **Britta Harberts**, RN, Cardiology
- **Danni Honner**, RN, Medical Oncology
- **Brooke Johnson**, RN, Pediatrics Acute
- **Nancy Johnson**, RN, Maternal-Fetal Medicine Clinic
- **Samantha Jung**, RN, Pulmonary
- **Emily Leuthold**, RN, Palliative Care
- **Katelyn Lobach**, RN, Labor & Delivery
- **Barbara Lucia**, RN, Critical Care Unit
- **Raechel Malmberg**, RN, Neonatal Intensive Care Unit
- **Roxanne Sorensen**, RN, Hematology and Oncology Clinic



Recipients of Hero Awards in April 2021

Nurse Recipients of Sanford Hero Awards

Sanford Heroes are chosen each month for demonstrating excellence in one of the Sanford values: *Advancement, Calling, Community, Courage, Family, Resolve and Service*. Sanford employees, as well as patients and visitors, can nominate employees for a Sanford Hero award.

Advancement:

- **Connie Mulder**, RN,
Patient Appointment Center
- **Jennifer Oren**, RN,
Center for Care Management
- **Allie Rahn**, RN,
Wound Healing Center
- **Kristin Schlapkohl**, RN,
Pediatrics Acute
- **Hannah Sperle**, RN,
Clinical Informatics
- **Jean Vargas**, RN,
Patient Appointment Center
- **Gina Wubben**, RN,
Wound Healing Center

Calling:

- **Emily Anderson**, RN,
Newborn Nursery
- **Jamie Bentaas**, RN,
Center for Care Management
- **Emily Bottem**, RN,
Neonatal Intensive Care Unit
- **Riley Frantzen**, RN,
Critical Care Unit
- **Nikki Knoshal**, RN,
Pulmonary
- **Torrie Michels**, RN,
Emergency Department
- **Kirstie Rients**, RN,
Neonatal Intensive Care Unit
- **Amanda Tekrony**, RN,
Cardiology

Community:

- **Janet Anderson, RN,**
Dialysis

Courage:

- **Jennifer Brands, RN,**
Family Suites
- **Gina Hemmer, RN,**
Emergency Department
- **Courtney Orthaus, RN,**
Neonatal Intensive Care Unit
- **Shannon Prouty, RN,**
Cardiology

Family:

- **Colleen Chase, RN,**
Center for Care Management
- **Katie Gillette, RN,**
Critical Care Unit
- **Eric Hansen, RN,**
Critical Care Unit
- **Becky Kokesh, RN,**
Neonatal Intensive Care Unit

Resolve:

- **Tracy Bauer, RN,**
Medical Oncology
- **Bobbi Gagnon, RN,**
Wound Healing Center
- **Kari Johns, RN,**
Cardiology
- **Linnaea Johnson, RN,**
Pulmonary

Service:

- **Laura Gaspar, RN,**
Clinical Call Center
- **Jeff Hansen, RN,**
Outpatient Care Center
- **Meagan Rasmussen, RN,**
Pediatrics Acute

- **Allie Reichelt, RN,**
Emergency Department

- **Jason Schipper, RN,**
Anticoagulation
- **Rachael Schwab, RN,**
Pulmonary
- **Tricia Trapp, RN,**
Neonatal Intensive Care Unit
- **Bryce Wollmann, RN,**
Cardiology

- **Brittany Niemann, RN,**
Critical Care Unit
- **Laura Tommeraasen, RN,**
Critical Care Unit
- **Jaycob Zdenek, RN,**
Pre-Experience Recovery Care

- **Courtney Mathews, RN,**
Critical Care Unit
- **Courtney Tulson, RN,**
Pulmonary
- **Ashley Weber, RN,**
Cardiology

- **Jordan Slusser, RN,**
Pediatrics Acute
- **Jessica Willuweit, RN,**
Wound Healing Center

Group Heroes

- **2800 Critical Care Team**
- **Critical Care Unit (twice)**
- **Neonatal Intensive Care Unit**
- **Outpatient Care Center**
- **Pediatrics**
- **Pulmonary**
- **Short Stay Unit – Matthew Reiff, RN, Amber Jares, RN and Brigitte Owamba Shomba**

GEM Award

GEM stands for “Going the Extra Mile” in a unique and unanticipated, spontaneous or heroic event involving the community and is outside of expectation or job description and may reflect the Sanford Values.

Nurse Recipient

- **Kenny Tomek, RN**, Medical Oncology

Nurse Recipients of the Employee of the Year Awards

Each year, Sanford Health recognizes Employee of the Year recipients. These awards recognize the exceptional work of our employees who, over the last year, have faced hurdles never before seen in modern history. Despite the challenges, our people served our patients and communities with bravery, compassion and professionalism and helped us all overcome the worst of the pandemic.

Al Lindgren Memorial Nurse Anesthetist of the Year

Michelle Vajgrt, CRNA, Clinical CRNA Leader, Anesthesiology

Birkeland Clinical Innovation Employee of the Year

Ashlee Blumhoff, CPNP, Nurse Practitioner, Internal Medicine, Ambulatory II

Carlson Family Outstanding Pediatric Oncology Employee of the Year

Noelle Murphy, RN, RN Case Manager, Inpatient, Center for Care Management

Conradi Family Intensive Care Nursery Employee of the Year

Laura Nordby, RN, RNC-NIC, RN Inpatient, Neonatal Intensive Care Unit

Donna Gaspar Rising Star Nurse of the Year

Michelle Skroch, BSN, RN, CBC, Clinical Care Leader, Inpatient, Family Suites

Dr. Ben Perryman Sanford Research Employee of the Year

Ann Mays, RN, CPN, Research Program Manager

Excellence In Women’s Health Employee of the Year

Erica De Wit, BSN, RN, Labor and Delivery

Outstanding Surgical Services Employee of the Year

Danielle R. Goetz, RN, Surgery

Patricia K. Van Wyhe Nurse of the Year

Kasey Bartels, RN, Clinical Care Leader, Inpatient, Pre-Experience Recovery Care

Sanford Clinic - Clinical Employee of the Year

Madonna Shelso, RN, RN Care Manager, Ambulatory, Family Medicine 49th & Oxbow

Sanford Clinic - Management Employee of the Year

Stacy A. Jewett, BSN, RN, Director, Clinic, Family Medicine 34th & Kiwanis

Good Catch Awards

Good Catch Awards are presented to individuals who prevented an error or prevented an error from reaching the patient. Good Catch Award recipients receive a surprise presentation and gift, and their story is shared widely through the nursing councils and safety SharePoint site.

Nurse Recipients

- **Kim Albers**, RN, Sanford 69th & Louise Family Medicine
- **Kristina Blevins**, RN, Surgical Cardiovascular
- **Jenna Bresee**, RN, Pediatric Intensive Care
- **Mary Dyvig**, RN, Anticoagulation Management
- **Katie Grassel**, RN, Post Anesthesia Services
- **D’Kera Grassrope**, LPN, Clinic Float Pool
- **Jessica Hubbard**, LPN, Sanford Children’s 69th & Louise
- **Angela Krause**, RN, Orthopedic/Neurology
- **Britney Krell**, RN, Sanford USD 34th & Kiwanis Family Medicine
- **Hannah Mitby**, RN, Surgical Cardiovascular
- **Hilary Robinson**, RN, Sanford Health Brookings Clinic
- **Sarah Smith**, LPN, Sanford Health Watertown Clinic
- **Lois Swaving**, RN, Post Anesthesia Services
- **Kylie Turner**, RN, Sanford Worthington
- **Debra Van Whye**, LPN, Sanford 69th & Louise Family Medicine
- **Crystal Weber**, RN, Infusion Center

Guardian Angels

The Guardian Angel program gives patients and families the opportunity to celebrate exceptional care by making a gift in honor of a caregiver. Guardian Angels attend a special recognition ceremony, and the gifts enhance services for future patients at Sanford Health.



Nurse Recipients

- **Lee Christenson**, RN, Medical Oncology
- **Doanh Do**, RN, Cardiology
- **Abby Drew**, RN, Central Resource Pool
- **Ashley Hondel**, RN, Surgical Cardiovascular
- **Kelsey Huska**, RN, Cardiology
- **Taylor Jones**, RN, Labor & Delivery
- **Julissa Reyna**, LPN, Diabetes & Thyroid Clinic
- **Joni Sengos**, CNP, Sanford Vascular Associates
- **Sarah Stewart**, RN, Sanford Hospice Worthington



Pam Koepsell receives the Structural Empowerment & Leadership Award

Advanced Practice Provider (APP) Recognition Event

The 2021 awards were presented individually to recipients in their departments in lieu of a formal event due to the pandemic. There were nominations for 78 individual APPs, and awards were presented to eight recipients. APPs include physician assistants, certified nurse midwives, certified nurse practitioners, clinical nurse specialists, certified registered nurse anesthetists, audiologists and genetic counselors.

Nurse Recipients

Exemplary Professional Practice Award

- **Stephanie VanDam**, MSN, APRN-CNP, FNP-BC, Pediatric Gastroenterology, Children's Specialty Clinic

New Knowledge, Innovations & Improvements Award

- **Mallary Van Tol**, APRN-CNP, NNP-BC, Neonatal Intensive Care Unit

Structural Empowerment & Leadership Award

- **Leslie Greguson**, MSN, APRN-CNP, FNP-BC, Neurocritical Care
- **Pam Koepsell**, MSN, APRN-CNP, CPNP-PC, CNS, Pediatric Palliative Care

Rising Star Award

- **Jacqueline Weidauer**, MSN, APRN-CNP, NNP-BC, Neonatal Intensive Care Unit

Distinguished Wisdom Keeper Award

- **Susan Halbritter**, MSN, APRN-CNP, AOCNP, ANP-BC, Hematology and Oncology Clinic

Sanford Health's World Clinic Global Nursing Mentor Program

Kami Lindberg, RN, breast cancer navigator, is one of six nurses selected to participate in the 2022 Sanford World Clinic Global Nursing Mentor Program. Lindberg has worked in maternal-fetal medicine at Sanford Health and now works with cancer patients. In 2022, she'll be helping with both maternity and cancer in Ghana. She'll be addressing labor and delivery service issues while also assessing needs in women's preventive care and screening for breast and cervical cancer.

EmBe Tribute to Women Awards

- **Andrea Polkinghorn**, RN, lead immunization strategist, won EmBe's 48th Annual Tribute to Women Award for Health care and STEM.

2021 NICHE-ABIM Foundation Choosing Wisely® Trailblazer Awards

Sanford USD Medical Center was one of 25 organizations awarded Choosing Wisely® Trailblazer Awards from the 2021 NICHE-ABIM Foundation for their work to improve health care for adult patients aged 65+. Sanford USD Medical Center has been a senior-friendly member site of Nurses Improving Care of the Healthsystem Elder (NICHE) for more than 15 years. In 2020, NICHE partnered with the American Board of Internal Medicine (ABIM) to create the NICHE-ABIM Foundation Choosing Wisely® Trailblazer Award available to member organizations.



The Sanford USD Medical Center Choosing Wisely® Trailblazer Award-winning projects are:

- A NU Way: Improving Delirium Screening in Medical-Surgical Patients
- Race to Mobility
- STAND STRONG: A Community Partnership to Prevent Falls

Sanford Anticoagulation Management Service is an Anticoagulation Center of Excellence

The Sanford Anticoagulation Management Service (AMS) team has been recognized by the Anticoagulation Forum (AC Forum) as a Center of Excellence. The three-year recognition is granted to practices that pass the AC Forum Centers of Excellence assessment, an accomplishment that just 25 percent of practices tested have attained. This designation is for the work done by both the AMS Clinic and inpatient pharmacy.



SMC Heart Team receives gold recognition from American Heart Association

The American Heart Association (AHA) awarded Sanford USD Medical Center a GOLD with an honor roll rating for continued success using “Get With The Guidelines® - Heart Failure and Target” program. Per the AHA website, Get With The Guidelines-Heart Failure is an in-hospital program for improving care by promoting consistent adherence to the latest scientific treatment guidelines.

Patriot Award by the SD Employer Support of the Guard and Reserve

Sarah Bruns, RN, director of Sanford 32nd & Ellis Clinic, was the recipient of the Patriot Award by the SD Employer Support of the Guard and Reserve (ESGR) in recognition of her extraordinary employee support. The Patriot Award, created by ESGR, publicly recognizes people who provide outstanding patriotic support and cooperation to their employees, who, like the citizen warriors before them, have answered their nation’s call to serve.

Bruns was nominated by Senior Master Sergeant Elizabeth Johnson, RN, supervisor of nursing ambulatory, who serves in the Air National Guard 114th Fighter Wing. Johnson said she nominated Bruns for the award to thank her for her support of her duties in the Air National Guard, including three months off for deployment shortly after being hired at Sanford Health. Bruns was nominated because she gave her full support for Johnson by holding her place of employment for her, completing her work for her, and checking on and making sure her family had everything they needed while she was deployed.



Elizabeth Johnson, RN, Sarah Bruns, RN, and ESGR volunteer, Gloria Bauske



Nurses gather at the Nurses Week Recognition Event.

Nurses Week

National Nurses Week begins each year on May 6 and ends on May 12, Florence Nightingale's birthday. Events are hosted across the U.S. to honor nurses for the work they do. The "Year of the Nurse" was extended into 2021 as nurses continued to be on the front lines of a global pandemic.

Sanford nurses are recognized with a week of events including a large recognition event at the Washington Pavilion. 314 nurses and support staff were nominated, and 55 individuals received awards at the 2021 Nursing Recognition Event on May 11, 2021. As part of nurses week, a night staff appreciation event was also held May 6, 2021.



NATIONAL NURSES WEEK

May 6 - May 12



Lea Sala, RN, accepts the Distinguished Wisdom Keeper Nurse Award at the Nursing Recognition Event

The Distinguished Wisdom Keeper Nurse Award

Awarded for recognition of outstanding leadership in and contributions to the discipline of nursing demonstrated by a distinguished lifetime service to the nursing profession. Recipients fostered high nursing standards through practice, education, leadership and research, contributed to a healthy work environment, improved health care services and stimulated the professional development and general welfare of registered nurses.

- **Becky Hoon, RN**, Sanford Clinic
- **Linda Winkelman, RN**, Sanford Health Network
- **Lea Sala, RN**, Sanford USD Medical Center

The Exemplary Professional Practice Nurse Award

Awarded for recognition of outstanding nursing professional practice in providing the highest quality care to those served by Sanford Health and illustrating the alignment and integration of the mission, vision, values and philosophy adopted by the nursing profession and Sanford Health.

- **Angela Nielsen, RN**, Sanford Clinic
- **Mandi Braun, RN**, Sanford Health Network
- **Melissa Felsheim, RN**, Sanford USD Medical Center

The Florence Nightingale Professional Nurse Award

For recognition of nurses' outstanding involvement in the provision of the art and science of nursing, as evidenced through the strength of character, commitment and competence that peers have recognized as an outstanding asset to the community, nursing profession and Sanford Health organization.

- **McKenna Barnes**, RN, Sanford USD Medical Center
- **Clay Bollock**, RN, Sanford USD Medical Center
- **Sheryl Bradford**, LPN, Sanford Clinic
- **Heather Cody**, RN, Sanford USD Medical Center
- **Dixie DeWaard**, LPN, Sanford Clinic
- **Juliann Ditlevson**, RN, Sanford USD Medical Center
- **Julie Drew**, RN, Sanford USD Medical Center
- **Letaila Dueis**, RN, Sanford USD Medical Center
- **Jolene Halverson**, RN, Sanford USD Medical Center
- **Noah Hauck**, RN, Sanford USD Medical Center
- **Morgan Heirigs**, RN, Sanford USD Medical Center
- **Kristin Hengeveld**, RN, Sanford Health Network
- **Jody Horstman**, LPN, Sanford Clinic
- **Kim Jacobs**, RN, Sanford USD Medical Center
- **Rachel Johnson**, RN, Sanford Clinic
- **Amberlea Kaster**, RN, Sanford Health Network
- **Teri Kayl**, RN, Sanford USD Medical Center
- **Brittany Kenyon**, LPN, Sanford Clinic
- **Chelsey Koenig**, RN, Sanford USD Medical Center
- **Danielle LaFleur**, LPN, Sanford Clinic
- **Sonya Lamont**, RN, Sanford Clinic
- **Colleen Nosbush**, RN, Sanford USD Medical Center
- **Leslie Olesen**, RN, Sanford Health Network
- **Marcy Pals**, RN, Sanford USD Medical Center
- **Matthew Peterson**, RN, Sanford USD Medical Center
- **Hannah Reichling**, RN, Sanford Health Network
- **Miyu Roskamp**, RN, Sanford Health Network
- **Sally Sheley**, RN, Sanford Clinic
- **Jordan Slusser**, RN, Sanford USD Medical Center
- **Jordan Wardenburg**, RN, Sanford USD Medical Center



Sonya Lamont, RN, Florence Nightingale Award recipient



Noah Hauck, RN, Florence Nightingale Award recipient



*Hannah Sperle, RN,
recipient of the
New Knowledge, Innovations
& Improvement Award*

Friend of Nursing Award

For recognition of an individual or group who, though not a nurse, has demonstrated significant contributions to the nursing profession, the health care team's work environment and Sanford Health.

- **Joyce Brown**, Sanford Clinic
- **Jessica Danko**, RRT, Sanford Health Network
- **Worthington Plant Maintenance & Repair**,
Led by Tom Winter, Sanford Health Network
- **Todd Bechtold**, Sanford USD Medical Center

The New Knowledge, Innovations & Improvement Award

Recognition of excellence in nursing that ensures the safest and best practices for patients and the nursing practice environment by sharing new knowledge by integrating evidence-based practice, research and innovations into clinical and operational processes.

- **Brittney McDonald**, RN,
Sanford Clinic
- **Heidi Myhre**, RN,
Sanford Health Network
- **Hannah Sperle**, RN,
Sanford USD Medical Center

The Spirit of Nursing Leadership Award

For recognition of a professional nurse who has demonstrated leadership and has made significant contributions to the nursing profession, the professional advancement of nurses and the general welfare of nurses.

- **Lauren Knippling**, RN,
Sanford Clinic
- **Danielle Podoll**, RN,
Sanford Health Network
- **Dana Heidebrink**, RN,
Sanford USD Medical Center

Structural Empowerment Award

For recognition of professional engagement, development and community involvement. Determined by participation in shared governance, decision-making structures, processes that establish standards of practice and by serving on committees, task forces and professional organizations that address excellence in patient care and the safe, efficient and effective operation of the Sanford Health organization.

- **Shelby Ellwein, RN,**
Sanford Clinic
- **Katie Alms, RN,**
Sanford Health Network
- **Sarah Brown, RN,**
Sanford USD Medical Center

Transformational Leadership Award

For recognition of transformative leadership in nursing through the development of a clear vision, well-articulated philosophy and professional practice, as demonstrated by communicating expectations, developing leaders, meeting current and anticipated needs and strategic priorities, and advocating on behalf of staff and patients.

- **Kati Slagle, RN,**
Sanford Clinic
- **Pamela Fiechtner, RN,**
Sanford Health Network
- **Logan Foxhoven, RN,**
Sanford USD Medical Center

Star Performance Award

For recognition of an individual who, though not a nurse, has helped the profession of nursing advance safe, patient-centered care by demonstrating significant partnership to the nursing profession and improvement to the health care environment for staff nurses and patients.

- **Tracy Hastings,** Sanford Clinic
- **Philip Andersen,** Sanford Health Network
- **Eric Henderson,** Sanford USD Medical Center



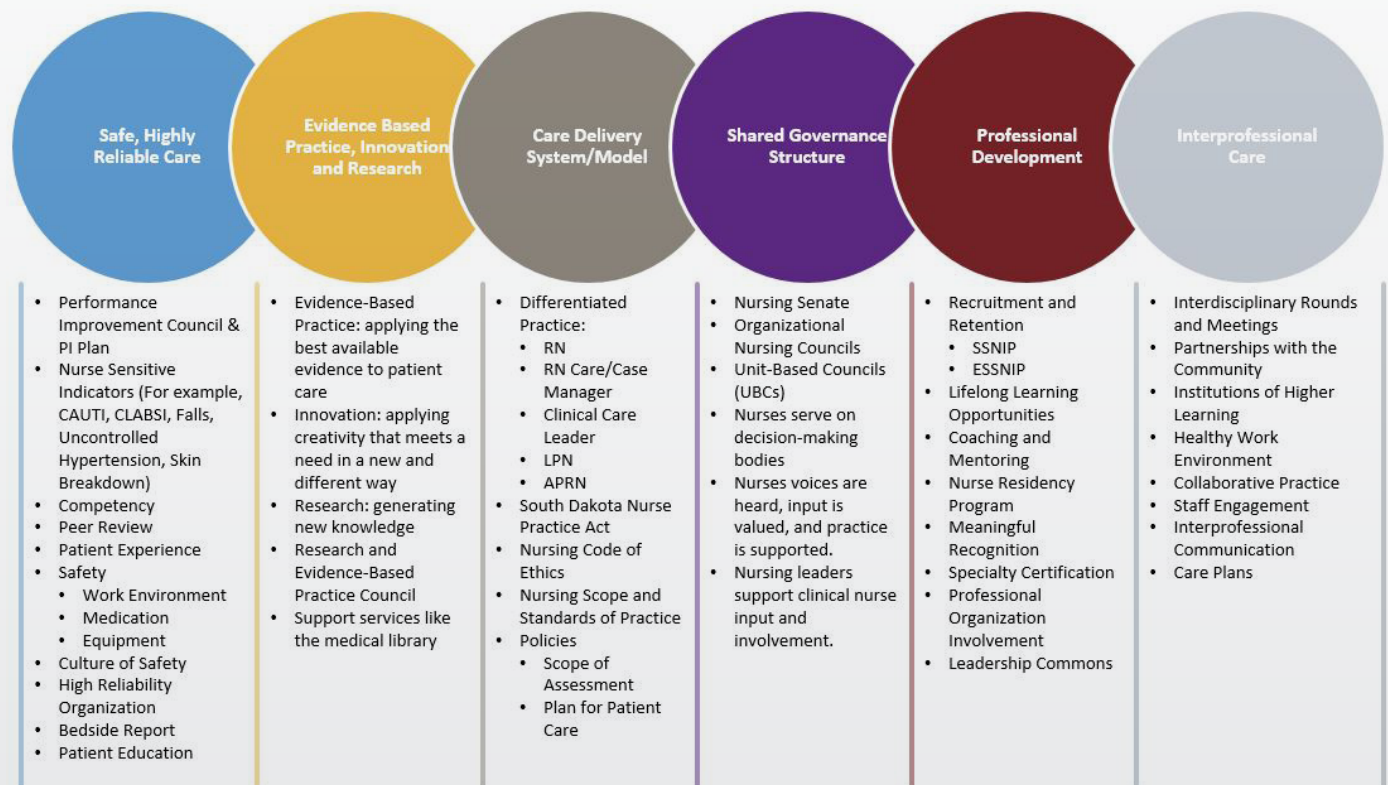
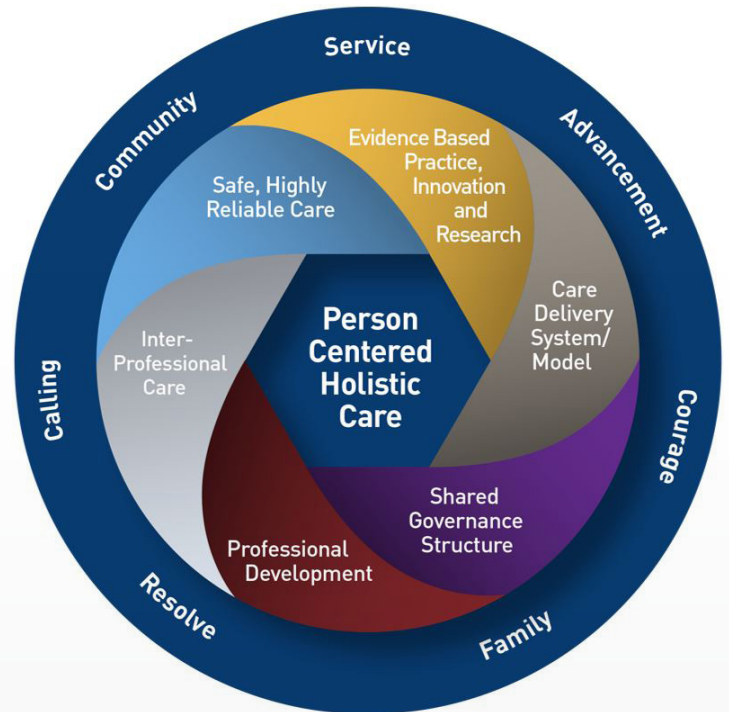
*Shelby Ellwein, RN,
recipient of the Structural
Empowerment Award*

EXEMPLARY PROFESSIONAL PRACTICE

Professional Practice Model

A professional practice model is the driving force of nursing care. It depicts how nurses practice, communicate, collaborate and develop professionally to provide the highest-quality care.

The schematic provides a visual image that speaks to the components which define the essence of nursing practice at Sanford Health. The model serves as the “how and why” of nursing practice, guiding the vision for nursing within our organization and directing decisions regarding priorities. The model guides every aspect of nursing practice.



Sanford USD Medical Center and Clinics use pillars to outline programs, initiatives and structures related to each component of the professional practice model.

Care Delivery Model

The care delivery model describes how care is given, what skills are required, the setting of care and the anticipated outcomes. It outlines the nurses' authority and accountability for clinical decision-making and outcomes. At Sanford USD Medical Center and Clinics, the care delivery model is based on differentiated practice.

The differentiated philosophy focuses on the structuring of roles and functions of nurses based on education, experience and competence. It establishes that the domain of nursing is broad, with multiple roles and responsibilities of various degrees and complexities. It accepts that nurses with different educational preparation, expertise and background bring different competencies to the workplace. It seeks to assure that the work of nursing is carried out by the most appropriate nurse in the most appropriate and timely fashion. Each defined role is different yet complementary. Nurses choose the role based on competency, skill, desire and education.



QUALITY CARE

In 2021, Sanford Health's south region continued our SAFE (Sanford Accountability For Excellence) journey to become a more highly reliable organization. We recognized safety as our highest priority and dedicated efforts to continuous quality improvement for patients, families and each other with the goal of zero preventable harm every day. Sanford Health's south region experienced decreases in the rate of hospital-acquired infections – from catheter-associated urinary tract infections, central line-associated blood stream infections, and surgical site infections. Clinic teams focused on improving chronic disease management and cancer screening for patients being cared for, even exceeding targets for blood pressure control and management. The Sanford improvement model allows our teams to manage improvement efforts by being patient-centered, leadership-directed and data-driven. We are proud of the teams delivering safe, high-quality care to our communities and look forward to continuing our journey to zero harm in 2022.

Erin Thurlow, RN, Talia Dreckman, RN, Jasmyn Dysthe, RN, and Jennifer Sweeter, RN, discuss a patient's chart at Sanford Children's Specialty Clinic.



Sanford Accountability for Excellence (SAFE)

Sanford Accountability for Excellence, or SAFE, is Sanford Health's commitment to safety on the journey to becoming a highly reliable organization (HRO). Being an HRO means having systems in place that create reliable barriers to preventable harm, reducing or even eliminating serious safety events.



Clinical Education Tools

Two clinical reference programs from Elsevier, Clinical Skills and ClinicalKey for Nursing, became available across the enterprise in June 2021 to build a common base of nursing knowledge and skills and to lay the foundation for future standardization work.

Clinical Skills and ClinicalKey for Nursing work together to provide a complete clinical education suite. Nurses can reference specific skill trainings and Sanford Health policies directly at the point of care through Clinical Skills. ClinicalKey for Nursing is a powerful search engine for in-depth information from textbooks and medical journals.

Integrative Health

Integrative health incorporates both conventional and complementary approaches for symptom management, health and wellness. Integrative health emphasizes the therapeutic relationship of clinically appropriate therapies, which are informed by evidence, safety and efficacy. These integrative health techniques are intended to promote comfort and manage symptoms such as pain, anxiety, insomnia and nausea in patients.

Sanford Health nurses are trained to offer integrative therapy techniques, including:

- Acupressure: A noninvasive therapy similar to acupuncture that applies physical pressure to specific body points to relieve stress-related ailments.
- Aromatherapy: The use of essential oils to improve emotional and physical well-being.
- Deep breathing exercises: A technique that brings the body into deep relaxation.
- Guided imagery and meditation: Bringing the mind to a place of deep quiet and stillness to release worry and anxiety.
- Massage: Physical touch to relieve the body of stress and tension.
- Mindfulness: Paying attention to the present moment, on purpose and without judgement.
- Reiki: Energy healing technique to promote relaxation.

In 2021, the DeGroot Center and integrative health team focused on self-care for the caregiver. Some of the self-care activities included:

- Aromatherapy for staff in the tranquility room
- Mindfulness articles and education
- Education on developing resiliency skills
- “Stretch at Your Desk” sessions
- Purchase of the Insight Timer app for meditation and mindfulness

Care for the Caregiver: Staff Tranquility Room

The Staff Tranquility Room is a quiet and peaceful atmosphere for all Sanford staff to partake in self-care. Research suggests initiatives promoting self-care can improve patient satisfaction, as distancing oneself from work tasks decreases burnout and increases the quality of patient care. Employees visit the room to step out of stressful situations and to step back in refreshed and renewed. The Tranquility Room is open 24/7 with badge access and is located in the HIM hallway (#G408) at the Sanford USD Medical Center.



Jasmyn Dysthe, RN smiles as she measures a patient's height at the Sanford Children's Specialty Clinic.

Patient Experience

2021 continued to bring challenges for health care systems, staff, and patients and families. Nurses continued to show up prepared to fight against COVID-19, demonstrating resilience in times of uncertainty and constant change. When most hunkered down with their loved ones at home, you left your home and your family to care for people who needed you. You made sacrifices to ensure all were taken care of. In a time of fear, you stood together, strong and caring, knowledgeable and compassionate. You risked your lives for the sake of others. Your dedication, hard work and bravery is admirable. Thank you for holding hands, making phone calls to update loved ones and being there in the toughest of times. Please know that your commitment did not go unnoticed. We honor you and are grateful to have you as part of the Sanford family.

In addition to supporting teams and patients through the pandemic, patient experience continued to highlight the importance of empathy and service standards. We aligned closely with the SAFE initiative and discovered the benefit of looking at things from a holistic lens, considering safety, quality and experience in all we do. Patient experience worked with the enterprise to develop a SAFE skill of the month calendar for deployment in 2022.



***Please know that thank you will never be enough -
your commitment did not go unnoticed - we honor you, we thank you
and we are grateful to have you as part of the Sanford family.***

Ashley Nelson, MS, RN, Director, Patient Experience



Rounding continued to be a priority in 2021. We heard the voices of our teams, patients and families about what works well and what opportunities we have for improvement. There were a handful of department-specific projects for which we partnered with both clinical and non-clinical teams. We continued to find ways to infuse patient experience into huddles, rounds, validations and education.

We partnered with Quality in the Leading for Improvement cohort to focus on care transitions. The participants included an interdisciplinary group from both the clinic and hospital settings. While some of this work was interrupted by the pandemic, there was great value in the collaboration between different service lines. Thank you to those who participated. We look forward to continued partnership in this space in the future. between different service lines. Thank you to those that participated. We look forward to continued partnership in this space in the future.

Other work was done related to our survey process, data gathering and report development. We developed standardized reporting with enhancements based on operational leadership feedback. We look forward to the deployment of these reports in 2022 to use data to drive improvements. We partnered with Quality to shift the PI Plan metrics for patient experience to 'likelihood to recommend' and 'safe and at ease with care' team. Our hope is that continued alignment with SAFE, as well as data-driven patient experience projects, will raise the bar as we provide a higher level of service and exceptional patient care.

On behalf of the patients and families you served and the colleagues you stood next to, thank you! Take time to reflect on all the wins, the struggles and the lessons from the past couple of years. There are great things ahead for Sanford Health, for nursing in general and for the patients, teams and communities we serve.

*Brendan Huisman, RN
and Sherese Kelliher, RN,
on the pulmonary unit.*



NURSES AS TEACHERS

Clinical Academic Partner (CAP)

The CAP program began as a partnership between South Dakota State University (SDSU) and the Sanford USD Medical Center, designed with the patient as the central focus of the model. The original intent of CAP was to “introduce preceptors to the human becoming teaching-learning model that will help them mentor staff nurses with leadership and teaching potential to become adjunct faculty for the clinical supervision of nursing students, and for developing their skills as mentors for newly hired staff RNs” (Bunkers, S, et.al. 2010). This online course is intended to advance nurse preceptor skills to support aspiring and new hires during the teaching-learning process, and to build capacity to develop clinical assistants and instructors to meet the learning needs of aspiring or current nurses.

The CAP course is delivered over a three-month period and is currently deployed in the spring and fall. More than 160 nurses have successfully completed the course, with the 11th cohort ending on April 30, 2022. The course consists of interactive activities that are embedded in each module to provide stimulating learning. Participants are required to post responses to discussion board questions intended to stretch their thinking. In addition to computer-based training activities and discussion boards, participants attend two virtual face-to-face sessions.

In the first session, participants discuss “professionalism, personalities, and the teaching-learning experience.” The second session invites the learner to read a hallmark article and be prepared to discuss “Engaging the Abyss.” Survey results have been very favorable, as participants convey that the course enhances their confidence and competence as they mentor and guide students and new nurses across the Sanford Health footprint. Prior to deployment of the next cohort, the CAP course will be reviewed and transferred to the new D2L Brightspace platform in the summer of 2022. The transfer to the new learning platform will provide enhanced features and functions, which will transform and elevate the CAP learning experience.

NURSING RECRUITMENT AND RETENTION

Sanford Health Nurse Residency Program

The Sanford Health Nurse Residency Program, in association with Vizient, was awarded Full Accreditation with Distinction from the American Nurses Credentialing Center (ANCC) Practice Transition Accreditation Program (PTAP) in April 2021. Sanford joins an elite group of 201 national and international ANCC PTAP accredited organizations. Sanford is leading the way in both North and South Dakota with the first ANCC PTAP accredited program in each state and joins a small number of organizations in Minnesota with this level of recognition.



Sanford's Nurse Residency Program is an evidence-based program designed to provide personal and professional support to new graduate nurses. Through this partnership, nurse residents develop professional relationships, learn new ways to enhance clinical outcomes and strengthen their leadership abilities in their new positions while successfully transitioning from student nurse to professional registered nurse. All new graduate registered nurses with less than 12 months experience are enrolled when they begin employment with Sanford Health.

As of September 2021, there have been seven cohorts with 1,387 new-to-practice registered nurses participating enterprise-wide with 513 at Sanford USD Medical Center and 18 in two network locations, 13 in Aberdeen and six in Worthington.

Overall, first-year retention for new graduate RNs post-residency completion in the Sioux Falls and the South Network by year are:

Year	Cohort	Retention Rate
2019	Cohort 1	90.4%
2020	Cohort 2, 3, 4	81.2%
2021	Cohort 5, 6	80.3%

Sanford Student Nurse Internship Program (SSNIP) and the Extended Sanford Student Nurse Internship Program (ESSNIP)

The Sanford Student Nurse Internship Program (SSNIP) and the Extended Sanford Student Nurse Internship Program (ESSNIP) provide the junior or senior nursing student with a comprehensive “day-in-the-life of a nurse” experience. These opportunities support the student by helping them link didactic content with what they see in practice and partner one-on-one with an RN preceptor in the clinical setting. The student intern works alongside the nurse providing direct care for patients and their families.

In 2021, 181 student nurses applied for the 10-week summer session, with 76 interns selected in the Sioux Falls region. The extended experience included 42 interns. Each intern works 24 hours per month during the fall and spring semesters until they graduate, building relationships with caregiver teams and learning the practice of setting policies and protocols.

These programs continue to serve as strong workforce development and a recruiting strategy for new-to-practice graduates already enculturated into the workplace setting. 68% of participants transitioned into a new graduate RN position to be onboarded in January and February or summer 2021.

Culture of Caring

Culture of Caring (COC) is a transformational nursing education practice partnership that guides all teaching-learning interactions between patient-nurse-student-faculty in clinical practice and education. COC employs a team-based approach to student clinical learning at Sanford Health, promoting quality teaching-learning and patient care. This team of nursing leaders in education and practice, clinical instructors and RN staff interact and support teaching and learning in the clinical setting.



The COC clinical curriculum provides supporting content and learning activities to be applied during the clinical experience. The COC curriculum was updated with new content to address needs in clinical practice. To mature the resources, Tanner’s Clinical Judgment Model, which consists of noticing, interpreting, responding and reflecting, processing outcomes and indicators, and behavioral expectations by role, was interwoven throughout the documents. To support curriculum implementation, additional resources were developed for the clinical faculty and student nurses, which included an updated modern design of the COC model. Additionally, initial discussions were held for the expansion of the model into other markets in 2022-23.

NEW KNOWLEDGE, INNOVATIONS AND IMPROVEMENTS

External Dissemination

Bruening, T., Rice, D., Thiesse, A., Getzschman, M., Kentfield, M. (2021, August 20). Caring for Staff: Executive Leadership Perspectives During COVID-19 and Beyond [Conference session]. 2021 Geriatrics Symposium: Care Across the Continuum, Virtual. <https://bit.ly/3mmDbsl>

DeLegge, M. H., Lyman, B., McGinnis, C. (2021, November 18). Nasoenteric Tube Verification and Securement [Panel discussion]. Nasoenteric Feeding Tube Placement in the Adult Patient: Safety and Competency, Webinar. <https://aspen.digitellinc.com/aspen/sessions/17377/view>

James, D., Cazer, K., Frohwein, M. (2021, August 20). Meeting the Mobility Needs of Older Adults Across the Care Continuum [Conference session]. 2021 Geriatrics Symposium: Care Across the Continuum, Virtual. <https://bit.ly/3mmDbsl>

McGinnis, C. (2021, March 22). ASPEN Home Care Section, Experiences of a Nurse During the Pandemic [Conference session]. ASPEN Nutrition Science and Practice Conference, Virtual. <http://www.nutritioncare.org/conference/>

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Robinson, K., Bartelt, S., Gierach, M., Jensen, G., McClellan, C., Wolles, B. (2021, May 16-18). Lived Experience of Frontline Nurses: COVID-19 in Rural America [Oral Poster Presentation]. American Association of Critical-Care Nurses National Teaching Institute Conference, Houston, TX.

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Nursing Publications

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Ischemic Heart Disease. *Journal of the American Heart Association*, 10(17). <https://doi.org/10.1161/JAHA.121.020768>

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Jeanson, E., & Schumacher, B. K. (2021). Applying the four disciplines of execution to promote culture change in the NICU. *Pediatric Nursing*, 47(5), 240-243. Retrieved from <https://www.proquest.com/scholarly-journals/applying-four-disciplines-execution-promote/docview/2581886007/se-2?accountid=44627>

McGinnis, C., Marroquin, S., & Reed, V. (2022). Assessment of the effect of colored beverage on gastric returns after gastric tube replacement to enhance placement verification. *Nutrition in clinical practice: official publication of the American Society for Parenteral and Enteral Nutrition*, 37(2), 413-424. <https://doi.org/10.1002/ncp.10796>

Pritchett, D., Bjornson, T., Randall, K., Walsh-Sunde, A., Nygaard, C., Jarman, A., & Schumacher, B. (2021). Use of a Smart Pump and Dedicated Medication Line to Reduce Peripherally Inserted Central Catheter Damage. *Advances in Neonatal Care: Official Journal of the National Association of Neonatal Nurses*, 21(1), 61-67. <https://doi-org.usd.idm.oclc.org/10.1097/ANC.0000000000000798>

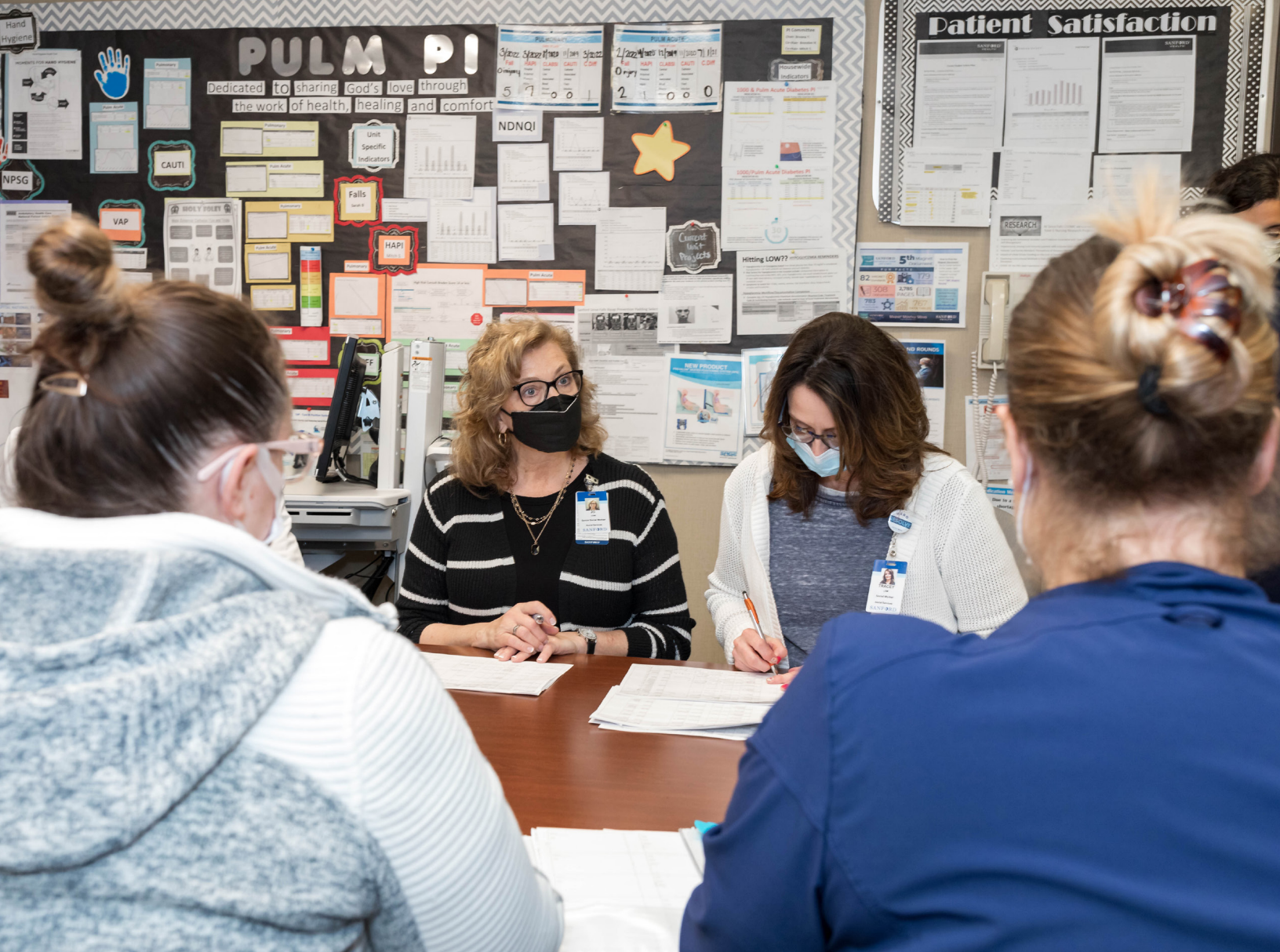
Powers, J., Brown, B., Lyman, B., Escuro, A. A., Linford, L., Gorsuch, K., Mogensen, K. M., Engelbrecht, J., Chaney, A., McGinnis, C., Quatrara, B. A., Leonard, J., & Guenter, P. (2021). Development of a Competency Model for Placement and Verification of Nasogastric and Nasoenteric Feeding Tubes for Adult Hospitalized Patients. *Nutrition in Clinical Practice*, 36(3), 517-533. <https://doi-org.usd.idm.oclc.org/10.1002/ncp.10671>

Schwartz, D. B., Barrocas, A., Annetta, M. G., Stratton, K., McGinnis, C., Hardy, G., Wong, T., Arenas, D., Turon, F. M. P., Kliger, R. G., Corkins, K. G., Mirtallo, J., Amagai, T., & Guenter, P. (2021). Ethical Aspects of Artificially Administered Nutrition and Hydration: An ASPEN Position Paper. *Nutrition in Clinical Practice*, 36(2), 254-267. <https://doi-org.usd.idm.oclc.org/10.1002/ncp.10633>

Nursing Research & Evidence-Based Practice Council

Nursing staff and nursing students present their evidence-based practice (EBP) or research projects to the Nursing Research & Evidence-Based Practice Council for project guidance and approval at Sanford. In 2021, the following studies and projects were reviewed by the council:

NAME	TITLE
Brenda Wolles, MS, RN, CNL, OCN	ENTERPRISE EBP PROJECT: A NU Way: Improving Delirium Screening in Medical-Surgical Patients (PROPOSAL)
Brenda Wolles, MS, RN, CNL, OCN	QUALITATIVE RESEARCH: The Lived Experience of RN Transition to Professional Practice During the COVID-19 Pandemic. (PROPOSAL)
Michelle Gierach, EdD, Ranae Auckerman, DNP, and Sanford site PI, Brenda Wolles, RN	QUALITATIVE RESEARCH: “The Lived Experience of RN Transition to Professional Practice During the COVID-19 Pandemic (PROPOSAL)
Laura Thomas, RN, DNP student	EBP PROJECT: Implementation of a Nursing Intensity Tool on an Ambulatory Cardiovascular Unit. (PROPOSAL)
Stephanie Hoffman, RN, DNP Student	EBP PROJECT: Effects of Emergency Severity Index (ESI) Annual Competency on Mistrriage Rates. (RESULTS)
Amy Thiesse, PhD, RN	QUANTITATIVE RESEARCH: Director of Nursing Role Conflict and Ambiguity, Commitment, and Intent to Stay (RESULTS)
Emily Smith, DNP, RN and Deb Letcher, PhD, RN	QUASI EXPERIMENTAL RESEARCH: “Culture of Caring: Enterprise Research Study” (PROPOSAL)
Dana Huether, RN, BSN	PRACTICE CHANGE PROJECT: Implementation of a Mother’s Room in the Emergency Department (PROPOSAL)
Gwen Jensen, PhD, RN, Karla Cazer, CNS	GRANT AND RESEARCH STUDY: Stand Strong for Falls Prevention. (PROPOSAL)



The performance improvement board in the pulmonary unit shines during an interdisciplinary team meeting.

Sanford Improvement Symposium

The Sioux Falls Sanford Improvement (SI) Symposium is held yearly to showcase various regional quality improvement projects. Poster judging occurred virtually since the 2021 SI Symposium was canceled due to COVID-19. There were 132 posters submitted representing seven categories. The poster categories included Clinical Care, Communication, Cost, Evidence-Based Practice, Quality of Life, Safety and Sanford Experience.

Nurses presented or contributed to 78 posters. Steps in the SI include the abstract submission, poster development and judging at the Symposium. Posters are judged on various criteria depending on the category, such as patient-centeredness, data-driven, leadership-directed, application of improvement principles, skillful project management, improvement tools, accountability, enthusiasm and passion, next steps and the overall clarity, creativity and appearance of the poster.

Clinical Care

CLABSI: “Ain’t Nobody Got Time For That!” A Team Approach to Preventing CLABSI on 5000/NACU

Elizabeth Kollmann, RN, ONC; Tara Stauffacher RN, BSN, ONC; 5000 CCLs, RNs and PCTs

“I Can’t Afford That”: Improving Breast and Cervical Cancer Screening Rates In The Clinic Population

Dana Olsen, RN; Heather Lee, CMA, CCA; Michael Krsnak; Terri Plimpton; Brittany Rotert, BSN

“Too Sweet for Surgery” – Working to decrease the incidence of surgical site infections by increasing our surveillance of glucose levels

Lisa Fink, MSN, APRN, CRNA; Bryce Kolander, MSN, APRN, CRNA; Shari Clemens, MSN, APRN, CRNA; Aaron Mortenson, MSN, APRN, CRNA; Connie Bowar, MSN, APRN, CRNA; Holli Spitler

A Flush A Day Keeps the Dr. Away

Mark Bonnema, RN

A Quarantine Conundrum: Diabetes Management in Patients of a Rural Community Health Cooperative During a Pandemic

Elizabeth Hindbjorgen, MS, RN; Jamie Ackman, PharmD, BCACP; Lori Jones, RN, BSN; Hilda Sanchez-Herrera, CHI; David J. Plevak, MD; Mariana Guterrez

ABHS: Attain Better (Mental) Health Safely

Ellen LaCroix, RN; Genelle Micke, MA; Darin Berg; Katee McInroy; Cindy Schuch, MS, RN

Be Sure with Allosure

Kelly Messner, RDLN; Harmony Larsen, BSN, CCTC; Jenna Truckenbrod, PA-C; Sarah Hutton, Pharm-D; Morgan Ratzsch, BSN, RN

Better Measuring Initiative (BMI)

Lanny Virchow, BSN, RN; Julissa Reyna, LPN; Josephine Linn

Block That Pain – Adductor Canal Blocks for TKA patients

Logan Foxhoven, RN, BSN; Tara Stauffacher, RN, BSN, ONC; Center for Joint Success Leadership Team

Bringing GTPAL to the wide world of Sanford Women’s Health: SMALL letters with GREAT significance

Michelle Booze, PhD; Amber Santiago, RN, BAN; Angie Hausvik, RN, ADN, RN; Tina Johnson, BS, RDMS; Jill Worth, Patient Access; Katie Fokken, BSN, RN; Margaret Kropuenske, MSN, RN, AMB-BC

Detect – Correct – Protect: Getting Your BP in Check

Amber Blauwet, BSN, RN; Kristina Dykhouse, RN

Diabetes: National Standards of Care

Amanda Loudenslager, RN, CDCES, CMSRN; Rhonda Jensen, APRN-CNS, BC-ADM, CDCES; Dr. Brandon Allard; Dr. Austin Simonson; Dr. Marioara Gavozdea Barna; Letaila Dueis, RN; Marcia Kummer, RN; Paula Hamann, RN; Megan Maddox, PharmD; Mary Bills, RD; Casey Olson, RN; Alex Sproul, RN

Don’t Sugar Coat It: Retrospective chart review reveals need for hypoglycemic documentation

Suzanne Letcher, RN, BSN

Extra, Extra, Transfuse All About It

Carly Farner-Cordell, MSN, RN-BC, TCRN; Karen Kaskie, BSN, RN, CEN, CFRN, CPEN; Lisa Greenfield, MT (ASCP); Misty Brenden, BSN, RN, PCCN, TCRN; Mary Hitchcock, BSN, RN, CCRN

Goodbye Finger Sticks! Hello Insight and Increased Self-Management! Utilizing Continuous Glucose Monitoring to Improve Glycemic Control

Courtney Feist, PharmD; Elizabeth Bockelman, RN, BAN; Gena Bappe, LPN; Alyssa Howard, PharmD; Mike Krsnak; Stephanie Schoenfelder, RN, BSN; Amanda Jungman, RN, BAN

Clinical Care *(continued)*

Happy Patients are HAPI Free – Reducing Pressure Injuries on 2000

Courtney Bornitz, BSN, RN-BC;
Lacey Eichacker, BSN, RN, CMSRN;
Brianna Mudder, BSN, RN;
Illianna Altstiel, BSN, RN

Identification and Enrollment into the Advanced Heart Failure Clinic for Cardiomyopathy Patients Who are CRT Non-Responders

Tonia Carpenter, BSN, RN; Stephanie Preister, CNP; Lindsey Clem, BSN, RN; Courtney Dummer, RN; Annette Frank, BSN, RN; Brett Hoffman, LPN; Sidney Rhinehart, LPN; Jason Schneider, BSN, RN, PCCN

Identifying Delirium in Hospitalized Children

Emma Mogen, RN; Michelle Ahnberg, DNP, RN, PCNS-BC, CPON, CPN

Impact of the Neonatal Early Onset Sepsis Calculator on Treatment of Infants Born to Mothers Diagnosed with Chorioamnionitis

Jacquelyn Grev, MD; Bette Schumacher, MS, RN, CNS, CPN; Sheri Fischer, MS, RN, CBC; Laurie Hogden, MD; Mallory Van Tol, MS, NNP; Brooke Welker, MS, RN, NNP; Lori Mulder, BSN, RN, NIC; Amanda Geringer, BSN, RN; Andrea Dykstra, BSN, RN

Implementing a Pediatric Specific Intermittent Catheterization Protocol

Caitlin Leimbach, RN, BSN, CCRN; Michelle Ahnberg, DNP, RN, PCNS-BC, CPON, CPN; Tom Munce, MS, RN

Improving Warfarin Management During the COVID-19 Pandemic: an Example of Rapid Cycle Improvement (2nd Place)

Shannon Wegleitner, Pharm. D., CACP; Michael Gulseth, Pharm. D., BCPS, FMSHP, FASHP; Jennifer Schut, Pharm. D., CACP; Michele Strasser, MSN, RN; Michael Wilde, MD, FACP

Let the Good Times Roll – Don't Clamp

Courtney Fransen, RN, CCL;
Shelby Owen, RN, CCL;
Breana Young, RN, CCL; Pulmonary RNs

New Hire RN Orientation

Ellen Feiner, RN, CWON; Roberta Gagnon, RN, CWON; Kylee Whitney, APRN, CNP; Cindy Davis, RN, CWON

No Time To Waste

Laura Waits, BS, RT (R)(T); Jodi King, RN, OCN; Nicole Southwick, BS, RT (R)(T)

Our Blood Is Whole. We're Positive.

Amy Johnson, BSN, RN, CEN, CFRN, NR-P; Abigail Polzin, MD, FACEP, CMTE; Greg Van Den Berg, BA, NR-P, FP-C; Eric Hoy, BS, NR-P, FP-C; Robin Huether, BSN, RN, CNML; Adrian Holzer, MLS (ASCPCM)

PREVENTion of Post-Sternotomy Wound Infections in High-Risk Patients

Cindy Carlson, BSN, RN, CNOR; Mariah Schurman, MSN, APRN, CNP; Chelsea Bern, BSN, RN; Kris Johnson, MSN, APRN, CNP

Pulling Lines and Walking on Time! Improving Patient Outcomes and Decreasing Hospital Length of Stay for Postoperative Cardiac Surgery Patients

Marissa Van Veldhuizen, BSN, RN; Rachel Flemmer, BSN, RN; Justin Cassels, BSN, RN, CCRN; Hayden Yeradi, BSN, RN, CCRN-CSC, TCRN; Jessie Boeddeker, BSN, RN, CCRN; Makayla Hagerty, BAN, RN; Kristina Hofer, BSN, RN, CCRN; Kelsey Fujan, BSN, RN

Put the Squeeze on Breast Cancer

Pam Ostebee, BSN, RN-BC; Melissa Rolfes, BAN, RN; Kimberly Albers, BSN, RN; Paige Metz, BSN, RN, CBC; Jessica Stenen, BAN, RN; Kathy Den Otter, MA, CCA; 69th and Minnesota Nursing Staff; 69th and Louise Family Medicine Nursing Staff

“Sparking Joy”: Decluttering and Organizing the Admission Navigators the Marie Kondo Way

Andrea Hemmer, BSN, RN;
Jenna Mason, CTRS

Tackling Comprehensive Stroke Certification Designation Requirements: Ensuring Excellence in Stroke Care

Jessie Wolf, BSN, SCRNP, CNRN;
Tara Stauffacher, RN

Clinical Care *(continued)*

Teamwork Makes the Dream Work - Especially for A1C Control

Liz Ostrom, RN; Jon Feist, PharmD

Vascular Access (Finding Our Way Out of the Tunnel)

Amanda Saeger, MBA, PhD;
Twyla Nordquist, BSN, RN, CNN;
Christina Lankhorst, MD; Kerry Jerke, CNP;
Patti Deboer; Angelo Santos, MD;
Chelsea Twamley, CNP; Lanny Virchow,
BSN, RN; Nicole Wendling, RN;
Amanda Miller, BSN, RN; Brandi Schave,
CNP; Joni Sengos, DNP; Amy Ehli, BSN, RN,
CNN; Deb Lukes, CCHT; Kelsey Ganschow,
BSN, RN; Margaret Willman, BSN, RN, CDN;
Sheri Landeen, BAN, RN

Younger is Better for HPV Vaccination (1st Place)

Kim Sorensen, RN Gulsah Olgun, MD
Michelle Schimelpfenig, DO, Megan Goebel,
RN, Michelle Bertram, RN, Kristin Clark, RN,
Tyra Sinkie, LPN, Anna Thibodeau, LPN,
Barry Bauer, MD, Scott Henry, MD,
Rita Rabenberg, MD

We Picked Their Brains to Enhance Patient Care

Samantha Eitreim, LPN; Angel Rollag, LPN;
Amber Eggert; Amber Wolthuizen; Leslie
Ideker; Jo Landis; Terri Andrews; Hanna
Hieronimus; Katie McLaughlin; Kristi Rector

Cynthia Friez, RN, Uma Motapothula, MD, Brooke Van Dam, RN, and Anna Okerlund, RN meet briefly at the 2800 critical care nurse's station



Communication

Fixin' the Faxes

Jennifer Nelson BA, ADN, RN; Lavonne Spaans, ADN, RN; Katie Lengkeek, ADN, RN; Jada McCann; Chelsea Mckillip; Jean Vargas, BSN, RN

Have a sec for a chat?.....Only if it's secure?

Abby Kuper, RN, MSN, CMSN; Nicole Zoerink, RN, MSN, CEN; Stacy Weller, MBA; Jodi Flemmer, RN, BSN, PCCN; Melanie Rusche, BS; Staff of Answering Service, Referral Center, Clinical Call Center, One Call/Transfer Center

PMR patient participation is the key

Tracey Jangula, LPN; Kaylee Schoenfelder, RN; Mackenzie Martin, RN; Cassandra Menzel, RN; Amanda McGreevy, RN

Cost

"Nailed It" - How Creating a Staffing Tool Built a Strong Foundation for Positive Outcomes

Melanie Rusche, BS; Erin Thurlow, BSN, RN; Jessica Woehlhaff

Reducing Sulfates (1st Place)

Janet Anderson, MSN, RN, CNN; Samantha Whitley, BSN, RN; Elizabeth Jensen, BSN, RN; Jodie Colwill, BSN, RN; Mason Boutros, BSN, RN; Sarah Marohl, BSN, RN; Kelsey Vanden Brink, BSN, RN; Chelsea Ryan, BSN, RN; Kathryn Best, PCT; Twyla Nordquist, BSN, RN, CNN

Brandy David, MSW, Kelsey Miller, PharmD, Kelsey Boese, RN, and Gretchen Scott, CNP, collaborate on the renal dialysis unit.



Evidence-Based Practice

A Partnership Journey: The impact of a nurse residency program for new graduate nurses

Aleta VanderBeek, MS, RN, CMSRN; Michelle McGregor, MS, RN; LEAD Educator Team; Sioux Falls residency facilitators; Kelly Hefti; Amy Thiesse; Ann Massey

Bariatric Surgery Targeting Opioid Prescriptions: BSTOP – Sioux Falls, SD (2nd Place)

Morgan Feenstra, RN, BSN; Kristin Turek, CNP; Curtis Peery, MD; Dennis Glatt, MD; Jennifer Waller, CNP; Brooke Brusseau, CNP; Tracy Sorenson, CNP; Andrea Nelson, RN; Amy Timm, RN; Julie Baatz, LPN; Robin Johnson, LPN

Collaborating Across the Enterprise: NuDESC Improves Delirium Screening in Medical-Surgical Populations

Karen Baatz, APRN, ACNS; Brenda Wolles, Gregory Clark

Depression: It's Not a Choice. Let's Talk About It!

Annie Bettcher, RN, BSN, RNCMA; Britney Krell, RN, Clinic Supervisor

Quality of Life

Catching Cancer

Elise Derry, RN; Jessica Yoshino, RN

Do you hear what I hear? Standardization of hearing screening for pediatric well visits

Stephanie Schoenfelder, BSN, RN; Bette Schumacher, MS, RN, CNS, CPN

Preventing Pneumonia in HIV Patients

Elise Derry, RN; Stacy Nelson, RN

Effect of a Focused Rounding Tool on Nurse Satisfaction of Interdisciplinary Rounds

Katie Greenlee, RN, BAN, PCCN; Brittini Gustafson; Alexander Ask

Improving Patient Flow: Please Send Me Home by 11 AM

Brenda Hansen, BSN, RN; Mike Viereck, BSN, RN; Emily Murren, BSN, RN; Laurel Feenstra, BSN, RN

Our Nu Way: Improving Delirium Identification in Medical Surgical Patients (1st Place)

Brenda Wolles, MS, RN, OCN, CNL; Karen Baatz; Amanda Petrik; Kelsey Ward; Marcia Darner; Marcia Kummer; Erin Schneider; Dawn Seeley

Swaddled Bathing a Family Event

Elizabeth Jeanson, PT, DPT, CNT, NTMTC; Karla Hybertson, OTR/L, NTMTC; Ashley Jarmen, RN; Kristi Randall, RN; Ally Steckler, RN; Elizabeth Schuster, OTR/D; Wendy Graff, MS, PT

Twin Hemorrhage Carts for Safe Starts

Ashley Clark, BSN-RN, CBC; Jolene Tuschen, BSN-RN, IP-OP; Jeri Nelson, BSN-RN, RNC, CBC; Cindy Wiles, BSN-RN, IP-OB

Safety

4 Eyes in 4 Hours (2nd Place)

Paige Nath, RN, BSN;
Ashley Heupel, RN, BSN

Connecting the Dots.... Did I consent to this?

Tammy Saker, BSN, RN, CNN; Susan Morris, BSN, RN; Laressa Birger, BSN, RN; Lara Wilson, BSN, RN, CNN; Shelly Boehrns, BSN, RN; Amy VanMaanen, ADN, RN; Jamie Van Lent, BSN, RN; Melissa Hart, ADN, RN; Amber Sims, BSN, RN; Mellissa Spitzer, BSN, RN

COVID-19 Pandemic Drive-Thru Testing: Welcome to Sanford Acute Care, May I Take Your Order?

Jon Pociask, MBA;
Michelle Corothers, RN;
Crystal Christensen; Brian Tjarks, MD

Decreasing Patient Falls: Utilizing a Fall Risk Communication Tool

Megan DeBoer, BSN, RN;
Lauren Peiffer, BSN, RN

Decreasing SAPI's Makes Everyone Happy

Marie Byrd, BSN RN; Alyssa Gors, BSN, RN; Britney Ohrlund, BSN, RN, CPPN; Lindsay Thompson, BSN, RN; Haley VanderPol, BSN, RN

Don't Blow It! CT contrast IV Extravasation

Tammy Eichacker, RT(R)(CT); Jill Walker, RT(R)(VI); Annie Roggenbuck; Melissa Knudson, RT(R); Robin Huether, RN; Jennifer Klaassen, RN

Effects of Emergency Severity Index (ESI) Annual Competency Assessment

Stefanie Hoffman, RN, BSN, CEN;
Kate Lineweber, RN, BSN, CEN; Robin Huether; Amy Mertz; Alex Bitton

Stephanie Kirkwold, RN, and Karen Hanisch, CNP, partner to provide patient care.



Safety *(continued)*

Ensuring NICU Infant TDaP Immunization: Accountability for Excellence by Decreasing Missed Opportunities for Vaccination (Braithwaite Award)

Stephen Messier, MD, FAAP; Bette Schumacher, RN, MS, CNS

Face Down, SATs Up! That's the Way We Pad Them Up!: Decreasing the Occurrence of Hospital Acquired Pressure Injuries in the Critically Ill, COVID-19 Patient Population

Hayden Yeradi, RN, BSN, CCRN-CSC, TCRN; Justin Cassels, BSN, RN, CCRN; Rachel Flemmer, BSN, RN; Marissa VanVeldhuizen, BSN, RN; Jessie Boeddeker, BSN, RN, CCRN; Makayla Hagerty, BAN, RN; Marcia Kummer, BSN, RN, CCRN; Kristina Hofer, BSN, RN, CCRN; Kelsey Fujan, BSN, RN

Interdisciplinary Approach to Opioid Safety in Ambulatory Care

Margaret Kropuenske, MSN, RN, AMB-BC; Sarah Bruns, MSN, RN, AMB-BC; Jessica Stenen, RN, BAN

Know Why & Comply - Utilizing the Blood Pre-Administration Checklist

Sheri Allen, MT(ASCP); Athena Kellenberger, MT(ASCP); Alex Sproul, MSN, RN, CEN; Robert McCauley, BSN, RN, PCCN

Steady Aldrete

Chelsey Thompson, RN-BSN; Lori Meiers, RN-CGRN; Ashley Christensen

Stop the Spread - Managing the workforce During COVID-19

Jennifer Schiltz, RN

Sweet Cheeks: Glucose Gel for the Treatment of Newborn Hypoglycemia

Jeralyn Nelson, BSN, RNC; Bette Schumacher, MS, RN, CNS; Sheri Fischer, MS, RN, CBC; Deborah Pritchett, Pharm D, BCPS, BCPPS; Susan Nygaard, RPh; Katherine Hendrickson, BSN, RNC, IT analyst; Brianna Burch, BSN, RN; Jennifer Klawitter, MSL, RN

Swinging into Safety

Carrie Kindopp, CCLS; Carol Cressman, MSN, RN, CCRN, CPN; Child Life Team

Using Data To Give Targeted Feedback (1st Place)

Elizabeth Stroeh, PharmD, BCPS, BCCCP; Megan Maddox, PharmD, BCPS; Kimberly Albers, RN; Elizabeth Johnson, RN; Sarah Bruns, RN

Utilizing Fall Huddles to Reduce Patient Falls

Lynn Westerdahl, AD, RN; Amanda Michl, BSN, RN; Julie Meyer, BSN, RN, CIC; Kyah Broders, BSN, RN, PCCN; Lauren Peiffer, BSN, RN, PCCN; Cardiology 3000 RNs & PCAs

Washing While We Work: Hand Hygiene on Inpatient Rehab

Nate Schaefer, MBA/HCM, RN; Hanna Ringsdorf, MS, CCC-SLP; Lindsey Clement, PT; Sue Christensen, MS, CTRS

Sanford Experience

Saving plastic with Plastics

Ashley Pike, LPN; Marlene Kopp, RN; Sarah Anglin; Jamie Brady, RN; Ashley Brown, CNP; Rebecca Krivarchka, CNP; Hoang Nguyen, MD; Heather Karu, MD

Faster Forms: Improving the Ortho Patient Experience

Amy Sand, RN; Julie Wetering, RN; Alicia Van Der Bill, PAR; Deann Wilson, PAR; Alexandria Hash, PAR; clinic nursing staff

IF YOU WENT BEFORE YOU HAD TO GO...#botoxisnotonlyforwrinkles

Angie Hausvik, BS, ADN, RN; Annette Geiken; Sonja Lindsay, RN; Kelsey Schnepf, CNP; Lynnel Wurtz; Jill Worth; Margaret Kropuenske, MSN, RN, AMB- BC

Incoming Calls

Cheryl Morgan; Sara Miller, RN; Julie Krell; Jill Bailly; Pam Haffield; Tonia Pierce; Susan Schuldt; Summer Cordell

Rheumatology's 2021 Increasing Survey Turn Out

Kirsten Campbell, RN; Liz Gasper, LPN; Monica Loeschen, LPN

Sanford Pain Clinic "It's a Pain for Patients to Complete Patient Satisfaction Surveys"

Maija Lovro, RN; Kristy Lofswold, LPN; Cinde Taverna, RN

Surveys a pain in the neck? Increasing patient survey returns.

Hailey Brown, BSN, RN; Timothy Degroot, MS, BSN, RN; Becky Fife, BSN, RN; Kari Ribstein, BSN, RN; Amanda Rollag, ADN, RN

Waiting on a Call (2nd Place)

Rebecca Haubenschild, BSN, RN; Kylene Knettel, BSN, RN

What do you think? Sanford Spine Center increasing survey return

Amanda McGreevy, BSN, RN; Cassandra Menzel, RN; Christina Osborn, RN; Kaylee Schoenfelder, RN; Tracy Jangula, LPN; Kari Ribstein, RN

Ivey Greensky, RN, Eric Hansen, RN, and Amanda Reinders, RN, care for a patient on the 2800 critical care unit.



CONTRIBUTORS

SPECIAL THANKS TO THE INDIVIDUALS AND TEAMS WHO CONTRIBUTED TO THIS REPORT:

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Gabby Pike
Deborah Preheim
Rich Preussler
Chelsea Renteria
Nicholas Schaefer
Jill Schmidt
Donna Schoeneman
Dawn Seeley
Jamie Stucky
Allison Tilley
Crystal Wolfe Goehring

You have taken on additional shifts, upskilled to fill roles in high demand and put in countless extra hours because someone needed you. You have demonstrated incredible resolve and made personal sacrifices. You exhibited resourcefulness to distribute life-saving vaccines over thousands of miles. You have continued to improve the quality of care and comfort that our patients and residents depend on. For living out your calling to serve, you have my gratitude and I am humbled to be a member of the Sanford Family.

This year, you have all faced extraordinary challenges as we continue to navigate a pandemic in the midst of record high census, and you have made sacrifices both personally and professionally. You showed strength and compassion to each other, and to the patients and residents who entrusted us with their care. Your calling to care for our patients and residents, people and communities is inspiring, and I couldn't be more proud to work alongside you.

- Bill Gassen, President & CEO

Visit sanfordhealth.org/nursing-excellence to view this report digitally.



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