

Texas Health Nurses 2020

Stronger Than

Ever Before



Texas Health
Resources®

Letter from Nursing Leadership

We kicked off 2020 ready to celebrate what the World Health Organization (WHO) designated the ***“International Year of the Nurse”*** in honor of the 200th anniversary of Florence Nightingale’s birth. We could have never imagined what 2020 would hold for us. Texas Health nurses have been the heart of the organization’s fight against COVID-19, which will likely be the most prolonged battle of our careers. We have admired Texas Health nurses’ courage, been inspired by their compassion and are grateful for their resilience. We will never forget the grit and grace of Texas Health nurses during this unprecedented year.

Sincerely,
Texas Health Chief Nursing Officers



Melissa Winans



Vicki Brockman



Kendra Slatton



Julie Balluck



Elizabeth Asturi



Scott Domingue



Mary Robinson



Kim Nguyen



Pam Duffey



Cari Lidgett



Cindy McCarthy



John Summers



Laura Massey



Dort Foglia



Gretchen Hunt



Shonna Bracco



Elaine Nelson



Tonya Sosebee

Fighting COVID-19

Confronted with a pandemic for most of the year, Texas Health nurses rose to the challenge and fought with strength and tenacity during 2020. They were flexible as guidelines changed. They were steadfast in wearing layers of personal protective equipment. They were compassionate with scared patients. They used their skills in treating a new virus. They acted as family to patients when loved ones could not be there. They were strong for each other. Read about the experience in their own words.

"I was a little bit nervous, but really I just felt like I was serving our patients the best I could. It's a scary time for us as well. I felt honored and privileged I was able to take care of them."

▶ **Kaitlin Cline**, R.N., Texas Health Dallas, on caring for her unit's first person under investigation for COVID-19, late March 2020



"Working on a medical-surgical unit is great because patients remember me when I walk into the room. In the OR, they're mostly asleep. We provide great care, but they don't really remember you."

◀ **Allyson Dahl**, B.S.N., R.N., Texas Health Allen, on serving where she is needed when elective surgeries were suspended, April 2020



"It was initially scary. But over time it's gotten easier. It's a stressful environment because of the uncertainty, but this is the new normal. It can be sudden. The symptoms hit them quickly. They can be here today and gone tomorrow."

◀ **Misha Turner**, B.S.N., R.N., CCRN, CA-SANE, Texas Health Fort Worth, April 2020

"Being able to perform the COVID-19 tests for employees has been rewarding, especially when we get to share the news to them that they are negative. Even if the result is positive, we are there for that employee to comfort, console and give next steps."

▶ **Karla Gray**, M.S.N., R.N., NEA-BC, Employee Health Services, Texas Health HEB, pictured with Mona Myers, B.S.N., R.N., Kim Thomas, B.S.N., R.N., and Paula Lind, B.S.N., R.N., November 2020



"It hurts us to know their family can't be with them during these times."

◀ **Nicole Coetzer**, R.N., Texas Health Southwest, July 2020



“People are good, really good – stepping up to fill in, helping wherever they can.”

◀ **Ellen Barger**, M.P.A., B.S.N., R.N., Texas Health Denton, serving as logistics chief for the hospital’s COVID-19 Command Center, November 2020

“At the end of the day, if I can contribute to easing someone’s fears or explaining how they can protect themselves, or even reinforcing the reasons we have protocols in place, then I feel like we’re helping to move forward. COVID-19 is an evolving virus, and we have to evolve with it.”

▶ **Stephanie Zitrick**, M.S., MLS (ASCP)CM, CIC, Infection Prevention, Texas Health Arlington Memorial, November 2020



“I felt like we’d decrease our transmission of bacteria if we had a hand-washing station that was more accessible.”

◀ **Michael “Cord” Bailey**, B.S.N., R.N., Texas Health Kaufman, on his innovative idea of changing water fountains to hand-washing stations during the pandemic



Patient Satisfaction

Texas Health nurses took intentional steps in 2020 to keep patient satisfaction high, despite the challenges presented by COVID-19. Initiatives included empathy training, collaboration with hospitalists, patient recognitions, collaboration with Environmental Services, implementation of the nursing leadership Cipher rounding tool and refocusing on bedside shift report. A “No PASS Zone” initiative, which encourages all staff to not pass by a call light without offering to help the patient, was implemented at several hospitals in 2020. In addition, nurses used mobile devices, featuring an iPad on a mobile cart, to talk with patients virtually and to support them in talking with family members.

Percentage of patients who answered that their nurses “always”:



Treated me with courtesy and respect

87%

Communicated well overall

79%

Listened carefully to me

76%

Explained in a way I could easily understand

75%

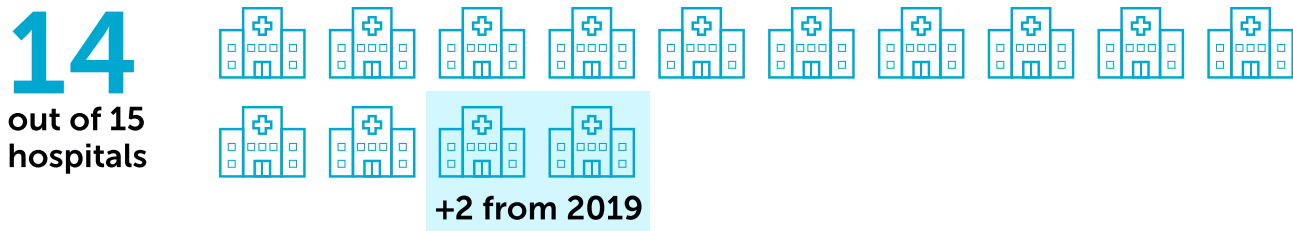
Nurse Satisfaction

Nurse satisfaction at Texas Health improved in a number of categories in 2020. Participation in the Nurse satisfaction survey rose from 79% in 2019 to 85% in 2020.

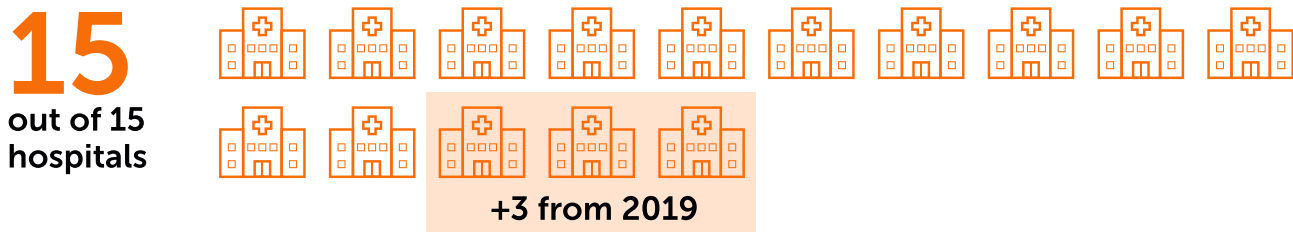


Number of Texas Health hospitals* that outperformed the 2020 national benchmark for...

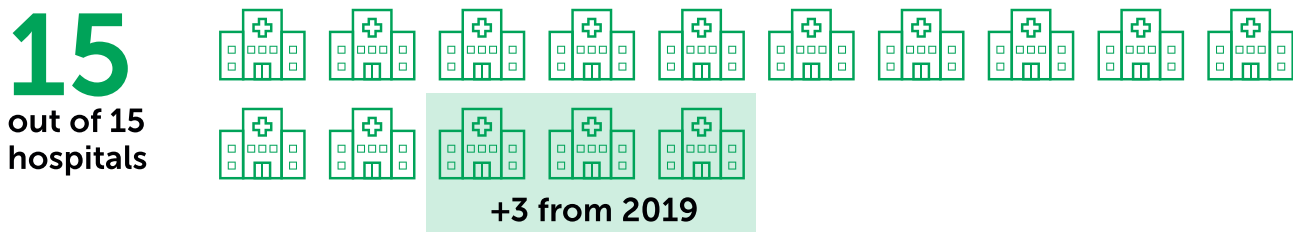
RN to RN teamwork and collaboration



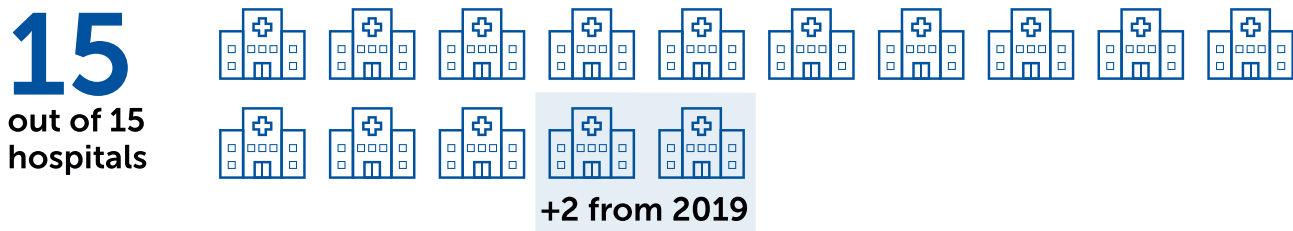
Nursing quality of care



Leadership access and responsiveness

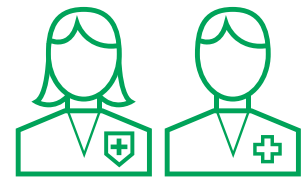


Autonomy



*Texas Health wholly owned hospitals plus Texas Health Frisco

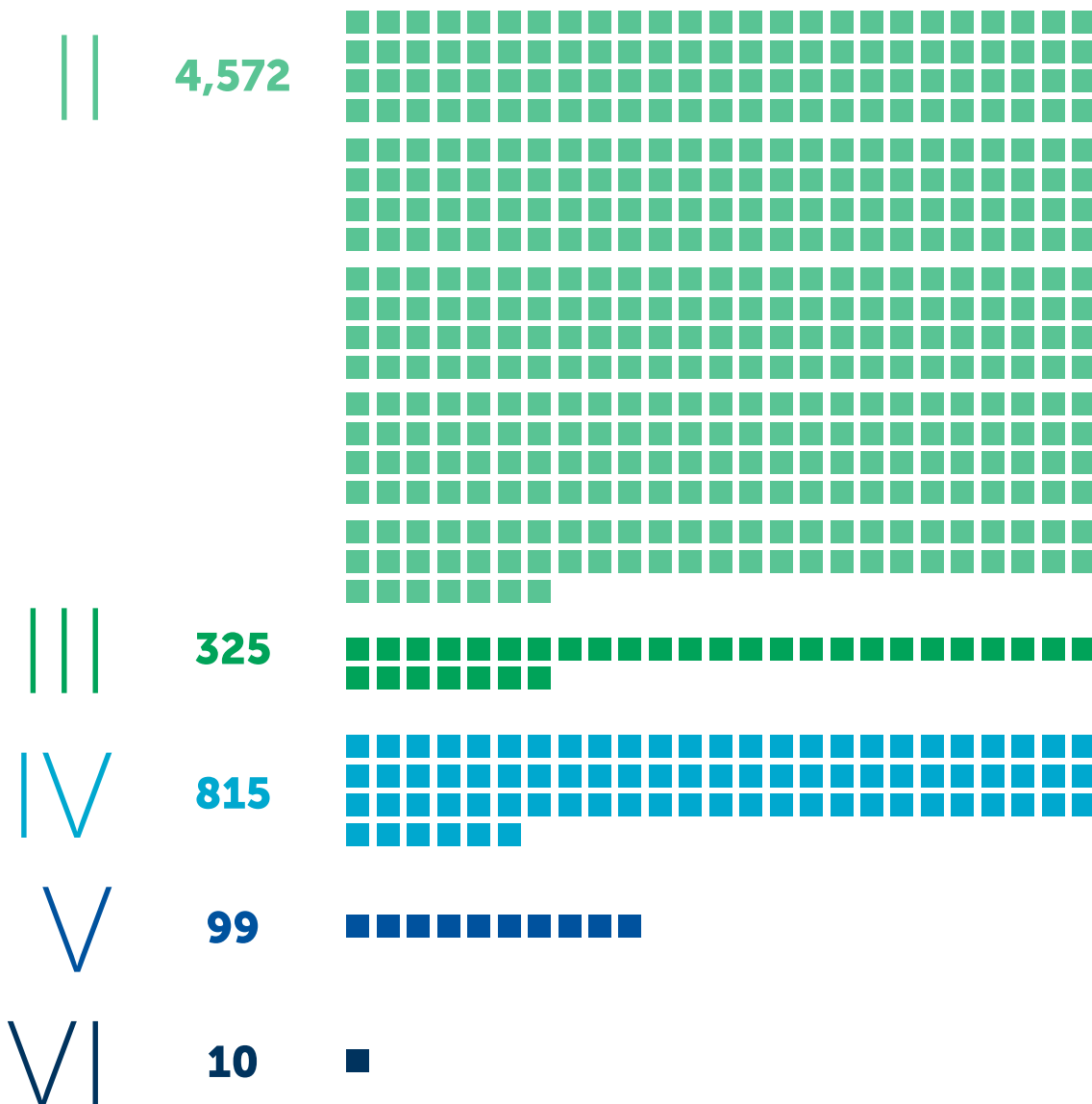
Nursing Career Advancement Program



The Nursing Career Advancement Program (NCAP) recognizes and financially rewards nurses for their dedication to their hospital, profession and education. Nurses advance levels in the program through a variety of professional development activities.

■  Each box represents **10 nurses**

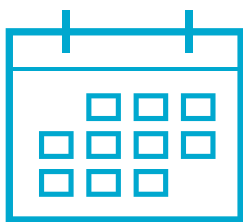
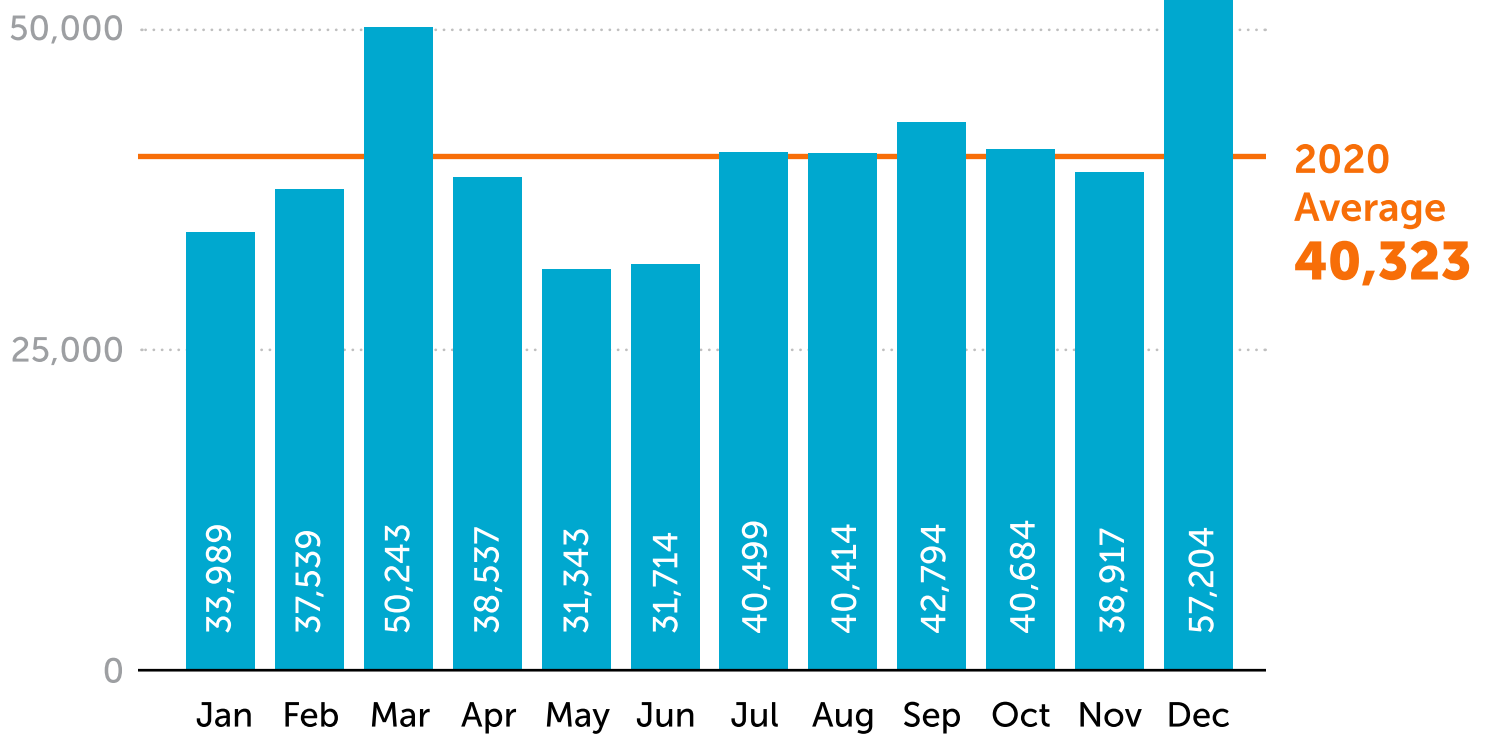
Number of nurses at each level*:



*Through June 30, 2020

Employee Health: Rising to the Occasion

2020 Clinical Services Provided



**483,877 total services
provided in 2020**

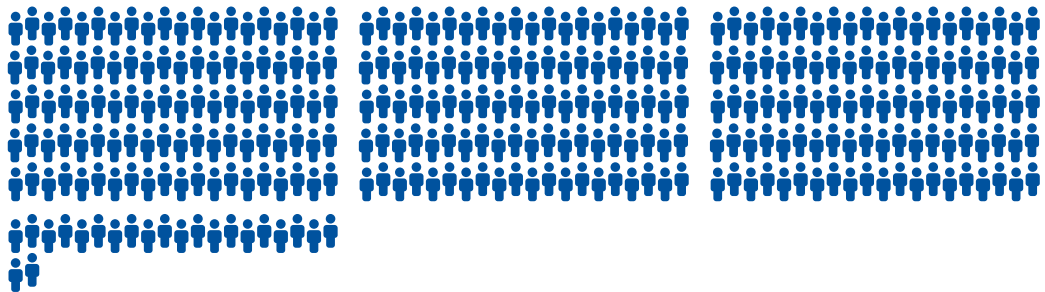
Nursing by the Numbers

8,441 registered nurses at Texas Health hospitals, including...

Each  represents **1 nurse**

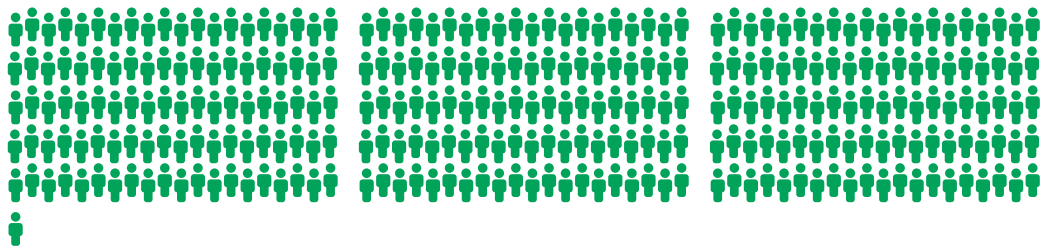
322

Faith
Community
Nurses



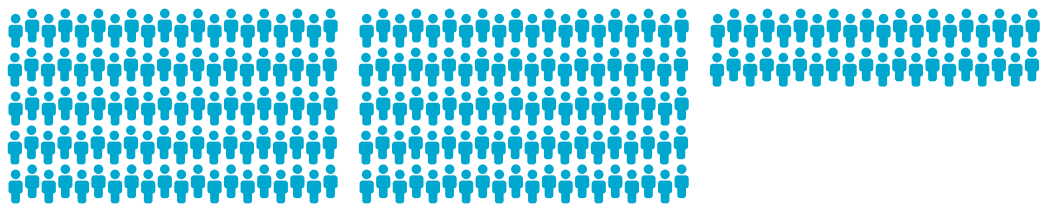
301

New Graduate
Residency
Program
participants



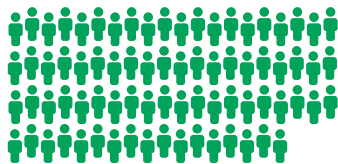
220+

Texas Health
Physicians
Group nurse
practitioners



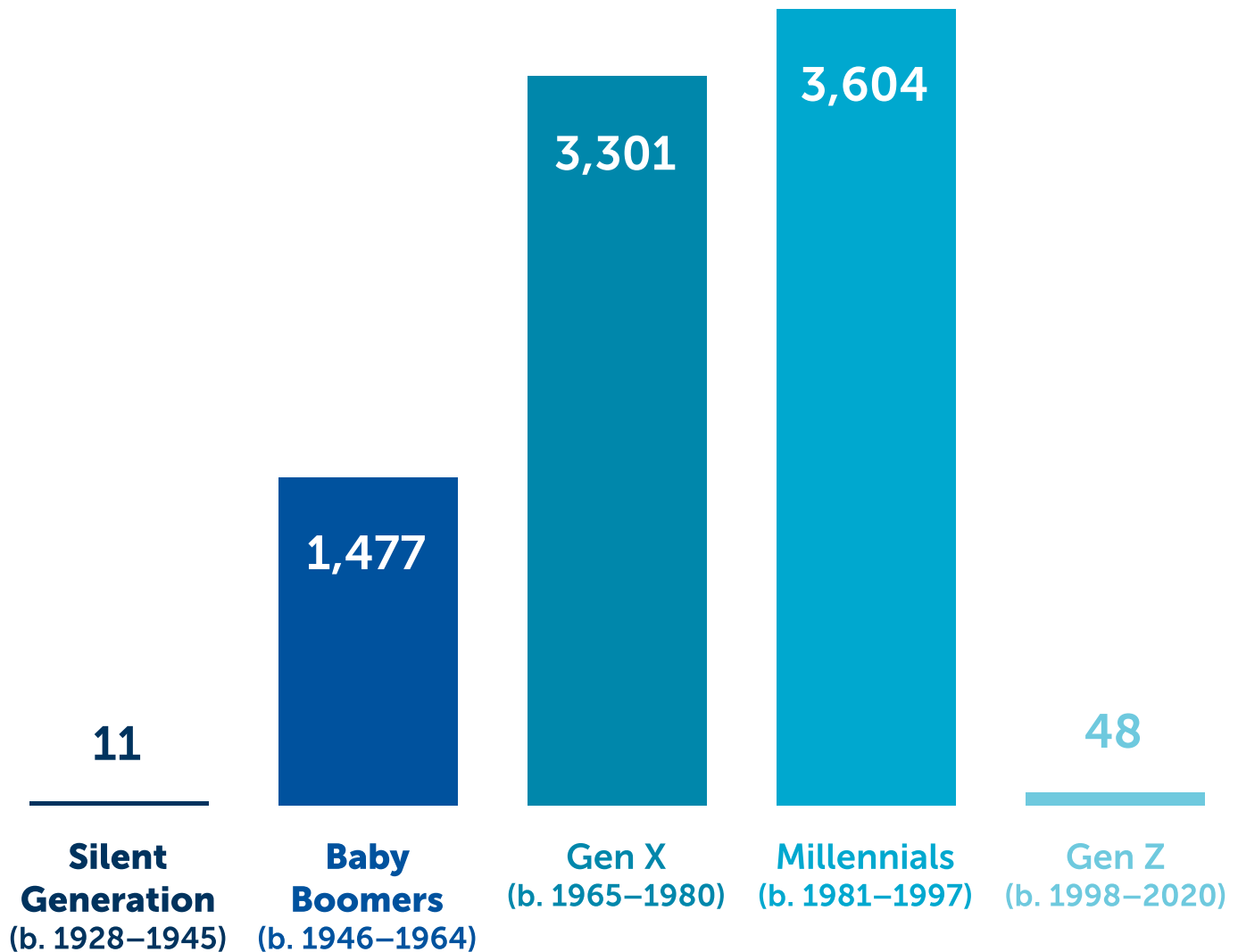
77

APRNS at
wholly owned
hospitals



Nursing by the Numbers

Nurses at Texas Health hospitals,
sorted by generation

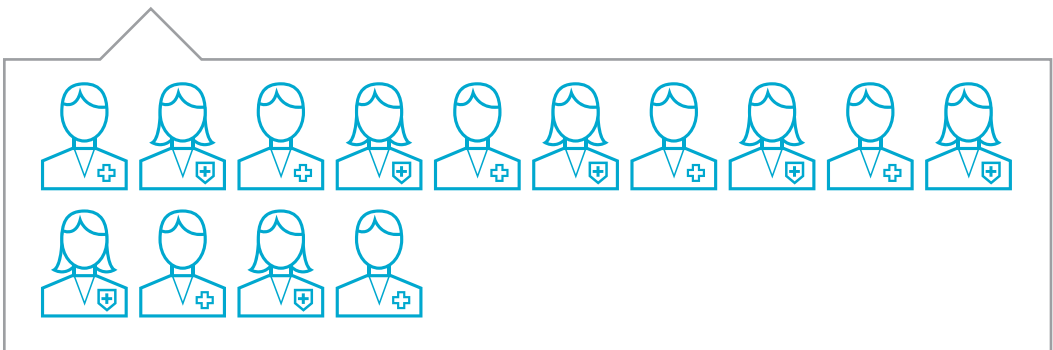


Nursing Research

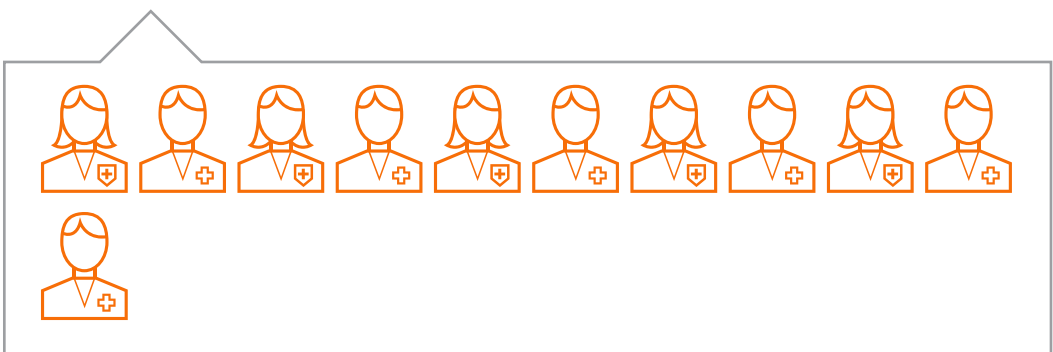
17 nursing research studies completed by nurses at Texas Health hospitals in 2020



14 Texas Health Resources Health Science Fellows



11 TCU Evidence-Based Practice Program Fellows



DFW Great 100 Nurses

Texas Health Resources led the DFW Great 100 Nurses list again in 2020, with 27 nurses named to the list – more than any other health system in North Texas. Nurses on the list are recognized for excellence in the art and science of nursing, serving as role models, leaders, community servants, compassionate caregivers and significant contributors to the nursing profession.



In the Spotlight

Texas Health Denton Nurse Publishes Research on Nerve Injury During Birth

Ericka Valdez, B.S.N., R.N., RNC-OB, Texas Health Presbyterian Hospital Denton, published her research on “Integrative Review of Lower Extremity Nerve Injury During Vaginal Birth” in the November 2020 edition of The Journal of Obstetric, Gynecologic & Neonatal Nursing. Valdez was a co-author on the study, which described the incidence, health effects, risk factors and practice implications of lower extremity nerve injury related to vaginal births. “It was important to see through the research that if a patient is in an improper position during the pushing stage of labor, the result could be a lifetime of issues,” Valdez said.



Texas Health Presbyterian Hospital Denton



Texas Health Harris Methodist Hospital Hurst-Eules-Bedford

Teamwork Strengthens at Texas Health HEB During COVID-19

As COVID-19 began to impact North Texas, nurses at Texas Health Harris Methodist Hospital Hurst-Eules-Bedford pulled together to support their patients and each other. An internal float pool was created to direct nurses where needed based on their clinical skill set. Gena Metzger, B.S.N., R.N., Texas Health HEB, pictured with Chelsea Zepeda, M.S.N., R.N., CCRN-CSC, NEA-BC, ICU and hemodialysis manager, helped organize the "COVID Corral" for housing supplies for COVID-19 patients and caregivers. The Cardiac Rehab team members provided short stress relief breaks. Clinical nurse leaders were deployed in unique roles that included supporting patient and family communication, and infection prevention. Throughout the year, nurses used their empathy training to create authentic emotional connections with patients and each other.

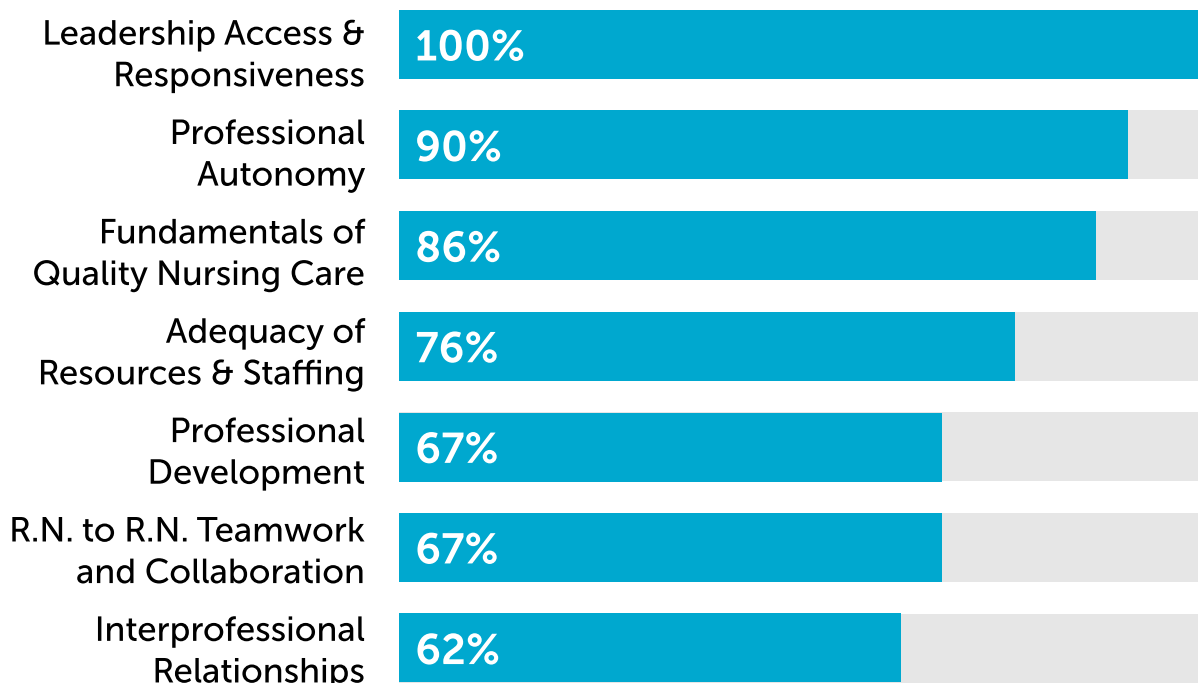
Nurse Satisfaction Up at Texas Health Plano During Challenging Year

Despite the challenges of COVID-19, nurse satisfaction scores at Texas Health Presbyterian Hospital Plano outperformed national benchmarks in all seven categories of nurse satisfaction in 2020. In 2019, the hospital outperformed other hospitals nationally in only two categories. The hospital used a number of strategies to improve satisfaction scores, including a VCR (Visibility, Communication and Recognition) strategy for leadership.



Texas Health Presbyterian Hospital Plano

Percentage of Texas Health Plano nursing units that outperformed the national benchmark:



“We see hope on the horizon thanks to the COVID-19 vaccine. It bolsters our strength and commitment to fighting this disease.”

► **Laura Massey**, M.H.A., B.S.N., R.N., CPN,
chief nursing officer, Texas Health Plano,
December 2020



“Texas Health nurses have been the soldiers on the front lines of this war against COVID-19. Despite the mental, physical and emotional challenges, they have remained committed to providing compassionate, safe, reliable care.”

◀ **Mary Robinson**, Ph.D., R.N., NEA-BC,
Reliable Health chief nursing officer



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