

**UPMC**  
*Nursing*

# Pathways to Excellence



## Message from the Chief Nurse Executive

At UPMC, we believe that workforce inclusion contributes to each employee's ability to learn, grow, and develop. Having more than 10,000 nurses, UPMC strives to foster a diverse workplace culture to include people of varied backgrounds and perspectives. By doing so, we are creating a healthy work environment that enables us to provide the quality patient care that our community deserves.

In October 2008, UPMC launched the UPMC Center for Inclusion under the direction of Candi Castleberry-Singleton. She introduced UPMC to the concepts of integrated inclusion, dignity and respect, and brought cultural competency to the forefront. The first year of the strategy, "Imagine," raised awareness around inclusion and promoting dignity and respect. As we moved into the second year of "Experience," we focused on behaviors and how they play a role in understanding others differences. The third year, "Champion," reflected on what we learned, and how everyone has an impact to champion both awareness and behaviors around Dignity & Respect and cultural competency. At UPMC, cultural competency is about understanding the differences that make people unique. By educating our nursing staff and raising awareness around topics such as race, ethnicity, generations, physical ability, sexual orientation, religion, and other aspects of diversity, we are striving to create a healthy work environment that enables us to provide the quality patient care that our community deserves.

This cultural awareness and respect for our patients allows us as nurses to provide culturally expected and appropriate care for patients and families. Patient-specific resources have been developed for caregivers to utilize in meeting the cultural care needs of our

patients and families. These focus on a variety of important themes from our aging population, disability resources, and interfaith considerations for care including death and dying.

This issue of *Pathways to Excellence* will highlight these resources and their application at UPMC. After reading this issue, there are three things I encourage you to do:

1. If you have not done so already, take the Dignity & Respect Pledge. If you have already taken the pledge, reflect to ensure your current behavior models your pledge.
2. Take part in a Dignity & Respect activity this month at your workplace or in the community.
3. Keep the Inclusion Resources in this issue available in your department as you care for our diverse patient population.

UPMC Nursing has embraced the inclusion strategies and made it a part of what we do every day. Inclusion is one of the core values that provide the foundation for the nursing strategic plan. We believe, if this is done well, we can achieve better staff and patient/family outcomes.

I've taken the pledge ... have you? ■

**Holly Lorenz, RN, MSN**  
UPMC Chief Nurse Executive

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### UPMC Nursing Vision

UPMC Nursing will create the best patient experience, nationally and internationally, through the selection, development, retention, and reward of the highest-performing nurses, while creating systems and programs that create consistency and excellence in patient care.



## Message from the Chief Inclusion and Diversity Officer

As we celebrate Dignity and Respect month in October, we reflect on the journey that has been recognized not only at UPMC, but also in the communities we serve. When we began this journey three years ago, we knew our partners would be instrumental in our success. In October 2008, we introduced the concepts of dignity and respect, cultural competency, and integrated inclusion as key components of UPMC's three-year inclusion strategy. As we enter the fourth year, with your help, we are right on target. We have imagined and experienced inclusion, and as we continue to champion inclusion, we are even more committed to sharing accountability for inclusion and diversity at UPMC. The UPMC Center for Inclusion alone could never reach the depth of our organization or community and drive change without the support of senior leaders, managers, physicians, nurses, and all of the UPMC employees.

As we have come to the close of the first phase of our strategy and embark upon the next, we look forward to furthering UPMC's positioning as a leader in health care diversity and inclusion excellence. We celebrate this milestone, and persist to further align our strategy to the needs of our organization, community, and patients.

History shows that diversity for its own sake isn't the surest path to inclusion. Inclusion, however, can lead to diversity. We hope to serve as pioneers in a much larger way, paving the road for a more diverse and inclusive health care system, region, and nation. Take time this month to celebrate the differences we all bring to UPMC. You can make a difference every day. ■

**Candi Castleberry-Singleton**  
UPMC Chief Inclusion and Diversity Officer



## Message from the UPMC Board Diversity Committee Chair

What began as a minority and staff awareness training program 15 years ago is becoming the standard in health care diversity and inclusion excellence. And although I have seen the organization make progress over the 15 years, the work of Integrated Inclusion has had a significant impact on accountability within UPMC the last three years. I am very proud of the work we have done to advance diversity and inclusion not only within UPMC, but also in health care at large.

At UPMC, diversity and inclusion is a key element to the business strategy. For that reason, we have a strong and dedicated Board Diversity Committee, which works to establish diversity and inclusion as a fundamental driver to the business and culture that is woven into the fabric at every level. In partnership with the UPMC Center for Inclusion, we are building the foundation to establish UPMC as a diversity and inclusion leader in the health care industry — by not only benchmarking our diversity efforts against other health care systems, but also by packaging best practices as solutions to achieve diversity and inclusion in health care.

I am proud to say that we are making great strides. But in order to set the standard, we realize there is still progress to be made. We will continue to take a fresh look at the guiding paradigms for diversity and inclusion. Thank you to each UPMC senior leader for furthering these efforts. We look forward to your continued commitment as we work to increase accountability at all levels of the organization.

The UPMC Center for Inclusion has developed a strategic plan that will guide UPMC's pursuit of inclusion excellence for the next several years. In the coming months, we look forward to all leadership sharing their respective inclusion strategies with the Board Diversity Committee for fiscal year 2012.

As chairman, I am confident that we will continue to raise the bar and position ourselves as the leader in health care diversity and inclusion. Congratulations to the UPMC Center for Inclusion for three solid years. I am excited about UPMC's future and looking forward to taking even more giant leaps in FY12. ■

Sincerely,

**Esther L. Bush**  
UPMC Board Diversity Committee Chair

## National Activities

The Dignity & Respect campaign is celebrating this designation by encouraging people across the country to take the Dignity & Respect Pledge in one of three ways:

- Online at [dignityandrespect.org](http://dignityandrespect.org)
- On Facebook at the Dignity and Respect Campaign page – <http://www.facebook.com/DignityandRespectCampaign>
- By texting RESPECT to 94253

## october is **DIGNITY & RESPECT** month!

At UPMC, inclusion begins with the core belief that everyone deserves dignity and respect. Dignity and respect are crucial to building and sustaining an environment in which everyone feels included, valued, and appreciated.

What's one tip you and your team will practice each day to champion inclusion at UPMC?

**Click on the links below for further details on how you and your teams can participate.**

### tip 5

**Say thank you.**

Gratitude is a gift that's never too small to give.

[Participate in the Employee Recognition Campaign](#)

### tip 27

**Become a mentor.**

You — yes, you — can help others realize their potential.

[Participate in eMentoring through Smart Futures](#)

### tip 12

**Be culturally competent.**

You might be surprised by what you learn from people who are different.

[Plan or attend a multicultural celebration](#)

[View the Build Cultural Competence module](#)

### tip 29

**Lend a hand.**

A little help can go a long way.

[Adopt an organization through Pittsburgh Cares](#)

### tip 30

**Be a champion of dignity and respect.**

[Take the Dignity & Respect Pledge](#)

### tip 26

**Get involved.**

Decide to make a difference. Get caught being good.

[Participate in the Dignity & Respect Photo Contest](#)

Make dignity and respect a part of what you do every day. To learn more, visit [infonet.upmc.com/inclusion](http://infonet.upmc.com/inclusion).

Share your department activities and events at [inclusion@upmc.edu](mailto:inclusion@upmc.edu).

**UPMC CENTER FOR INCLUSION**

## Our 4C Strategy

### CUSTOMER

We are focused on ensuring that our patients have access to quality, culturally competent health care and information that encourages healthy lifestyles.

### COMMUNITY

Partnering with educational, community, and supplier organizations to promote health careers and economic development in the communities where we live and work.

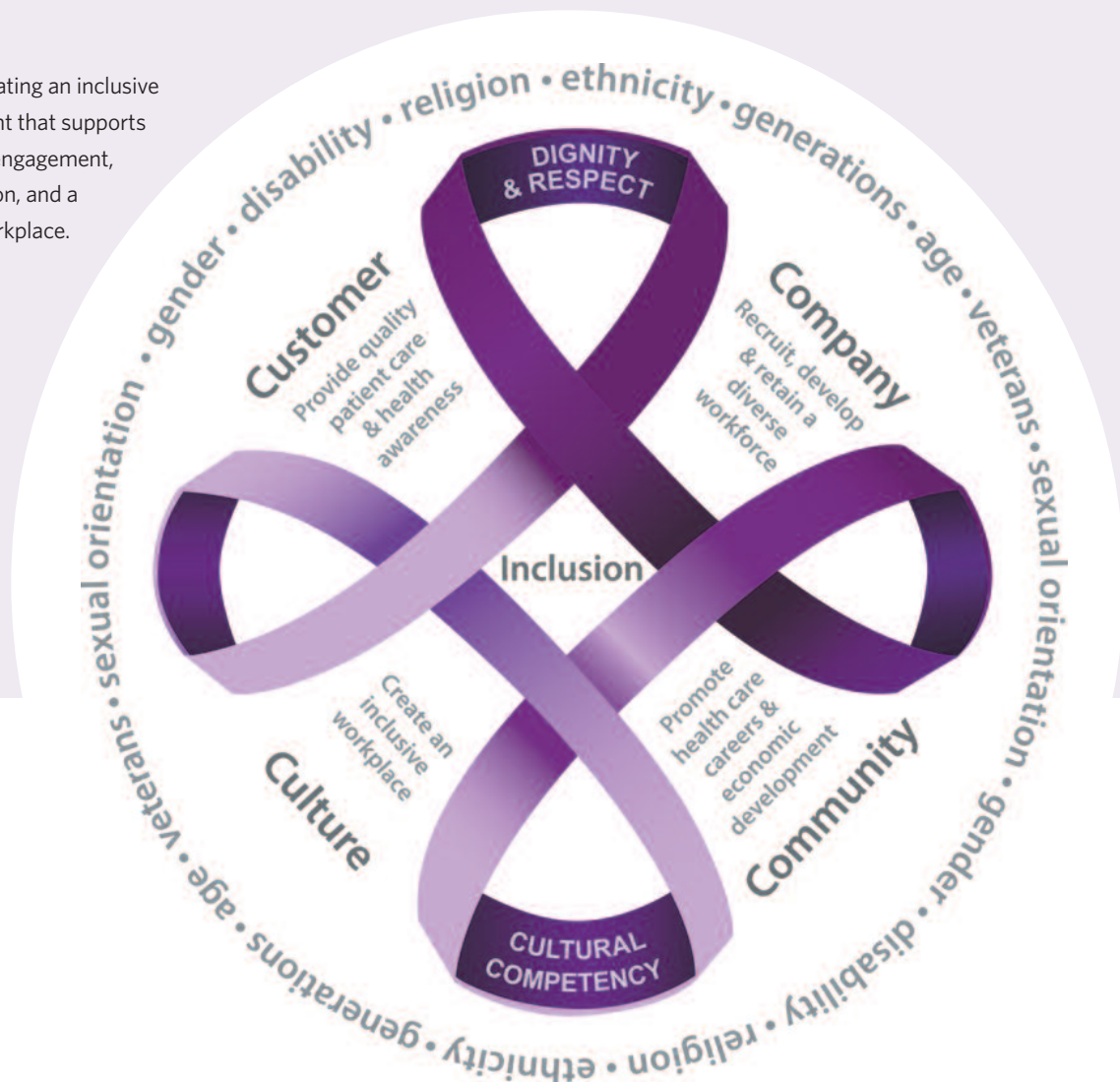
### CULTURE

We are creating an inclusive environment that supports employee engagement, collaboration, and a healthy workplace.

### COMPANY

As an industry leader committed to employing a diverse workforce, we are focused on recruiting, developing, and retaining our most important asset — our people.

Learn more at <http://infonet2.upmc.com/OurOrganization/Enterprise/HR/Inclusion/Pages/The-4C-Model.aspx>.



# Dignity & Respect Initiative

The Dignity & Respect Initiative was introduced at UPMC to promote a culture of inclusion by encouraging behavioral and organizational change. It began with road shows to promote the initiative, an employee pledge, and focus groups. Employee feedback resulted in 30 Tips to Promote Dignity & Respect, which also serves as the foundation for the external campaign and Dignity & Respect Solutions. In addition to integrating internally into new hire, management, clinical, and leadership programs, in FY11 UPMC supported Dignity & Respect in the communities through lending a hand to community organizations, and becoming mentors with Smart Futures.

**To learn more, visit the following:**

- [inclusion.infonet.upmc.com](http://inclusion.infonet.upmc.com)
- [www.upmc.com/dignityandrespect](http://www.upmc.com/dignityandrespect)
- [www.facebook.com/DignityandRespectCampaign](http://www.facebook.com/DignityandRespectCampaign)

**Pledge count reached 51,569**


## Dignity & Respect

I pledge to support inclusion by treating my colleagues, our patients and their families, our customers, and our business partners with dignity and respect.

I will do my part to ensure that inclusion is at the core of what I do every day.

## 30 Tips of Dignity & Respect

The following tips highlight how you can incorporate acts of dignity and respect in everything you do. By practicing a tip each day, we can all work to achieve a more inclusive community.

		<b>Tip 1</b> <b>Sweat the small stuff.</b> It's often the small things, such as being kind and courteous, that make a difference.	<b>Tip 2</b> <b>Smile.</b> You might be surprised at how contagious a smile can be.	<b>Tip 3</b> <b>Listen.</b> Everyone feels respected when they know you're listening to their point of view.	<b>Tip 4</b> <b>Say hello.</b> You just might make someone's day.	<b>Tip 5</b> <b>Say thank you.</b> Gratitude is a gift that's never too small to give.
<b>Tip 6</b> <b>Reinvent the wheel.</b> Do something that hasn't already been done.	<b>Tip 7</b> <b>Be open.</b> Try to look at new thoughts and ideas as learning opportunities.	<b>Tip 8</b> <b>Be flexible.</b> Things don't always go as planned. Be willing to adapt to changing conditions when necessary.	<b>Tip 9</b> <b>Join the team.</b> Do your part to support teamwork.	<b>Tip 10</b> <b>Be a relationship builder.</b> Seek ways to expand your network.	<b>Tip 11</b> <b>Treat others the way they want to be treated.</b> R-E-S-P-E-C-T...find out what it means to me.	<b>Tip 12</b> <b>Be culturally competent.</b> You might be surprised by what you learn from people who are different.
<b>Tip 13</b> <b>Break the ice.</b> Start a conversation with someone new.	<b>Tip 14</b> <b>Demonstrate mutual respect.</b> An inclusive environment requires respect regardless of level, title, or position.	<b>Tip 15</b> <b>Ask.</b> It's okay to inquire about something you don't know. Ask for clarity.	<b>Tip 16</b> <b>Find common ground.</b> It's easy to disagree. Focus on finding something to agree on.	<b>Tip 17</b> <b>Communicate respectfully.</b> Often it's not what you say, but how you say it.	<b>Tip 18</b> <b>Practice patience.</b> Take the time to get the full story.	<b>Tip 19</b> <b>Seek understanding.</b> It's better to not fully understand than to fully misunderstand.
<b>Tip 20</b> <b>Share your point of view.</b> We all have different perspectives. Allow someone to benefit from yours.	<b>Tip 21</b> <b>Get someone else's point of view.</b> After you've shared your thoughts, give other people a chance to share theirs.	<b>Tip 22</b> <b>Lead the way.</b> Let your inclusive behavior create a path for others to follow.	<b>Tip 23</b> <b>Do the right thing.</b> Be fair and objective.	<b>Tip 24</b> <b>Be considerate.</b> Before you speak, consider how your words might affect others.	<b>Tip 25</b> <b>Remember, we all make mistakes.</b> Resist pointing out the mistakes of others.	<b>Tip 26</b> <b>Get involved.</b> Decide to make a difference. Get caught being good.
<b>Tip 27</b> <b>Become a mentor.</b> You — yes, you — can help others realize their potential.	<b>Tip 28</b> <b>Take a healthy step.</b> Do something good for your health and encourage a friend to join you.	<b>Tip 29</b> <b>Lend a hand.</b> A little help can go a long way.	<b>Tip 30</b> <b>Be a champion of dignity and respect.</b> Encourage others to do the same.	 <a href="http://www.upmc.com/dignityandrespect">www.upmc.com/dignityandrespect</a>		

## Cultural Competency Initiative

As a global integrated health system, we understand that it requires continuous learning to deliver culturally competent care. By providing online tools and resources, the UPMC Center for Inclusion is helping employees develop skills and knowledge to collaborate effectively and address the diverse needs of employees, patients, and families of all ages.

In FY12, employee tools that assure we are being culturally competent in our interactions and in how we provide patient care will be available through the UPMC Center for Inclusion. These include CultureVision™ (a product of Cook Ross Inc.), the first comprehensive online database that provides health care professionals with quick access to culturally competent patient care,

and the Seven Competencies of Dignity & Respect training module, available through uLearn, which will provide staff with tips for working effectively across different cultures. Mandatory training also will begin to include key messages that staff can incorporate into their daily work, providing a first step for staff to ingrain cultural competency in patient care. The Cultural Competency Awareness Series also will continue each month in *Extra*, showcasing real life examples of how UPMC addresses patients with many diverse needs every day. As well, information will be available regarding multicultural community events, opportunities to get involved, and key health related topics.

Learn more at <http://infont2.upmc.com/OurOrganization/Enterprise/HR/Inclusion/Pages/Cultural-Competency-Tools.aspx>.

## Dignity and Respect Tip 28 – Take a Healthy Step

All UPMC nurses are encouraged to “Take a Healthy Step” now to earn their deductible credit by the Monday, Nov. 14 deadline. While earning the deductible credit provides one good reason to act now, the most important reason is that by incorporating these small Healthy Steps into your life, you can really improve your health and overall wellness. Living a healthier and happier life will benefit everyone. If you have not started, do it now for yourself and for your family!

Some of our employees have already achieved the following accomplishments this year:

- More than 5,100 completed this year’s UPMC MyHealth Weight Race. During the 12-week event that ended April 1, participants lost a total of 27,035 pounds, that’s 13.5 tons of weight lost.
- The first-ever Let’s Get Active! campaign, completed July 13, featured a company-wide walk on June 15 and a four-week effort to increase participants’ physical activity levels, resulted in more than 211,000 mile-equivalents completed. Mile equivalents are defined as miles walked, run, or the completion of an activity that equals the same effort to walk one mile.
- More than 40 percent of UPMC employees have reached their required 200 Take a Healthy Step points by completing a variety of activities including online classes, preventive

exams, screenings, and participating in Lunch and Learns.

Now is the perfect time to consider how you can positively impact your health by taking just a few healthy steps.

Make sure that you complete your Take a Healthy Step requirements before the Nov. 14 deadline to receive the 2012 deductible credit by doing the following:

- Complete or update your MyHealth Questionnaire (if not done since Dec. 1, 2010).
- Complete a biometric screening between Dec. 1, 2006, and Nov. 14, 2011.\*
- Earn at least 200 points by taking healthy steps.

\*To determine if you are due for a biometric screening and qualify for one at no cost, refer to your Take a Healthy step status at MyHealth Central or contact a UPMC Member Advocate at 1-888-876-2756.

Visit My HUB, click on Human Resources, and select MyHealth OnLine to access MyHealth Central and check your status.



# UPMC Inclusion Resources

## CultureVision™

Today's health care professionals are seeing a growing number of patients with diverse cultural backgrounds, and understanding their particular needs is critical. CultureVision™ is the first user-friendly database that gives healthcare professionals access to culturally competent patient care. The more you know about someone's health care beliefs or practices, the more your care and treatment plans can be designed for the best health outcomes possible: Those which take into account your patients' world view. The complexity of providing such culturally appropriate care to our population today and in the future calls for a simple and comprehensive tool to guide health care providers now.

<http://www.culturevision.com/iplogin.aspx?L!=upmc>

## Disabilities Resource Center

The Disabilities Resource Center was established in 2007 to improve access to health care for people with disabilities. The Disabilities Resource Center (DRC) is guided in this work by the DRC Advisory Council, including members of the disability community, advocacy groups, and UPMC providers and administrators. The DRC focuses on four main areas to improve accessibility to health care: education and training for staff; assessing and improving the accessibility of UPMC facilities; policy review; and serving as a resource to the community who experience barriers or otherwise identify opportunities for improvement and serving as an internal resource to UPMC programs and departments.

<http://infonet2.upmc.com/ourorganization/bcd/cps/DRC/Pages/default.aspx>

## Disability Training

Disability Awareness Program — Through the Disability Awareness Program, the DRC offers a one-hour live program and web-based training through uLearn. The training is available to all UPMC staff and helps the DRC reach its goal of raising awareness about individuals with disabilities. All UPMC staff is encouraged to access the uLearn module, "PD UPMC Disability Training" to learn more about our largest minority population in western Pennsylvania.

## Effective Communication for Patients and Visitors who are Deaf, Deaf-Blind or Hard of Hearing

The DRC offers web-based training through uLearn on Effective Communication for Patients and Visitors who are Deaf, Deaf-Blind, or Hard of Hearing. UPMC staff who have direct contact with patients are encouraged to access the uLearn module, "Providing Effective Communication in Health Care" to learn more about resources and tools to communicate more effectively. Face-to-face training sessions may be requested through Mary Duranti at 412-605-1483 or curetm@upmc.edu.

## ManageABILITY

ManageABILITY is a web-based tool for staff to have a better understanding of the Americans with Disabilities Act, recognizing requests for accommodation, resources to handle requests for accommodation, interviewing skills such as what you can and can't ask. It is available through uLearn, under the Human Resources tab.

Learn more about disability training resources at:

<http://infonet2.upmc.com/OurOrganization/HCD/CPS/DRC/Pages/DisabilityTraining.aspx>

## Global Care Services

UPMC provides world-class medical care for patients from across the United States and around the world. UPMC Global Care offers a wide range of free services to ensure that international patients and their families receive coordinated care throughout their stay. We are committed to making your experience at UPMC as comfortable as possible.

<http://www.upmc.com/aboutupmc/icsd/Pages/global-care.aspx>

## Institute on Aging

The University of Pittsburgh Institute on Aging (UPIA) provides access to a multidisciplinary network of comprehensive clinical care, one of the nation's largest and most diverse portfolios of aging-related research, and one of the most extensive geriatric and gerontologic education programs in the country. UPIA also acts as a referral resource, connecting users with information on aging-related topics, educational programs, research studies, and services. This website offers a broad array of information that has been categorized by audience into five main sites: Older Adults, Family and Caregivers, Professionals in Aging, Researchers, Educators and Students.

<http://www.aging.pitt.edu>

## Interfaith Pocket Brochure for Staff

At UPMC, an important aspect of providing high-quality care is awareness of the diverse needs of our patients and their families. The UPMC Interfaith Pocket Brochure for Staff provides a brief overview of religious backgrounds and related information, to assist in better understanding and meeting those needs.

<http://extra.upmc.com/090220/13.htm>

# I Spy: Recognizing Nursing Colleagues Across UPMC

These nurses represented UPMC at the 2011 American Nurses Credentialing Center's Annual Magnet Conference, October 4-6 in Baltimore, MD:

## *Podium Presentation*

**Sandra Rader, DNP, MSA, RN, NEA-BC; Rachel Nechyba, BSN, CCRN; and Shelley Watters, DNP, RN:** "A New CNO's Magnet Journey: Aligning Past, Present, and Future"

## *Poster Presentations*

**Faith Colen, RN, MSN, CEN:** "Growing Our Own: Decreasing New Graduate Turnover in the Emergency Department"

**Sharon McEwen, MSN, RN, CCRN:** "Nursing Unit Resuscitation Using ABC's: Attitude, Behavior, Communication and Collaboration."

**Karen Thurner, MPM, RN, CPHQ:** "Using Technology and Innovation to Integrate VTE Prevention into the Daily Workflow"

**Karen Kasely, MSN, RN, CMSRN; Grace Michelle Winter, BSN, RN; Kimberly Klamut, MSN, RN, APN; Jacqueline Drahos, MSN, RN; and Pamela Donovan, MSN, RN:** "Enhanced Patient Outcomes through Improved Nursing Assessment and Documentation of Peripheral Intravenous Catheters."

## *Children's Hospital of Pittsburgh of UPMC*

**Amber Barr** received a Student Nurse Preceptor Award based on an essay submitted by an intern.

**Kristen Straka, DNP, MSN, RN, CPN,** was approved for a grant of \$2,500 from the Society of Pediatric Nurses for her evidence-based practice project "Excellence in Pediatric Nursing through Certification."

**Kaitlyn Wasser** received a Student Nurse Intern Award.

Congratulations to **Heather Ambrose, DNP, MSN, RN, CPN, CPHON** and **Kristin Straka, DNP, MSN, RN, CPN,** for obtaining their Doctorate in Nursing Practice.

The following nurses earned certifications:

### *Certified Pediatric Nurse (CPN)*

**Denise Abers, RN, BSN  
Amber Boyer, BSN, RN  
Amy Bridgman, MSN, RN  
Mark Ferrare, RN  
Leigh Harper, BSN, RN  
Emily Richter, BSN, RN  
Heidi Welch, RN  
Linda Zimmerman, RN**

### *Certified Pediatric Hematology/Oncology Nurse (CPHON)*

**Mary Ellen Churchick, RN  
Tonya Evangelista, MSN, RN**

The following poster presentations were accepted for presentation at the 32nd Annual Education Conference of Southwest Pennsylvania Organization of Nurse Leaders:

**Heather Ambrose, DNP, CPON, CPN:** "Preparing Transformational Nurse Leaders: Participation in a Nursing Administrative Fellowship"

**Paula Eicker, MSN, RN:** "Developing and Measuring the Effectiveness of a Cultural Competence Educational Program"

**Kristen Straka, DNP, RN, CPN** in collaboration with UPMC St. Margaret's School of Nursing's **Ann Ciak, PhD, RN, and Mary Dee Fisher, MSN, RN, CPN:** "Enhancing the Student Nurse Experience at a Pediatric Hospital through Web Based Learning"

**Cynthia Valenta, RN, MSN, CNRN; Amy Cashdollar, RN, MSN, CMPE; Margaret Lamouree, RN, BSN, RNC; Kristen Straka, MSN, RN, CPN; Christine Angeletti, RN, BSN, CCRN; Meredith Aumer, RN, MSN, CPEN; Durae Vincze, RN, MSN; and Jeffrey Murray, RN, MBA:** "Innovative Strategies for High Alert Medication Error Reduction: Our Experience in the Critical Care Setting"

**Meredith Aumer, MSN, RN, CPEN; Susan Wible, MSN, MBA, RN; and Kathleen Schenkel, MSN, RN, CPEN:** "Medication Error Reduction: Leadership Transparency and Staff Awareness"



The following posters were accepted for presentation at the Academy of Neonatal Nursing National Conference:

**Sherri Rosato and Nicole Harris:** “Unplanned Extubations”

**Traci Eytcheson:** “Morbidity and Mortality Case Conferences as a Nursing Education Tool”

**Teresa Mingrone:** “Student Clinical Rotations in an ICU Setting”

### **UPMC Hamot**

**Cathi Phillips, MSN, RNC-OB and Jean Bulmer, MSN, RN-BC,** co-authored the article, “Complex Care Needs of a Postpartum Woman with Cerebral Palsy and Deep Vein Thrombosis: A Case Study” to be published in *Nursing for Women's Health Journal*.

These employees presented the following posters at Research Days 2011. These posters were accepted for presentation at the National Mother/Baby and the National Academy of Neonatal Nurses 2011 Conferences in Washington, DC, in Sept. 2011.

**Sue Antonucci, RNCOB; Bonnie Desko, BSN, RNC-OB; Cathie Phillips, MSN, RNC-MNN; Cheryl Curtis, MPT, BCIA-PMDB; and Samantha Panighetti, MOT, OTR/L:** “Childbearing and Pelvic Floor Injury: A Multidisciplinary Approach”

**Nellann Nipper, RNC, NNP-BC and Cheryl Moore, BSN, RNC-OB:** “Advanced Preceptor Training: Innovative Strategies for Clinical Precepting in the Perinatal Setting”

The following nurses earned certifications:

*Certified Medical-Surgical Registered Nurse (CMSRN)*

**Jennifer Anderson**

**Amy Beckman**

**Julie Hilyer**

**Teri Stanopiewicz**

**Laurie Miller**

*Certified Lactation Consultant (CLACTC)*

**Katherine Nick**

*Certified Critical Care Registered Nurse (CCRN-A)*

**Jody Lambert**

*Acute/Critical Care Nurse Adult (CCNS-A)*

**Kim Laboski**

*Certified Pediatric Nurse (CPN)*

**Ashley Klees**

**Rebecca Swope**

*Certified Registered Nurse Practitioner (CRNP)*

**Erin Strouse Lin, RN**

*Critical Care Registered Nurse (CCRN)*

**Connie Carson, RN**

### **Corporate Nursing**

The Center for Nursing Excellence and Innovation was named a 2011 Inclusion in the Workplace Champion and received the Team Award from the UPMC Center for Inclusion.

**Dawndra Jones, MSN, RN,** gave a podium presentation, “Bringing Cultural Competency to Life at UPMC” at the 39th annual National Black Nurses Association Institute and Conference in Indianapolis, IN.

### **UPMC Horizon**

Congratulations to UPMC Horizon, the recipient of both the Joint Commission Award based on quality and core measures excellence and the HAP award for patient safety for the work associated with A Best Practice for the Prevention of Hospital-Acquired Clostridium Difficile.

**Donna Carl, RN, MSN** received the national certification for Infection Control.

**LuAnn King and Melissa Kolin** gave a poster presentation, “Going “GREEN”: A Community Hospital’s Experience with Using Nursing Department Specific Dashboards to Engage Front-Line Staff in Quality Imperatives and Improve Outcomes” at the annual SWPONL Conference in September.

### **Magee-Womens Hospital of UPMC**

**Cynthia Blasko, RN, BSN, LCCE,** presented “It IS Easy Being Green” at the PSNA Environmental Health Conference, Marcellus Shale: Unearthing Environmental Health Issues for Nurses Conference in Wilkes-Barre, PA on October 7.

**Judith Focareta, RN, MEd, LCCE,** presented “Clean Air Act 101” for Nurses at the PSNA Environmental Health Conference, Marcellus Shale: Unearthing Environmental Health Issues for Nurses Conference in Wilkes-Barre, PA on October 7.

**Kathy Godfrey, CRNP, MSN** presented “Hypothermia in Preterm Infants Receiving Routine Delivery Room Care” at the 14th National Mother Baby Nurses Conference and the 11th National Neonatal Nurses Conference in Washington, DC September 7-10.

Mary Kish, NNP-BC, MSN and Karen Ewing, CRNP, BSN: presented “Development and Implementation of a Multi-disciplinary Bereavement Team for a Neonatal Intensive Care Unit” at the 14th National Mother Baby Nurses Conference and the 11th National Neonatal Nurses Conference in Washington, DC September 7-10.

**Poster presentations given at the 32nd Annual Education Conference of Southwest Pennsylvania Organization of Nurse Leaders:**

Susan Pedaline, DNP, RNC, MS: “Mentoring Nurse Leaders in Exemplary Leadership Practices”

Glenda Davis, RN, BSN, MPM; Amy Klingensmith, RN, BSN, and Dawn Vith, RN, BS: “Leading Patient Safety Changes With a Caregiver Peer Review Program”

**UPMC Mercy**

Renee Patton, RN, MSN, CCRN, and Debra Riggs, RN, MSN, CCRN gave poster presentations at two national conventions: “Small School/Big City: Transforming a Nursing Course to Incorporate QSEN”; League for Nurses (NLN): National League for Nursing’s Education Summit 2011 in Orlando, Florida and the 2011 ATI National Nurse Educator Summit in Orlando, FL.

Ebony Edwards was named a 2011 Inclusion in the Workplace Champion and received the Nurse Mentorship Council Award from the UPMC Center for Inclusion.

**Poster presentations given at the 32nd Annual Education Conference of Southwest Pennsylvania Organization of Nurse Leaders:**

Debbie Balcik, RN, MSN, and Deb Frank, RN, MSN, NES-BC: “Innovative Communication Tool for Meeting the Challenge of Communication at the Bedside and Improving Leadership Interaction Reaching into the Future”

Linda Robertson, RN, BSN; Tammy Vogel, RN, BSN; Nicole Wasilko, RN, BSN, and Kimberly Rogers, RN, MSN: “Safe Med Pass....No Interruptions, Please!”

**UPMC Passavant**

Susan Hoolahan, MSN, RN, NEA-BC, had a poster presentation, “Energy Capacity Model for Nurses: Building a Health and Wellness Platform Study” at the 32nd Annual Education Conference of Southwest Pennsylvania Organization of Nurse Leaders.

LuAnn Berry and Patrick McCarthy were co-investigators on the article, “A Community-Based Diabetes Prevention Program: Evaluation of the Group Lifestyle Balance Program Delivered by Diabetes Educators” published in *The Diabetes Educator*.

**UPMC Presbyterian**

Holly Lorenz, RN, MSN gave a podium presentation, “High Quality Nurse Leader Relationships: A Key to Patient Safety” at the 2011 Southwestern Pennsylvania Organization of Nurse Leaders Annual Conference.

**The following employees had posters accepted at the 2011 Southwestern Pennsylvania Organization of Nurse Leaders Annual Conference.**

Elisabeth George, RN, PhD, and Kristine Keefer Wolff, MSN, RN, NEA-BC: “Facilitating Leaders through an Evidence-Based Practice Fellowship”

Kristine Keefer Wolff, MSN, RN, NEA-BC: “Developing Clinical Competency through Nurse Executive Certification Preparation”

Denise Petras, DNP, RN-BC and Joseph Dominick, MSN, RN, NE-BC: “Designing a Unit Director Orientation to Position Nurses Leaders for Success”

Gina Lehman, RN, MSN and Jill Larkin, RN, MSN, MBA, DNP, CMQ/QE: “Improving Patient Satisfaction in Challenging Times: A Cross Campus Approach”

Marcia McCaw, RN, BSN; Carol Scholle, RN, MSN; and Darlene Lovasik, RN, MN, CCRN, CNRN: “Improving Patient Education, Patient Satisfaction and Nurse Satisfaction by using SMART Technology to Deliver and Document Patient Education”

Mary Beth Pais, RN, MNEd, ONC: “Orthopaedic Spine Surgery Post-Operative Flight Plan”

**The following nurses earned certifications:**

*Certified Clinical Transplant Nurse (CCTN)*

Bryan Cass

Patricia Hlasnick

*Certified Medical-Surgical Registered Nurse (CMSRN)*

Elaine Farmer

**UPMC Shadyside**

June Elizabeth Connolly, Lenore Costello, RN, DNP, Sharon McEwen, RN, MSN, CCRN, Joann Turka, MSN, RN-BC, CCRN, and James Tyler, BSN, CCRN, will present at the Three Rivers Chapter AACN Regional Collaborative Meeting on October 22, 2011 in Pittsburgh, Pa.

The following employees had posters accepted at the 32nd Annual Education Conference of Southwest Pennsylvania Organization of Nurse Leaders:

**Lenore Costello, MSN, RN:** “Critical Incident Stress Management Team”

**Christine Deschamps, RN, BSN, MSLBE:** “Executing Frontline Quality Measures: Bridging the Gap for the Student Nurse”

**Cathy Bruce, RN, BSN-MSN, and Timothy Herzer, RN, BSN, CCRN:** “Transforming the Patient Care Delivery Model on a Family Medicine Unit with the Use of Quality Improvement Strategies”

The following nurse earned a certification:

*Certified Medical-Surgical Registered Nurse (CSMRN)*  
**Terry Lynn Kalan, RN, CSMRN**

***UPMC St. Margaret***

**Adriana Jeffrey, RN,** was selected as a MyHealth Role Model.

**Aleta Himes, RN, CMSRN, CGRN** has been selected to speak at the SGNA 30th Annual Course about Colon Cancer: Relationship of Polyps to Surgery in Phoenix, AZ, May 2012.

**Patricia Glod, MSN, RN, and Bonnie Anton, RN, MN,** presented their poster, “Interventions for Improved Bar Code Scanning Compliance” at the 2011 Southwestern Pennsylvania Organization of Nurse Leaders Annual Conference.

The following nurses earned certifications:

*Orthopedic Nurse Certified (ONC)*  
**Peggy Lisac, MSN, RN**

*Progressive Care Certified Nurse (PCCN)*  
**Caroline Laurito, BSN, RN**

***Western Psychiatric Institute and Clinic***  
**Camellia Herisko, MSN, RN, PMHCNS-BC, CRNP,** was promoted to Director of Nursing for WPIC.

***DAISY Award Recipients across the system:***

The DAISY Award for Extraordinary Nurses recognizes the “super-human work nurses do every day.” DAISY nominees exemplify the kind of nurse that the patients and families, as well as the entire health care team recognize as an outstanding role model. Congratulations to these DAISY recipients:

***Children’s Hospital of Pittsburgh of UPMC***

Alana Coleman, RN  
Cindy Knesch, RN

***UPMC Horizon***

Cate Burns, RN

***UPMC Passavant***

Linda Carranza, RN  
Becky Hirt, RN  
Zach Reiser, RN

***UPMC St. Margaret***

Brenda Acri, BSN, RN  
Barbara Arthur, RN  
Abena-Yolanda Baskin, BSN, RN, CNOR  
Angela Durci, RN ■

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**Have a story idea?**  
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