

Department of Nursing

2022 Annual Report — Northwest Wisconsin





A message from the chief nursing officer

I am extremely proud and grateful for all that has been accomplished in 2022.

As we evolve and create new models of care that drive efficiencies yet maintain quality care, your ability to adapt and innovate has been simply impressive. The LPN model of care within our critical access hospitals is a model that promotes teamwork and efficiencies. Ambulatory care redesign is active, implementing new roles and workflows within the primary and specialty care areas. The ongoing evolution of the advanced care at home model allows patients to receive hospital level of care in the comforts of their home.

The foundation for ongoing practice transformation has been established with a vision to grow efficiencies within documentation and care delivery using technology, artificial intelligence and nursing research. Virtual RN has been implemented in the inpatient setting and future use across multiple units, sites and situations is being planned.

Throughout all the challenges in 2022 you persevered and never lost attention on our goals as we worked to substantiate our drive towards being Magnet designated. We submitted our Magnet document on October 1, 2022. This document summarized in 2,447 pages the great work that you provide and that our patients experience daily.

Thank you for your resiliency, along with your commitment and dedication to keeping our primary value of meeting the needs of the patients first. I am extremely proud and beaming with gratitude for our amazing team who live the values of Mayo Clinic. Congratulations and thank you!

A handwritten signature in black ink that reads "Pamela K. White, RN". The signature is fluid and cursive, with "Pamela" and "White" being more formal and "K." and "RN" being more stylized initials.

Pam White, DNP, RN, NE-BC
Chief nursing officer (retired)
Mayo Clinic Health System
Northwest Wisconsin region

2022 Department of Nursing demographics

2,289

Total DON staff

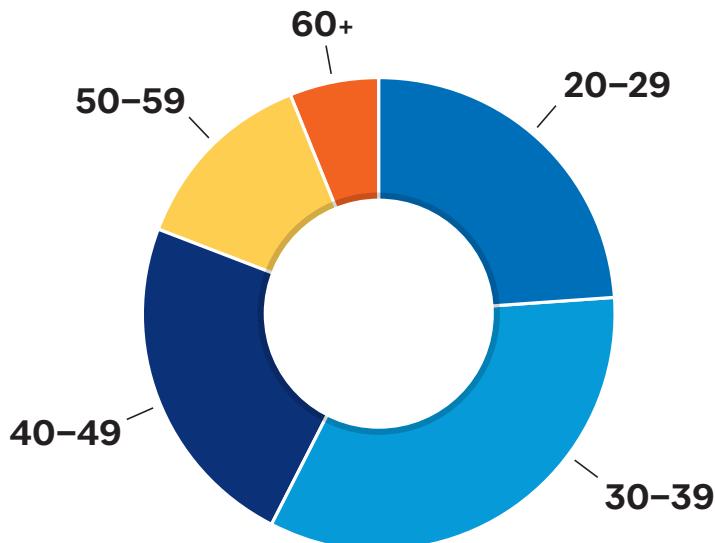
1,413

RNs

114

LPNs

Age of RNs



RN education



35.3%
ADN/Diploma

59.3%
BSN

5.4%
MSN or higher

RN workforce



86.3%

Retention rate

22.8%

Re-hire rate

RN years of service



2022 Department of Nursing operating plan, Northwest Wisconsin

The Department of Nursing is committed and positioned to advance professional nursing through the Bold. Forward. vision.



Cure

Accelerate quality improvement

- Reduce total falls to minimize patient injury
- Decrease hospital acquired pressure injuries (HAPI)
- Prevent health care acquired central line-associated bloodstream infections (CLABSI)
- Prevent health care acquired catheter-associated urinary tract infections (CAUTI)



Transform

Accelerate NWWI Innovation Hub

- Establish the Mayo Clinic Nursing Innovation Alliance
- Advance Collaboration with UWEC

Transform care delivery model/roles based on evolving workforce

- Create a sustainable LPN model of care in the hospital team
- Implement unlicensed care models



Connect

Increase nursing digital care delivery

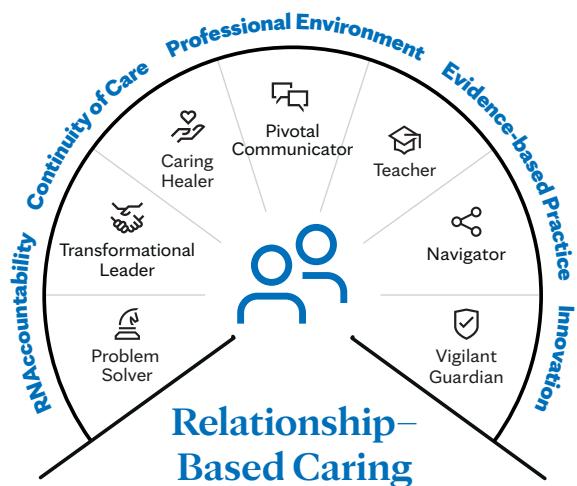


People, innovation and environment

Promote staff engagement and strengthen culture

- Enhance new employee experience

Progress toward Magnet Designation



Mayo Clinic Nursing professional practice model

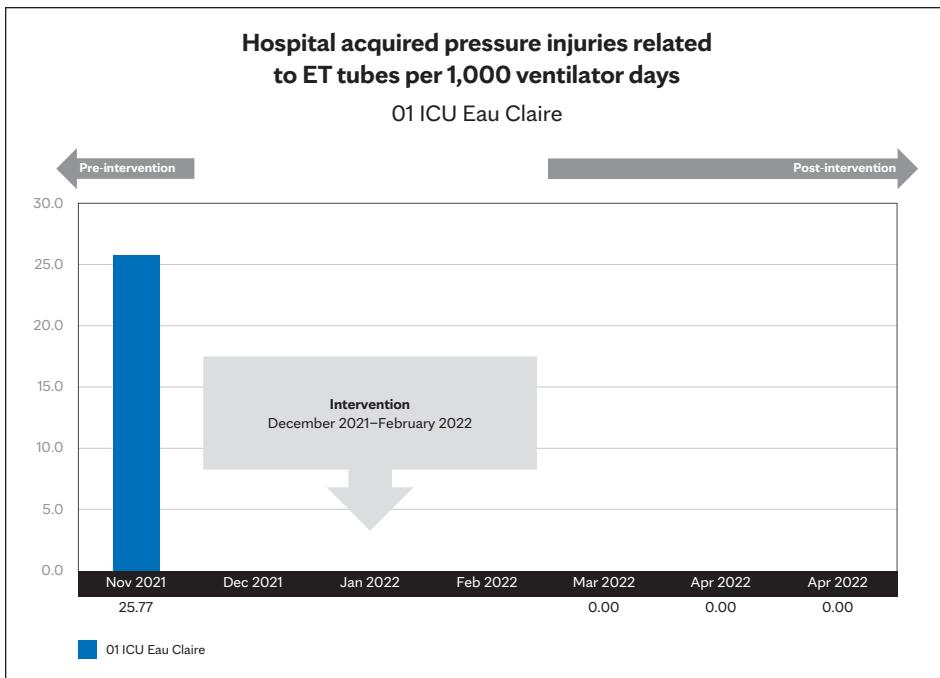
In 2022, the Mayo Clinic Nursing Professional Practice Model was updated to align with the Mayo Clinic 2030 Bold. Forward. strategic plan. The addition of the foundational characteristic, Innovation, supports Mayo Clinic nurses to establish new ways of achieving high-quality, effective and efficient care for our patients.

Nurse-led effort to improve communication to decrease pressure injuries

The incidence of pressure injuries varies significantly based on clinical setting and patient characteristics. Pressure injuries occur most frequently in critically ill patients due to their lack of mobility, sensory perception, nutrition, and friction and shear. Patients in the intensive care setting often have multiple medical devices that need close monitoring and repositioning to keep pressure injuries at bay.

Jared Rykal, RN, CCU, Eau Claire, is no stranger to high acuity patients and the importance of preventing pressure injuries. Rykal noticed an increase in pressure injuries related to endotracheal (ET) tubes during a routine review of the quarterly pressure injury prevalence studies.

Rykal collaborated with the Pressure Injury Prevention Subcommittee and the Respiratory Therapy Department to develop an ET Repositioning Guide for staff. The ET Repositioning Guide is a visual tool for all staff caring for intubated patients to ensure that tubes are repositioned to a different location over a 24-hour period. After the implementation of the visual tool, the incidents of pressure injuries related to ET tubes were reduced to zero in the months following the implementation. Great work!



Nurses Week, May 6–12, 2022

Nurses Week 2022 kicked off with a message from the Chief Nursing Officer Pam White, DNP, RN, NE-BC, thanking the Department of Nursing staff for their work over the past year. Although 2022 was filled with many challenges, the nursing staff continued to shine and provide exceptional care to patients.

The week featured chalk drawings on the campus sidewalks from local Girl Scout Troops, a video collage showing staff in action, blessings of the hands by Spiritual Care, a nurses walk, and a keynote speaker Jeneise Briggs, Ed.D. who shared a presentation titled “Nurses are the Bedrock in Cultivating Equality in Our Community.”

In addition, “The Art of Nurses” display showcased the artistic work of nurses throughout Northwest Wisconsin. Mediums included yarn, wood, painting, quilting, cross-stitch and photography.

The week ended with a presentation of the Nurse Excellence Awards, which honor nurses for their work in education, practice, research and quality. The following nurses were recognized:



NURSING EDUCATION AWARD

Michelle Ruppert, RN



NURSING PRACTICE AWARD

Miranda Hutchinson, RN



NURSING POLICY, PROCESS, PROCEDURE OR RESEARCH AWARD

Gaylene Monson, RN



Megan Gangnon, LPN



Jessica Garbers, CMA



Rebecca Heath, LPN

**NURSING QUALITY
AND SAFETY AWARD**
**NWWI Population Health
Panel Managers**



Tricia Hurt, LPN



Dana Kolve, CMA



Jennifer Reetz, LPN



Kelli Schmitt, LPN



Lisa Stafford, Medical
Assistant



Pa Xiong, CMA

Every year during Nurses Week, the Department of Nursing also recognizes the contribution of non-nursing colleagues.

FRIEND OF NURSING AWARD

Kelly Finnessy Novachis
Patient Appointment Services
Specialist, Primary Care Support



Professional certifications

Certified Nurses Day

Mayo Clinic Health System in Northwest Wisconsin values the professional expertise of the nurses and supports professional certification through free review courses, reimbursement of exam costs, and recognition during Certified Nurses Day every March.

The Certified Nurses Banquet was held on March 28, 2022, at Florian Garden in Eau Claire. The event is held each year to honor nurses who show professional competency through professional certification.

Congratulations to the nurses who completed their initial professional certification in 2022!



Kealy Cotton, RN,
CWON



Andrea Demoe, MSN,
RN, CPHQ



Mariah Erb, RN,
CWON



Chelsea Gonyer, MSN,
RN, NPD-BC



Chad Griepentrog,
MSN, RN, CGRN,
CNML



Tami Joles, MSN, RN,
CPAN, NPD-BC



Heather Kasperek, RN,
CWON



Jenna Lindsay, RN,
PCCN



Paula McGinn, RN,
CWON



Becca Melder, RN,
PCCN



Amy Olson, DNP,
MSN, RN, NPD-BC



Nicole Steinke, RN,
CIC



Heather Costley, MSN,
RN, CNML

Virtual reality in home health and hospice

Pain and symptom management and improvement of quality of life are a primary focus of hospice and palliative care. James Deming, M.D., Hospice and Palliative Care, received a Mayo Clinic Innovation Grant to integrate virtual reality within the palliative and hospice programs at Mayo Clinic Health System in Northwest Wisconsin.

In 2021, the Hospice Department explored capabilities of virtual reality and the requirements needed. Besides the immediate patient symptom outcome, the team identified the patient experience question: *Did your family get as much help with pain as they needed?* as a key patient outcome measure to determine success.

Dr. Deming recruited clinical hospice nurses, Tom Lund, RN, Felicia Erickson, RN, and Josh Lueck, RN, to help implement virtual reality with hospice and palliative care patients. Lund and Lueck collaborated to create a program to play relaxing videos on a virtual reality headset. They also created training materials for the clinical nurses and scheduled training sessions. These sessions involved set-up and use of the Oculus headset, research consenting and regulation, and infection control of the technology.

The virtual reality program went live at the beginning of 2022. The Hospice team received immediate feedback from the patients, stating their pain was decreased and they experienced an increase in coping/comfort. The final measure of success was the trending increase in the patient satisfaction question, *Did your family get as much help with pain as they needed?*



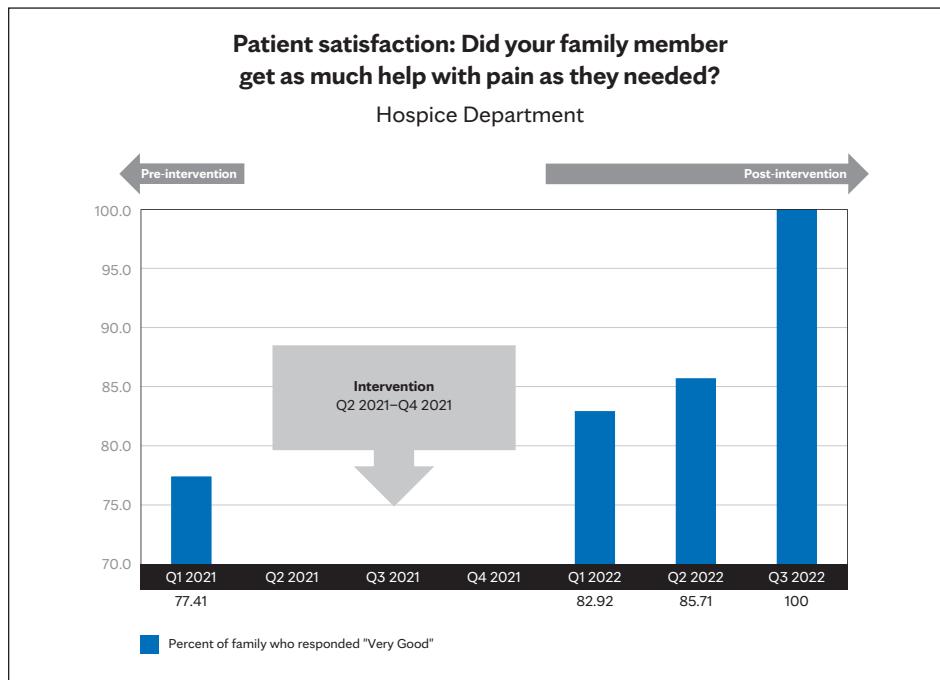
Tom Lund, RN



Felicia Erickson, RN



Josh Lueck, RN



2022 DAISY honorees

Northwest Wisconsin pays tribute to extraordinary nurses for their exemplary clinical practice, extraordinary service, and compassion and caring by awarding The DAISY Award.



Amanda Butterfield, RN

January 2022
Critical Care

"Amanda has gone above and beyond to care for my favorite person on this Earth, as well as provide care and compassion to me. ... Amanda has a unique quality in which she really is a born nurse."



Miranda Hutchinson, RN

April 2022
Home, Health and Hospital

"Having her there was a great comfort. I would not have gotten through this without her help... She also was very concerned about my health and was very comforting. She is top-notch and is a caring and wonderful person."



Richard Suckow, RN

February 2022
Medical Surgical

"On the patient's last day in the hospital, Richard brought in a cowbell specifically for the patient to ring [to celebrate the end of chemo]. This is an example of above-and-beyond patient care that was truly heartwarming."



Allison Nowaskey, DNP, RN

May 2022
Emergency Department

"Allison immediately went to the side of the patient and provided reassurance to the patient. She remained calm during the entire situation and stayed until EMS arrived and assumed care."



Lisa Glasgow, RN

March 2022
Gastroenterology

"Lisa and others helped the patient. He was moved to a more comfortable chair with pillows. He was given a warm blanket. Lisa went above and beyond..."



NURSE LEADER AWARD

Leanne Grangaard, MSN, RN

May 2022
Medical Telemetry

"Leanne is a leader that walks the talk, pushes her team and works to spread the "can do" attitude. She puts the needs of the patients first and works hard to engage her team in the changes presented. Leanne represents the leader we aspire to have within the Department of Nursing."

**Lori Marcon, RN**

June 2022
Critical Care

“...she talked to me as an equal and attentively listened to the concerns I had while keeping the patient calm. All I could think at the moment was ‘That is the nurse I wanted to be when I grow up.’”

**Heather Hamilton, MSN, RN, CLC**

October 2022
OB-GYN

“She has taken what could have been a profoundly scary, stressful, and overwhelming experience and has created an environment that feels warm, encouraging, and doable. She sat with me through frustration and anxiety, always meeting me with reassurance and support.”

**Ginny Klein, RN**

July 2022
Operating Room

“She put her hand out, and I grabbed right on and held her hand until I went to sleep. Knowing she was there next to me and holding her hand was very comforting.”

**Brandy Hazen, RN**

November 2022
Emergency Department

“Without Brandy’s expert skill and attention to detail I would never have known that I had any cardiac abnormalities...it would have been easy for her to simply pass over a low pulse.”

**Amanda Konik, RN**

September 2022
Cancer Center

“Amanda took charge and made sure all measures and tasks for the reaction were followed. However, the patient continued to react, she stayed by the patient’s side to make sure — physically and emotionally — the patient and family were well cared for.”

**Kathryn Sullivan, RN**

December 2022
Cancer Center

“Kathryn is very much loved by our patients for her kind and compassionate care. She shows genuine interest in their lives and feelings through active listening and focuses on what they say (and sometimes what they don’t say).”

2021 Mae Berry Award for Service Excellence

Mayo Clinic staff who embody service excellence were celebrated at a recognition event in August 2022.



According to her nomination, Melissa Thompson, RN, IBCLC is passionate about lactation services and strives to provide the best care to our patients. "She is kind, approachable and respectful to all. She goes above and beyond to help support and grow the lactation services. Melissa is considered an expert and teaches other lactation consultants, when appropriate."

When expanding lactation to Menomonie, Melissa stepped up and worked above her full-time equivalent to begin and develop the lactation service at our Menomonie location. When Chippewa Falls was short a lactation consultant late last year, she stepped in to provide lactation services to our Chippewa Falls location.

She is a team player, and Melissa definitely puts the needs of our patients first."

2022 academic appointments

These nurses achieve instructor ranking in Nursing through the Mayo Clinic College of Medicine and Science.



Erin Andress, MSN, RN
Nursing Professional Development



Jodi Arriola, DNP, MSN, RN,
CCRN
Medical Surgical, Barron



Angie Bauer, MSN, RN
Cardiac Center



Christine Burg, RN
Neuro, Peds, Trauma



Elysia Goettl, MSN, RN
Medical Surgical, Eau Claire



Tricia Johnson, MSN, RN,
NPD-C
Family Medicine



Kasey Peissig, MRN, RN
Advanced Care at Home



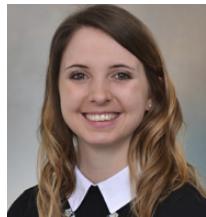
Kristin Radel, MSN, RN, CIC
Infection Prevention and Control

2022 nursing scholarship recipients

Recipients were awarded a total of \$45,200 to pursue higher education in nursing.



Kelly Andrews, RN,
CWON



Megan Baierl, RN



Jen Boehm, RN



Emily Brotzman, RN



Laura Brux, RN



Kayla Cadman, RN



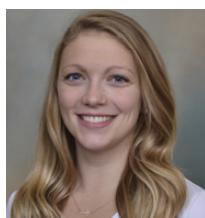
Laura Carlson, RN



Nick Dull, RN



Kelsey Halopka, RN



Miranda Jahnke, RN



Amy Krause



Megan Nysven, RN



Brittany Peterson, RN



Amber Phelps, RN



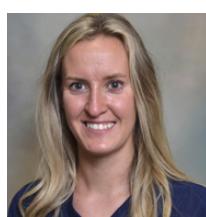
Amber Renner, RN



Jennie Roadt, LPN



Kristi Roos, RN



Mesada Tweed, RN



Emily Westaby, RN

Nurse scientist receives career development award



Heidi Lindroth, PhD, RN, nurse scientist, was awarded a career development award from the National Institute on Aging. This grant will support Dr. Lindroth's area of research — Delirium. The ICU in Eau Claire will be an important partner in preventing delirium and reducing delirium severity through participation as a study site for this new 5-year nationally funded research study.

The study will develop an automated digital marker of delirium severity in the ICU. Like a vital sign, the digital marker provides real-time information to reduce and prevent delirium, leading to better patient outcomes. Dr. Lindroth will devote 75% of her efforts to completing the outlined study and career development training plan.

