



*Brittney Block, BAN, RN,  
Travis Ohlenkamp, BAN, RN, and  
Barbara Dudgeon, BSN, RN, CPN*

**2020**

Sanford USD Medical Center and Clinics

# NURSING REPORT

**SANFORD**  
HEALTH



# TABLE OF CONTENTS

<b>ORGANIZATIONAL OVERVIEW</b>	
Letter from the Vice President, Nursing & Clinical Services	4
Our Mission, Vision & Values	5
About Sanford Health	6
<b>A YEAR LIKE NO OTHER</b>	
Timeline	12
COVID-19 Stories	18
Clinic Nursing and COVID-19	18
Home Monitoring Program Development	20
COVID-19 Drive-through Testing Clinic	20
Nurses Answer the Call	20
Home Monitoring Program	21
Upskilling	21
RN COVID-19 Simulation Lab	21
Vaccine Education	22
Community Support	23
Sanford Strong	26
<b>TRANSFORMATIONAL LEADERSHIP</b>	
Our Magnet® Journey	34
Shared Governance	36
Nursing Leadership Development	37
<b>STRUCTURAL EMPOWERMENT</b>	
Nursing Education	40
Specialty Certification	41
Lifelong Learning	43
Nurses in the News	44
Nurses in the Community	48
Recognition & Awards	52
<b>EXEMPLARY PROFESSIONAL PRACTICE</b>	
Professional Practice Model	68
Care Delivery Model	69
Sanford Accountability for Excellence (SAFE)	70
Quality Care	72
Patient Experience	74
Nurses as Teachers	75
Clinical Academic Partner	76
Nursing Recruitment and Retention	77
Culture of Caring	78
<b>NEW KNOWLEDGE, INNOVATIONS, AND IMPROVEMENTS</b>	
External Poster Dissemination	79
Nursing Publications	80
Nursing Research and Evidence-Based Practice Council	81
Sanford Improvement Symposium	82





**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, Nursing & Clinical Services

Greetings Fellow Nurses and Friends of Nursing,

I am incredibly humbled to share the 2020 Nursing Report with you. These pages are a glimpse at the quality, innovation and compassion that is at the core of the care we deliver. While the last year presented challenges like never before, our nurses answered their calling to the profession in big and small ways that will never be fully captured in words or reports. However, the impact that our nurses made during the pandemic will forever be remembered by us as an organization, the patients we care for, and the communities we serve.

While navigating the pandemic, we have continued on our SAFE (Sanford Accountability for Excellence) journey to be becoming a more highly reliable organization. We recognize safety as our highest priority and commit to the safety of patients, families, and each other — with the goal of zero preventable harm every day. The focus of our work has taken on a “back to the basics” theme... hand hygiene, CLABSI and CAUTI prevention efforts, fall and pressure injury prevention. We have a renewed focus on patient experience, having transitioned our patient experience platform, with concerted efforts on “making every moment matter”.

We have relied on our shared governance structure to gather input and utilize already established communication pathways to support each other and our teams. The resiliency and grit that our nurses displayed, meeting our patients in their most vulnerable moments, was simply incredible to witness. As the nursing leader of this amazing nursing practice, I couldn’t be more proud of each and every one of you. Thank you for your dedication and your commitment to each other, our patients and our communities.

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.

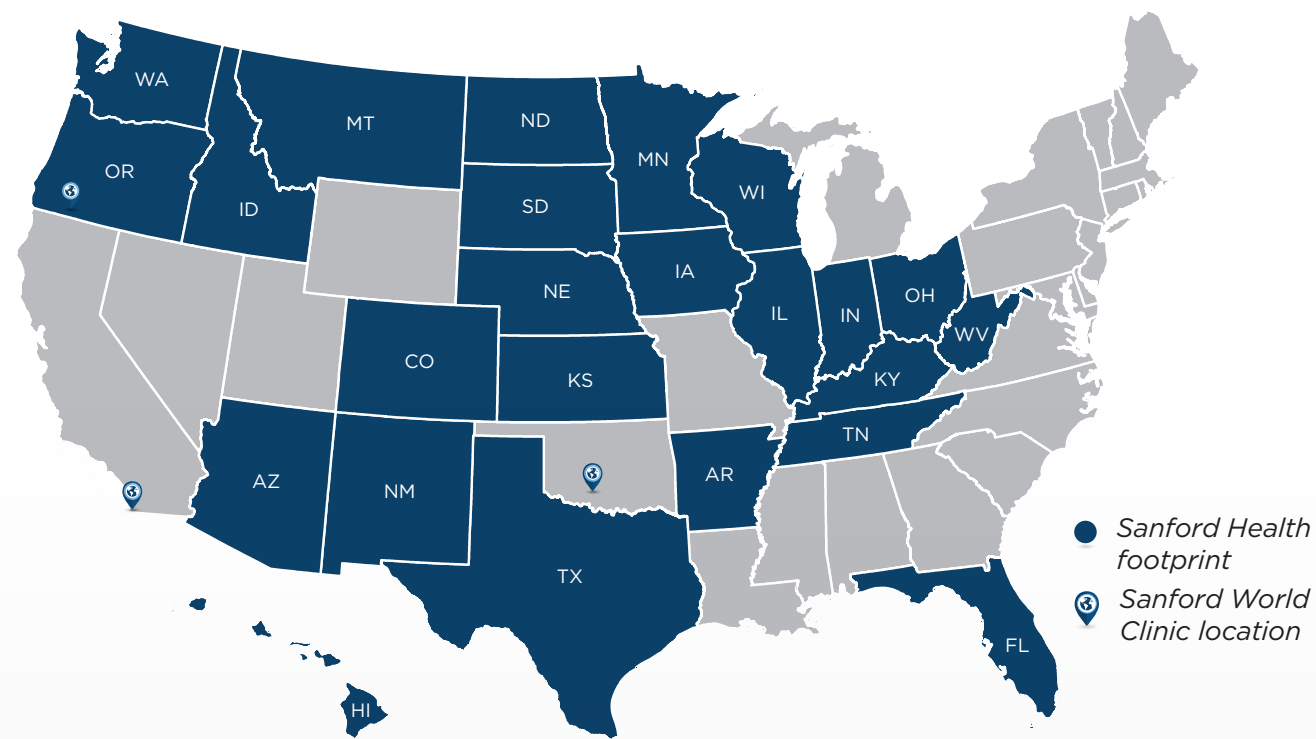
### OUR NURSING VISION

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











<b>Calling</b>	Demonstrating enthusiasm for those we serve, our vocation and the organization’s mission.
<b>Courage</b>	Having strength to persevere, innovate, use our voices and take action.
<b>Family</b>	Celebrating the connection and commitment we have to each other through it all.
<b>Community</b>	Providing care in a diverse range of settings and environments with a focus on the wellness of individuals.
<b>Service</b>	Sharing God’s love through actions that reflect compassion, acceptance, love, humility and sincerity in keeping with the common Lutheran heritage of Sanford Health and The Good Samaritan Society.
<b>Resolve</b>	Adhering to systems that align actions to excellence, efficiency and purpose.
<b>Advancement</b>	The pursuit of individual and organizational growth and development.





### About Sanford Health

Sanford Health, one of the largest health systems in the United States, is dedicated to the integrated delivery of health care, genomic medicine, senior care and services, global clinics, research and affordable insurance. Headquartered in Sioux Falls, South Dakota, the organization includes 46 hospitals, 1,500 physicians and more than 200 Good Samaritan Society senior care locations in 26 states and 10 countries.

 <b>46</b> medical centers	 <b>32</b> home-based service facilities
 <b>224</b> clinic location	 <b>216,000</b> Sanford Health Plan members
 <b>233</b> senior living communities	 <b>46,484</b> employees
 <b>158</b> skilled nursing and rehab facilities	 <b>1,525</b> physicians, <b>1,214</b> advanced practice providers and <b>8,716</b> registered nurses delivering care in more than <b>80</b> specialty areas
 <b>42</b> affordable housing locations	
 <b>Centers of Excellence:</b> Cancer, Children's, Heart, Orthopedics & Sports Medicine, Women's Health	



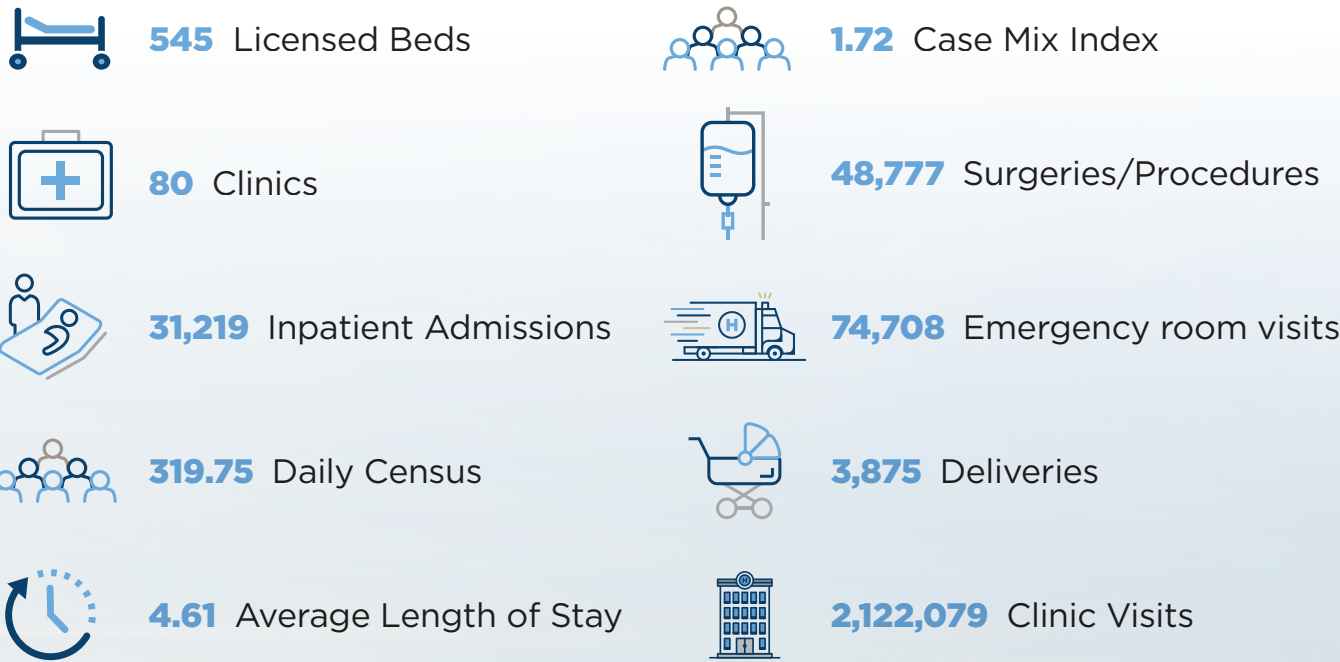
*Hannah Sammons, CNM examines a patient at the Obstetrics and Gynecology Clinic.*

### Each year, Sanford Health provides:

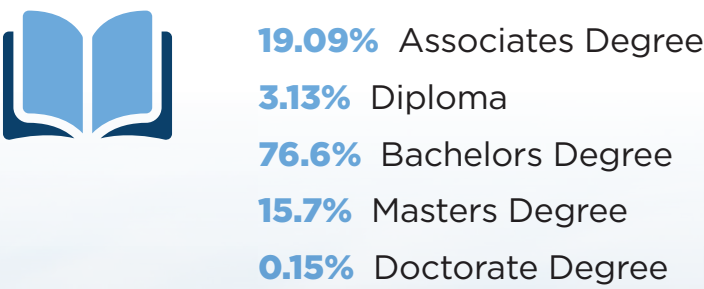
 <b>5.2</b> million outpatient and clinic visits	 <b>194,384</b> emergency department visits
 <b>82,848</b> admissions	 <b>2.6</b> million post-acute/skilled residents
 <b>127,875</b> surgeries and procedures	 <b>772,640</b> assisted living residents
 <b>9,163</b> births	 <b>1.1</b> million senior living residents



In 2020, 2,552 direct care nurses at Sanford USD Medical Center and Clinics provided care for:



Sanford USD Medical Center and Clinic RN Education:



Characteristic	Sanford USD Medical Center and Clinics	Average Magnet® Organization
Clinical Nurse Turnover	9.82%	11.81%
Average Length of Employment	13.03 years	10.13 years
Clinical Nurses with Bachelors Degree or Higher	81.07%	72.72%

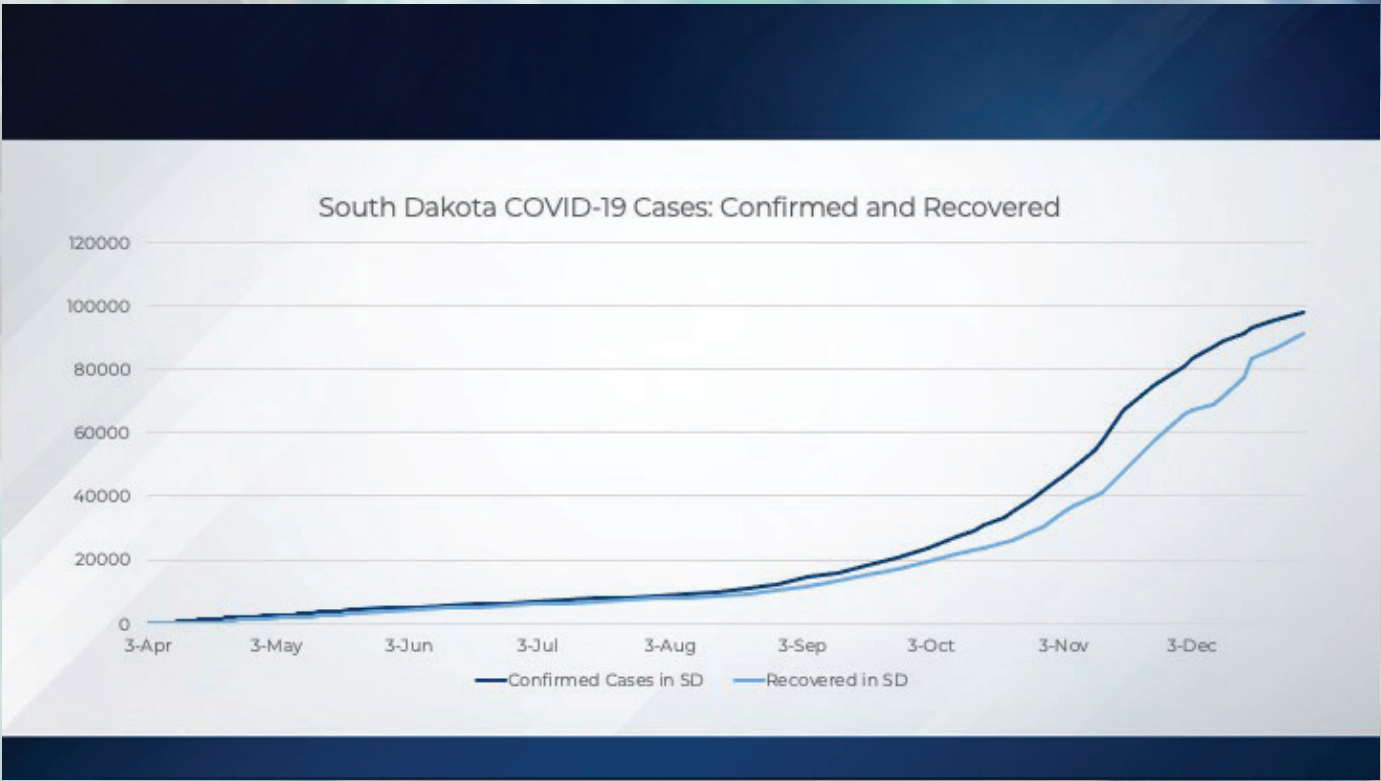
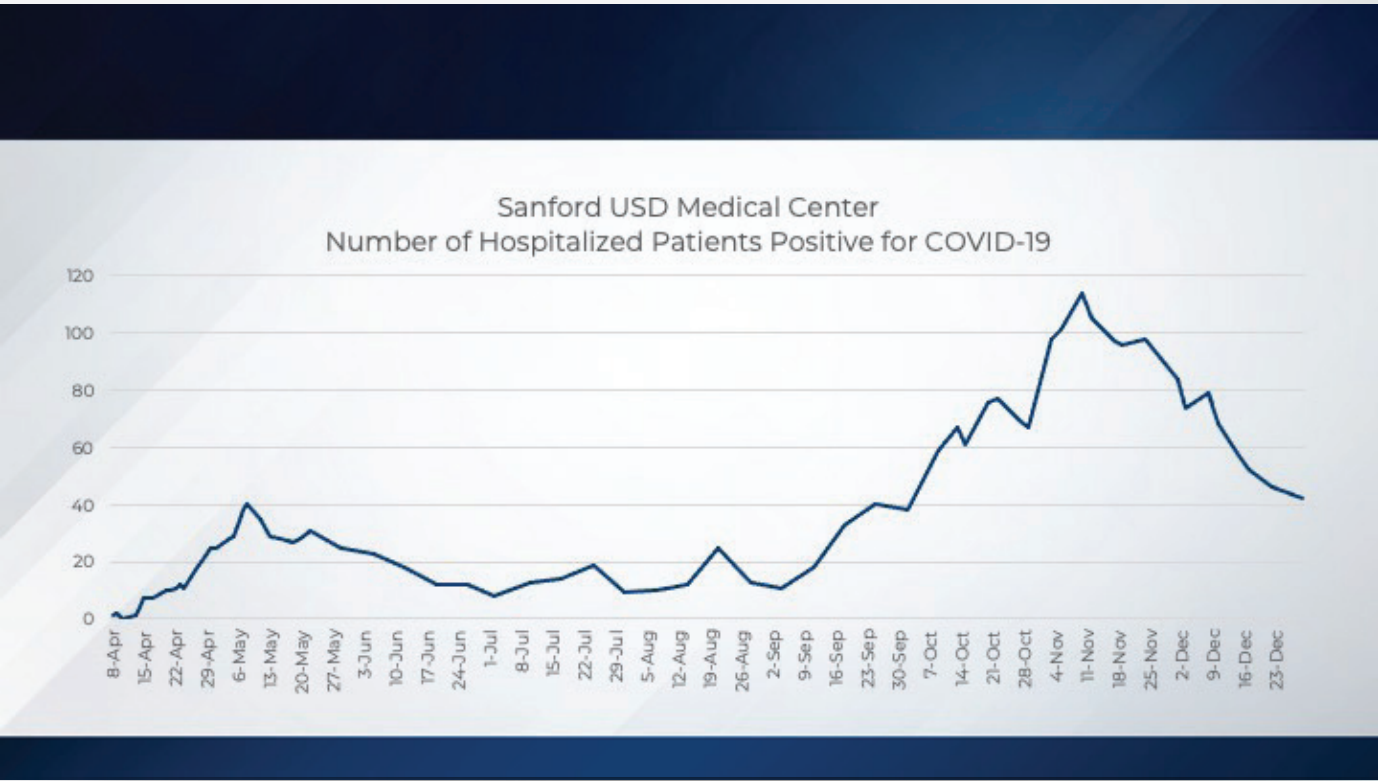




# A YEAR LIKE NO OTHER

The year of 2020 saw global stock market crashes and a recession, entire countries in quarantine and lockdown, international travel bans and border closures, unrest and opposition to safety measures, widespread misinformation, shortages of household and medical supplies, isolation and loneliness, widespread job loss and hunger, schools and daycares closed, change to every aspect of everyday routine, a global mental health crisis, and more death than imaginable as a result of the COVID-19 pandemic.

When COVID-19 reached Sanford Health in South Dakota, Sanford nurses stood ready to care for patients. Innovative measures were developed and implemented to successfully care for COVID-19 in the community including the drive-thru testing clinic, RN COVID-19 simulation lab and upskilling, home monitoring program, symptom screening, the creation of an additional outpatient care center to infuse monoclonal antibodies, workflow changes, and many other interventions. With vaccines being successfully developed in the U.S., Sanford vaccine clinics efficiently delivered vaccinations to the region.





2020 TIMELINE: A YEAR LIKE NO OTHER

JAN 9

The World Health Organization (WHO) announced that a deadly coronavirus had emerged in Wuhan, China.

JAN 21

The first case of COVID-19 in the United States is confirmed by the Centers for Disease Control and Prevention (CDC).

JAN 28

Patient screening for travel to China begins at Sanford. The virus is considered minimal threat.

JAN 29

President Donald Trump establishes the White House Coronavirus Task Force.

JAN 30

- The CDC confirms the first case of human-to-human transmission of the COVID-19 coronavirus in the U.S.
- Sanford Emerging Threats meeting is held regarding the coronavirus.

FEBRUARY 7

Guidelines and resources for the Novel coronavirus posted internally. Screening questions, PPE and isolation guidelines in place.

FEBRUARY 11

WHO announced that the disease caused by the novel coronavirus would be named COVID-19.

FEBRUARY 17

If patients screen positive for both travel to China and respiratory symptoms, process begins to arrange an infectious disease consult and lab testing.

FEBRUARY 29

The first death from COVID-19 in the U.S. is reported in Washington state.

MARCH 3

Randy Bury, Good Samaritan CEO attended meeting with Vice President Mike Pence and Seema Verma, administrator of CMS at the White House on coronavirus.

MARCH 6

Sanford guidelines include routine cleaning and disinfection procedures and importance of good hand hygiene.

MARCH 9

Sanford Emerging threats task force meeting daily. Facts over Fear page launches.

MARCH 10

- Sanford Health hosts its first COVID-19 town hall for the Sioux Falls region.
- South Dakota's first presumptive cases of COVID-19 in the state are confirmed. The cases were all travel-related and one was confirmed in Minnehaha County.

MARCH 11

- WHO made the assessment that COVID-19 could be characterized as a pandemic.
- Sioux Falls Incident Command Center activated.
- Personal international travel is discouraged.

MARCH 12

- The first COVID-19 Incident Command meeting occurs as a cross-functional team to address the specific impacts that a new virus would have on people, patients and communities.
- Sioux Falls declares a state of emergency.

MARCH 13

Visitor restrictions effective immediately at Sanford facilities limit one immediate family member per patient and screening upon entry. Access is limited to a few specific entry points.

MARCH 16

- Sanford partners with Quest to bring another route to test suspected COVID-19 patients for outpatient, clinic and drive-up testing. For inpatient and emergency departments, the collection process remains with state department of health (DOH) labs.
- Employee survey on childcare needs is deployed as SD schools close.
- The surge planning process is implemented at Sanford.

MARCH 17

- New Lab order is available to use only one nasopharyngeal swab to test for COVID-19, influenza A/B, and RSV when age appropriate.
- "Upskilling" training begins to educate and prepare staff to fill critical needs.
- PPE conservation practices begin.
- Personnel pool is activated for additional staffing needs.
- Increased blood donations are needed as blood centers prepare for possible impact on supply due to COVID-19. The response is overwhelming.
- Town hall held discussing surge planning for negative air isolation rooms, overflow, and disaster overflow.

2020 TIMELINE: A YEAR LIKE NO OTHER

MARCH 18

- Guidance remains that healthy members of the general public do not need to wear face masks.
- Testing supply shortages impact turnaround time of COVID-19 test results.

MARCH 19

Due to the nationwide shortage of hand sanitizer, Sanford begins to reallocate supply of hand sanitizer pumps.

MARCH 20

- The Child Care Collaborative is formed by non-profit community partners to provide child care options to first responders and healthcare workers who are patient-facing.
- Employees are now able to access COVID-19 information from home.
- Sanford works with the City of Sioux Falls and local hotels to offer unoccupied hotel rooms to homeless patients who need to self-isolate.

MARCH 22

Sanford COVID-19 in-house testing labs begin testing to process approximately 400 tests a day.

MARCH 23

- Code Blue Process/ Rapid Response Process instituted for a COVID positive or rule out patient.
- Workflows established for PUI (Person Under Investigation is any person who is currently under investigation for having the virus that causes COVID-19, or who was under investigation but tested negative for the virus) or +COVID for Cath Lab/Interventional Radiology Surgical and Inpatient.

MARCH 24

First COVID-19 patients at Sanford USD Medical Center.

MARCH 25

- In accordance with the executive order from Governor Kristi Noem, all South Dakota-based facilities postpone non-essential surgery and procedures.
- Sanford research team is collecting data for PRIORITY: (Pregnancy Coronavirus Outcomes Registry). PRIORITY is a nationwide study of pregnant or recently pregnant women who are either under investigation for COVID-19 or have been confirmed to have COVID-19.

MARCH 26

First confirmed COVID-19 case at Smithfield Foods.

MARCH 27

- No visitor policy begins at Sanford with some exceptions for COVID-19, end-of-life, birth, NICU, and pediatric patients.
- The Emergency Department expands into the Outpatient Care Infusion Center (OCC) space as one strategy for COVID-19 surge plans.
- Sanford Family Stability Plan is established.

MARCH 30

First Sanford employee in the region tests positive.

APRIL 1

- Travel history from the Sanford COVID-19 screening questionnaire removed. Symptoms and possible COVID-19 exposure will remain as screening questions.
- "Recognizing You" site developed for recognizing co-workers for the incredible work they're doing during the COVID-19 pandemic.

APRIL 2

Enterprise employee crisis fund established.

APRIL 3

- Additional rapid COVID-19 lab testing capability becomes available at Sanford decreasing turnaround time from 24-48 hours to 1-4 hours.
- Sanford accepts donations of disinfecting wipe products to clean surfaces and equipment.

APRIL 6

- Universal masking for all caregivers and providers begins. Cloth facemask guidelines apply to non-caregivers. Conservation of PPE supplies remains critically important.
- Governor Noem issues an executive order to protect vulnerable populations in South Dakota from COVID-19.

APRIL 7

Sanford data modeling estimates the peak between third week of April and first week of May needing 156 vents and 861 COVID-19 beds.

APRIL 8

- Sanford Health employees begin daily temperature screenings.
- More than 80 workers at Smithfield Foods test positive for the coronavirus. The announcement makes the facility the largest hot spot in Sioux Falls.

2020 TIMELINE: A YEAR LIKE NO OTHER

APRIL 9

Sanford begins accepting donations for cloth masks and N95 masks.

APRIL 10

Public health emergency declared in Minnehaha County.

APRIL 12

Sanford COVID-19 drive-through testing team continues testing on Easter Sunday in a blizzard.

APRIL 13

Sanford Health announces leading a comprehensive, state-wide clinical trial investigating the anti-malarial drug hydroxychloroquine, to understand its role in treating and potentially preventing COVID-19.

APRIL 15

Smithfield becomes the country's largest coronavirus hot spot as cases tied to the plant spike to 644. A team from the CDC arrives to help address the situation at Smithfield foods.

APRIL 17

Staff continue to run through unique scenarios with colleagues and leaders to practice protocols and COVID-19 workflows.

APRIL 20

RN COVID-19 simulation lab is announced.

APRIL 21

Sanford makes plans to triple the intensive care unit beds to 160 and double patient rooms to fill 880 beds at Sanford USD Medical Center if an anticipated surge in COVID-19 patients meets projections.

APRIL 22

Patient Experience makes additional iPads available for patient-family communication at the Sanford USD Medical Center.

APRIL 28

- Sanford research develops and uses COVID-19 registry to identify trends and potential solutions.
- Statewide trial of post-exposure prophylaxis (hydroxychloroquine) begins.
- Antibody testing (IgG) for COVID19 is available now. Sanford Laboratories is working on an in-house test.

MAY 1

- Screening questions are updated with new COVID-19 symptoms released by CDC.
- Town hall discussed continuing care through the COVID pandemic. Vaccinations are down 50%, outpatient volume is down 52% and mammograms are down 57% in March and April compared to March and April 2019.
- N95 mask supply is adequate to no longer save for re-sterilization.

MAY 5

Employees begin wearing surgical facemasks at all times in clinical or patient care facilities.

MAY 8

Sanford Health has partnered with Cepheid, a molecular diagnostics company, to deploy a mobile testing unit to travel to regions in need of COVID-19 testing. The mobile lab makes its first stop in Worthington, Minnesota.

MAY 15

- The Trump administration formally announces Operation Warp Speed, a public-private partnership for accelerating the development of a COVID-19 vaccine.
- Sanford Health announces involvement in a study to use stem cells from umbilical cords to treat patients with severe cases of COVID-19 as one of two sites for the clinical trial, the first of its kind in the U.S.

MAY 20

- Visitors return with inpatients allowed one support person per day at the bedside. One adult visitor is allowed to accompany patients to clinic and outpatient appointments.
- Sanford utilizes online sign-up process for needs like screeners, PAPR cleaners, and storeroom helpers available through the Personnel/Labor pool.

MAY 29

- Updated visitor restrictions for hospitalized pediatric and neonatal patients to be allowed up to two visitors per day.
- Sanford develops posters for staff members providing direct patient care to provide a friendly photo of themselves to share with their patients as it is difficult to connect with PPE in use.

2020 TIMELINE: A YEAR LIKE NO OTHER

JUNE 5

- Sanford Health surpasses the 50,000 mark for COVID-19 tests across the footprint.
- The South Dakota hydroxychloroquine research trial is discontinued.

JUNE 19

12 COVID-19 patients are currently hospitalized as modeling in March had predicted this day to be the peak estimating 861 COVID-19 patients hospitalized. Thanks to healthcare workers and community safety measures, the curve was flattened.

JULY 23

Sanford Research launches a study called Seroprevalence under Repeated Viral Immunity Examination, or SURVIVE to better understand the usefulness of antibody testing and if it can confirm past infection or even predict vulnerability to infection.

JULY 24

Volunteers are welcomed back at the medical center.

JULY 31

Sanford Laboratories offers COVID-19 antibody testing to the general public.

AUGUST 14

Sanford Health has enrolled its first patient in a clinical trial using Remdesivir to treat very ill COVID-19 patients. The I-SPY trial administers a medication, or combination of medications, for patients requiring a high flow of oxygen.

AUGUST 19

The COVID-19 dashboard on the Facts over Fear site is launched to keep employees updated on the status of PPE supplies and COVID-19 patient capacity.

SEPTEMBER 4

- Case counts in SD have risen over the past week with some record-setting days.
- COVID-19 has been in the community for nearly six months now. Care advancements achieved include shortened the length of stay for COVID positive patients, and the addition of the home monitoring option, which has made it possible for many to safely and confidently recover from this illness at home.

OCTOBER 1

As the President and First Lady of the United States test positive for COVID-19 and enter quarantine, Sanford USD Medical Center experiences high demand as an increasing number of people are coming to Sanford Health for a variety of needs, including patients with COVID-19.

OCTOBER 2

A consistent number of employees have tested positive for COVID-19 in the past month from community exposure.

OCTOBER 3

Pulmonary A wing is utilized as a COVID-19 unit in response to the increase in COVID-19 admissions over the last 24 hours.

OCTOBER 5

Adult surgical patients experience staying at the castle as the hospital overflows to the pediatrics unit.

OCTOBER 7

Sanford USD Medical Center sees an increasing number of positive COVID cases and higher numbers of patients requiring hospitalization.

OCTOBER 9

Pulmonary Acute unit is converted into a COVID-19 unit including an acuity adaptable model of COVID heated high flow and COVID bipap patients.

OCTOBER 19

- 16 new rooms open on 2800 of the Heart Hospital. The additional beds are acuity adaptable, meaning they can accommodate both critical care and med-surg patients.
- Sanford is limiting elective surgeries that will require a postoperative admission to accommodate the inpatient volume surge.
- Traveling nurses start at Sanford to balance the needs of the COVID-19 population and manage normal volume above that.

OCTOBER 21

The Sports Complex clinic team performs more than 400 tests at the drive-thru testing site on this date alone.



2020 TIMELINE: A YEAR LIKE NO OTHER

<b>OCTOBER 26</b> <p>In addition to space and equipment surge planning, surge staffing solutions include team based care (buddy concept) between an adult inpatient nurse and nurses from different specialties, constant observer cross training, laundry folders, quality and accreditation teams performing direct patient care, and CIOps shifts in MSN.</p>	<b>NOVEMBER 3</b> <ul style="list-style-type: none"><li>•On election day, patients are able to vote from their hospital beds.</li><li>•Sanford Health temporarily reschedules nonemergent inpatient surgeries due to an increase of patients.</li></ul>	<b>NOVEMBER 18</b> <p>Sanford Health expects to have a vaccine available as soon as early December and are well-prepared for distribution.</p>	<b>DECEMBER 15</b> <p>Marking a turning point in the fight against COVID-19, seven Sanford health care workers including physicians, nurses, respiratory therapists and long-term care staff were among the first to receive the vaccine. Four days after emergency use approval, 3,900 doses are secured in South Dakota for the week and more doses are scheduled to be delivered each coming week.</p>
<b>OCTOBER 27</b> <p>Sanford partners with more than 30 state organizations to support masking as a way to curb the spread of COVID-19 in the #MaskUpSoDak coalition.</p>	<b>NOVEMBER 5</b> <p>The number of employees testing positive for COVID-19 rises again as case numbers rise in the community.</p>	<b>NOVEMBER 20</b> <p>The Outpatient Care Center 2 unit opens offering infusion of the investigational monoclonal antibody therapy bamlanivimab for COVID+ patients meeting certain criteria.</p>	
	<b>NOVEMBER 9</b> <p>The clinic team at the Sports Complex reached a new record of 777 patients seen. Construction is underway for a permanent drive-thru testing structure. The new structure will have two lanes and garage doors, which will expedite specimen collection for testing and provide safety from the elements for staff and patients. Daily incident command meetings resumed.</p>	<b>NOVEMBER 24</b> <p>More than 300 patients are currently enrolled in the home monitoring program enterprise-wide.</p>	<b>DECEMBER 17</b> <p>21,000 eligible staff receive emails with instructions to schedule their vaccine within three days of receipt.</p>
<b>NOVEMBER 1</b> <ul style="list-style-type: none"><li>•Adult medical patients experience staying at the castle as the hospital overflows to the pediatrics unit.</li><li>•Masking, washing hands and physically distancing has influenced the SD influenza rate. Across the Sanford footprint, there has only been 1 influenza hospitalization.</li></ul>		<b>DECEMBER 10</b> <p>91 patients have received bamlanivimab infusions at the outpatient care center since opening November 23. The treatment is helping to protect the most vulnerable populations from developing serious complications from COVID-19, which in turn can prevent hospitalizations and reduce strain on the health system.</p>	<b>DECEMBER 22</b> <ul style="list-style-type: none"><li>•More than 4,000 vaccines have been administered to Sioux Falls front-line Sanford employees in the past week.</li><li>•Four days after the FDA authorizes emergency use, South Dakota receives first doses of the Moderna vaccine. First shipments have been sent to network locations.</li></ul>
<b>NOVEMBER 2</b> <p>Fit Testing &amp; PAPR Training Open Houses available through the month of November.</p>	<b>NOVEMBER 11</b> <p>Mayor TenHaken visits inpatient units at Sanford USD Medical Center.</p>		<b>DECEMBER 29</b> <p>To date, the vaccine clinic team at Imagenetics has administered 4,752 doses of the vaccine to members of priority groups in the Sioux Falls metro area.</p>
	<b>NOVEMBER 17</b> <p>Sioux Falls city council passes an emergency ordinance which requires the wearing of a face covering inside “indoor retail businesses” and city-owned facilities where social distancing of six feet cannot be achieved.</p>	<b>DECEMBER 11</b> <p>The FDA grants emergency authorization of the Pfizer-BioNTech COVID-19 vaccine.</p>	

SANFORD  
HEALTH



**DECEMBER 15**  
*Marking a turning point in the fight against COVID-19, seven Sanford health care workers including physicians, nurses, respiratory therapists and long-term care staff were among the first to receive the vaccine.*



# COVID STORIES

The evening prior to the no visitor policy going into effect we had a patient and spouse who really struggled with the news. They both had iPhones but the patient was unable to hear the conversation during a FaceTime call. It was early evening and many tech options were closed. Robert McCauley stayed to help the patient and his spouse get FaceTime to work. He recognized the patient would need headphones to fix the audio problems. Knowing the patient and his spouse would not have access to headphones, Robert drove home and brought a set of headphones for the patient to use after his surgery to stay connected to his family.

- Kyah Broders, RN, Manager, Nursing, Cardiology

In my phone visit this morning with a woman whose father transitioned to comfort care and passed away last night in the skilled and compassionate care of the Critical Care staff, she said of the team:

“They made the hardest thing [in life] so very easy. They had us all on FaceTime with Dad from just before the change to nasal canula until after his final breath (about four hours). They cared for him and stroked his hair for us until he took his last breath. They must have thought we were crazy, laughing as much as we were and telling stories. But they gave us the time we needed with him, and we’ll never forget that. For a situation that was so hard, they made it so much easier.”

As Maya Angelou wrote: “People will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

- Bill Cooper, Chaplain

## Clinic Nursing and COVID-19

### Vaccine Distribution

During a winter storm in December when we first started doing COVID vaccines, we had a few cancellations due to the weather and had a hard time finding a patient that was able to come to the clinic to get their shot. A few days prior, we had received a letter from a patient that wasn’t able secure a ride and no longer drove but really wanted us to help her get her shot. With collaboration with Terri Carlson, we got her name and I contacted her to see if she would be willing to allow me to come into her home and give her vaccine. She was willing, so we closed up the clinic and I took the vaccine to her. She lived alone and I was able to give her the shot and spend some time with her while making sure she didn’t have a reaction. She came into the clinic to get her second dose a few weeks later with her daughter and was SO appreciative of everyone’s hard work and dedication.

- Sarah Bruns, MSN, RN, AMB-BC, Family Medicine 32nd and Ellis



Elizabeth Teslaa, RN and Sierra Van Dyke, LPN review materials at the Obstetrics and Gynecology Clinic.

2020 the year of the pandemic was difficult for all individuals, but we saw a light at the end of the darkness with a vaccine. To ensure the vaccine was distributed through the state the Department of Health assigned the major health systems with county responsibility. Sanford Health was assigned the counties of McCook and Miner for COVID Vaccine Administration, two counties in which we have no physical presence. Sanford worked with community leaders to set up a vaccine clinic at the Salem Armory. To make this event happen, we had nurses from various entities such as Clinical Services, CIOps, PICU, and the LEAD center. Sanford was able to offer vaccine clinics at the Salem Armory every other week from the end of December through May to ensure the communities in those counties had adequate access to the vaccine.

- Lyndsey Mager, BS, RN, Clinical Services



## Home Monitoring Program Development

Looking back at 2020, a big thing SF Primary Care helped to kick off was the Enterprise COVID Home Monitoring program prior to it being taken under Clinical Call Center's wings. RN's from CI Ops, Care Management, and Clinical Services were largely involved in its development and working out initial kinks to offer a new kind of virtual home monitoring never done before!

- **Amanda Jungman, BAN, RN, AMB-BC, Quality and Safety**

## COVID-19 Drive-Through Testing Clinic

Sanford Acute Care nurses staffed the COVID-19 drive-through testing clinic at the Sports Complex. Working through holidays, inclement weather, and sometimes endless lines of vehicles, nurses and the interdisciplinary team spent countless hours to ensure the clinic operated smoothly. Patients, providers and staff are very fortunate to have these services available.

- **Stacy Jewett, BSN, RN, Director, Clinic**

The acute care team has been phenomenal in implementing the drive thru process, working with the different regions to implement processes to schedule patients across the Sanford enterprise. This group continues to lead the way on the front line of evaluating, testing and treating those during this time. The patient access staff continue to field the many calls, check in the patients and work closely with the nursing/providers to ensure each patient is safe and feels taken care of. Safety of our employees has always been the top priority right along with our patient. This team has risen to the occasion and continues to do this daily! It takes everyone in times like these and they have really shown what teamwork is all about!

- **Crystal Christensen, Supervisor, Clinic, Acute Care**

## Nurses Answer the Call

Triage Nurses are doing a great job of answering calls and responding to patients that are feeling worried, sick or scared. This team of nurses are going above and beyond their typical duties in order to screen patients and answer questions. They are patient with callers or in their responses to MyChart messages that are escalated. They are able to calmly address concerns, educate patients on procedures related to COVID-19 and provide assurance to a process that can be overwhelming. When patients are scared or worried, they provide an ear to listen and respond with comfort and reassuring words. Thank you!

- **Rachel Christopherson, Integrated Health Therapist, Family Medicine 26th & Sycamore**

The My Sanford Nurse team does outstanding work taking call after call and answering COVID-19 questions plus keeping up with the regular calls. This includes all temporary staff that came out of retirement or you came from a clinic to help. Each of you is doing a special part in helping us get through this. Thank You.

-- **Lois Vandervliet, MSN, RN, CNML, Clinical Call Center**



Simulation Lab



Simulation Lab

## Home Monitoring Program

The Sanford Home Monitoring program helps patients manage their care and health at home until they are fully recovered from COVID-19 (coronavirus). Patients are notified of any changes in their health status to make sure they receive the right care when needed. Nurses in leadership, clinical informatics, patient experience, and care management were involved in the development of the program. The use of rapid cycle process improvement by the home monitoring nurses using Plan-Do-Study-Act (PDSA) was crucial while implementing a new process for the organization with many unknowns. Started in April 2020, the home monitoring program has allowed patients to safely recover from COVID-19 at home, which simultaneously lowers hospitalization rates and identifies patients who need a higher level of care sooner. Patients are highly satisfied with the program. By November 24, 2020, more than 300 patients were enrolled in the home monitoring program enterprise-wide.

## Upskilling

Nurse Educators at Sanford's LEAD (Leadership, Education and Development) Center worked diligently to ensure that upskilling training was developed and implemented for employees to be reskilled in various roles at Sanford USD Medical Center. Almost 700 employees needed training. Their efforts ensured Sanford teams were well supported and patients were well-cared for.

## RN COVID-19 Simulation Lab

A partnership between the SIM team, LEAD and Surgical Services education developed a Simulation Learning Opportunity specific to COVID-19 clinical skills for nurses. The simulation lab provided hands-on experience for clinicians' upskilling to new roles to meet the demand of the surge. The sessions provided supportive learning and skill review in addition to attending LEAD Center Upskill courses.

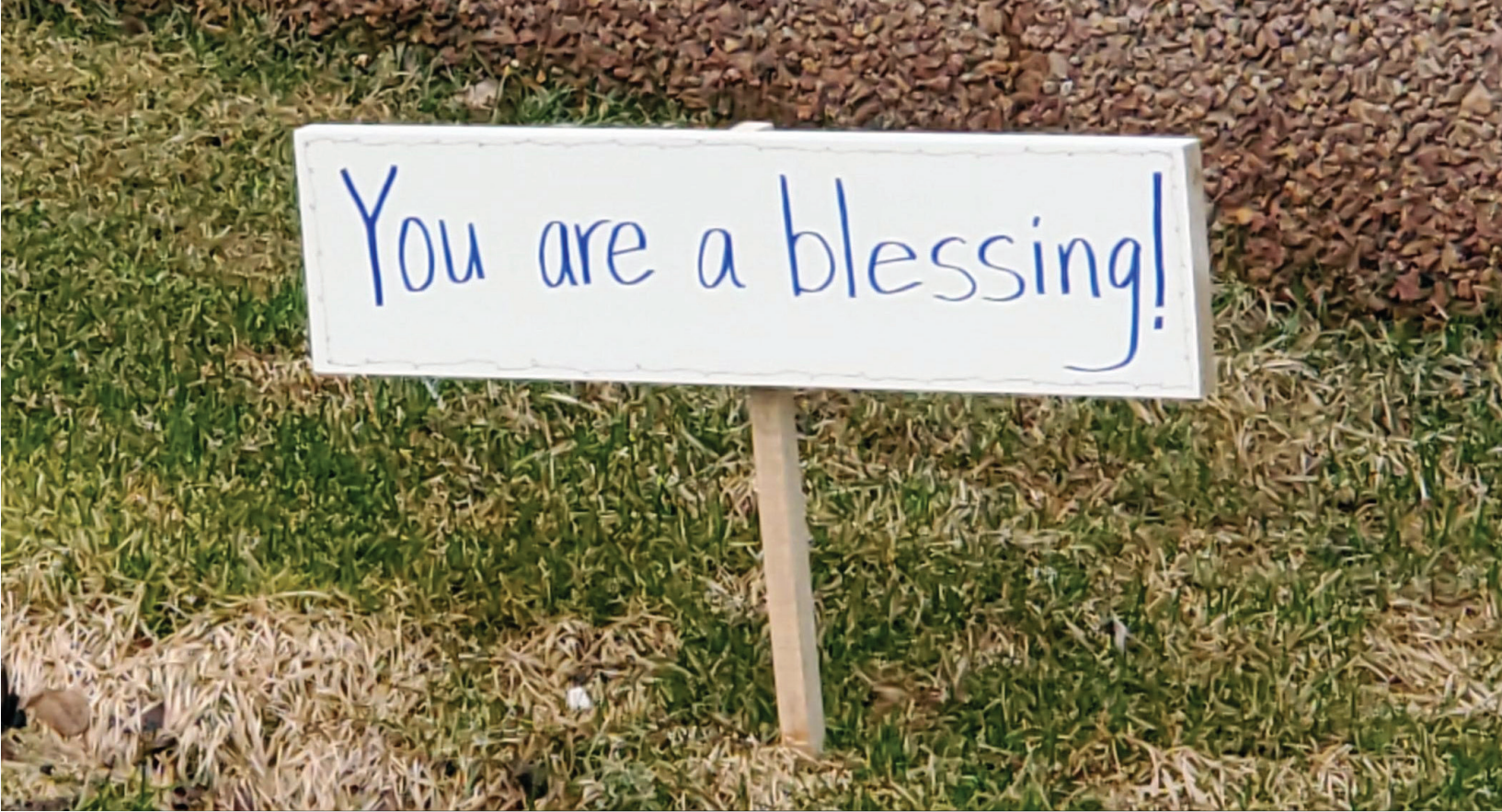
The simulation lab offered seven different stations to prepare nurses for caring for COVID-19 positive patients: Phlebotomy, IV Pumps, Oxygen delivery options, MEWS (Modified Early Warning Score), Basic Head to Toe Assessment, COVID Respiratory Simulation, and PPE. In partnership with clinical informatics, nursing documentation opportunities were available at each patient-focused station, allowing RNs to work with the (Epic) Brain, Physical Assessment, Vitals & I/O flowsheets.



Vaccine Education

The Pfizer COVID-19 vaccine was approved for emergency use authorization in December of 2020. Sanford Health dedicated a team of nurses, pharmacists, and leaders to prepare for safe and efficient administration of the vaccine. The team developed a comprehensive education and training plan for the COVID-19 vaccination roll out, blending CDC and State Departments of Health requirements. Materials developed were specific to the roles of each team member at the vaccination events and were distributed to all who provided the vaccinations. The training was accessed through Success Center and on the Facts over Fear site, ensuring consistent information was available to employees, students, faculty, and staff. As additional vaccines received emergency use authorization and updated information became available, the education materials were adjusted and pertinent changes were communicated to vaccinating staff. Nearly 500 nurses and medical assistants from the hospital and clinic setting were trained in the storage, handling, administration, and patient education content as required by the South Dakota Department of Health.

Local academic partners were invited to engage students and faculty to support COVID vaccine efforts during winter break beginning in December 2020. The SD Board of Nursing was consulted in efforts to address this significant initiative in an innovative way, having faculty or Sanford RNs oversee students regardless of which school they attend. As a result, 28 faculty and 187 nursing students volunteered to support vaccination efforts in Sanford. A sense of joy and gratefulness was palpable at the vaccination clinic in the Sanford Imagenetics building with students, faculty, staff and patients sharing favorable feedback regarding their experience.



COMMUNITY SUPPORT  
Messages from Patients and Community Members

“Thanks so much for all you’ve done in this difficult year. We cannot express how much we appreciate your work.”

“Thank you so much for being there for everyone that needs you. We know you are going through such a difficult time, but remember so many of us are praying for you, lifting you up in our hearts, and so grateful you chose to do the job you do. Take a moment now and then just to breath, take care of you, and know you are thought of night and day by many who appreciate all that you do.”



*In early December, students from Sonia Sotomayor Elementary School sent sweet posters, cards, and treats to grateful staff working in the COVID units at Sanford USD Medical Center.*



*On October 21, The Summit League staff, who work upstairs at the Sports Complex Clinic, sent a note of thanks for the great work and incredible pace at which the clinic is testing.*





## Appreciation Events

On April 1, forty-five first responder vehicles surrounded the Sanford Children's Hospital in Sioux Falls to bring joy to patients' day during the COVID-19 pandemic. The parade included firetrucks, squad cars and ambulances, all with friendly smiles and waves and signs.

The Sioux Falls Fire Department held a light parade around the medical center campus

the evening of April 10 to show their appreciation for health care workers.

Let It Shine South Dakota event took place May 1. Residents, communities, schools, and businesses across the state were invited to go outside and "let it shine" as a fundraiser for the South Dakota Community Foundation's Coronavirus Response Fund. Helicopters, planes and drones flew above the entire state to capture photos of South Dakotans letting it shine. The lights represented support for those who

are sick, front line workers and the leaders navigating through uncharted territories. Sanford Children's Hospital was part of the event with a visual and lighting display.



Xcel Energy brought two trucks to the Sanford USD Medical Center with a message of thanks for Health Care Heroes on May 13.

On May 16, South Dakota Air National Guard's 114th Fighter Wing conducted a series of flyovers across eastern SD to honor those working to combat COVID-19. The flyover served to salute and show appreciation for healthcare workers, first responders

and other essential personnel working on the frontlines to combat COVID-19.

A group of more than 100 motorcycles rode around the Sanford USD Medical Center on May 16 to send hope and encouragement to staff and patients.

On June 27, The FAM Motorcycle Group did a second drive through as a thank you to health care workers. As the bikers pulled up, they dropped off toys from the Castle's wish list and picked up a playing card in exchange as a "poker run" style drive by.

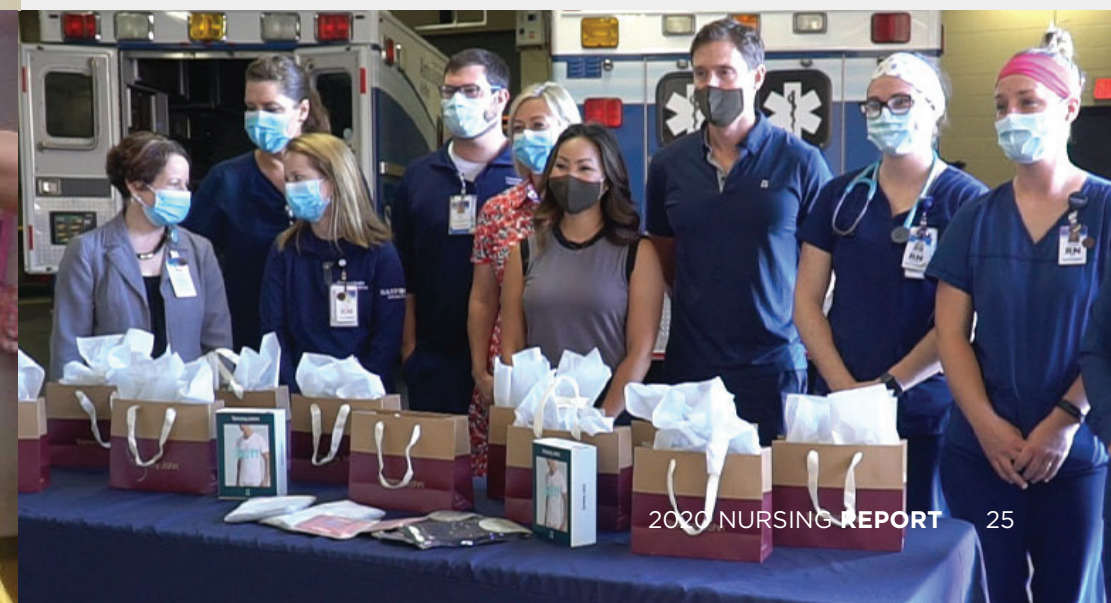


## Tokens of Gratitude

The communities Sanford Health serves showed their appreciation for healthcare heroes in numerous ways. Individuals and businesses provided meals for healthcare workers, discounts were offered for products or services, and some even began making supplies needed for patient care.

Sanford community partners stepped up to provide childcare options for healthcare workers and first responders. The Child Care Collaborative was formed by non-profit community partners to provide child care options to first responders and healthcare workers who are patient-facing in the Sioux Falls area.

Manufacturing plants made protective gowns, PAPR hoods, and face shields. Local hotels offered rooms to Sanford employees at reduced rates. Staff, volunteers, and community members donated over 3,200 homemade masks in one week's time. Sanford volunteer musician, Jay Tripp shared his talents on piano by composing an uplifting song for staff. Businesses contributed clothing items and shoes to the list of gifts to clinical staff. Numerous businesses and individual community members supplied snacks, drinks, and catered meals to Sanford caregivers in appreciation.





Sanford Strong

Not only did the community show up for Sanford caregivers, but Sanford leadership supported staff with services and resources needed during the pandemic:

- **Bursting with Gratitude Event:** a celebration was held October 14, 2020 thanking the outstanding Sanford employees, volunteers, and providers who carry out Sanford Health’s mission of health and healing. Thank you gifts were also provided in appreciation of the hard work and dedication shown during the pandemic.
- **Caring for the caregiver**, April 24 presentation
- **Groceries available for purchase** from the cafeteria at Sanford USD Medical Center
- Kelly Carlson, RN implemented a simple **“take what you need”** flyer to help lift the spirits of staff and providers.
- On March 23, Sanford Health Plan (SHP) began offering **telemedicine services** at no cost-share to Sanford Health employees that are covered by Sanford’s group health insurance.
- **Premade “grab and go” meals** available in the Cafeteria and Dakota Food Court
- On April 2, 2020, the Enterprise Employee Crisis Fund was established to aid employees needing emergency relief during times of hardship. Through the Sanford Foundation, more than \$1 million and 5,000 hours of PTO had been donated to the Enterprise Employee Crisis Fund by 968 Sanford employees in the first 12 weeks.
- **Sanford Family Stability Plan**
- **Sanford Hair Salon services** haircuts were available to Sanford employees during a six-week period in the spring of 2020 accepting free will donations to the Employee Crisis fund. It performed 409 haircuts, receiving \$11,099 and 16 hours of PTO donated.
- **Sanford Tech Point:** on-site concierge service for help with technology
- Sanford USD Medical Center brought **mobile markets** starting November 16 with a small selection of grab and go meals, snacks and beverages to the nursing unit waiting spaces to save busy staff a trip to the cafeteria.
- **Self-care videos:** relaxation techniques, posture techniques, motivational signs
- **Spiritual Care**, Chaplains
- **Staff Tranquility Room**
- Starting October 20, **Lorraine Cross gifts** were provided to all Sanford employees in recognition of the extraordinary challenges faced and the incredible work of our Sanford family.
- **Well-Being SharePoint** site and mobile apps



Well-Being SharePoint

The toll of the COVID-19 pandemic in 2020 was multifaceted. A necessary focus on Sanford employee well-being was clear and resources were collected into a SharePoint site accessible to all staff. Programs and support offered included:

- **Recognizing You:** submission portal for all employees to recognize each other
- **Community Support:** uplifting comments from patients and the community
- **Employee Assistance:** information about the Employee Crisis fund and Employee Assistance Program (EAP) for free and confidential counseling, coaching, legal and financial services, and more
  - o **Nurse peer coaching:** allows nurses to talk about any issue with a peer who has walked in the same shoes and who understands the work and personal issues nurse’s experience.
- **Mind and Body:** information on self-care, decreasing anxiety, etc.
- **Wellness:** fitness classes, webinars, personal consultations with well-being experts to create a personalized wellness plan, well-being programs for diabetes prevention and exercise, virtual cooking classes
- **Food and Fitness:** nutrition information and recipes
- **Family:** information to help families spend time together
- **Financial Well-Being:** budgeting and financial planning resources
- **Working Remotely:** articles and tips to balance working from home
- **Printables:** motivational signs, mindfulness and breathing exercise handouts, activities like bingo
- **COVID-19 Perks:** collection of discounts for healthcare workers



We’re humans first — and healthcare workers second.  
In healthcare, we’re used to being strong when others are weak.  
But as the pandemic wears on — we all deserve to be human —  
to be sad, to be happy, to need help.

Darren Walker  
Chief Human Resources Officer

Luis Garcia, MD  
President, Sanford Health Clinic





Healthcare Workers Skywalk Mural

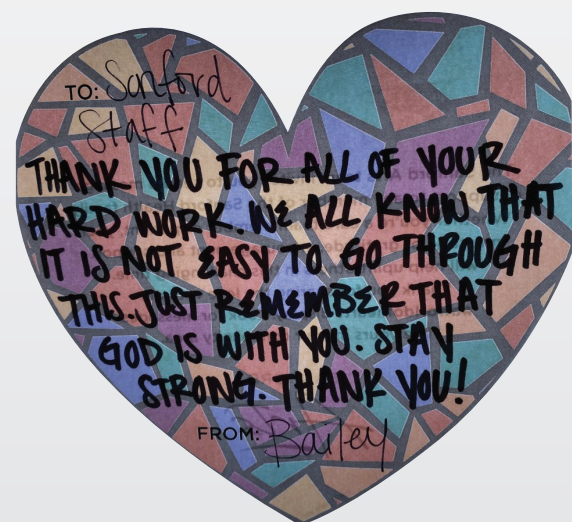


You've Always Been Essential" mural in the Edith Sanford Breast Center, Winter 2020/2021

## Sanford Arts

The Sanford Arts team shared their talents in 2020 by creating window murals and other art at many Sanford facilities in Sioux Falls to support and encourage nursing and healthcare workers through the difficult year.

- **Thank You Hearts, Spring 2020:** The Sanford Arts team created small tokens of thanks out of polymer clay, as a gift for healthcare providers at the Sanford Cancer Center.
- **Healthcare Workers Skywalk Mural, Spring 2020:** The Sanford Arts team created a mural on the windows of the skywalk that connects the North Parking Ramp to the Sanford Medical Center. Artists designed the mural to celebrate all members of the Sanford family at the Sanford Medical Center and to share messages of support to staff as they came to and from work during the start of the COVID-19 pandemic.
- **World of Hearts Murals on Cardiac floor, Spring 2020:** Staff requested a set of three "World of Hearts" themed window murals to uplift the environment on the 3000 floor.
- **World of Hearts Message Mural, Spring 2020:** In collaboration with Sanford Marketing, the Sanford Arts team created heart shaped cards for this interactive window display in the Sanford Cancer Center. Artists invited patients and staff to share messages of hope, encouragement and thanks to one another through this display.
- **Painting windows at Sanford Children's Hospital, Spring 2020:** Artists painted windows with pediatric patients at the Sanford Children's Hospital.
- **#SanfordArtsRocks, Summer 2020:** Artists and patients in the Sanford Cancer Center painted rock to provide colorful reminders to individuals walking around the Sanford USD Medical Center.



World of Hearts Message Mural

- **Gratitude murals on floors of main hospital, Fall 2020:** Gratitude themed murals on floors 1000, 2000, 3000, 4000, 5000, and 6000 of the Sanford Medical Center were created in the Fall of 2020. Artists used a tissue paper collage technique to create the murals and invited patients, staff, caregivers, and visitors to add uplifting messages to the finished designs with dry erase markers.
- **Gratitude mural at the Sanford Sports Complex, Fall 2020:** The Sanford Arts Team added some color to the windows of the Sports Complex Center to support front line workers at the COVID-19 testing site. The mural included letters of gratitude and praise from community members and Sanford staff and invited staff to add their own messages of support to the mural using dry erase markers.
- **"You've Always Been Essential" mural in the Edith Sanford Breast Center, Winter 2020/2021:** Intended to be visible to staff from the outside, artists created a message to express gratitude to healthcare workers.
- **"Take What You Need" mural in Sanford Skywalk, Winter 2020/2021:** Artists completed a mural to boost morale and encourage self-care practices in healthcare workers. Thank you cards, submitted by community members to Volunteer Services, were also included in the mural design to share community support.



Gratitude Tree on 5000 Orthopedics/Neurology Unit





*Hannah Sammons, CNM with a patient at the Obstetrics and Gynecology Clinic.*

## INTEGRATIVE HEALTH

In 2020, 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
- Oshibori Hot Towels for staff
- ‘Serenity on the go’ gift bags
- Stretch at Your Desk sessions
- Crystal Singing Bowl meditations
- Virtual meditations

Hannah Sammons, CNM recorded an “awareness of breath” mindfulness meditation for staff use during the COVID-19 pandemic.

## Distant Reiki

Reiki is a Japanese technique for stress reduction and relaxation that also promotes healing. The word Reiki is made of two Japanese words - Rei which means “God’s Wisdom or the Higher Power” and Ki which is “life force energy”. So Reiki is actually “spiritually guided life force energy.” One of the basic teachings of healing with Reiki is that we are more than our physical bodies. It is with this understanding that the Sanford Integrative Health team offered Distant Reiki during the pandemic. Distant Reiki works the same as an in-person Reiki session except that the person receiving Reiki is not in the same room. Think of dropping a stone in the middle of the lake, the stone creates ripples that carry out to a person waiting at the shore. It is the practitioner’s intent to send the energy to the client – dropping the stone, and that person’s willingness to receive it that enables Distant Reiki to work.

## Staff Tranquility Room

The Staff Tranquility Room is a quiet peaceful atmosphere for all Sanford staff to partake in self-care. Research suggests initiatives promoting self-care could improve patient satisfaction as distancing one’s self from work tasks decreases burnout and increases quality patient care. Approximately 80 employees per week visit the Staff Tranquility Room stepping out of stressful situations in order to step back in refreshed and renewed. For valued staff to feel at ease and at peace, visit the Staff Tranquility Room located at Sanford USD Medical Center in the HIM hallway #G408 open 24/7 with badge access.

**‘We take care of the future  
best by taking care of the present now’**

**Jon Kabat-Zinn, Arriving at Your Own Door:  
108 Lessons in Mindfulness**





**Diana Berkland,**  
PhD, RN  
Vice President,  
Nursing & Clinical  
Services

## MESSAGES FROM LEADERS

“Please know you are at the front and center of all of our decisions. We care deeply about each and every one of you. Grant yourself and your colleagues grace as we go through these unprecedented times. Forgive yourselves if you’re not doing things perfectly. We are whole people caring for whole people in a very vulnerable time for many of us.”

– **Diana Berkland, PhD, RN, Vice President, Nursing & Clinical Services, Corporate, March 22, 2020**

Many of us have had to find different ways to do our jobs, and some of our jobs have become more difficult to do. But you have not only done your work, you have done your work exceptionally well. You have performed your jobs with grace and professionalism, and you support your peers and our patients with an unwavering confidence *Because of your dedication, we know more. Because of your strength, we have helped more. Because of your courage, we can do more.*

– **Paul Hanson, President & CEO, Sioux Falls, October 1, 2020**



**Paul Hanson**  
President & CEO



**Joshua Crabtree, MD**  
Vice President, Clinic,  
COVID-19 Town Hall

### MESSAGE TO HEALTHCARE WORKERS:

You, as health care workers, are front and center in this battle against COVID-19. Thank you for choosing to work in the field of health care. Thank you for leaning in to the challenging work you are doing and for the great care you provide patients and one another. We greatly appreciate and honor the personal sacrifices you are making for our patients and their families.

– **Joshua Crabtree, MD, Vice President, Clinic, COVID-19 Town Hall, April 10, 2020**

The year 2020 will go down in history as one of the most challenging years for clinicians. All of us in clinical practice have had to weather several protocol changes over the last several months, causing us to pivot in our clinical practices — while still providing outstanding care to our patients. Even in the midst of an ongoing pandemic, patient advocacy has stayed a constant in our roles as clinicians. Our patients need our advocacy — more than ever before. Our patients are apprehensive; they are delaying important routine screenings and care and dismissing concerning warning signs. Encourage your patients to get preventive care, adopt healthy living habits, schedule screenings, and update vaccinations.

We are in uncharted waters as clinicians; it is in times like these that a larger dose of grace is often needed. Thank you for the excellent care you provide every day and thank you for the grace that you’ve extended to one another. You are essential and invaluable.

– **Jen Reitsma, APRN-CNP, Sanford APP Leadership Council Chair, November 19, 2020**



**Jen Reitsma,**  
APRN-CNP  
Sanford APP Leadership  
Council Chair



# TRANSFORMATIONAL LEADERSHIP

## Our Magnet® Journey



In 2020, Sanford USD Medical Center and Clinics continued to demonstrate nursing excellence and quality patient care, hallmarks of a Magnet® designated healthcare organization. The benefits of these positive outcomes include patient satisfaction, nurse engagement and retention, and reduced costs. Sanford USD Medical Center and Clinics has been a Magnet®-recognized organization since 2003, being designated four consecutive times for nursing excellence. The American Nurses Credentialing Center’s Magnet® designation is the most prestigious credential a healthcare organization can achieve for nursing excellence and quality patient care.

The work of continual Magnet® readiness is led by the Magnet® Steering Committee, Magnet® Champions, and Magnet® writers. The Magnet® Steering Committee consists of nursing leadership staff from multiple departments that provide guidance and consultation. The Magnet® Champions are clinical nurses that educate their departments on Magnet® principles and serve as enthusiasts for nursing practice as a whole. The 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 period. Currently the writers are working on the 82 Magnet standards to be submitted to the ANCC Magnet Program Office in August 2021. Nursing research, evidence-based practice, and performance improvement activities in the hospital, outpatient, and clinic settings are highlighted to demonstrate this commitment to nursing excellence. Nursing staff at all levels throughout the organization are key to the success of the Magnet designation.

Continual Magnet readiness efforts also included Magnet Monthly Memos and several “Magnet Minute” Videos with the “Men in Blue” (Jesse Pechous, BSN, RN, CPEN, CCRN, Central Resource Pool, and Robert McCauley, BSN, RN, PCCN, Cardiology) celebrating the significance of the Magnet Culture at Sanford USD Medical Center and Clinics. Jesse and Robert visited Nursing Senate and Work Life Balance Council. NICU nurse, Carly Goodhart, BSN, RN, CBC performed a parody of the song “Call Me Maybe” by Carly Rae Jepsen about the RN engagement survey. Improvement Advisor, Whitney Edgington, MS, RN, CNL, rapped about quality care in one of the videos. “Coach” and Vice President of Nursing & Clinical Services, Kelly Hefti, MSN, RN, CNP, COHN-S and nursing leadership also cheered on the nursing team at Sanford.



Amanda Jungman, RN  
and Sara Miller, RN join  
Robert McCauley, RN on  
the Blue Crew

### What is so special about Magnet designation?

#### Who has it?

- Out of the 6,090 hospitals in the US, only 547 (less than 9%) have achieved Magnet designation.
- 81 (1.3%) hospitals in the US have achieved four Magnet designations.
- 24 (0.4%) hospitals in the US have achieved five Magnet designations.
- Only six organizations have achieved six Magnet designations.

#### What does it mean?

- Magnet designation specifically supports nursing.
- Magnet designation specifically recognizes nursing practice and outcomes.
- Magnet designation immediately signifies excellence in practice and resulting care outcomes

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

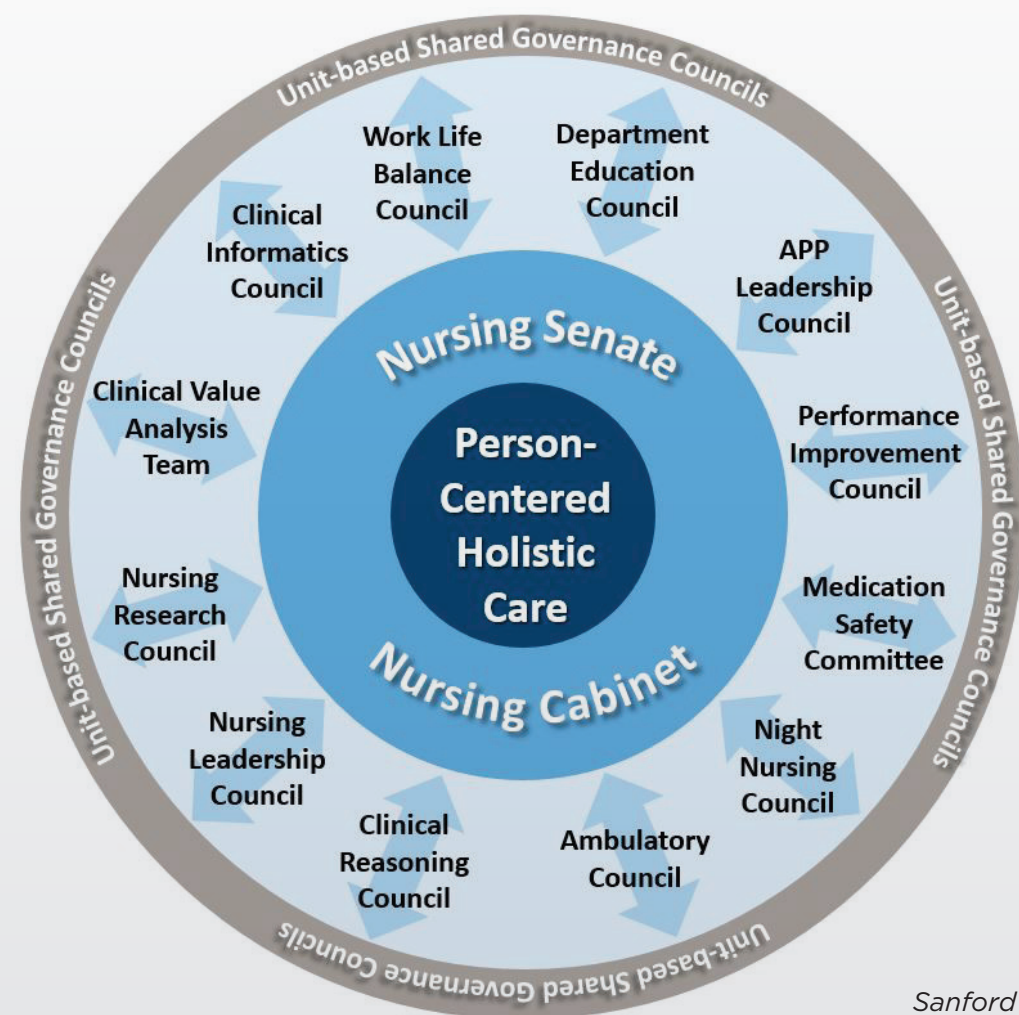
- A unique voice in decisions related to nursing practice thru Senate and shared governance.
- Working on councils and committees, nurses define their own practice.
- Actively participate in innovation, evidence-based practices, and policy-making.
- Directly contribute to exceptional outcomes not seen in many similar size hospitals.
- Continuing education is ongoing and supported at Sanford — e.g., several local conferences each year; low registration fees; free access to the Wegner Library and an extensive collection of online learning resources.
- Professional certification is encouraged and supported — financial support and recognition is provided for certified nurses.



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 work place, improve communication, and foster innovation supporting the Nursing Senate decision-making framework.

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.



Sanford USD Medical Center and Clinics Shared Governance Structure

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 is intended to provide 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 is focused on four key areas: the business of healthcare, personal excellence, team advancement, and navigating complexities.

The second cohort of Leadership Commons ended in December 2020 with 21 aspiring nurse leaders completing the course. The 21 participants completed 102 learning activities including videos, computer-based training, discussion boards, journaling, and videoconferencing for 10 contact hours within each domain. 30% of participants were promoted during or after participating in the course. Six participants from Sioux Falls completed the course and 33% of that group received promotions during or after completing the course. Both participant and leader surveys noted favorable outcomes in all measures for increased confidence for the four key areas addressed.

“Let us never consider ourselves finished nurses.  
We must be learning all of our lives.”

Florence Nightingale



## Spotlight: Advanced Practice Provider (APP) Council

The APP Leadership Council is composed of 17 APP members from the Sioux Falls metro and region; they represent the five APP roles (CNS, CRNA, CNP, CNM and PA-C). These members are asked to communicate information back to clinical areas. Communication is dispersed in several ways including the APP quarterly newsletter, SharePoint site and APP quarterly Town Hall meetings.

The APPs on the council bring items to the council from their units/clinics as a representative of their APP role in addition to items brought forth from the APP council subcommittees, leadership triad and nurse executives.

Kelli Hefti, Vice President, Nursing & Clinical Services, Sioux Falls Metro and Amy Thiesse, Vice President, Nursing & Clinical Services, Sioux Falls Network are the leadership advisors.

Numerous accomplishments and ongoing work by the APP Council occurred in 2020:

- **Quarterly Town Hall APP Meetings open to all APPs in the Sioux Falls (SF) region:** a forum to bring APP practice relevant information to the membership and allow for APPs to discuss and voice pertinent issues with other APPs and our executive leaders.
- **Annual APP Recognition Event**
- **Annual APP Symposium**
- **New APP Mentoring Program:** program with four 2-3 hour mentoring sessions in a 12-month period with varying transition to practice and advanced communication topics. Target audience is all new full and part-time APPs with less than 12 months experience. Program is transitioning to align with the Sanford New Provider Onboarding Program with anticipated re-launch in Summer 2021.
- **APP New Hire, New Graduate session facilitator:** facilitates one hour meeting sessions for new graduate APPs in a Pilot Program (occurs 1-4 times per year)
- **Improved representation of APPs** on Medical Staff Committees to drive organizational and enterprise decisions and policies guiding patient care.
- **Sanford APP New Provider Orientation Information Session:** occurs for one hour during the week of new provider orientation
- **Quarterly APP Newsletter** (led by the Professional Practice Committee)
- **APP SharePoint Site**
- **Clinical Skills Checklist and Onboarding tools:** revision of the current clinical skills checklist for new APPs and onboarding tools
- **APP Educational Offerings Quarterly** (Professional Practice Committee)
- **APP Networking opportunities bimonthly** (Professional Development Committee)
- **APP Pamphlet:** found on the Sanfordhealth.org website and includes useful information about the education and role of the APP. It was authored by the Sanford APP Professional Development committee.



*Abrea Roark, MD  
and Stephanie Deck,  
CNP collaborate on a  
patient's care.*



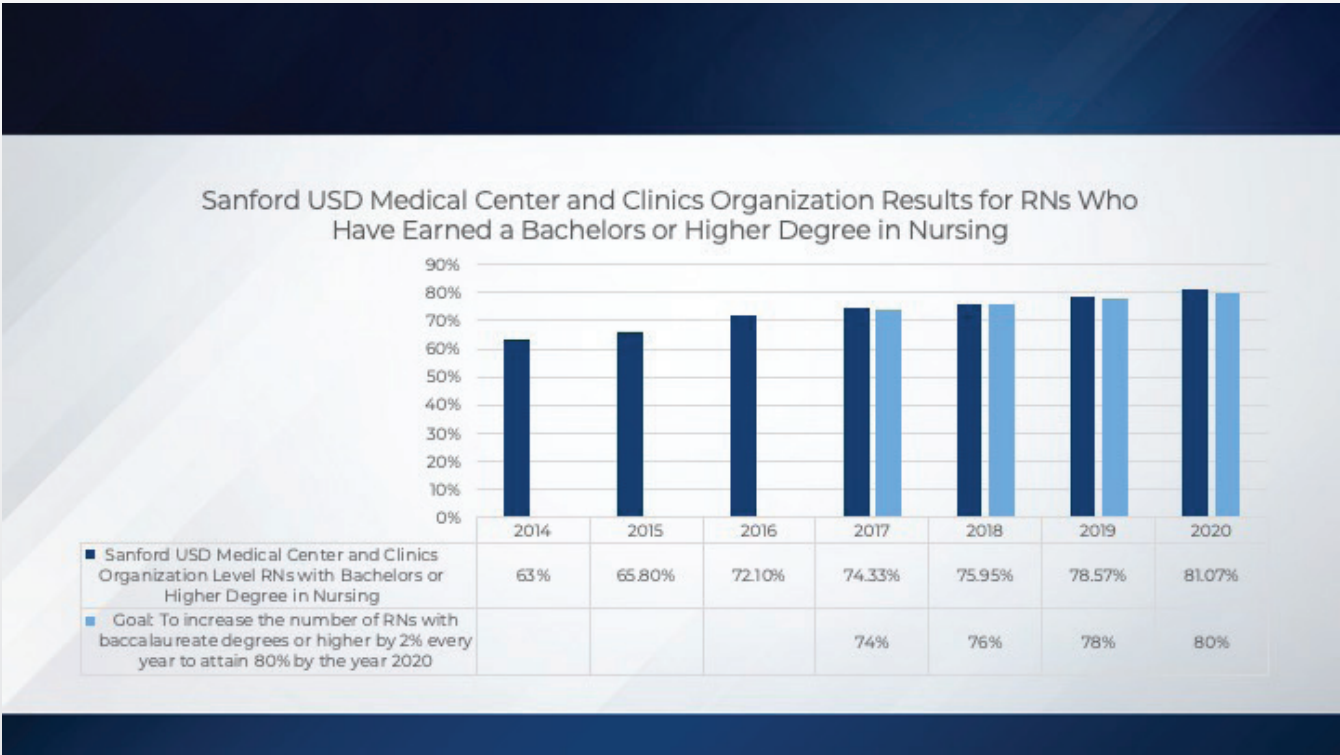
STRUCTURAL EMPOWERMENT

Nursing Education

Sanford USD Medical Center is dedicated to encouraging nurses to pursue professional development by advancing their education. 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 informative sessions on advanced degrees, nursing scholarships, and tuition reimbursement programs.

In 2010, the Institute of Medicine released a report, *The Future of Nursing: Leading Change, Advancing Health* making recommendations for an action-oriented blueprint for the future of nursing. Sanford nursing achieved one of the recommendations in this report to increase the proportion of nurses with baccalaureate degrees to 80 percent by 2020.

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



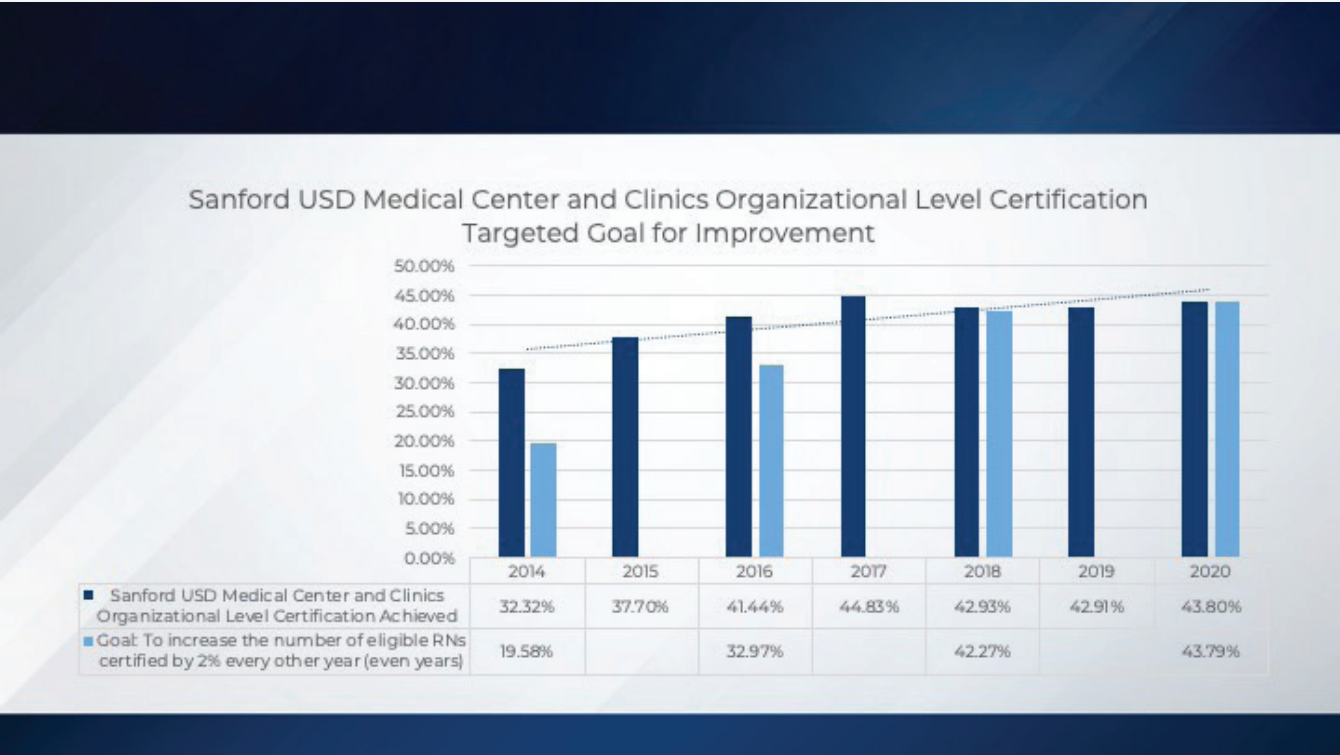
Specialty Certification

Earning Board certification requires discipline. To prepare for the exam, most nurses take one or more preparatory classes, delve into review books and attend study groups. Once nurses become certified, they must meet certain practice and continuing education requirements to maintain their certification. This creates a commitment to lifelong learning and a higher level of expertise, contributing to new knowledge within nursing practice and promoting an increased level of patient safety.

National certification enhances professional credibility and personal confidence in clinical abilities. It increases nurses’ feelings of personal accomplishment, as certified nurses are often recognized as expert and skillful leaders for their validated specialized knowledge. Certification is not just letters after a name; it identifies nursing’s highest value of professionalism.

Sanford supports nursing specialty certification by hosting certification review courses offered at no cost. Sanford also provides access to core curriculum books and other study materials for nursing staff to prepare for certification exams. Nurses who pass their certification are reimbursed for their exam fees through the Sanford Initial and Renewal Certification Reimbursement program.

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





# White Coat Ceremonies

After a registered nurse (RN) achieves board certification in his or her specialty, a ceremony is held to present them with a white certification coat. Their name will also be displayed on the department’s certification recognition plaque. Despite certification testing limitations due to COVID-19, forty-one nurses attained board certification in 2020.



Newly certified nurses are honored at a white coat ceremony on the pulmonary unit on September 16, 2020.



Paige Metz, BSN, RN, CBC honored with a white coat on October 8, 2020 at the 69th and Louise Family Medicine Clinic.

# Lifelong Learning

The pandemic didn’t stop Sanford nurses from continuing to learn and develop professionally. As in-person conferences and classes were postponed and cancelled, a new venue emerged: virtual.



SAVE THE DATE: Thursday, October 29, 2020  
7:30 a.m.-3:30 p.m.  
Sanford USD Medical Center, Sioux Falls, SD  
To register, visit [sanfordhealth.org](https://sanfordhealth.org),  
keyword: PCU

- Ambulatory Grand Rounds
- American Delirium Society Live Virtual Conference, June 15, 2020
- Annual Trauma Symposium, October 8, 2020
- Cardiac-Vascular Nursing Certification Exam Review Course, October 13-14, 2020
- Child Maltreatment Grand Rounds
- Community Response to Child Abuse Conference, September 30, 2020
- Dementia Friendly Healthcare and Community Symposium, June 24, 2020
- Edith Sanford Breast Center Virtual Lecture Series, October 2020
- Foundations and Application of Formal Precepting
- Health Ministry Conference: Answering the Call to Care: Valuing Diversity, Inclusion & Faith, November 6, 2020
- Maternal Newborn Nursing Certification Exam Review Course, November 16-17, 2020
- Nurse Wellbeing Week Virtual Discussion Series September 28-October 2, 2020
- Palliative Care Journal Club
- Pediatric Trauma Symposium, October 7, 2020
- Perinatal Clinical Update, October 29, 2020
- Psychiatric-Mental Health Nursing Certification Exam Review Course, November 10-11, 2020
- Safety M&M Rounds “SAFE: Leading the Way to Zero Harm”, February 18, 2020
- Sanford Imagenetics Virtual Genomic Medicine Symposium, September 11, 2020
- Schwartz Center Rounds: to allow caregivers a safe place to express the feelings and emotions that occur when caring for patients with complex social, cultural or medical problems.
  - “Anxiety Lies to You” A patient tells her story September 8, 2020
  - “Mother/Child, The Painful Choice” November 10, 2020
  - “Working on the Front Line” May 12, 2020
  - “LOS 400 days and counting...” January 14, 2020
- Trauma Grand Rounds



Nurses in the News

STORY TITLE	NURSES FEATURED	PUBLICATION	DATE
Carol Cressman: ‘Sanford Health believes in kids’	<b>Carol Cressman</b> , MSN, RN, CCRN, CPN, Director, Nursing Inpatient, Pediatrics	Sanford Health News	Dec. 26, 2019
Sanford medical staff help deliver four sets of twins over Christmas week	<b>Jessica Maeschen</b> , BSN, RN, Labor & Delivery	KSFY	Dec. 27, 2019
Cancer patient, 12, gets one last fishing trip — at hospital	<b>Carol Cressman</b> , MSN, RN, CCRN, CPN, Director, Nursing Inpatient, Pediatrics	Sanford Health News	Dec. 30, 2019
Nurses’ love, compassion at foundation of day-to-day work	<b>Baylee Groos</b> , RN, Pediatrics Acute	Sanford Health News	Feb. 17, 2020
How a small team is trying to stop the justice system’s revolving door	<b>Jen Pearson</b> , AD, RN, Case Manager, Emergency Department	Argus Leader	Feb. 18, 2020
Coronavirus prompts South Dakota health officials to create task force, action plan	<b>Julie Meyer</b> , BS, RN, CIC, Manager, Infection Prevention	Argus Leader	Feb. 28, 2020
COVID-19 Q&A: ‘We need you,’ nursing leader tells workers	<b>Diana Berkland</b> , PhD, RN, Vice President, Nursing & Clinical Services, Corporate	Sanford Health News	Mar. 22, 2020
Berkland helps guide Sanford Health	<b>Diana Berkland</b> , PhD, RN, Vice President, Nursing & Clinical Services, Corporate	South Dakota State University	Mar. 27, 2020
PPE at Sanford Health	<b>Kelly Wharton</b> , MSN, RN, NP-C, CEN, Emergency Department	KELOLAND Healthbeat	April 9, 2020
Sanford Health expands virtual education resources	<b>Amy Johnson</b> , BA, RN, LCCE, CBC, Manager, Perinatal Community Services; <b>Sonya LaMont</b> , BSN, RN, Women’s Programming	Sioux Falls Business	April 9, 2020
Mom describes experience of having baby during pandemic	<b>Katelyn Lobach</b> , BSN, RN, CBC, Labor and Delivery	Sanford Health News	April 10, 2020
Sanford Research On Hydroxychloroquine	<b>Lora Black</b> , RN, Senior Director, Clinical Research	South Dakota Public Broadcasting	April 20, 2020
Sanford Health details COVID-19 surge plan	<b>Andrew Munce</b> , MSN, RN, CENP, Vice President, Operations	Sioux Falls Business	April 21, 2020
Sanford, Good Samaritan Society offer extra employee support	<b>Sarah Prenger</b> , MSN, RN, CJCP, Senior Executive Director, Primary Care and Behavioral Health Services	Sanford Health News	April 24, 2020
Pandemic adds special reason to say ‘thank you’ to nurses	<b>Meghan Goldammer</b> , JD, RN, Chief Nursing Officer	Sanford Health News	May 6, 2020
Sanford Health clinics adjust routine appointments during COVID-19	<b>Terri Carlson</b> , BAN, RN, Executive Director, Women’s Family Medicine and Psychiatry	Sioux Falls Business	May 6, 2020
Sanford’s chief nursing officer shares how team is coping during pandemic	<b>Meghan Goldammer</b> , JD, RN, Chief Nursing Officer	Sioux Falls Business	May 7, 2020

Nurses in the News

STORY TITLE	NURSES FEATURED	PUBLICATION	DATE
Mother’s Day on the front lines	<b>Erica Frost</b> , BSN, RN, CEN, Emergency Department	Sanford Health News	May 10, 2020
Nurses offer support during pandemic	<b>Tammy Saker</b> , BSN, RN, CNN, Acute Dialysis; <b>Tasha Mortenson</b> , LPN, Oncology Clinic	KELOLAND Healthbeat	May 11, 2020
Fit My Feet drops off 350 shoes at Sanford on Wednesday	<b>Kelly Hefti</b> , MSN, RN, CNP, COHN-S, Vice President, Nursing & Clinical Services	KELOLAND	May 13, 2020
Keeping up with adult well checks	<b>Jeanne Josten</b> , MS, RN, Care Manager, Family Medicine 26th & Sycamore	KELOLAND Healthbeat	June 1, 2020
Sanford Health nurses receive donation	<b>Matthew Peterson</b> , BSN, RN, MEDSURG-BC, Pulmonary	KELOLAND Healthbeat	June 11, 2020
Clinics share best pandemic ideas on new crowdsourcing tool	<b>Stacy Jewett</b> , BSN, RN, Director, 34th & Kiwanis; Madonna Shelso, BS, RN, Care Manager, 49th & Oxbow; <b>Vanessa Taylor</b> , BSN, RN, Manager, Clinical Services Medical Home	Sanford Health News	June 11, 2020
Tommy John donates 2,110 clothing items to Sanford workers	<b>Kelly Hefti</b> , MSN, RN, CNP, COHN-S, Vice President, Nursing & Clinical Services; <b>Hayden Yeradi</b> , BSN, RN, CCRN, TCRN, Critical Care Unit	Sanford Health News	June 11, 2020
Ride your bicycle safely	<b>Carly Farner-Cordell</b> , MSN, RN, TCRN, MEDSURG-BC, Trauma Services	KELOLAND Healthbeat	July 2, 2020
Well-trained and equipped, Sanford AirMed flies to save lives	<b>Jon Bohlen</b> , BS, RN, Paramedic, Manager, Air Transport Clinical	Sioux Falls Business	July 7, 2020
Sanford COVID-19 home monitoring program proves valuable	<b>Sarah Prenger</b> , MSN, RN, CJCP, Senior Executive Director, Primary Care and Behavioral Health Services	Sanford Health News	July 17, 2020
Guidance on feeding your new baby	<b>Kristin Gackle</b> , BS, RN, CBC, Lactation Consultant	KELOLAND Healthbeat	Aug. 5, 2020
Avoid a fall, improve your balance	<b>Karla Cazer</b> , MSN, RN, AGCNS-BC, CFCN, RN-BC, Faith Community Nursing Center	KELOLAND Healthbeat	Sept. 23, 2020
A Matter of Balance: What goes into fall prevention?	<b>Carly Farner-Cordell</b> MSN, RN, TCRN, MEDSURG-BC, Trauma Services; <b>Karla Cazer</b> , MSN, RN, AGCNS-BC. CFCN, RN-BC, Faith Community Nursing Center	Sanford Health News	Oct. 8, 2020
COVID-19: Beyond the Numbers—the wait for a hospital bed	<b>Andrew Munce</b> , MSN, RN, CENP, Vice President, Operations	KELOLAND	Oct. 12, 2020
COVID-19: Beyond the Numbers—staffed hospital beds vs. capacity	<b>Andrew Munce</b> , MSN, RN, CENP, Vice President, Operations	KELOLAND	Oct. 14, 2020



Nurses in the News

STORY TITLE	NURSES FEATURED	PUBLICATION	DATE
Visitor restrictions at Sanford Health	<b>Kelly Hefti</b> , MSN, RN, CNP, COHN-S, Vice President, Nursing & Clinical Services	KELOLAND Healthbeat	Oct. 15, 2020
Sanford Health quality improvement effort goes virtual	<b>Kelly Hasvold</b> , BSN, MBA, RN, CPHQ; <b>Whitney Edgington</b> , MS, RN, CNL; <b>Juliana Aadland</b> , MSN, RN, CPHQ; <b>Amanda Jungman</b> , BAN, RN, AMB-BC, Quality & Safety	Sanford Health News	Oct. 22, 2020
Sanford Health temporarily postpones certain nonemergent procedures	<b>Andrew Munce</b> , MSN, RN, CENP, Vice President, Operations	Argus Leader	Nov.3, 2020
Family donates snacks, thank-you notes to Sanford workers	<b>Kelly Hefti</b> , MSN, RN, CNP, COHN-S, Vice President, Nursing & Clinical Services	Sanford Health News	Nov. 25, 2020
Sanford Health offering COVID-19 outpatient clinics	<b>Kelly Hefti</b> , MSN, RN, CNP, COHN-S, Vice President, Nursing & Clinical Services	Dakota News Now	Dec. 7, 2020
A thank you to health care workers	<b>Kelly Hefti</b> , MSN, RN, CNP, COHN-S, Vice President, Nursing & Clinical Services	KELOLAND Healthbeat	Dec. 8, 2020
Christmas at the castle	<b>Carol Cressman</b> , MSN, RN, CCRN, CPN, Director, Nursing Inpatient, Pediatrics	KELOLAND Healthbeat	Dec. 9, 2020
Need for nurses boosts incentives	<b>Kelly Hefti</b> , MSN, RN, CNP, COHN-S, Vice President, Nursing & Clinical Services; <b>Kaitlin Bullerman</b> , RN, Manager, Nursing Inpatient, Worthington, MN	KELOLAND	Dec. 11, 2020
State has need for nurses even without COVID-19 pressure	<b>Kelly Hefti</b> , MSN, RN, CNP, COHN-S, Vice President, Nursing & Clinical Services	KELOLAND.COM	Dec. 11, 2020
Sanford opens infusion centers for COVID-19 treatment	<b>Erica DeBoer</b> , MA, RN, CNL, CCRN-K, Senior Executive Director, Clinical Informatics; <b>Amy Thiesse</b> , PhD, RN, Vice President, Nursing & Clinical Services, Health Network (South)	Sanford Health News	Dec. 14, 2020
COVID-19 home monitoring program keeps patients connected	<b>Nicole Zoerink</b> , MSN, RN, CEN, Director, Clinical Call Center; <b>Abby Kuper</b> , MSN, RN, CMSRN, Manager, Clinical Call Center	Sanford Health News	Dec. 15, 2020



Katelyn Loback, BSN, RN, CBC with baby Audrey as featured in a Sanford Health News article





## Nurses in the Community

### STAND STRONG: COMMUNITY FALL PREVENTION MAKING GREAT STRIDES

The STAND STRONG: Community Fall Prevention Initiative that began in 2019 has continued to make great strides throughout 2020, despite quarantines and social distancing. Although the world has had many changes in the past year, falls remain the leading cause of fatal and non-fatal injuries for older adults (OA). When stay-at-home orders were put in place last spring, the Stand Strong Team was forced to put its fall risk screenings and the evidence-based fall prevention program, A Matter of Balance (AMOB), on hold. However, that didn't stop the efforts to keep people active and fall free!

During the pandemic, the Stand Strong Team collaborated with Active Generations (AG) to provide fall prevention strategies and home-based exercises for OAs in their homes. Meals-on-wheels volunteers delivered packets of fall prevention materials to several hundred OAs in their homes, and over 1000 more packets were sent to OA members of AG via email. This was a great example of community partnership!

Ideally, A Matter of Balance would have been offered virtually during the Covid-19 pandemic. However, up to this time very few evidence-based fall prevention programs have been approved for virtual dissemination. The Stand Strong team is excited that MaineHealth recently completed the study and approval process for A Matter of Balance to be offered completely virtual in 2021. Our own Master Trainers, Karla Cazer, MSN, RN, AGCNS-BC, CFCN, RN-BC and Natalie Fick, DPT are registered for the first AMOB-V training classes in early 2021. This will expand the program to more homebound and rural participants in this region.

Finally, in July 2020 the team was able to re-establish in-person A Matter of Balance classes as a "socially distanced" offering at Active Generations, Good Samaritan Society, and Our Savior's Lutheran Church. There was an overwhelming response from people desiring to start moving again. Sixty-six OAs participated in the summer and autumn socially distanced and masked classes, with a developing wait list for 2021.

This team continues to work with community partners to expand community fall risk screening and pursue evidence-based fall prevention programs that will target OAs at all levels of functional ability: low, moderate and high functioning.



### STAND STRONG: Community Fall Prevention Team:

- **Karla Cazer**, MSN, RN, AGCNS-BC, CFCN, RN-BC, Faith Community Nursing Center
- **Shelly Clauson**, BSN, RN, Lead Learning and Development Specialist
- **Jami Dalchow**, OTD, OTR/L, SCDPM, Manager, Therapy and Rehabilitation
- **Whitney Edgington**, MS, RN, CNL, Manager, Quality & Safety
- **Carly Farner-Cordell**, MSN, RN, TCRN, MEDSURG-BC, Program Specialist, Trauma Services
- **Natalie Fick**, DPT, Physical Therapist, Outpatient Rehabilitation
- **Martha Frohwein**, Restorative Mobility Senior Consultant, Good Samaritan Society
- **Paula Hamann**, BSN, RN, CNML, Director, Geriatrics, Faith Community, Nursing Admin, Magnet
- **Kelly Hefti**, MSN, RN, CNP, COHN-S, Vice President, Nursing & Clinical Services
- **Gwen Jensen**, PhD, RN, APRN, CNS, Research
- **Debbra Petersen**, Recreation Wellbeing Consultant
- **Dawn Seeley**, MSN, RN, APRN, ACNS-BC, Geriatrics
- **Delayne Severson**, MSN, RN, Director, Clinical Services
- **Carley Swanson**, RN, Clinical Learning and Development Specialist, Leadership, Education and Development (LEAD) Center
- **Allison Tilley**, MBA, Senior Administrative Assistant, Nursing Administration





### Sanford Children’s CHILD Services celebrated its grand opening

On January 20, 2020, Sanford Children’s CHILD Services in Sioux Falls, South Dakota celebrated its grand opening and ribbon cutting with an open house. The new Sanford Children’s Services location at 5015 S Western Ave, Suite 120 brings together the children’s community programming teams all under one roof including:

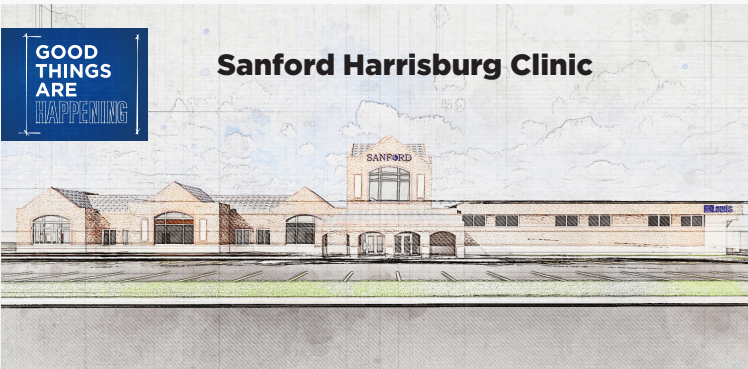


- Early Childhood Enrichment
- Family Daycare Network Resources for State of South Dakota Regions 3 and 5, City of Sioux Falls
- Parenting Resources
- Breastfeeding Resources and Lactation Consultants
- Children’s Safety Center and retail safety products (i.e., Outlet covers, cabinet locks)
- Car Seat Checks and resources

The new location provides a one-stop shop for those caring for children. New mothers can see a certified lactation specialist for breastfeeding support, parents can speak with a safe home expert and have their car seats checked, area daycare providers have access to resources for early childhood learning and development, and so much more.

### Expanding Care in the Future

On March 3, 2020 Sanford Sioux Falls held an open house to publically announce construction projects set to begin throughout 2020:



- Sanford Orthopedics & Sports Medicine Van Demark Expansion
- Sanford Harrisburg Clinic
- Sanford 57th & Veterans Parkway Clinic

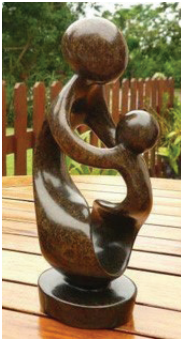
The projects are delayed due to COVID-19.

### The Link Community Triage Center

On January 30, 2020, Sanford Health collaborated with the City of Sioux Falls, Avera, and Minnehaha County to develop a community triage center for people dealing with addiction and mental health issues. The Link will provide urgent care for non-violent behavioral health crisis, detox and sobering services, short-term treatment for substance or alcohol addiction, case management and referrals to other services for mental health or substance abuse disorder treatment. Set to open in 2021, the triage center will decrease unnecessary hospital visits and jail time to meet the needs of the community.



# Recognition and 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 Sioux Falls. 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 healthcare 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 also featured on the DAISY Foundation website, and internally on the Sanford intranet and Sanford Nursing SharePoint Site.



2020 DAISY Team Award  
Recipient: Ava’s House



2019 DAISY Team Award Recipient:  
Surgical Cardiovascular Unit

## DAISY Award Recipients

- **Sam Anderson**, BSN, RN, Critical Care
- **Sally Cain**, ADN, RN, Pre-Experience Recovery Care
- **Brenna Cruse**, BSN, RN, Pediatrics
- **Carey Duffy**, BA, RN, Maternal Fetal Medicine
- **Alexandria Erickson**, BS, RN, Critical Care
- **Casey Hansen**, BSN, RN, Critical Care
- **Sarah Hansen**, BSN, RN, Central Resource Pool
- **Maryn Howard**, BSN, RN, Critical Care
- **Britni Johnsen**, BSN, RN, Pulmonary
- **Lyndsey Mager**, BS, RN, Acute Care
- **Melanie Myers**, ADN, RN, Neonatal Intensive Care
- **Julia Sorfonden**, BSN, RN, Pediatrics
- **Crissy Strong**, ADN, RN, RNC, Neonatal Intensive Care
- **Charlotte VanRoekel**, BSN, RN, Birth Place
- **Phuong Vongkhamchanh**, BSN, RN, Cardiology





### Nurse Recipients of Sanford Hero Awards

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

#### Advancement:

- **Julie Johnson**, RN, Patient Appointment Center
- **Jesse Pechous**, RN, Central Resource Pool
- **Lisa Lemon**, RN, Clinical Informatics Ambulatory
- **Janelle Olson**, LPN, Clinical Informatics Ambulatory

#### Calling:

- **Janelle Vande Griend**, RN, Pediatrics
- **Megan DeBoer**, RN, Surgical/Renal
- **Annelise Kruse**, RN, Pulmonary
- **Sandra Reinesch**, RN, Medical Oncology
- **Vicki Lieuwen**, RN, Post Anesthesia Services
- **Matt Peterson**, RN, Pulmonary
- **Kay Wiederhoeft**, RN, Pulmonary

#### Community:

- **Laurie Madsen**, RN, Central Resource Pool
- **Emilee Geddes**, RN, Central Resource Pool
- **Tanya Cruz**, RN, Inpatient Rehab
- **Brenda Rasmussen**, RN, Center for Care Management
- **Charles Olinger**, RN, Center for Care Management

#### Courage:

- **Danielle King**, RN, Pediatrics Intensive Care
- **Ye Mohrhauser**, RN, Neonatal Intensive Care
- **Tabitha Sanders**, RN, Neonatal Intensive Care
- **Charlotte Voller-Olson**, RN, Pre-Experience Recovery Care

#### Family:

- **Mary Clark**, RN, Center for Care Management
- **Lois Swaving**, RN, Post Anesthesia Services
- **Stephanie Peek**, RN, Critical Care
- **Ellen Feiner**, RN, Wound Healing Center/Skin Team
- **Sonja Bliek**, RN, Cardiology Program
- **Amanda Jungman**, RN, Quality & Safety
- **Heidi Durband**, RN, Accreditation

#### Resolve:

- **Kathryn Lengkeek**, RN, Patient Appointment Center
- **Melissa Eberhard**, RN, Center for Care Management
- **Joni Dejong**, RN, Labor and Delivery
- **Kristy Wickett**, RN, Patient Appointment Center
- **Lisa Luze**, RN, Pediatrics Intensive Care
- **Elaina Mathiesen**, RN, One Call/One Connect

#### Service:

- **Barbara Lucia**, RN, Critical Care
- **Cindy Groen**, RN, Radiology
- **Patrick Fiegen**, RN, Central Resource Pool
- **Marissa Weber**, RN, Central Resource Pool
- **Paula Krier**, RN, Pediatrics
- **Andrea Wolff**, RN, Pediatrics Intensive Care

#### Group Heroes

- **Critical Care Staff:** Jacobb Schumacher, RN, David Bursack, RN, Kylie Erickson, RN, Brittany Niemann, RN, Corynn Hoff
- **Home Monitoring Team**
- **Neonatal Intensive Care Team**
- **Family Suites:** Karissa Munro, RN, Morgyn Jaquith, BSN, RN, Melida Alfaro RN
- **Pediatrics:** Angela Krueger, RN, Jackie Dement, RN, Janelle Vande Griend, RN, Jasmyn Dysthe, RN, Jessica Christiansen, RN, Kayleen Meyers, RN, Kristy Lee, RN, Lindsay Dinges, RN, Sara Bartlett, RN, Sarah Brown, RN, Amanda Randall, RN, and Karla Wuertzer



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 Recipients

- **Kristin Bosman**, RN, Family Suites
- **Roxanne Phipps**, CRNA, Anesthesiology
- **Stephanie Honkens**, CRNA, Anesthesiology

Employee of the Year Awards

Nurse Recipients

Al Lindgren Memorial Nurse Anesthetist of the Year

Kim Martens, RN, Manager, Clinical Services, Sanford World Clinic

Birkeland Administrative Innovation Employee of the Year

Kim Martens, RN, Manager, Clinical Services, Sanford World Clinic

Birkeland Clinical Innovation Employee of the Year

Michelle Ahnberg, DNP, RN, Clinical Nurse Specialist, Sanford Children’s Hospital

Carlson Family Outstanding Pediatric Oncology Employee of the Year

Kasey Gauthier, RN, CPHON, Children’s Specialty Clinic Hematology/Oncology

Conradi Family Intensive Care Nursery Employee of the Year

Rebecca A. Kokesh, RN, Boekelheide Neonatal Intensive Care Nursery

Donna Gaspar Rising Star Nurse of the Year

Megan Permann, BSN, RN, Family Medicine, Sanford Chamberlain Medical Center

Dr. Ben Perryman Sanford Research Employee of the Year

Christie Ellison, BSN, RN, OCN, CCRP, Research Program Manager, Research

Excellence In Women’s Health Employee of the Year

Lori K. Anliker, RN, RNC, Boekelheide Neonatal Intensive Care Nursery

Outstanding Surgical Services Employee of the Year

Kristin Siepkes, BAN, RN, Clinical Learning and Development Specialist, Surgical Services

Patricia K. Van Wyhe Nurse of the Year

Alex Overweg, BSN, RN, Post Anesthesia Services

Sanford Clinic – Clinical Employee of the Year

Natalie A. Braun, CNP, Family Medicine, Sanford Aberdeen Clinics

Sanford Clinic – Management Employee of the Year

Melanie Rusche, BS, LPN, Director, Clinic, Children’s Specialty Clinic

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 gift will enhance services for future patients at Sanford Health.



Nurse Recipients

- **Emily Borchert**, BSN, RN, Emergency Department
- **Lee Christenson**, BSN, RN, OCN, Clinical Care Leader, Medical/Oncology
- **Amy Conrad**, BSN, RN, Emergency Department
- **Kelly Conrad**, LPN, Family Medicine 32nd and Ellis
- **Ashley Hondel**, LPN, Acute Care 69th and Minnesota
- **Barbara Lucia**, ADN, RN, Critical Care Unit
- **Chrissy Johnson**, BS, RN, Medical/Oncology
- **Laurie Madsen**, RN, Clinical Care Leader, Central Resource Pool
- **Christina Osborn**, ADN, RN, Physical Medicine & Rehab
- **Matthew Reiff**, BAN, RN, Short Stay Unit
- **Julissa Reyna**, LPN, Diabetes and Thyroid Clinic
- **Kenneth Tomek**, BS, RN, RD, Medical/Oncology
- **Julie Zwart**, BAN, RN, Surgical/Cardiovascular





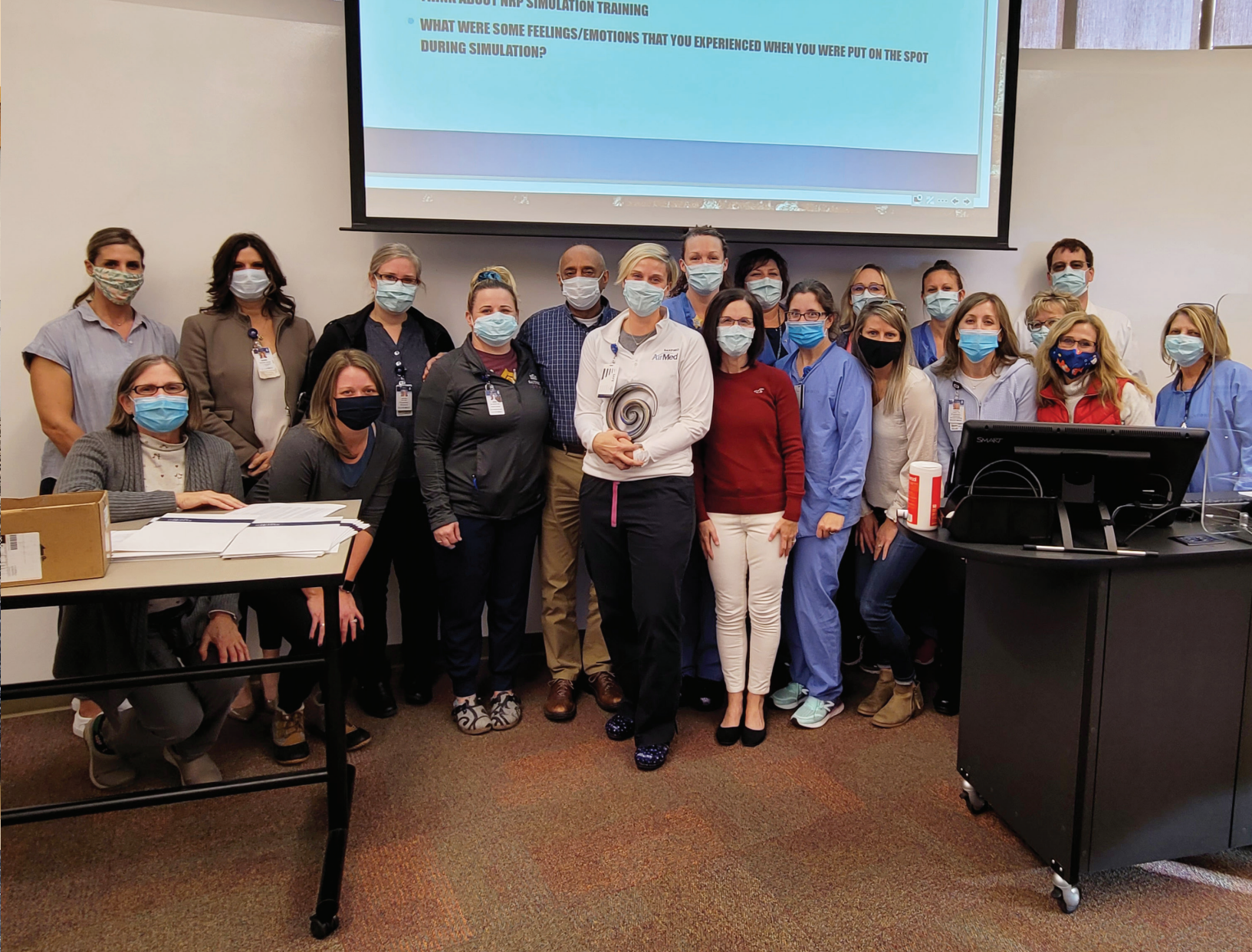
*Ashlee Blumhoff, APRN-CNP and Children's Specialty Clinic team*

## Advanced Practice Provider (APP) Recognition Event

Due to the pandemic, the APP recognition event was replaced with individual award ceremonies in the recipient's department. There were nominations for 67 individual advanced practice providers. Seven awards were presented to recipients. Advanced practice providers include physician assistants, certified nurse midwives, certified nurse practitioners, clinical nurse specialists, certified registered nurse anesthetists, audiologists, and genetic counselors.

### Exemplary Professional Practice Award Nurse Recipient

- **Ashlee Blumhoff**, APRN-CNP, Children's Specialty Clinic, Hematology/Oncology
- **Beth Ellis**, APRN-CRNA, Anesthesiology
- **Michelle Meyers**, APRN-CNP, Pulmonary Critical Care



*Charisse Ortman-Brockmueller, APRN-CNP, Boekelheide Neonatal Intensive Care Unit (NICU)*

## Structural Empowerment & Leadership Award Nurse Recipient

- **Charisse Ortman-Brockmueller**, APRN-CNP, Boekelheide Neonatal Intensive Care Unit (NICU)

## Distinguished Wisdom Keeper Award

- **Nancy Foss**, APRN-CNP, Pulmonary Clinic



### Sanford Heart Sioux Falls Platinum Performance Achievement Award

Sanford USD Medical Center is the recipient of the 2020 Chest Pain – MI Registry Platinum Performance Achievement Award: one of 140 hospitals nationwide to receive this honor.

The award recognizes Sanford USD Medical Center’s commitment and success in implementing a higher standard of care for heart attack patients and signifies that Sanford USD Medical Center has reached an aggressive goal of treating these patients to standard levels of care as outlined by the American College of Cardiology/ American Heart Association clinical guidelines and recommendations.

To receive the Chest Pain – MI Registry Platinum Performance Achievement Award, Sanford USD Medical Center has demonstrated sustained achievement in the Chest Pain – MI Registry for two consecutive years (2018 and 2019), and performed at the highest level for specific performance measures. Full participation in the registry engages hospitals in a robust quality improvement process using data to drive improvements in adherence to guideline recommendations and overall quality of care provided to heart attack patients.

### Sanford USD Medical Center Sioux Falls earns Blue Distinction Center+ designations for Spinal Surgery and Knee and Hip Replacement

Wellmark Blue Cross and Blue Shield has recognized Sanford USD Medical Center with two Blue Distinction® Centers+ designations.

Hospitals designated as Blue Distinction Centers+ are, on average, 20% more cost-efficient in an episode of care compared to their peers. Additionally, facilities designated as Blue Distinction Centers for Spinal Surgery and Knee and Hip Replacement demonstrate expertise in the following:

**Spinal Surgery:** cervical and lumbar fusion, cervical laminectomy and lumbar laminectomy/discectomy procedures, resulting in fewer patient complications and readmissions compared to other facilities.

**Knee and Hip Replacement:** total knee and total hip replacement surgeries, resulting in fewer patient complications and readmissions. Designated facilities include hospitals (with and without an on-site intensive care unit) and ambulatory surgery centers (ASC). All designated facilities must maintain national accreditation, and ASCs are also required to have an advanced orthopedic certification.

Sanford USD Medical Center is proud to receive these Blue Distinction Center+ recognitions. For more information about the program and for a complete listing of designated facilities, visit [bcbs.com/bluedistinction](https://bcbs.com/bluedistinction).

### Sanford Vascular Associates earns three stars in Vascular Quality Initiative Registry Participation Award Program

The Society for Vascular Surgery’s Vascular Quality Initiative (SVS VQI) has awarded Sanford Vascular Associates three stars for its active participation in the Registry Participation Program.

The mission of the SVS VQI is to improve patient safety and the quality of vascular care delivery by providing web-based collection, aggregation and analysis of clinical data submitted in registry format for all patients undergoing specific vascular treatments. The VQI operates 14 vascular registries.

The participation awards program began in 2016 to encourage active participation in the registries program and recognize the importance of that participation. Participating centers can earn up to three stars based on actions that lead to better patient care, including:

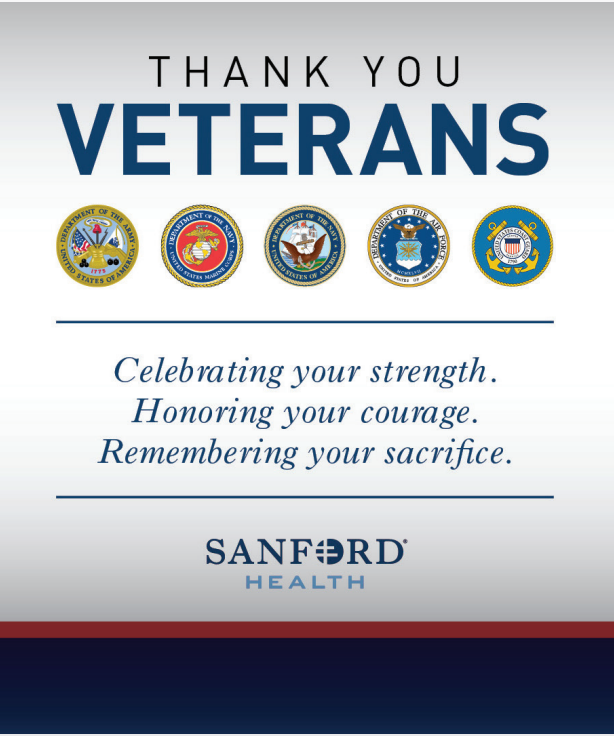
- The completeness of long-term, follow-up reporting, based on the percentage of patients for whom they have at least nine months of follow-up data
- Physician attendance at semi-annual meetings of a regional quality group
- Initiation of quality improvement activities based on VQI data
- The number of vascular registries in which the center participates

### Veterans Support and Appreciation

In remembrance of Veterans Day, Sanford thanked and honored all employees who have served our country in war or peace with a short celebration on November 18, 2020. Sanford Veteran & Military employees were recognized for their patriotism, love of country, and willingness to serve and sacrifice.

### Patriotic Employer Award

Amy Tobin, BSN, RN, Director, Surgical Services was awarded the Patriotic Employer Award in 2019 by an employee in the sterile processing department. After his return from deployment, the employee shared in the nomination that he felt supported to focus on his military duties without having to worry about his Sanford team or his responsibilities at work because he knew Amy Tobin would ensure they were covered. He appreciated the flexibility offered by the department to be a successful leader at Sanford and within his military service.





## 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 and education is provided to the public about nurses' role in health care.

Sanford recognizes the nursing staff with a week of events including a large recognition event. Due to the pandemic, the recognition event was replaced with small, individual award ceremonies brought to each award recipient. 63 nurses and support staff received awards. 454 nominations were submitted for 375 nominees. Other events that occurred during the 2020 nurses week included integrative therapies, education, and department celebrations.



*Sandy Young, CNS, RN receives the Distinguished Wisdom Keeper Nurse Award.*

**“The World Health Organization has designated 2020 as the “Year of the Nurse” in honor of the 200th birth anniversary of pioneering nurse Florence Nightingale. What they didn’t know is that 2020 is also the year that nurses would be on the frontline of a global pandemic. In every challenge, her courage and dedication shone bright—just like nurses today. Their skill, sacrifice and commitment during the coronavirus pandemic make a lifesaving difference every day and will be remembered for years to come.”**

**Andrew Munce, MSN, RN, CENP,  
Vice President, Operations**

## The Distinguished Wisdom Keeper Nurse Award

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

- **Delayne Severson**, RN, Sanford Clinic
- **Lila Dewitt**, RN, Sanford Health Network
- **Sandy Young**, CNS, Sanford USD Medical Center

## The Exemplary Professional Practice Nurse Award

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

- **Amanda Jungman**, RN, Sanford Clinic
- **Jennifer Buysse**, RN, Sanford Health Network
- **Robyn Mutziger**, RN, Sanford USD Medical Center





Angela Felderman, RN and critical care team celebrate her Florence Nightingale Award

Florence Nightingale award recipient, Jessica Fjeldheim, RN with the Clinical Informatics Team



Cardiovascular team celebrates Jill Swanson, RN as one of the recipients of the New Knowledge, Innovations & Improvement Award.

## The Florence Nightingale Professional Nurse Award

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

- **Michelle Bertram**, RN, Sanford Clinic
- **Courtney Bornitz**, RN, Sanford USD Medical Center
- **Erin Covey**, RN, Sanford USD Medical Center
- **Samantha Croatt**, RN, Sanford USD Medical Center
- **Eric Curtis**, RN, Sanford USD Medical Center
- **Andrea Dykstra**, RN, Sanford USD Medical Center
- **Angela Felderman**, RN, Sanford USD Medical Center
- **Jessica Fjeldheim**, RN, Sanford USD Medical Center
- **Hailey Gaunt**, RN, Sanford Network
- **Tonee Goin**, RN, Sanford USD Medical Center
- **Taylor Helmbolt**, RN, Sanford USD Medical Center
- **Tammy Huft**, RN, Sanford USD Medical Center
- **Rachel Johnson**, RN, Sanford Clinic
- **Betsy Kemner**, RN, Sanford USD Medical Center
- **Michela Macrunnels**, LPN, Sanford Clinic
- **Sheryl Mielke**, RN, Sanford USD Medical Center
- **Wynette Mockler**, RN, Sanford Clinic
- **Camille Moser**, RN, Sanford Clinic
- **Jennifer Nelson**, RN, Sanford USD Medical Center
- **Kari Nelson**, RN, Sanford Network
- Mary O'Toole-Hemme, RN, Sanford Network
- **Amber Reinesch**, RN, Sanford USD Medical Center
- **Melissa Rolfes**, RN, Sanford Clinic
- **Leann Sawyer**, RN, Sanford USD Medical Center
- **Nicole Schroedermeier**, RN, Sanford USD Medical Center
- **Laurie Stee**, RN, Sanford Network
- **Ann Stukel**, RN, Sanford Clinic
- **Carrie Van Stryland**, RN, Sanford USD Medical Center
- **Michaela Wipf**, LPN, Sanford Clinic
- **Francie Ziemer**, RN, Sanford Network

## 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 through integrating evidence-based practice, research and innovations into clinical and operational processes.

- **Kimberly Albers**, RN, Sanford Clinic
- **Whitney Edgington**, RN, Sanford Health Network
- **Jill Swanson**, 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.

- **Krista Wright**, RN, Sanford Clinic
- **Julie Schlecht**, RN, Sanford Health Network
- **Ruth Bentaas**, RN, Sanford USD Medical Center



### 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 work environment of the health care team and the Sanford Health organization.

- **Karen Wingler**, Sanford Clinic
- **Hailey Donley**, CT, Sanford Health Network
- **Canby Maintenance:** Duane Behnke, Marlon Heiden, Jonathan Hoffman, Michael Oliveria, Curtis Olsen, David Willis
- **Donna Schoeneman**, 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.

- **Jane Beers**, CMA, Sanford Clinic
- **Michael Greenman**, Paramedic, Sanford Health Network
- **Allison Tilley**, Sanford USD Medical Center

### Structural Empowerment Award

For recognition of nurse professional engagement, development, and community involvement, as evidenced by involvement 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 in the safe, efficient and effective operation of the Sanford Health organization.

- **Casey Westphal**, RN, Sanford Clinic
- **Shelby Muhl**, RN, Sanford Health Network
- **Alex Sproul**, 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 by communicating expectations, developing leaders, meeting current and anticipated needs and strategic priorities, and advocating on behalf of staff and patients.

- **Laurie Kruse**, RN, Sanford Clinic
- **Lori Sisk**, RN, Sanford Health Network
- **Cindy Wiles**, RN, Sanford USD Medical Center



*Cindy Wiles, RN and Taylor Helmbolt, RN were presented the Transformational Leadership and Florence Nightingale awards respectively.*

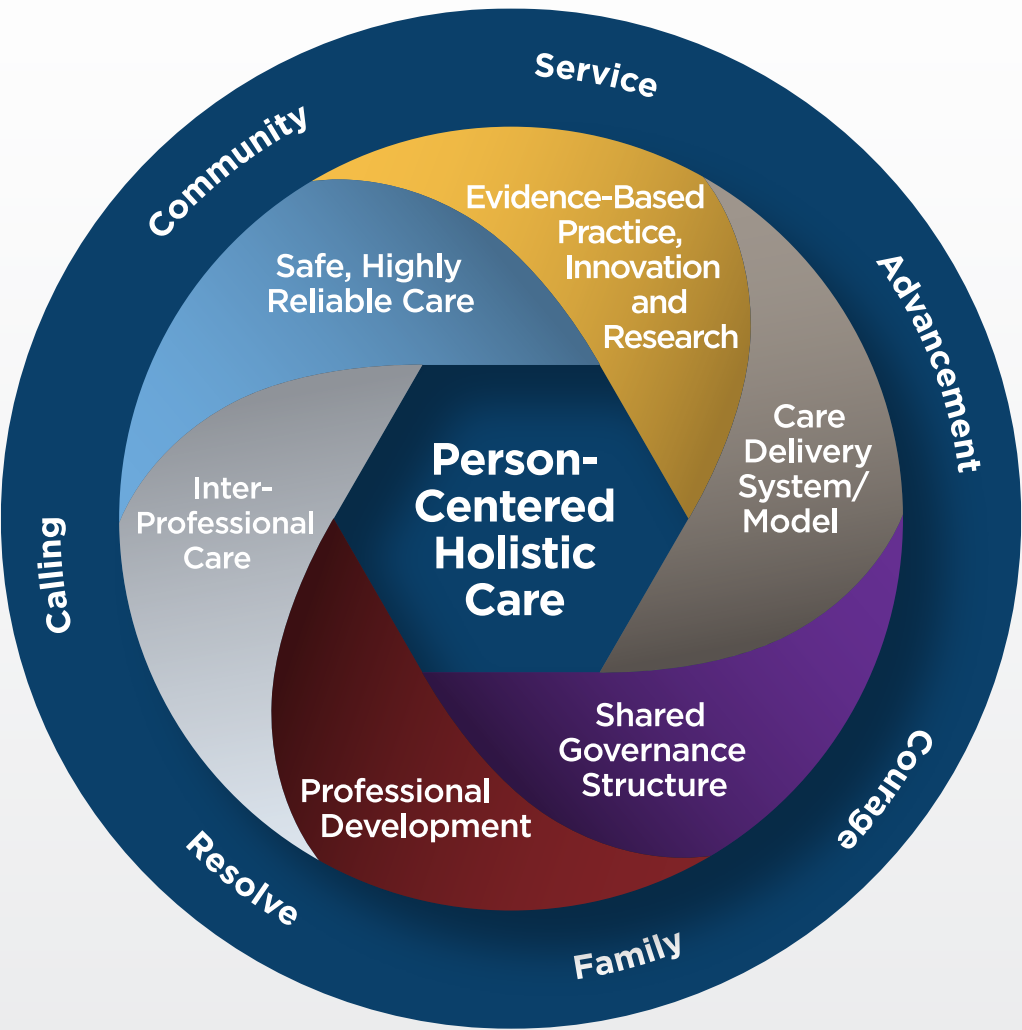


EXEMPLARY PROFESSIONAL PRACTICE

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.

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



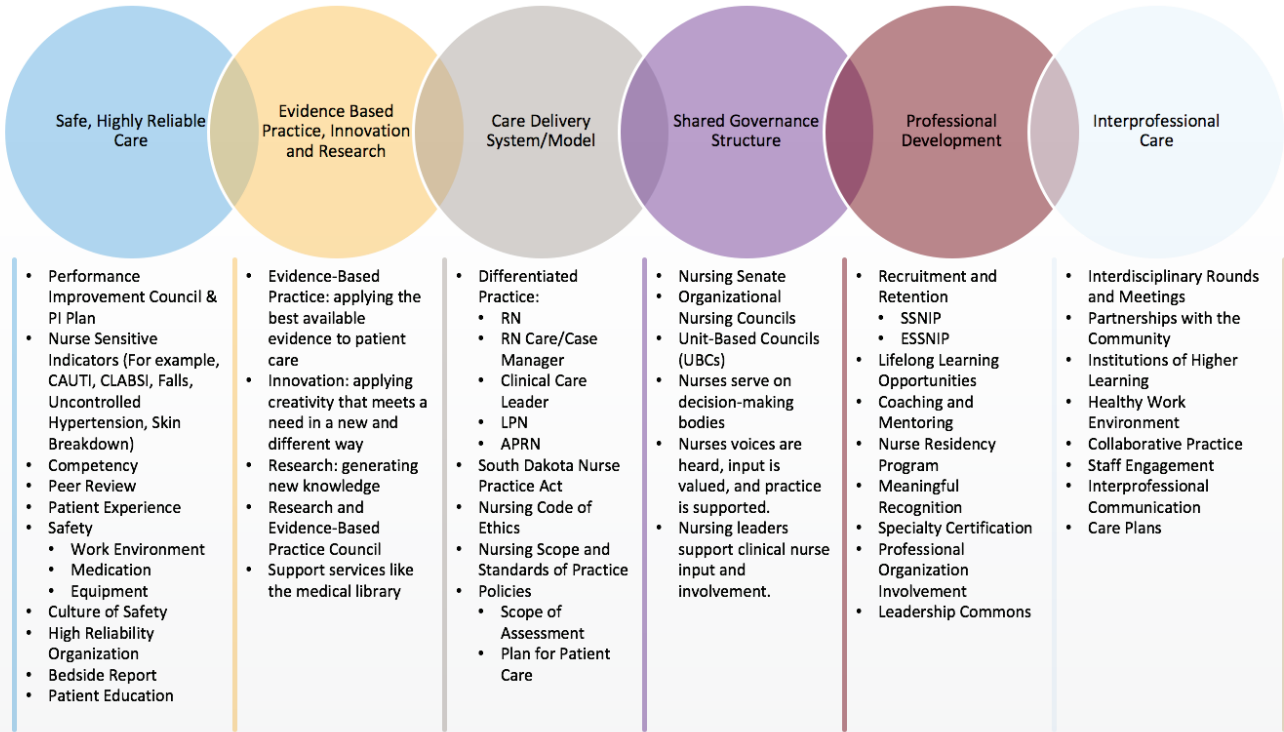
The schematic provides a visual image that speaks to the components which define the essence of nursing practice at Sanford Health. The model serves as a framework for outlining the “how and why” of nursing practice, guiding the vision for nursing within our organization and directing decisions regarding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

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Sanford USD Medical Center and Clinics

Professional Practice Model Pillars

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. Differentiated nursing practice is centered on the practice framework of Dr. Peggy Primm implemented in 1988. Sanford nurses published a book about our journey in the development of differentiated practice. The book, *Implementing Differentiated Nursing Practice: Transformation by Design* (Koerner and Karpiuk, 1994) is an Aspen Publication.

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.





# Sanford Accountability for Excellence (SAFE) Initiative

Sanford Accountability for Excellence, or SAFE, is Sanford Health’s commitment to safety on our 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 in our facilities.

The SAFE Initiative commenced in 2019 with a region assessment and identification of safety tools. In January 2020, Sanford supervisors, managers, directors, executive directors, vice presidents and president met for training to learn how to implement these safety tools and assist their teams once they go through training. February 11-12, 2020 champion trainers learned how to use SAFE tools and how to teach others how to make them daily practice. The Safety M&M Rounds on February 18, 2020 was presented by the Sanford Quality and Safety Team addressing “SAFE: Leading the Way to Zero Harm”. The pandemic delayed all employee training until fall 2020. Champion trainers taught all employees the universal skills and how to incorporate them into day-to-day life.

Reliability skills like attention to detail, communicating clearly, a questioning attitude, knowing why and complying, and speaking up for safety are very important to creating an environment for zero harm. Relationship skills were also taught like greeting others, introductions, listening, communicating positively, and providing opportunities for questions.



SAFE  
Leader Training in  
January 2020

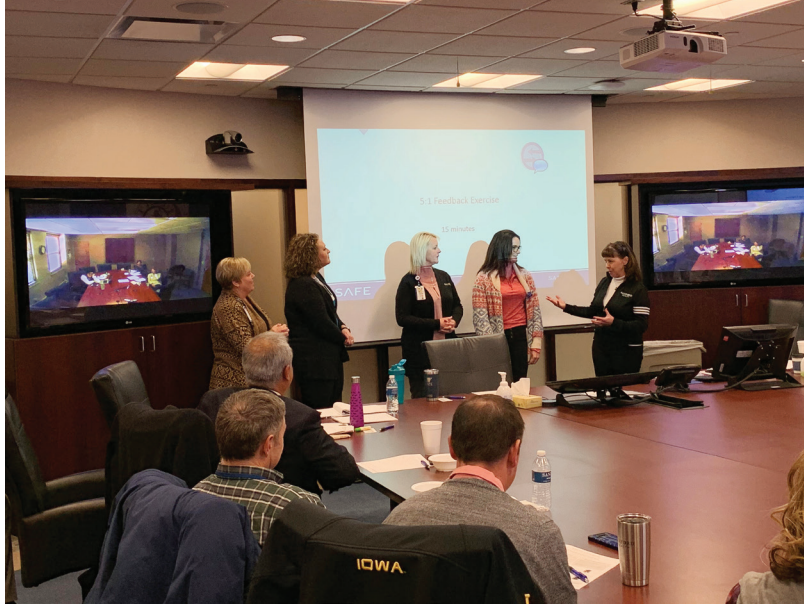
## Safety Stories

At the beginning of meetings and as daily practice, Sanford employees share stories about how they are contributing to zero harm by using SAFE skills:

**Message about the importance of know why and comply:** 45 minutes prior to a patient’s discharge, the nurse was removing the patient’s IV and noted that there was a change in neurological status. The nurse notified the coordinator who agreed. The Rapid Response Team was initiated, a neuro exam was performed, and the in-patient stroke protocol was initiated. The Patient Care Tech who was a float from another unit working as a constant observer was of great assistance in determining the patient’s last known well time and communicating the patient’s prior behaviors. The team was able to utilize the newly implemented rapid response team (RRT) inpatient stroke protocols and the patient received an urgent computed tomography angiography (CTA) head/neck that showed a right sided stroke. The patient was then able to receive tissue plasminogen activator (TPA) and go directly to interventional radiology for a thrombectomy. Shortly after arriving to the critical care unit the patient improved. And this is why it’s important everyone know why and comply.

**Importance of having a questioning attitude to validate & verify:** A patient was scheduled by a non-Sanford provider for a procedure in 48 hrs. The office placed the COVID-19 screening order & wanted to schedule this at the drive up testing site for 24 hours prior to procedure. The patient appointment center (PAC) nurse had concerns about turnaround time for test results. She discussed with the Patient Center & confirmed results take 24-48 hours. The PAC nurse reviewed and it was deemed urgent. She then helped the office place the correct rapid testing order to be done prior to the procedure. Had the PAC nurse not questioned further to validate the turn-around time for results, the patient would have had testing done at the drive-up location only to find it hadn’t resulted in time for surgery and would still have needed to do the rapid test prior to surgery causing delays. And that is why it is important to have questioning attitude to validate and verify what you understand to be true.

**Safety story about Ask, Request, Concern, and Chain of command (ARCC):** Sanford Home Monitoring program is for higher risk patients with a positive COVID-19 diagnosis and comorbidities. This solution will help patients who can be safely cared for in their home to recover while reducing potential stress on hospitals and front-line health care teams, offering comfort and peace of mind to patients and their families. The program is managed by Sanford Health nurses who are members of the home monitoring care team. A great example of ARCC were staff monitoring a patient who had been enrolled in the program in the morning. By the afternoon, the patient’s oxygen saturation was 65% and the patient’s temperature was 100°F. The patient was recommended to go to the emergency department and was admitted and on 15 liters of oxygen. This is why it’s important to speak up for safety.







## Quality Care

### Elsevier Resources for Nursing

The combination of several contracts into one and provision of resource standardization for all nurses across our footprint for both Sanford Health and Good Samaritan Society has been established to commence in 2021 for Elsevier Clinical Skills and ClinicalKey for Nursing products. This allows the organization to standardize practices, and in some instances, have expanded offerings available to all nurses in ambulatory, acute care, and long-term care settings. An enterprise team of nurses and library leaders have been involved in the building of this vision in an effort to meet needs at all levels of care delivery. The complete number of skills totals over 2,000, which consists of a core collection as well as specialty collections including ambulatory, homecare, hospice/palliative, pediatrics, perioperative, rehabilitation, and respiratory skills topics. Every location has access to the Clinical Key for Nursing database which includes over 580 clinical overviews, 110 full-text e-books, 60 full-text e-journals, and more. Additionally, all Clinical Skills have been uploaded into Success Center, which allows for easier access to competency checklists and a self-service approach to obtain continuing education for staff. Completed courses are automatically added to the individual's transcript for archiving and easy retrieval.

## Nurses Improving Care for Healthsystem Elders (NICHE)

Sanford is dedicated to improving the quality of care in older adults. Nurses Improving Care for Healthsystem Elders (NICHE) is a nursing education and consultation program designed to improve geriatric care in healthcare organizations. The NICHE program of NYU Rory Meyers College of Nursing provides resources for nursing and interdisciplinary teams to achieve organizational goals for the care of older adult clients.



## 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 part of nursing practice to promote comfort and manage symptoms such as pain, anxiety, insomnia or nausea for the 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 aroma of essential oils to improve emotional and physical well-being and to palliate symptoms.
- **Deep breathing exercises:** A technique bringing 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 through guided imagery and meditation providers.
- **Massage:** Physical touch to relieve the body of stress and tension and to increase circulation to the area.
- **Mindfulness:** Paying attention to the present moment, on purpose, without judgement.
- **Reiki:** Energy healing technique to promote a natural flow of energy for relaxation, pain and stress reduction.

## Increasing breast cancer screenings:

A Mammogram Decision tree project led by nurses has helped more patients be scheduled for their mammograms at Edith Sanford Breast Center and the Plaza.



## Patient Experience

2020 brought an immense amount of challenges for healthcare systems – and to patients – amidst the COVID-19 pandemic. Because of the pandemic, Sanford restricted visitors. The patient experience team supported patients through this by providing iPads to the units, allowing them to virtually connect with their loved ones. The team also supported staff who were displaced from their everyday work to screen visitors that entered the hospital. During this time, the patient experience team continued to promote service standards and also trained staff for Sanford’s high reliability initiative, SAFE (Sanford’s Accountability For Excellence), specifically promoting the universal relationship skills as they are often the key factors patients look for in their encounter with staff. The patient experience team supported numerous SAFE projects including huddle boards.

2020 also brought about a large change for Sanford’s patient survey process. After a yearlong pilot with NRC Health, Sanford transitioned all surveys to NRC Health in July and August 2020. The new survey process offers real time surveys that are sent out 48 hours after the patient’s encounter through email and phone, and provides technology that notifies leaders when patients report a poor experience with Sanford Health. Through this implementation, the patient experience team set up over 2,000 departments to be surveyed with the new vendor. The project required working with operational leaders to determine what Sanford wanted to measure and what questions to put on the survey. Through this process, one question aligns with the SAFE initiative by asking patients if they felt safe and at ease with their care team. The score for this question continues to rise as SAFE efforts continue. It was exciting for the organization to now be able to measure what mattered to us.

The new process also allowed standardization to ensure that every survey asks six questions specifically about nursing care. This aligns with Magnet standards for exceptional patient satisfaction with nursing service at Sanford. Throughout this transition the patient experience team trained over 500 leaders on how to navigate the portal and utilize their service recovery skills when responding to patient concerns. Feedback from leadership regarding this transition has been overwhelmingly positive as it allows real time responses to patients and provides true visibility into patient’s experience with Sanford Health. 2020 was a year of consistent change for the patient experience team – and the world!



*Lauren Woodley, RN training new RN, Megan Johnson in the Obstetrics and Gynecology Clinic.*

## Nurses as Teachers

### Preceptor Development transitioned to Virtual



The Preceptor Development Course provides education on the foundational principles of precepting for staff involved with training of new hires. The goal of precepting is to assist the new hire in increasing his/her confidence and competence for successful onboarding and subsequent independent practice. The need for preceptor development

spans across Sanford’s enterprise. The original 4-hour brick and mortar classroom session was transformed to a 4.5 hour virtual class event. This interactive, virtual session meets the same objectives as the classroom version and allows preceptors additional flexibility with course attendance. Learners participate in virtual activities such as polls, online response games, breakout room discussions, screen annotations, and case studies to learn and apply the content in the preceptor course.

Initially, the development of the virtual preceptor class was intended to meet the needs of preceptors outside of Sioux Falls by eliminating the need for travel to the Leadership, Education and Development (LEAD) Center for class and was scheduled to roll out early in 2020, in addition to the in-person course. However, the response to the COVID-19 pandemic required minimization of in-person classes. The virtual preceptor class was fully implemented in April 2020 during the pandemic response to ensure learners still had access to this important session. Preceptor instructors taught classes open to staff from any market and any department. The availability of preceptor classes increased from once per month or less for the in-person session in the Sioux Falls region to 4-5 virtual sessions each month. This effort supported the just-in-time training for COVID-19 care needs.



## Clinical Academic Partner (CAP)

The Clinical Academic Partner (CAP) program began as a partnership between South Dakota State University (SDSU) and Sanford USD Medical Center designed with the person being cared for as the central focus of the model. The original intent of CAP was “to introduce preceptors to the Humanbecoming 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). The goals for this on-line course are to provide continuing development to advance nurse preceptor skills to support aspiring and new nursing hires during the teaching-learning process, and to build capacity to develop clinical assistants/clinical instructors to meet the learning needs of aspiring or current nurses.

The CAP course is delivered over a 3-month period and is currently deployed in the spring and fall. Over 125 nurses have successfully completed the course, with the 10th cohort ending on May 31, 2021. The course consists of interactive activities which are embedded in each module in an effort 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 are asked to attend two virtual face-to-face sessions. During the first session, participants are asked to come prepared to 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”.

The next cohort (Cohort 11) will begin on September 7, 2021. 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 foot print. Upon completion of cohort 11, the CAP course curriculum will be reviewed and revised by the Learning Strategies team. It is expected that the course will be placed on the D2L Brightspace learning platform in early 2022. The transfer to the new platform will provide enhanced features and functions, which will transform and expand the CAP learning experience.

## Nursing Recruitment and Retention

### Sioux Falls Nursing Hiring Fair

Sanford Health hosted a nursing hiring fair at the Sanford Barn on March 2, 2020. RNs, LPNs, medical assistants and nursing assistants were all invited to attend.

Sanford Health and Good Samaritan Society nursing leadership were available for interviews with the potential to receive an offer on-the-spot!

### Sanford Health Nurse Residency Program

The Sanford Health Nurse Residency Program is an evidence-based, 12-month program designed to provide personal and professional support to new graduate nurses.

In February 2019, Sanford Health embarked on the journey to develop and design a single enterprise residency program for new graduate nurses. Team members scoped work in the areas of governance, communication, evaluation, curriculum, logistics and accreditation. Throughout 2020, teams worked towards the goal of achieving nurse residency program accreditation. 1,000 resident graduate nurses participated, 158,000 nursing school clinical care hours were hosted, and 93,000 preceptorship/direct study hours were provided at Sanford Health.

Currently, the overall first year retention of new graduate nurses completing the residency program (Cohort 1, 2, 3\*) is 86.2% for Sioux Falls and the South Network (Aberdeen and Worthington)\*. 212 of 241 participants were retained. Of note, resident survey results improved the longer they remain employed to meet national benchmarks.

### 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 a comprehensive experience that includes didactic and clinical experiences and continues to be a key strategy in workforce development efforts for the nursing practice. The 10-week SSNIP summer internship, provides participants the opportunity to learn alongside an RN preceptor. A total of 76 participants (SMC-64, South Network 12) plan to participate in the programs in summer 2021 to get a real sense of the RN role by following the preceptor’s schedule and advancing their preparation as a future nurse.

In 2020, 71 interns (61-SMC and 10-South Network) were hosted. Of these participants, 58 continued on into the ESSNIP program. This opportunity provides extended experiences up to 24 hours per month during the fall and spring semesters and serves as a recruiting strategy for new graduate hires already familiar with workplace settings, protocols, and caregiver team members. SMC retained 77% of the 2020 cohort (55/71) from this group to be on-boarded as new graduate RNs in the summer 2021.



Culture of Caring

The Sanford USD Medical Center has partnered with 4 academic institutions, Augustana University, South Dakota State University, University of South Dakota and the University of Sioux Falls to operationalize Culture of Caring during student clinical experiences. The Culture of Caring (COC) curriculum expanded how nursing leaders in education and practice, clinical instructors, and RN staff interact and support teaching and students' learning in the clinical setting focused on practice readiness preparation of students.

Culture of Caring is a team-based approach to student clinical learning that began as a clinical model in 2008 focusing on promoting quality teaching-learning and patient care. The COC model is an education-practice partnership built on a crosswalk of regulatory and professional standards and competencies. The identified crosswalk themes inform the model's 5 COC dimensions. A Culture of Caring requires a bundle of teaching-learning strategies incorporating dimensions of patient-centered care, leaderful alliance, community and vitality, safe reliable care, and professional development. The model provides a framework and a bundle of strategies to create a transformed teaching-learning environment that partners the student, staff nurse, and clinical instructor into a team to provide patient-centered care.

The collaborative framework of the COC Model provides guidance for academic-practice partners to co-create a teaching-learning environment. The COC model describes how a collaboration between practice and multiple nursing programs inform the development and implementation of a core clinical curriculum for students who have clinical experiences in the health care organization. The COC clinical curriculum provides supporting content and learning activities to be applied during the clinical experience. Collaborative efforts and relationship building are key to the success of the COC Model and preliminary evaluation suggests that such a culture can strengthen student learning and support transition to practice for new graduate nurses.

Culture of Caring Overview  
Creating a Culture of Caring with a Partnership Bundle



NEW KNOWLEDGE, INNOVATIONS  
AND IMPROVEMENTS

External Poster Dissemination

POSTER AND PRESENTER	CONFERENCE
Navigating the Roadmap for Treating Pediatric Asthma: Latest Guidelines and Strategies (Pharmacology) Deb Hickman, DNP, APRN-CNP, CPNP-BC	National Association of Pediatric Nursing Practitioner's 41st National Conference on Pediatric Health Care, Long Beach, CA, March 25-28, 2020
Impact of Infant Driven Feeding™ on the Cost of Feeding Supplies in a Regional Level IV Upper Midwest NICU Kristine Randall, BAN, RN, CCRN	15th Annual NANN Research Summit, Virtual, September 23-24, 2020

OUTCOMES/BENEFITS		
Students:	Staff:	Patients:
<ul style="list-style-type: none"><li>• A feeling of belonging on the assigned unit.</li><li>• Constant learning.</li><li>• Deep dive discussions with faculty to make connections.</li></ul>	<ul style="list-style-type: none"><li>• Increased professional opportunities.</li><li>• Increased number of new graduates hired after clinical experiences.</li><li>• Decreased turnover.</li></ul>	<ul style="list-style-type: none"><li>• Increased patient satisfaction scores.</li><li>• Inclusion in goal setting.</li><li>• Decreased number of medication errors.</li><li>• Decreased number of falls.</li></ul>



Brittany Gentzler, PA-C and Jessica Johnson, RN  
in the Obstetrics and Gynecology Clinic.



Nursing Publications

Abuatiq A, Brown R, Wolles B, Randall R. Perceptions of Stress: Patient and Caregiver Experiences With Stressors During Hospitalization. Clin J Oncol Nurs. 2020 Feb 1;24(1):51-57. doi: 10.1188/20.CJON.51-57. PMID: 31961831.

Dunn SL, DeVon HA, Buursma MP, Boven E, Tintle NL. Reliability and Validity of the State-Trait Hopelessness Scale in Patients With Heart Disease and Moderate to Severe Hopelessness. J Cardiovasc Nurs. 2020 Mar/Apr;35(2):126-130. doi: 10.1097/JCN.0000000000000647. PMID: 32039949.

Jurkovich P, Watson S. Implementation of a Volunteer Reiki Program at an Academic Medical Center in the Midwest. J Holist Nurs. 2020 Dec;38(4):400-409. doi: 10.1177/0898010120907734. Epub 2020 Feb 26. PMID: 32100622.

Lefebvre, K., Ginnex, P., Rogers, B., and Wolles, B. (2020). Clinical Summary: ONS Guideline for Management of Constipation in Adults with Cancer. Clinical Journal of Oncology Nursing; 24(6), 696-703.

Letcher, D. C., Massey, A.M., Nelson, M. J., & Elverson, C. A. (2020). Creating a Culture of Caring: A Shared Academic-Practice Clinical Curriculum. Nurse Educator, 45(5):269-272 doi: 10.1097/NNE.0000000000000735

Moriarty Daley, A., Searcy, N., Ivy, J., Hickman, D., Derouin, A., Banasiak, N, Kessing, H. NAPNAP Position statement regarding the use and exposure to tobacco products in children, adolescents, and young adults. The Journal of Pediatric Health Care, 2020 November/December, 34(6), 630-4. https://doi.org/10.1016/j.pedhc.2020.07.007

Schumacher, Bette, et al. “Impact of Infant Driven Feeding on the Cost of Feeding Supplies in a Regional Level IV Upper Midwest NICU.” Advances in Neonatal Care, vol. 20, no. 3, 2020, pp. E37-E47., doi:10.1097/ANC.0000000000000747.

Sharing knowledge and research  
to the broader healthcare community!

4th most downloaded article  
of the year for Nutrition in Clinical Practice:

McGinnis, Carol Marie, et al. “Dysphagia: Interprofessional Management, Impact, and Patient-Centered Care.” Nutrition in Clinical Practice, vol. 34, no. 1, 23 Feb. 2019, pp. 80-95., doi:10.1002/ncp.10239.

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 2020, the following studies and projects were reviewed by the council:

NAME	TITLE
Jon Benson, RN, PhD Student, SDSU	Examining Instructional Methods In End-Of-Life Nursing Education: Lecture Vs Simulation
Stephanie Rust, DNP, CNP, Pediatrics, Briar Cliff	Provider Education on Watchful Waiting and Antibiotic Administration for Acute Otitis Media
Hillary Determan, RN, Graduate Student, Simmons University	Healthcare Barriers to Influenza Vaccination Survey
Stephanie Meinerts, RN	Reiki Treatment and Potential Effects on Pain Control
Ruth Hernandez, DNP, RN, SDSU	Ask me 3: Improving Healthcare Activation and after Hospital Discharge in a rural setting
Nicole Cotton, DNP, RN, SDSU	Identifying Concerns in Maternal Mental Health: Utilizing an Algorithm as a Screening Guide
Delayne Severson, MS, RN, Capella University	Home Monitoring for COVID-19 Positive Patients A Pilot/Performance Improvement Project
Emily Boysen, DNP, RN, SDSU	Knowledge, Attitudes, and Practices of Nurses Regarding Immediate Postpartum Long-Acting Reversible Contraception
Kary Ann Johnson, DNP, RN, SDSU	Antibiotic Stewardship: Increasing Nursing Education to Improve Diagnosis and Treatment of UTI's
Stephanie Hoffman, DNP, RN, SDSU	Effects of Emergency Severity Index (ESI) Annual Competency on Mistriage Rates
Katherine Greenlee, DNP, RN, SDSU	Effect of a Focused Rounding Tool on Nurse Satisfaction of Interdisciplinary Rounds
Anne Peterson, DNP, RN, FNP-BC, Creighton University	Early Identification of at-risk adolescents using the S2BI screening Tool
April DeWit, MSN, RN, FNP-BC, Briar Cliff	Structured self-monitoring blood glucose EBP Project
Taylor Beisch, RN, Briar Cliff	Pre-Diabetes Education Prevention
Sam McGee, RN, Education, Mount Marty College	Dexmedetomidine for Prevention of Pediatric Emergence Agitation
Eric Curtis, RN, Clarkson College	Research Interview - Design and Methods Class
Christopher Johnson, RN, Morningside	EBP Project Consultation



# Sanford Improvement Symposium

The Sioux Falls Sanford Improvement (SI) Symposium is held yearly to showcase various quality improvement projects across the Sioux Falls region. This year’s symposium was delayed and then held virtually in August due to COVID-19. For the 2020 Sanford Sioux Falls SI Symposium, there were 148 posters submitted among the seven categories. The various categories of posters included: Clinical Care (66), Communication (13), Cost (10), Evidence Based Practice (15), Quality of Life (9), Safety (24), and Sanford Experience (11). 94 of the posters presented were nurse-led or had nursing participation. Steps in the SI Symposium include the submission of an abstract, development of a poster, and then judging at the Symposium. Posters are judged on various criteria depending on category, such as patient centeredness, data driven, leadership directed, application of improvement principles, skillful management of a project, improvement tools, accountability, enthusiasm and passion, next steps, and the overall clarity/creativity/appearance of the poster.



Amanda Jungman, RN records a poster presentation for the virtual conference.



Michelle DeKam, RN and Don Peterson, RPH, Pharmacist on the 2000 Surgical/Cardiovascular unit.

## Clinical Care

### We’ve Got To Move It Move It!!

Elizabeth Kollmann, RN, CCL, ONC; Tara Stauffacher, BSN, RN, ONC; Scott Simonich, BSN, RN; 5000/NACU staff (RNs, PCTs, PCA)

### Project Potassium: Potassium lab a day, keeps the Doctor away

Rachael Muller, BSN, RN, CDN; Susie Morris, BSN, RN; Twyla Nordquist, BSN, RN, CNN; Janet Anderson, BSN, RN, CNN; Dana Brandys, Executive Director; Rachael Muller, BSN, RN

### What does Cardiac Rehab mean to you?

Bev Willadsen, RN

### A Team Approach to Decrease Hospital Acquired Infections and Injuries

Katie Greenlee, BAN, RN, PCCN; Jen Ladeburg, RN, PCCN; Hannah Sperle, BSN, RN

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

Marcia Darner, RN-BC; Kathy Janssen, BSN, RN; Cindy Carson, BSN, RN, CNOR; Chelsea Bern, BSN, RN; Lynn Thomas, BSN, RN

### Who’s Who in Cath Lab Code Blue

Jill Swanson, BSN, RN; Kristina Dykhous, BSN, RN; Meggan Luevano, BSN, MBA, RN; Bridget O’Brien-Johnson, MSN, RN, CNML; Kelly Hefti, MSN, RN, CNP; Cath Lab Team; Cath Lab Code Blue Process Mapping Council

**Need Incontinence Treatment?** Urine Luck! Angie Hausvik, ADN, BS, RN; Polly Benson, RN; Margaret Kropuenske, MSN, RN-BC; Jamie Abbas, LPN; Jill Worth; Annette Geiken; Stefanie Oberle

**Would You Rescue Me?** Emma Mogen, BSN, RN; Amanda Randall, BSN, RN, CCRN; Caitlin Leimbach, BSN, RN, CCRN; Michelle Ahnberg, DNP, RN, PCNS-BC, CPON, CPN

### Pediatric Early Warning Score and Pediatric Intensive Care Unit Readmissions- Are They Related?

Caitlin Leimbach, BSN, RN, CCRN; Emma Mogen, BSN, RN

### The Road To Improving Patient Outcomes

Juliana Aadland, MSN, RN; Tiffany Johnson, BSN, RN; Kylene Knettel, BSN, RN; Kelly Hasvold, MBA, RN, CPHQ; Dan Heinemann, MD; Mike Wilde, MD; Amanda Jungman, BAN, RN; Sara Miller, BSN, RN-BC; Delayne Severson, BAN, RN; Deborah Preheim; Jody Hass, BSN, RN; Janelle Olson, LPN; Laura Torkildson, RN; Lisa Lemon, BSN, RN; Jill Reber, BSN, RN; Judy Haliburton, BSN, RN; Gena Bappe, LPN

### Taking Action for Active Status

Katie DeWall, BAN, RN, CCTC; Emily Leuthold, BSN, RN, CCTC; Alli Gully, RN; Jesse Casper, MSW, LCSW; Rick Reuwsaat, CSW, PIP; Patty Barthel; Harmony Larsen, BSN, RN, CCTC; Ashley Skidmore, BSN, RN; Sarah Hutton, PharmD; Kelly Messner, RDLN; Charish Weeldreyer, BSN, RN, CCTC; Jenna Truckenbrod, PA-C

### Cleaning up the Dirt on the SBIRT Process

Carly Farner-Cordell, MSN, RN-BC, TCRN; Jaclyn Schaap, CSW-PIP, QMHP; Misty Brenden, BSN, RN, PCCN, TCRN; Todd Bechtold, MS; Lacey Eichacker, BSN, RN, CMSRN

**Does It Still Hurt?** Mary Ryan, BA, RNC; Alex Sproul, MSN, RN, CEN; Sanford USD Medical Center Pain Committee

**“Turn on the Lights:” Delirium Prevention and Interventions in the Constant Observer Role** Amanda Petrik, BSN, RN; Jill Schmidt, BSN, RN-BC

### Not Happy about HAPIs

Amanda Boskey, BSN, RN, CCRN; Carter Wevik, BSN, RN, CCRN; Natalie Willers, BSN, RN; Marcia Kummer, BSN, RN, CCRN; Kristina Abels, BSN, RN



## Clinical Care continued

**Beat the Clock** Tonia Carpenter, BSN, RN; Annette Frank, BSN, RN; Brenda Olson, MBA, BSN, RN; Brittany Reed, BSN, RN

**Diabetes: National Standards of Care** Rhonda Jensen, MS, CNS, BC-ADM, CDE; Amanda Loudenslager, BS, RN, CDE; Paula Hamann, BSN, RN, CNML; Brandon Allard, MD

**An Interdisciplinary Approach: Nurses and therapists transition from Functional Independence Measures to Quality Indicators on Inpatient Rehab** Anna Sandager, MAOTR/L; Ann Storey, BAN, RN, CRRN; Sue Christensen, MS, CTRS

**“Pneumovax 23...What The Dr. Ordered”** Ellen Lacroix, BA, RN; Pam Mollett, BS, RN; Genelle Micke, MA

**Sustaining Change and Saving Lives** Brenda Wolles MS, RN, OCN, CNL; Robin Randall, BSN, RN, OCN; 6000 RNs & PCTs

**It’s Not a Laughing Matter** Nancy Ortmann, BSN, RN, CBC; Pam Lund, RN, CPN; Kathy Friedman, RN; Rita Knobloch, RN; Carrie LeBrun, MSN, RN; Dr. Mir Ali; Nancy Kiesow, CCLS

**Eliminating Errors in Medication Reconciliation** Courtney Fransen, BSN, RN; Megan Maddox, PharmD, BCPS; Breana Young, BSN, RN; Shelby Owen, BSN, RN; Hilary Veskrna, BSN, RN-BC

**The Questions of the Heart: Are you prepared for your PET Stress Test?** Connie DeHaan, BSN, RN; Jennifer Klaassen, BSN, RN; Jennifer Ecklein, RN; Jill Swanson, BSN, RN; Andrea Straus, MBA, CNMT, ARRT(CT), NCT; Stress Lab Team; Cardiovascular Institute

**Blood Pressure Recheck Got You Down?** Amanda Miller, BSN, RN; Alycia Pesicka, BSN, RN; Debbie Gabel, RN; Macy Tolley, LPN

**Knocking out Pneumococcal at Sanford Women’s Internal Medicine** Lindsay Johnson, LPN; Krista Wright, RN; Holly Sturtz, RN; Lindsey Cottrell, CMA; Taylor Fossum, LPN; Tanya Shkinder, LPN; Marie Engbrecht, LPN; Andrea Morgan, LPN; Natalie McQuay, LPN; Sarah Winter, LPN; Nichte Mueller, LPN

**Helping Our Families One Need at a Time** Michelle Bertram, BSN, RN; Kim Sorensen, BSN, RN; Megan Goebel, BAN, RN; Kayla Houtsma, LPN; Patty Hamman; Barry Bauer, MD; Gulsah Olgun, MD; Rita Rabenberg, MD; Gisella Wong Nano, MD; Scott Henry, MD; Michelle Schimelpfenig, DO

**Reducing Missed Opportunities and Increasing Vaccination Rates by Not Using Flu Clinic Functionality** Corrie Weiland, PharmD, BCPS; Jessica Stenen, BAN, RN; Jessica Stenen, BAN, RN; Andrea Polkinghorn, BSN, RN-BC

**Transparency is in, Missed Opportunities are Out: Post Visit Reviews Result in Better Patient Care** Karen Story, BSN, RN; Sarah Bruns, MSN, RN-BC; Kari Durward, CMA, Elizabeth Johnson, BSN, RN; Alexandra Weich; 32nd & Ellis Family Medicine Nursing Staff; Clinical Applications Support Team

**Do You Hear What I Hear?** Andrea Papa, MSN, RN; Katie Kopp, MBA, RN; Jeri Nelson, BSN, RNC-MNN, CBC

**I Pink I Can! Improving Breast Cancer Screening Rates** Jeanne Josten, MSN, RN; Stephanie Schoenfelder, BSN, RN; Shelby McQuiston, AD, RN

**Kick Colorectal Cancer in the Butt!** Melissa Rolfes, BSN, RN; Paige Metz, BSN, RN, CBC; Pam Ostebee, BSN, RN-BC; Caitlin Jonesscheit, BSN, RN; Melinda Davis, LPN; Erika Erickson, LPN; Miriam Green, LPN; Brooke Sinning, RN; Kathy Den Otter, MA, CCA;

## Clinical Care continued

**Diabetes Education: We’re On It** Madonna Shelso, BS, RN; Providers and Staff Nurses

**What You Need to Know About Ventilator-Associated Events** Tanya Cuppy, MSN, RN; David Brouwer, RT; Marcia Kummer, BSN, RN; Alex Sproul, MSN, RN; Dana Heidebrink, MSN, RN; Ashraf Elshami, MD

**Have spine pain?** We have a class for that! Hailey Brown, BSN, RN; Becky Fife BSN RN; Allison Lutz, BSN, RN; Elisha Revell, ADN, RN; Kari Ribstein, BSN, RN

**Decreasing last minute medication refill requests** Kristy Lofswold, LPN; Maija Lovro, RN; Cinde Taverna, RN

**No Time To Waste** Laura Waits, BS (R) (T); Alice Heiberger, RN, OCN; Radiation Oncology Team

**How to Mend a Broken Chart** Chelsey Thompson, BSN, RN; Lori Meiers, RN

**GTPAL: SMALL Letters with GREAT Significance** Michelle Booze, PhD; Shannon Coleman, BSN, RN; Amy Johnson, BSN, RN; Rachael Johnson, BSN, RN; Jill Worth; Staci Wolff; Shanna Konz, MSN, RN, WHNP-BC; Margaret Kropuenske, MSN, RN-BC

**Opioid Safety Initiative: Eliminate the Excess Phase 2** Amy Sand, RN; Vanessa Smith, PA-C; Julie Wetering, RN

**First Thing’s First. No Flu for You!** Amber Blauwet, BSN, RN; Alexandra Taylor, MS, RN, CVCN; Short Stay Unit; Heart and Vascular Liaisons

**Hyped about Hypoglycemia** Hayden Yeradi, BSN, RN, CCRN; Aaron Fest, BSN, RN; Justin Cassels, BSN, RN, CCRN; Kelsey Fujan, BSN, RN, CCRN; Marcia Kummer, BSN, RN, CCRN

**Taking the Pressure Off: A Collaborative Approach to Reducing Surgical-Associated Pressure Ulcers** Wendy Kirkeby, MS, RN, CNOR; Marie Byrd, BSN, RN; Alyssa Gors, BSN, RN; Sara Holt, BSN, RN; Emily Meyer, BSN, RN; Britney Ohrlund, BSN, RN, CPPN; Mariah Schurman, BSN, RN; Lindsay Thompson, BSN, RN; Haley VanderPol, BAN, RN

**Sustaining Low Contamination Rates in Blood Cultures Collected by Sanford Medical Center Phlebotomy Staff** Sheri Allen, MT(ASCP); Rebecca Carter, PBT(ASCP); Kelly Axelson, PBT(ASCP); Barbara Risty, MT(ASCP); Stacey Roslansky, MT(ASCP); Julie Meyer, BSN, RN, CIC; Heidi Deleeuw, BSN, RN

**Malnutrition – Improving Identification and Documentation for Better Hospital and Patient Outcomes** Lisa Stark, RD, LN, CDE; SMC; Clinical Dietitians; Roxana Lupu, MD, MBA; Jessica Fjeldheim, BSN, RN, CMSRN

**Improving Lab Adherence** Elizabeth Gasper, LPN; Lyndsey Stekl; Brittney Wylie



Communication

Sanford Medical Center and Good Samaritan Society Communication: Leveraging Integration Rounds for Improved Outcomes

Marie Rogers, DNP, GCNS-BC, RN-BC, CCCTM, FGNLA; Doreen Miller, MS, GCNS-BC, RN; Michelle Kilbourn, MA, LSW, LMFT; Jarrod Uilk, MS, BSN, RN, CNML; Juliana Kollars, MSN, RN; Philip Samuelson; SMC Center for Care Management; Good Samaritan Society Communities

Virtual Communication = Increased Vaccination

Sheryl Mielke, BA, RN, COHN-S; Jill Austin, RN; Jennifer Schiltz, RN; Diane Gruhot, BSN, RN; Linda Powers, BAN, RN; Abby Kuper, MSN, RN, CMSRN; Matt Kosak, Data Management Analytics MOS

Transitional Care Management: Breaking Down Walls To Become One For Patient Care

Amanda Jungman, BAN, RN-BC; Sarah Bruns, MSN, RN-BC; Stacy Jewett, BSN, RN; Jeanne Josten, MS, RN; Sarah Klatt, BSN, RN-BC; Heather Lee, CMA; Dana Olsen, RN; Stephanie Schoenfelder, BSN, RN; Ileah Seurer; Vanessa Taylor, BSN, RN, CCP, RHC-II

Reducing No Show Appointments

Theresia Jangula, LPN; Kari Ribstein, BSN, RN; Amanda McGreevy, BAN, RN; Leah Perrizo, BAN, RN; Cassandra Menzel, AD, RN; Christine Huber, AD, RN; Amanda Jackson

Developing a Clinic Staffing Float Model for Ambulatory Primary and Specialty Clinics

Margaret Kropuenske, MSN, RN-BC; Sarah Bruns, MSN, RN-BC; Stacy Jewett, BSN, RN; Paige Metz, BSN, RN, CBC; Krista Wright, BAN, RN, CVRN-BC

Intentional Reimplementation of Secure Chat

Tom Munce, MS, RN; Erica DeBoer, MA, RN, CNL, CCRN-K; Jennifer Morrison

Interpreter Scheduling: Translation Please!

Jennifer Nelson, ADN, BA, RN; Lavonne Spaans, ADN, RN; Tasha Souvignier, BSN, RN; Leann Sawyer, BSN, RN; Connie Mulder, BAN, RN; Jean Vargas, BSN, RN, CNML; Doug Welch, MSA

From Simulation to Bedside, Transforming ECMO Care with Collaboration

Tammy Bills, BSN, RN, CPN; Lisa Luze, BSN, RN, CCRN; Lesta Whalen, MD

PULLING OUR HAIR OUT OVER PRODUCTIVITY

Angie Hausvik, BS, ADN, RN; Tina Johnson, BS, RDMS; Margaret Kropuenske, MSN, RN-BC; Bonnie DeBoer, RN; Tiffany Mellegard, RDMS; Karen Wingler; Jill Worth; Monica Serling-Swank

Make a Note: Providing Documentation on Patient Events and Increasing Provider and Nurse Satisfaction

Elaina Mathiesen, BSN, RN, CCRN, CPN; May Schaefer, BSN, RN

Is This Wound VAC Approved?

Ellen Feiner, RN; Barbara Nordquist, CNS, CWON; Kelly Anderson, RN; Elizabeth Blohowiak, RN, CWCA; Cindy Davis, RN, CWON; Angela Dvorak, RN; Kayla Erickson, RN; Roberta Gagnon, RN, CWON; Rachel Gronseth, RN; Ashley Haberman, RN; Bethany Landhuis, RN; Gina Wubben, RN, CWON; Lindsey Mengenhausen, RN; Sarah Meredith, RN; Allie Rahn, RN, CWON; Jessica Willuweit, RN

Improving Communication: Reducing Patient Procedure Cancellations

Amanda McGreevy, BAN, RN; Cassandra Mergen, AD, RN; Christina Osborn, RN; Leah Perrizo, BSN, RN; Kari Ribstein, BSN, RN; Lori Jaeger, BSN, RN



Kelsey Lambrecht, RN, Kayley Maas, RN, and Tracy Kirsch, RN discussing patient care on the 2000 Surgical/Cardiovascular unit.

Cost (Administrative/Financial)

Standardization of Head Circumference Measurement:

A pilot examining cost savings of a new measurement device Stephanie Schoenfelder, BSN, RN; Elizabeth Johnson, BSN, RN; Paige Metz, BSN, RN, CBC; Kimberley Sorensen, BSN, RN; Erin Thurlow, BSN, RN, CCRN

Caring for our Caregivers: Significance of an On-Site Occupational Injury Management Program

Sara Francis, BSN, RN, CCM; Crystal Bies, BSN, RN; Clayton Van Balen, MD, MS; Matt Kosak

Impact of Infant Driven Feeding™ on the Cost of Feeding Supplies in a Regional Level IV NICU

Amanda Geringer, BSN, RN; Lori Mulder, BSN,

RNC; NICU Council Chairs; Andrea Bunn, DNP, RN; Elizabeth Jeanson, PT, DPT; Kristi Randall, BAN, RN, CCRN; Tiffany Brende, MSN, CNP; Solomon Adu, MS; Bette Schumacher, MS, RN, CNS

Pathway to Productivity

Daren Gibson, LPN; Lynn Thomas, BSN, RN; Kristi Metzger, CNP; Brandi Gjoni, CNP; Melissa Vandenberg, BSN, RN; Jacqueline Haan, BSN, RN; Morgan Feenstra, BSN, RN; Marcella Semmler, LPN; Kristin Hartog, LPN



# Evidence-Based Practice

## Reducing Hypoglycemic Events in Diabetic Patients to Improve Patient Outcomes

Kelsey Vanden Brink, BSN, RN; Michelle Lovro, RN-BC, CNN; Amanda Dullerud, RN

## Thermoregulation of the Neonate in the Perioperative Period

Lisa Fink, MSN, APRN, CRNA; Amy Mueller, MSN, APRN, CRNA; Kathy Anderson, MNA, APRN, CNP, CRNA

## Was That in an Email? An Electronic Communication Tool to Improve Nursing Communication Satisfaction

Jennifer Morgan, BSN, RN; Robin Arends, DNP, CNP, FNP-BC, CNE, FAANP

## Improving Patient Outcomes with Early Sepsis Recognition

Tom Munce, MS, RN; Erica DeBoer, MA, RN, CNL, CCRN-K; Tiffany Johnson, BSN, RN; Enterprise VIP Sepsis Team

## I Used To Be: How to Accurately Take Height and Weight

Kari Kern, LPN; Anna Czmowski; Lanny Virchow, RN; Mindy Wixon, LPN; Britney Rus, LPN

## A NU Way: Improving Delirium Screening in Medical-Surgical Patients

Brenda Wolles, MS, RN, OCN, CNL; Karen Baatz, APRN, ACNS; Bemidji: Pam Boswell, Katelyn Galligan, Andrea Nelson, Ryan Ohnstad; Bismark: Mubashir Badar, Robin Bowlinger, Mary Holzer, Jodi, Keller, Kimberly Sterns; Fargo: Tricia Hopp, Lacie Manesch, Haley Mitchell, Marsia Olson; Sioux Falls: Kristina Abels, Carmen Bot, Kim Brown, Marcia Darner, Jodi Flemmer, Kelsey Fujan, Marcia Kummer, Amanda Petrik, Erin Schneider, Dawn Seeley; Enterprise: Thomas Munce; Network: Melodi Krank, Jill Slieter, Jennifer Wiik

## Pediatric Sepsis- Resuscitation Order Set and Antibiotic Timeliness

Michelle Ahnberg, DNP, RN, PCNS-BC; Holly Madison, BSN, RN, CCRN, CPN; Carly Reiter, BSN, RN; Tom Munce, MS, RN; Carol Cressman, MSN, RN, CCRN, CPN; Linda Oyen, RPh; Amy Heiberger, PharmD, BCPS, BCPPS; Dr. Segeleon; Dr. Huber; Dr. Lapka; Dr. Galloway; Dr. Bula Rudas

## Got Protein? Offering Protein Supplements During Hemodialysis

Carri Oetken, RDN, LN; Amy Ehli, BSN, RN, OCN, CNN; Sheri Landeen, BAN, RN; Twyla Nordquist, BSN, RN, CNN

## “One Brazil Nut A Day” Keeps Low Albumin Away

Carri Oetken, RDN, LN; Janet Anderson, MSN, RN, CNN; Kelly Messner, RD, LN; Dana Brandys, OD, CNN, CHS; Twyla Nordquist, BSN, CNN, RN

## Vaccine Protocols Empower Nurses to Practice at Top of Scope... When the Order is Signed Correctly!

Corrie Weiland, PharmD, BCPS; Elizabeth Bockelman, BAN, RN

## Early Referral to Palliative Care in Advanced GI Cancers

Jill Waggoner, DNP, APRN-CNP; Annie Nelson, MSN, RN, CNL; Kelly Carlson, MHA, BSN, RN; Amber Allen, BSN, RN, OCN; Gwen Reker, MSN, RN; Sandi Froke, BSN, RN, OCN; Danielle McClennen, BSN, RN, OCN; Jon Bleeker, MD

## Evidence Based Improvement of Incentive Spirometer for Surgical Patients

Kristi Specht, MHA, RRT-NPS; Jordan Dykstra, BS, RRT-NPS; Erin Schneider, RN



Otis Apau, MD and Mackenzie Mack, RN



Sanford Experience

Bedside Report: “Nothing About Me Without Me”

Andy Munce, MSN, RN, CENP;  
Ashley Nelson, MS, RN; Casey Olson,  
MSN, RN, CCRN; Aleta Vanderbeek,  
MS, RN, CMSRN; Ruth Bentaas, BAN,  
RN, CNML; Hilary Veskrna, BSN, RN-BC;  
Juliana Aadland, MSN, RN

Stronger Together: Virtual Preceptor Development and Onboarding Pathways

Jamie Stucky, MS, RN, NPD-BC, CJCP; Elizabeth Atwood, MSN, RN; Michelle Knuppe, MSN, RN, NPD-BC

Navigating your pregnancy journey

Sonya LaMont, BSN, RN, CLC, CBC;  
Pearl Aldrich, BAN, RNC-OB; Steven Devoe, MBA; Margaret Kropuenske, MSN, RN-BC; Katie Kopp, MBA, BSN, RN; Cindy Wiles, BSN, RNC-OB; Jeralyn Nelson, RNC, CBC; Krista Wright, BAN, RN, CVRN-BC; Katie Gran, BSN, RN; Holly McMahan, BBA

Improving the Sanford Experience by Expanding Home INR Testing

Michael Gulseth, PharmD, BCPS, FASHP;  
Amanda Kayser, RN;  
Michele Strasser, RN;  
Jennifer Schut; Michael Wilde, MD

Improving Patient Wait Time in Office

Terri Andrews, CMA;  
Amber Wolthuizen, RN;  
Jo Landis, RN; Amber Eggert, RN;  
Katie McLaughlin, RN;  
Kaylee Schoenfelder, RN;  
Leslie Ideker, RN; Karina Ward, LPN;  
Pam Jacobsen, LPN; Angel Rollag, LPN;  
Sidney Dunker, LPN;  
Janet Spearman, LPN;  
Diane Nickel; Julie Pester



Sanford Health Co-Op Team was awarded first place for their poster in the quality of life category.



Kelly Hefti, MSN, RN, CNP, COHN-S, Vice President of Nursing and Clinical Services with medical oncology nursing staff.

Quality of Life

**Step It Up** Elizabeth Howe, RN; Patti Deboer; Christina Lankhorst, MD; Kerry Jerke, CNP; Sherri Bloomgren, RN; Amanda Saeger

Improving Advanced Care Planning on Multi-Visit Patients

Jennifer Haubert, MSN, APRN, FNP-BC; Melissa Eberhard, MSN, APRN, FNP-BC; Dawn Bren, BSN, RN

Stand Strong: A Community Partnership to Prevent Injury Falls

Karla Cazer, MS, GCNS, CFCN, RN-BC; Carly Farner-Cordell, MSN, RN-BC, TCRN; Dawn Seeley, MSN, ACNS, APRN; Maria Klamm, MS, PT; Natalie Fick, PT; Amanda Jungman, BAN, RN-BC; Gwenneth Jensen, PhD, CNS, APRN; Paula Hamann, BSN, RN; inter-professional team

Increasing Patient Enrollment in a Community Based Inter-professional Health Cooperative by Partnering with a Rural Community RN Care Manager

Elizabeth Hindbjorgen, MS, RN; Elizabeth Bauer, BSN, RN, CCP; Jamie Ackman, PharmD; Gwenneth Jensen, PhD, RN, CNS; Lori Jones, BSN, RN

World Class Heart and Vascular Care Close to Home

Lynn Thomas, BSN, RN; Donna Fuerstenberg; Lori Visker; Michael Hight

Mentorship in the Critical Care Unit

Corynn Hoff, BSN, RN



# Safety

## Communication is Key: Stroke Nursing Hand off Report

Jessie Wolf, BSN, RN, SCRNP, CCRN; Sanford Stroke Program Nursing Staff - Emergency Department, Critical Care, Neurology Acute and 5000 Orthopedics and Neurology

## Preventing voiding issues on post-op joint replacement patients

Logan Foxhoven, BSN, RN; Tara Stauffacher, RN

## Merry Go Round with HAPI's

Barb Nordquist, BSN, RN, ACNS-BC, CWON; Kaitlyn Randall, MSN, RN; Cindy Davis, BSN, RN, CWON

## Exposure Hotline

Audrey Zuiderhof, RN-BC; Abby Kuper, BSN, RN, CNML; Lois VanDerVliet, RN

## Don't Hit Snooze on Sedation Charting

Marissa Johnson, BSN, RN; Katelyn Lineweber, BSN, RN, CEN; Robin Huether, BSN, RN, CMNL; Amy Mertz, BSN, RN, CEN

## Initiation of Safety Huddle on the Medical Oncology Unit

Ashley Nowotny, RN-BC; Sanford USD Medical Center Medical Oncology

## Should I Stay or Should I Go: Administration and Monitoring Guidelines in the Infusion Setting

Mark Bonnema, BSN, RN

## Reducing Medication Administration Errors in the Air Transport Setting

Greg Vandenberg, BA, NR-P, FP-C; Jon Bohlen, BSN, BS, NR-P, CMTE; Abigail Polzin, MD, FACEP, CTME; Robin Huether, BSN, RN, CMNL

## A Journey to Eliminate CAUTI: Testing & Specimen Collection Stewardship

Anna Anderson, BSN, RN; Anna Anderson, BSN, RN; Phuong Vongkhamchanh, BSN, RN; Laura Ceroll, BSN, RN; Sioux Falls CAUTI Committee

## Heads UP Improving Scalp Wounds for Infants in NICU

Amanda Oneil, NNP; Elizabeth Jeanson, PT, DPT, CNT; Andrea Bunn, DNP, RN; Kristi Randall, BAN, RN, CCRN; Carol Nygard, RNC; Kaitlyn Randall, MSN, RN

## Radiology Procedural Documentation

Annie Roggenbuck, BS, RT(R)(M); Michele Strasser, RN; Jill Walker; Jessica Voelker; Letaila Dueis, RN; Mary Ryan, RN; Mel Bolkema, RN; Tara Pickrel, RN

## Project Elimination: Reducing C.diff Infections on Surgical-2000

Audrey Kruse, BSN, RN-BC; Deanna Currier, BSN, RN, CMSRN; Courtney Bornitz, BSN, RN-BC; Lacey Eichacker, BSN, RN CMSRN

## What's on the Nurse's Mind? Falls.

Megan Winter, BSN, RN, CMSRN; Michelle Lovro, BAN, RN-BC, CNN



Central Resource Pool RN, Christine Johnson talking with a patient on the Surgical/ Cardiovascular unit.



**SPECIAL THANKS TO THE  
CONTRIBUTORS OF THIS REPORT**

Amber Allen  
Courtney Anderson  
Nona Bixler  
Sarah Bruns  
Karla Cazer  
Paula Hamann  
Kelly Hefti  
Deb Hickman  
Amanda Jungman  
Katie Lamoreaux  
Deb Letcher  
Linda Maeschen  
Lyndsey Mager  
Ann Massey  
Carol McGinnis

Michelle McGregor  
Kim Olson  
Michael Pate  
Jay Pickthorn  
Gabrielle Pike  
Jenifer Reitsma  
Chelsea Renteria  
Donna Schoeneman  
Dawn Seeley  
Nancy Solberg  
Jamie Stucky  
Allison Tilley  
Diana Vanderwoude  
Ashleigh Walton  
Crystal Wolfe Goehring



“The innovations and progress we’ve made in under a year is truly remarkable. All of these advancements don’t happen by accident—they happen because of you and what you bring to work each day. I’ve never been more proud to work at Sanford Health.

We’ve done great things working together through 2020. We’ll continue to do what we’ve been doing, because as caregivers, we share in the dedication to continue to rise to the needs of our communities.”

**– Paul Hanson, President & CEO, Sioux Falls**

