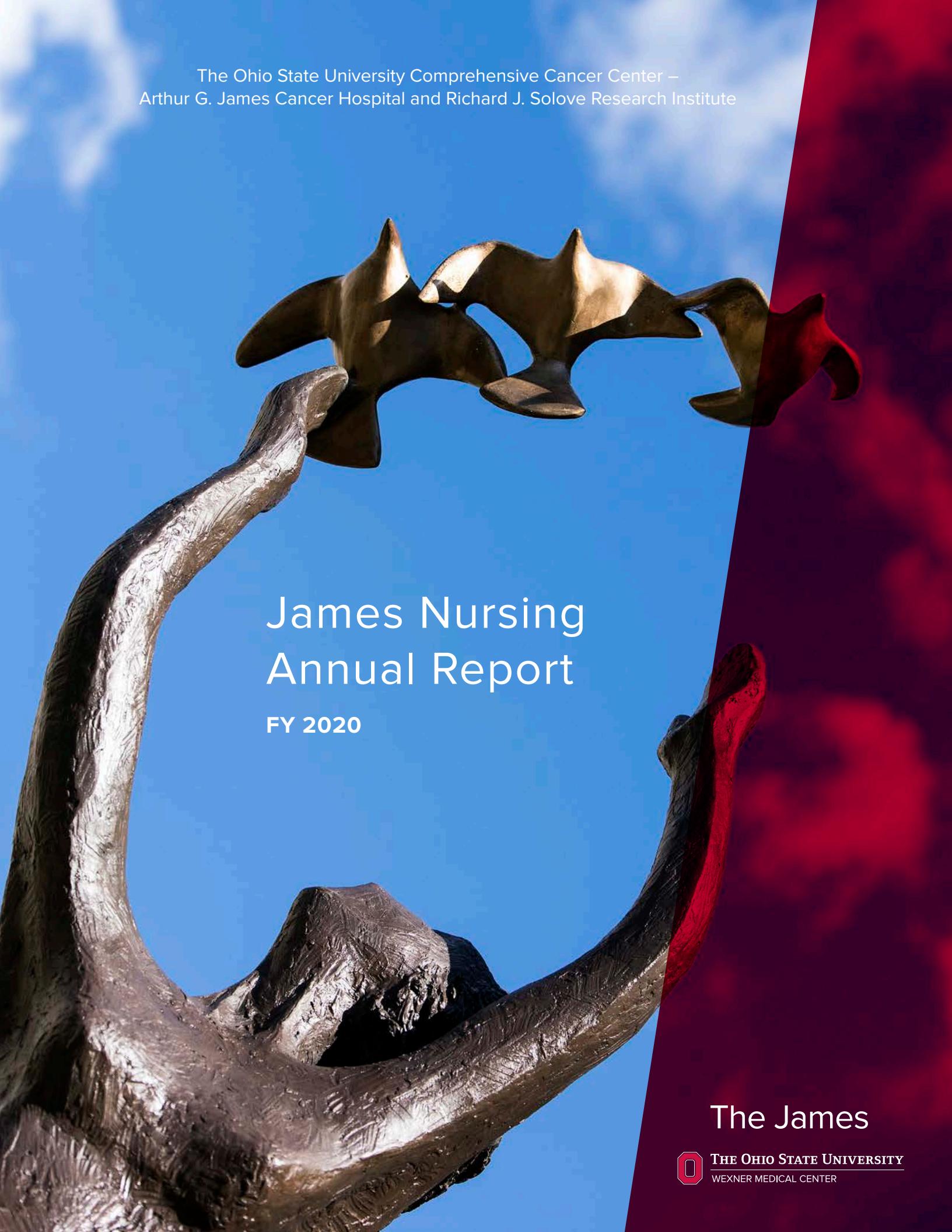


The Ohio State University Comprehensive Cancer Center –
Arthur G. James Cancer Hospital and Richard J. Solove Research Institute



James Nursing Annual Report

FY 2020

The James

 THE OHIO STATE UNIVERSITY
WEXNER MEDICAL CENTER



Mission. Vision. Values.

James Nursing Mission

To provide personalized, compassionate, relationship-based nursing care to our patients and their families across the continuum of care.

James Nursing Vision

To be world-class leaders in oncology nursing through excellence in patient care, education, evidence-based practice and nursing research.

Values Statement

Our James Nursing **WE CARE** values encompass all that we do.

World Class:

We are committed to being world-class cancer nursing leaders.

Empowered:

We recognize the need to empower our patients, their families, our communities and ourselves with knowledge.

Compassionate: We are compassionate and caring toward our patients, their families, our peers, our communities and ourselves.

Accountable:

We are accountable to our patients, their families, our peers, our communities and ourselves.

Respectful:

We value diversity and respect the dignity of all people.

Expert:

We strive for excellence and expertise in all that we do.



The challenges we faced in fiscal year 2020 (FY20) tested us in many ways. We could have easily succumbed to the pressure and uncertainty of the worldwide COVID-19 pandemic, but instead we faced this challenge with resolve, determination and strength. In other words, exactly how I would expect James nurses to respond to any challenge.

I am proud of how we put our patients first when facing this dilemma. We applied our nursing principles and professional practice model to ensure the continuing exemplary care of our oncology patients. We worked hand in hand with our nursing colleagues across the health system to ensure the necessary processes were in place to deal with any situation or challenge.

While this past year brought unprecedented challenges, it also brought great rewards. James Nursing has been selected to participate in the Magnet4Europe Initiative, and we received recognitions from Press Ganey, the American Association of Critical-Care Nurses, The Joint Commission, the American Nurses Credentialing Center and the Oncology Nursing Society.

Also, 93 of our staff members earned a bachelors' degree or higher, 48 nurses and 15 PCRMs received clinical ladder promotions, and 33 advanced practice professionals participated in the clinical advancement program.

I encourage you to take time to reflect on our many achievements and accolades of the past year.

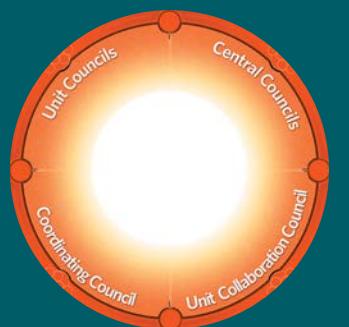
I am not surprised by these accomplishments. I have never doubted our nursing standards nor our commitment to them. James nurses exemplify our mission, vision and values, and I am honored to lead such an outstanding group of professionals.

Kris M. Kipp, MSN, RN

Executive Director, Clinical Services and Chief Nursing Officer
The Ohio State University Comprehensive Cancer Center –
Arthur G. James Cancer Hospital and Richard J. Solove Research Institute

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LEADERSHIP AND GOVERNANCE

The OSUCCC – James Shared Governance model is the foundational platform that supports decision-making by nurses. Decisions made closest to the point-of-care delivery will result in positive patient, staff and system outcomes.



Excellence in Leadership Award Recipients.
See page 35 for full story.

FY20 Central Council Highlights

Our nursing governance model is implemented in part through hospital-wide central councils. Each council is a decision-making body with specific authority and responsibilities. Each council consists of nurses, administrators and other individuals necessary to the functioning of the council.

The James Nursing Leadership Forum (JNLF)

Co-chairs: Scott Roberts, MS, BSN, RN, NEA-BC, CSSGB, and Emily Rush, MHA, BSN, RN, OCN

- The JNLF focuses on providing professional development opportunities for James Nursing leaders.
- JNLF members facilitated a monthly book club presentation surrounding “No Ego” by Cy Wakeman throughout FY 2020. Groups of 7 – 10 leaders created presentations in multiple formats: video, slideshow, lecture and group discussion. This group/work-style project provided public speaking experience for leaders and content was applicable to all nursing leadership.

Development and Recognition Council (DRC)

Co-chairs: Haley Kreider, BSN, RN, OCN, and Amber Kurzen, BSN, RN, OCN

- The annual DRC Celebration recognized and acknowledged nurses who have completed professional development accomplishments such as presenting at a conference, publication or certification. The daylong celebration had over 100 in attendance. The celebration offered resources for those interested in professional development opportunities.
- DRC members collaborated with James Nursing Leadership to implement staff appreciation rounds at all James locations. Pairings of DRC and formal nursing leaders rounded on units and connected in person with staff while providing ice cream and popcorn to thank them for their work and dedication.

Innovation and Research Council (IRC)

Co-chairs: Teresa Brubaker, MSN, RN, CAPA, and Lynn Weatherby, BSN, RN, OCN

- The James Nursing and Innovation Day was canceled due to COVID-19. Nevertheless, the 17 presentation abstracts submitted for inclusion in the event will be disseminated electronically.

- IRC organized two open house workshops called innovation tables, where innovative staff met with other nurses and individuals in roles that helped them move forward with their idea.

- IRC facilitated two nursing research “think tanks” with James Nursing research consultant Dr. Carl Brown that encouraged nurses at all levels to discuss their research ideas and obtain support on projects and research questions.

Patient Care Council (PCC)

Co-chairs: Marna Johanson, BSN, RN, HNB-BC, and Charity Cordes, BSN, RN

- PCC updated and published the James Nursing Expert Resource List in order to have a centralized list of contacts and information associated with specific patient issues and nurse education needs.
- PCC continues to work to improve nurse-sensitive indicators across the James. In FY2020, PCC collaborated with members of groups such as the Nursing Quality and Patient Safety team, Nursing Education, and James Accreditation and Compliance. These meetings led to process reviews and workgroup formations.
- PCC reviewed James Nursing policies to provide a direct-care nursing perspective on changes and opportunities for improvement. Examples of policies reviewed in FY2020 include care of inmates, vascular access and continuous cardiac monitoring.

Unit Collaboration Council (UCC)

Co-chairs: Justin Kelly, MHI, BSN, RN, CCRN, RHIA, and Molly Myers, BSN, RN-BC

- UCC facilitated multiple guest presentations to support financial stewardship and understanding, wellness, evidence-based practice, staffing effectiveness, and innovation and entrepreneurship.
- Copies of the book “No Ego” by Cy Wakeman were purchased by nursing leadership for all UCC members. UCC discussed chapter contents monthly. This book club aligned with the professional development work of the James Nursing Leadership Forum.
- UCC facilitated monthly presentations on the work started in the James NSI Quality Summits. Unit Council chairs presented their respective unit accountability plans at each UCC meeting. The associate chief nursing officers, directors, managers and assistant nurse managers were invited to participate and support their council chairs as they presented; more than 50 people attended these meetings.



PATIENT CARE

The stethoscope and cancer ribbon represent a unique blend of clinical expertise, critical thinking skills and disease-specific knowledge, as well as interpersonal effectiveness and holistic care of mind, body and spirit. James nurses establish a therapeutic relationship with the patient and family, and partner with them to develop an individualized plan of care.



Clinical Excellence Award Recipients.
See page 35 for full story.

Responding to the COVID-19 Pandemic

COVID-19 Caregiver Communication

Due to growing concerns about the coronavirus, The Ohio State University Wexner Medical Center implemented strict visitor precautions to ensure the health and safety of our patients, their families and our staff. In response to this new challenge, James nurses developed Caregiver Communication guidelines to ensure that a designated family member received status updates every day. When each patient was admitted, a family password was created so that the day-shift nurse could phone the family member and openly discuss the patient's condition and the nursing plan of care, and also address any questions or concerns.

Team Nursing

To prepare for a possible influx of COVID-19 patients, James Nursing took the lead at the medical center on developing and testing a Team Nursing concept. This concept calls for an experienced nurse to oversee a group of nurses, patient care associates and other non-clinical staff who work together to manage the care of up to 12 patients. Nurses from our ambulatory clinics and other units that were closed because of the pandemic were trained on the inpatient units so they could assist in areas where we may have needed to care for COVID-19 patients.

Over a week, James nurses put this concept into practice with much success. While fortunately we did not see a spike in COVID-19 patients, it was comforting to know that James nurses were ready.

Adapting to Virtual Health Care

When COVID-19 reached central Ohio, we experienced a rapid increase in the need to treat patients remotely. Interprofessional collaboration was essential to continue providing care options under the challenging circumstances. Since the majority of our oncology patient population is considered at high risk of contracting and experiencing complications from the virus, we knew we had to adopt telehealth options quickly. More than 150 cameras were deployed across the organization, and clinical informatics nurses provided training and support to staff so they could utilize secure options for telephone and video visits. Prior to the pandemic, approximately 50 clinic visits per month utilized telehealth options; that number has since soared to 2,800 visits per day. Nearly 18,500 video visits have been conducted since the implementation of telehealth technology and guidelines in March.

Six-Word Stories

As COVID-19 impacted us all in a variety of ways, staff were encouraged to tell their story in six words. Stories from the front lines and makeshift home offices were shared on the new HealthBeat HUB app.



OSUCCC – James selected to participate in U.S. Magnet4Europe Consortium

The purpose of the Magnet4Europe Consortium is to determine if redesign of hospital work environments guided by ANCC Magnet Recognition Program® principles is feasible, effective and sustainable in Europe in improving care quality and safety, patient satisfaction and workforce outcomes. More than 70 hospitals from Belgium, England, Germany, Ireland, Sweden and Norway will be supported by one-to-one twinning with an experienced Magnet-recognized hospital to promote capacity building through transfer of knowledge, skills, tools, technology and best practices.



The OSUCCC — James will be working with staff at Klinikum Bremerhaven-Reinkenheide GmbH, a 723-bed hospital located in the beautiful port city of Bremerhaven, Germany. The program is set to begin in October 2020.

Celebrating Extraordinary Care

James 20 Celebrates 888 Days CAUTI-Free

Catheter-associated urinary tract infections, or CAUTIs, are a risk for any patient with a urinary catheter, but for patients on 20 James, which specializes in urologic and gynecologic cancer surgery, the risks are multiplied. The entire staff on 20 James has worked diligently to keep patients safe and recently celebrated 888 days without a CAUTI. Unit leadership provided a "lemonade stand" to celebrate and recognize the staff for their commitment to providing patients with high-quality and safe patient care.

Ambulatory Clinics Remain Focused on Preventing Falls

Patient education and risk assessments are among some of the tools used by clinic nurses to keep their patients free from injury related to falls. An enculturated commitment to patient safety in ambulatory clinics has resulted in 27 of 28 clinics consistently outperforming the national benchmark for falls with injury for the past two years.

Celebrating Extraordinary Care (cont'd)

Diligent Monitoring of Chemotherapy Infusions Promotes Patient Safety

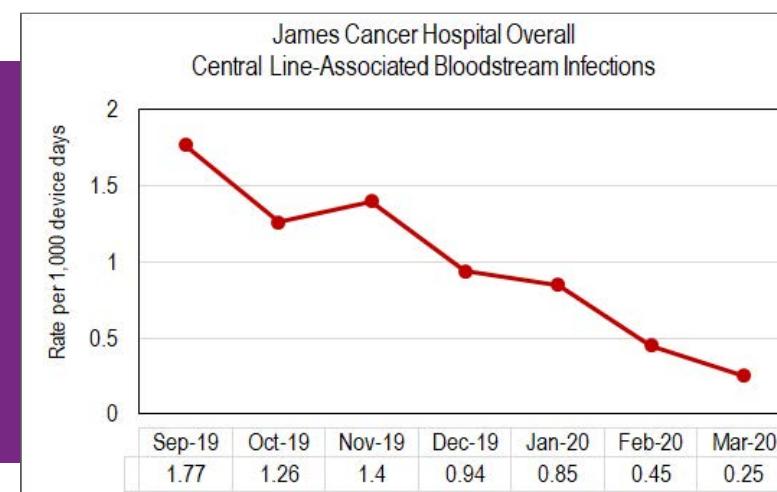
The Oncology Nursing Society has identified chemotherapy extravasation and its related tissue damage as a safety/preventable event. The expert care that OSUCCC – James ambulatory nurses provide their patients has resulted in zero chemotherapy extravasations since December 2015.

The Commitment to Excellence: Nurse-Sensitive Indicator Summits

Beginning in September 2019, more than 100 nursing leaders and staff were invited to step away from the bedside and come together to focus on quality and patient safety. Following opening remarks from the chief nursing officer and associate chief nursing officers, current nurse-sensitive indicator (NSI) data was reviewed. Attendees divided into small groups to discuss how their specific role can make quality and patient safety a priority in practice. At the conclusion, each attendee made a personal commitment to support a culture of high-quality patient care.

All were invited back for the second Commitment to Excellence Summit in October 2019. Following a presentation of the updated NSI data, leaders and staff developed NSI accountability plans for each of the following four common themes that emerged in the first summit: peer review, purposeful rounding, communication and education.

In January 2020, nursing leaders and staff met again for the third Commitment to Excellence Summit. The focus of the third summit was to identify distractions to safe care and devise strategies for improvement. Attendees were encouraged to focus on quality and patient safety by thinking “inside the box” as a way to succeed under any circumstances. Status check expectations were articulated, including a presentation schedule using our governance councils.



The organizational commitment to excellence has led to remarkable patient outcomes including the dramatic decrease in central line-associated bloodstream infections.

Publications

James nurses are encouraged to share their expertise, not only with their co-workers, but also with the broader nursing community. Below is a list of publications by James nurses during FY20.

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Dove-Medows, E., Deriemacker, A., Dailey, R., Nolan, T.S., Walker, D.S., Misra, D.P., Kavanaugh, K., & Giurgescu, C. (2020). Pregnant African American women's perception of neighborhood, racial discrimination, and psychological distress as influences on birth outcomes. *MCN: The American Journal of Maternal Child Nursing*, 45(1), 49–56. <https://doi.org/10.1097/NMC.0000000000000589>

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Nolan, T.S., Ivankova, N., Carson, T.L., Spaulding, A.M., Dunovan, S., Davies, S., Enah, C., & Meneses, K. (2019). Life after breast cancer: “Being” a young African American survivor. *Ethnicity & Health*, 1–28. <https://doi.org/10.1080/13557858.2019.1682524>

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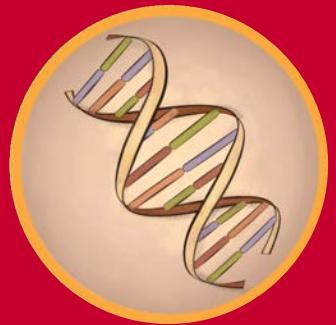
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INNOVATION and RESEARCH

Our belief is that discovery supports evidence-based practice, fosters innovative patient care through research and promotes professional development.



This photo was taken prior to the COVID-19 outbreak. Please follow guidelines put forward by the CDC and local health officials to remain safe and healthy.

James Nursing Research

James nurses are encouraged to generate new knowledge for practice through nursing research. The following are current IRB-approved James nursing research studies:

James Nurse Primary Investigator or Co-Primary Investigator(s)	Research Study
Elizabeth Arthur, PhD, APRN-CNP, AOCNP	Older Cancer Survivors' Assessment of the MyChart App to Optimize Behaviors and Outcomes
Elizabeth Arthur, PhD, APRN-CNP, AOCNP	Self-Efficacy and Sexual Well-Being of Women Treated for Cancer: Data Repository
Lisa Blackburn, MS, APRN, CNS-BC, AOCNS	The Effect of Aromatherapy and Foot Reflexology on Pain and Anxiety in Cervical Cancer Patients Receiving Brachytherapy
Diana McMahon, MSN, RN, OCN Amy Rettig, MALM, MSN, RN, ACNS-BC Miranda Osborne, MSN, RN, CEN	Satisfaction and Resilience in New Graduate Nurses
Gretchen McNally, PhD, ANP-BC, AOCNP	Characteristics of Chemotherapy-Induced Peripheral Neuropathy in Hodgkin and Non-Hodgkin Lymphoma Patients Treated 2011 – 2018: Comparing HIV-Infected Patients With Non-HIV-Infected Patients
Gretchen McNally, PhD, ANP-BC, AOCNP Robin Rosselet, DNP, APRN-CNP/CNS, AOCN	Evaluating Substance and Opioid Use Disorder Experience and Knowledge Among Oncology Health Care Providers
NJ Speece, BSN, RN, OCN	Sarcoma Treatment Guide
Amber Williams, MSN, RN, OCN Amy Rettig, MALM, MSN, RN, ACNS-BC Corinna Strauss, BSN, RN, OCN Julia Krock, BSN, RN, OCN Jessica Dove, BSN, RN	Inhaled Essential Oil Effect on Common Quality of Life Concerns During Cancer Treatment

EBP Immersion

In early March, 50 nurse leader participants and 25 facilitators and co-facilitators met to commence a deep dive into evidence-based practice (EBP). The EBP immersion was guided and directed by leaders from the Helene Fuld Institute for Evidence-Based Practice (The Fuld) through The Ohio State University College of Nursing. Throughout the week, groups learned about the steps of EBP and how to write a “population, intervention, comparison, outcome, type of studies” (PICOT) question, perform a literature review and appraisal, read a research study and acquire other leadership skills. The participants were divided into groups and provided with general topics for investigation, including:

- CLABSI
- Peer-to-peer accountability
- Intentional rounding
- Falls
- Telephone triage/telehealth
- Patient throughput
- 8-hour vs. 12-hour shifts

The groups will be working on their respective projects for 18 months with ongoing support from The Fuld and James EBP leadership. A second group of leaders will be attending the immersion in March 2021.





PROFESSIONAL RELATIONSHIPS

We partner with diverse members from all disciplines and departments to enhance safety, quality and service across the continuum of care.



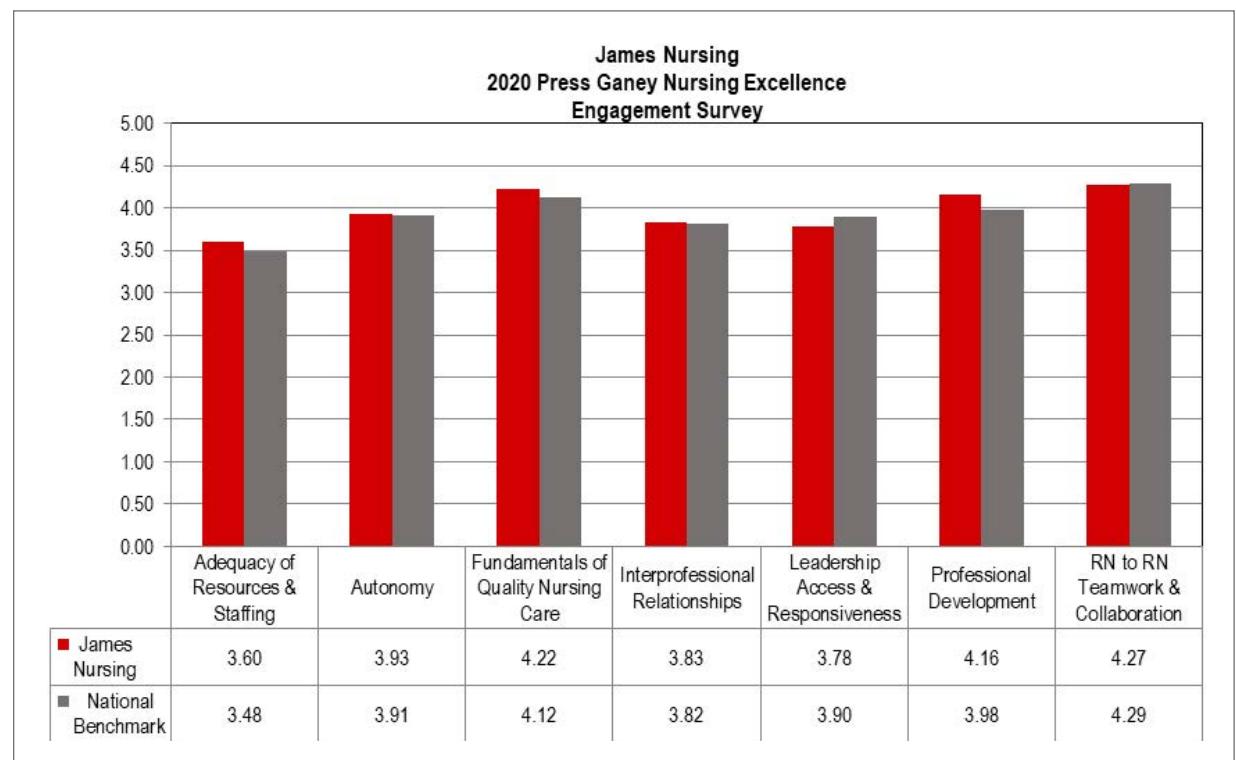
This photo was taken prior to the COVID-19 outbreak. Please follow guidelines put forward by the CDC and local health officials to remain safe and healthy.

Claiming Resilience

Increasingly, meaningful dialogue among health care staff is recognized as a key factor in developing healthy teams and providing quality patient care. At The James, we have been providing Claiming Resilience—facilitated, intentional, interprofessional conversations about the challenges faced in health care—since 2017. These gatherings have furthered our development of Relationship-Based Care and the organization's mission, vision and values. In FY20, the mental health clinical nurse specialists hosted 143 Claiming Resilience conversations supporting and developing 1,193 health care staff.

Nurse Satisfaction

Engaged nurses are foundational to the delivery of high-quality safe patient care. In February 2020, James nurses were invited to participate in the Press Ganey Nursing Excellence Engagement Survey. With a response rate of 78.6%, James nurses reported high satisfaction with their work environment, outperforming the national benchmark in five of seven categories.



Additionally, the following 11 units reported higher satisfaction than the national benchmark in all seven categories.



5 James Orthopedic Clinic

5 James Hematology Clinic

5 James Clinical Treatment Unit

SSCBC Medical Oncology

Mill Run

James Medical Intensive Care Unit

17 James

Ambulatory Surgical Unit

Post Anesthesia Care Unit

Martha Morehouse 11 Infusion

Martha Morehouse 10 Endocrine



CENTRAL FOCUS

The four interlocking circles at the center of our professional practice model depict the relationships essential to Relationship-Based Care—a central focus on our relationship with the patient and family, knowing and caring for ourselves, collaboration with our colleagues and a strong commitment to the communities we serve.



This photo was taken prior to the COVID-19 outbreak. Please follow guidelines put forward by the CDC and local health officials to remain safe and healthy.

James Nurses Share Their Cancer Expertise at The Ohio State University's Farm Science Review

Annually, The Ohio State University's Farm Science Review (FSR) attracts upwards of 140,000 visitors from all over the United States and Canada, who come for three days to peruse 4,000 product lines from 600 commercial exhibitors and learn the latest in agricultural production. Recognizing the need and this unique opportunity to provide cancer education to members of the agricultural community, James nurses attended the FSR in September 2019, when they passed out N95 masks to attendees and explained the importance of wearing masks to reduce exposure to dust particles and pesticides. Additionally, the nurses provided information on sun safety and smoking cessation as well as general cancer information to event attendees.



These photos were taken prior to the COVID-19 outbreak. Please follow guidelines put forward by the CDC and local health officials to remain safe and healthy.





DEVELOPMENT and RECOGNITION

The scroll and laurel wreath signify that achievement and scholarship are closely intertwined with service and honor.

The community of nursing embraces a commitment to lifelong learning to support growth and succession planning across the career life cycle of our staff we serve.



National Recognitions

OSUCCC – James Earns Press Ganey Awards for Excellence in Nursing

For the fourth consecutive year, the OSUCCC – James has earned a Press Ganey Guardian of Excellence Award® for achieving and sustaining excellence in patient experience.

In addition, the OSUCCC – James has received a 2019 Press Ganey Pinnacle of Excellence Award®, an honor presented to the three top-performing organizations in each category on the basis of extraordinary achievement. This award recognizes providers who have maintained consistently high levels of excellence over three years in patient experience, employee engagement, physician engagement or clinical quality performance.

The Guardian of Excellence Award, a nationally recognized symbol of achievement in health care, honors top-performing health care organizations that have achieved the 95th percentile or above for performance in patient experience. Presented annually, this award recognizes organizations who sustained performance in the top 5% of all Press Ganey clients for each reporting period over one year as measured by the Centers for Medicare/Medicaid's Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS).

“Earning the Guardian of Excellence Award four years in a row, and now the Pinnacle of Excellence Award, demonstrates the emphasis that our faculty and staff place on our relationship-based care model and reflects our continuous dedication to improving the patient experience as we all work to create a cancer-free world.”

William Farrar, MD
CEO of the James Cancer Hospital and
Solove Research Institute

James SICU Receives Beacon Award

The James Surgical Intensive Care Unit (JSICU) received national recognition for exceptional patient care and professional nursing practice with a three-year, Gold-Level Beacon Award for Excellence from the American Association of Critical-Care Nurses (AACN).

The Beacon Award, considered to be a milestone on the path to exceptional patient care and healthy work environments, honors individual units that distinguish themselves by improving every facet of patient care. Gold is the highest-level Beacon Award that can be achieved.

This is the second consecutive Beacon Award for the JSICU. In December 2016, the unit received a Silver-Level Beacon Award.

The JSICU joins two other James units previously designated as Gold-Level Award recipients, the James Medical Intensive Care Unit and the Blood and Marrow Transplant Unit.

This photo was taken prior to the COVID-19 outbreak. Please follow guidelines put forward by the CDC and local health officials to remain safe and healthy.



Ohio State Acute Clinical Leukemia Program Receives Quality Designation From The Joint Commission

The OSUCCC – James Acute Leukemia Program recently earned a disease-specific care certification in leukemia from The Joint Commission, the nation's top hospital-ranking organization. The OSUCCC – James Acute Leukemia Program is the third program in the United States to earn this certification.

“This prestigious certification by an independent reviewing body validates the dedication and commitment of the doctors, nurses and staff at the OSUCCC – James to patient care,” says William Farrar, MD, CEO of The James. The Joint Commission’s disease-specific certification initiative involves evaluation of clinical programs across the continuum of care for compliance with standardized requirements and expectations for ensuring quality care and patient safety.



National Recognitions (cont'd)



Advanced Practice Professional Fellowship Earns Accreditation With Distinction

The James Oncology & Critical Care Advanced Practice Professional (APP) Fellowship earned a three-year Accreditation with Distinction as a practice transition program from the American Nurses Credentialing Center's (ANCC) Practice Transition Accreditation Program® (PTAP).

"PTAP sets the global standard for fellowship programs that transition advanced practice registered nurses (APRNs) into new practice settings," says Robin Rosselet, DNP, APRN-CNP/CNS, AOCN, director of advanced practice providers, research and evidence-based practice (EBP) at The James. Accreditation with Distinction is the highest recognition given by the ANCC's accreditation program.



Blackburn Selected for Oncology Nursing Society Excellence in Advanced Clinical Practice Award

Lisa Blackburn, MS, APRN-CNS, AOCNS, has been selected as the recipient of the 2020 Oncology Nursing Society (ONS) Excellence in Advanced Clinical Practice Award, which recognizes and supports excellence in advanced clinical practice.

To be eligible for this award, nurses must be active ONS members who are recognized as experts in the field of oncology nursing at the local, regional and/or national level and serve as a role model for other nurses and/or APNs. They also must demonstrate a significant contribution to oncology nursing practice through professional/patient education, clinical practice and/or nursing research. In addition, they must promote a culture of safety and quality in clinical practice and foster professional development of self and others.

Internal Recognitions

Excellence Awards

We believe that individuals providing and supporting outstanding patient care and service should be encouraged, recognized and applauded. The prestigious Excellence Awards acknowledge overall excellence and achievement of quality patient care and service through the Clinical Excellence Award, Excellence in Service Award, Excellence in Leadership Award and the Physician "Champion of Nursing" Award.

Clinical Excellence

Amy Compston, PT, DPT, CRT, CLT, LANA, Physical Therapist, Ambulatory Oncology Rehabilitation

Kimberly Holt, BSN, RN, OCN, Patient Care Resource Manager

Taylor Hoschar, BSN, RN, Staff Nurse, 14 James

Caitlyn Hull, MS, RN, APRN-CNP, Nurse Practitioner, Surgical Oncology

Justin Kelly, BSN, RN, CCRN, RHIA, Staff Nurse, James MICU

Amy Lindsey, MS, RN, PMHCNS-BC, Mental Health Clinical Nurse Specialist

Kelly Massie, BSN, RN, OCN, Staff Nurse, 21 James

Kris Mathey, MS, APRN-CNP, AOCNP, Nurse Practitioner, Medical Oncology

Trinh Robb, BSN, RN, Patient Care Resource Manager

Excellence in Leadership

Drew Ingram, Supervisor, James Patient Access Services

Debbie Irwin, MBA, BSN, BSHCA, RN, NE-BC, Nurse Manager, MMMP 10 – Endocrine Clinic

Yahna Smith, MSN, APRN-CNP, Manager, Nurse Practitioners

Shannon Thompson, MS, RN, CNOR, NEA-BC, Director of Nursing, Perioperative Services

Preceptor Excellence

Brittany Moenter, BSN, RN, OCN, Staff Nurse, 18 James

Excellence in Service

Roger Clair, Environmental Services

Physician Champion of Nursing

Don Benson, MD, PhD, Division of Hematology Oncology

Internal Recognitions (cont'd)

James Compassionate Care Award

The James Compassionate Care (JCC) Awards recognize staff members from all roles for supporting the OSUCCC – James Nursing mission: to provide personalized, compassionate, relationship-based care to our patients and their families across the continuum of care. Recipients are recognized on their units/ departments with a certificate and specially designed pin.

24 individuals and 5 teams received James Compassionate Care Awards in FY20.

JCC Individual Award Recipients

Julie Alexander, BSN, RN, Clinic Nurse, HTC

Mariatou Ba, PCA, BSH, Infusion

Kaitlyn Baird, BSN, RN, Staff Nurse, JMICU

Sue Besinger, BSN, RN, Clinic Nurse, Radiation Oncology

Erin Butler, BSN, RN, CCRN, Staff Nurse, JMICU

Mary Caldwell, MS, APRN-CNP, Cancer Support Services

Jane Czekajewski, BSN, RN, Staff Nurse, CNOR, Operating Room

Chelsy Damron, BSN, RN, OCN, Staff Nurse, JMICU

Shireen Daugherty, MSN, RN, CCRN, Staff Nurse, JSICU

Julia Denton, BSN, RN, CCM, PCRM

Sean Denton, MSN, RN, CCRN, Staff Nurse, JMICU

Lori Fowler, RN, Clinic Nurse, 5 James Infusion

Derek Gilliland, RN, Staff Nurse, 18 James

Melissa Greer, RN, Staff Nurse, 17 James

Albertina Janita, Occupational Therapy Assistant

Samantha Jerusal, PCA, 18 James

Deborah Koons, BSN, RN, CCRN, Clinic Nurse, HTC

Rachel Maino, PCA, 18 James

Musu Massaquoi, Environmental Services

Diana Moore, BSN, RN, CCRN, Staff Nurse, JMICU

Ashley Rachid, BSN, RN, CMS-RN, Staff Nurse, JCRU

Mary Switala, BSN, RN, Staff Nurse, 15 James

Deborah Theobald, BSN, RN, Staff Nurse, BMT

Tammy Yanssens, BSN, RN, Clinic Nurse, 5 James Infusion

JCC Team Award Recipients

5 James Infusion

16 James

17 James

Blood and Marrow Transplant Unit

James SICU Advanced Practice Professionals

Encouraging Academic Achievement

James Nursing staff are encouraged to pursue higher education and supported to achieve professional educational goals. Financial assistance in addition to The Ohio State University Tuition Assistance Program include: The James Nursing Scholarship Fund, Patricia A. DiNunzio Memorial Scholarship and Capital University Tuition Vouchers.

James Nursing Scholarship Recipients

Established to encourage and provide support for James staff enrolled in academic nursing education programs, these scholarships are awarded annually through coordination of the Development and Recognition Council.

Erica Adkins, BSN, RN, Staff Nurse, 18 James

Michael Arruda, MHA, BSN, RN, Nurse Manager, JSICU/JNCCU

Navdeep Banks, BSN, RN, Clinic Nurse MMT 11

Jennifer Bowen, BSN, RN, OCN, PCRM

Jennifer Bruno, BSN, RN, ACM-RN, PCRM

Carl Andrew Crews, BSN, RN, Staff Nurse, JMICU

Erin Mahaffey, PCA, JCRU

Matthew Recker, BSN, RN, Staff Nurse, ASU

Lindsay Riley, BSN, RN, Staff Nurse, JSICU

Amanda Spitler, BSN, RN, Staff Nurse, 5J Infusion

Cosette Tolley, BSN, RN, Staff Nurse, JMICU

Amy Watercutter, BSN, RN, Staff Nurse, Perioperative Services

Alyssa Wehrenberg, BSN, RN, Staff Nurse, Perioperative Services

Patricia A. DiNunzio Memorial Scholarship Recipients

This scholarship is awarded annually to an outstanding James nursing staff member who cares for cancer patients and is dedicated to cancer advocacy and family-centered principles. Recipients are selected by the DiNunzio family in collaboration with the Development and Recognition Council.

The 2020 Patricia A. DiNunzio Memorial Scholarship was awarded to **Kymber Bocook**, BSN, RN, OCN, Staff Nurse, James Ambulatory Surgical Unit.

Capital Tuition Waiver Program Recipients

This program supports the ongoing educational development of James nursing staff enrolled in a nursing program at Capital University.

Bailey Armstrong, PCA, 15E James

Caitlin Clancy, PCA, JCRU

Taylor Longenette, BSN, RN, Staff Nurse, Operating Room

Congratulations to our staff graduates

Jenny Ahn, BSN
Linda Andrew, MHI
Navdeep Banks, BSN
Helen Barbie, MSN
Sarah Bender, MBA
Monica Billings, BSN
Jordan Bope, MHI
Hannah Burras, MS
Jenny Cassidy, ADN
Haylee Chung, MSN
Caitlin Elizabeth Clancy, BSN
Amy Cooper, MSN
Eleonora Coyne, MSN
Zach Cushing, BNS
Shireen Daugherty, MSN
Madison Davis, BSN
Katharine Irene DeSalvo, BSN
Jill Deverse, MHI
Christine Eastep, MHA
Gloria Elizondo, BSN
Alyson Elizabeth Elking, BSN
Kori Fenner, MHI
Oliva Fenster, ADN
Joey Fickes, BSN
Madeline Patricia Fickes
Emily Field, BSN
Erica Fleshman, MSN
Courtney Flockerzie, MHI
Jordan Freed, BSN
Kim Frier, DNP
Calli Fronk, MSN
Ali Gonzalez, MS

Arlee Hall, MSN
Laura Hanna, MS
Allison Havrilla, BSN
Kaitlin Hayman, BSN
Joshua David Heeter, BSN
Lindsay Herndon, MS
Hailey Holman, MSN
Stephanie Hubbard, BSN
Max Huffman, MSN
Haley Judson, BSN
Shelley Kale, BSN
Justin Kelly, MHI
Kaylee Kendall, ADN
StevenKinsel, BSN
Brianna Knight, MS
Kathryn Knill, DNP
Barbara Lambert, BSN
Reema Lambrinides, MSN
Kelly Lehmkuhl, MHI
Natalie Linder, BSN
Katherine Lybarger, MHI
Amber Maag, ADN
Leeanne Mako, MS
Rose Mantel, MSN
Chris Maurer, MHI
Kelsey McMahon, MSN
Stacey Meade, MS
Rebecca Miller, BSN
Samantha Leigh Miller, BSN
Goldie Moritz, MHI
Holly Mycroft, MSN
Heather Niccum-Haag, BSN

Brandi Nixon, MSN
Raejeanne Nutter, MS
Colleen O'Leary, DNP
Kaitlyn Oliver, BSN
Anishi Arun Patel, BSN
Gabriella Perez, BSN
Tonja Plew, MSN
Ellis Pohlmann, MSN
Anne Pontillo, MHI
Julie Rader, MHI
Colin Reeder, DNP
Amy Rettig, DNP
Gabby Ricard, BSN
Morgan Riese, MHI
Chris Rizzo, MSN
Megan Roberts, MS
Antoniya Robinson, MS
Liz Savona, BSN
Katie Scholl, DNP
Diamonta' Durand Seabron, BSN
Marissa Smith, MSN
Tessa Linder Sobieski, BSN
Brian Michael Spahn, BSN
Patricia Strickland, MS
Mary Switala, MS
Jenna Tope, BSN
Brittany Vonau, MSN
Jennifer Williams, MSN
Vanessa Windle, BSN

Certification and Education Data

All James Nurses

64.7% of eligible nurses maintain a specialty nursing certification

94.9% have a baccalaureate degree or higher in nursing

Staff/Clinic Nurses

54% of eligible nurses maintain a specialty nursing certification
Inpatient 47%, Outpatient 62%, Periop 54%
**Magnet hospital benchmark 38.8%*

93.1% have a baccalaureate degree or higher in nursing
Inpatient 93%, Outpatient 91%, Periop 95%
**Magnet hospital benchmark 71%*

Nursing Leadership

69.8% of eligible nursing directors and managers maintain a specialty nursing certification
**Magnet hospital benchmark 66.1%*

98% of nursing directors and managers have a graduate degree or higher in nursing
**Magnet hospital benchmark 55.6%*

Oncology Nursing Society Membership Scholarship Recipient:

The Development and Recognition Council designed this scholarship to promote involvement in professional nursing organizations.

Karen Meade, MS, APRN-CNS, AGCNS-BC, OCN, was selected to receive a one-year membership to the Oncology Nursing Society.



Staff/Clinic Nurse Clinical Ladder Promotions

The purpose of the James Staff/Clinic Nurse Clinical Ladder Program is to promote professional nursing practice by recognizing and rewarding those experienced registered nurses who demonstrate personalized oncology nursing excellence using the James Professional Practice Model.

Shannon Appelfeller	Mindy Fox	Tasha Long	Antoniya Robinson
Krysten Bishop	Stephanie Grandbois	Jackie Madden	Tania Schonauer
Lacey Bitner	Taylor Hale	Catherine Martin	Rachel Tasler
Mindy Blackwell	Taryn Heldenbrand	Keri Mast	Hannah Teach
Julilyn Brown	Tricia Hemker	Christina Miller	Jessi Thomas
Teresa Brubaker	Sara Hoffman	Shelby Miller	Elizabeth Titlow
Megan Burk	Kelsie Hull	Mandy Minick	Samantha Turner
Erin Butler	Heather Johns	Brittany Moenter	Ashley Vargas
Courtney Denlinger	Shelby Johnson	Diana Moore	Lee Ann Wine
Mackenzie Engle	Heather Justus	Molly Myers	Sara Wolfe
Nicole Evans	Lindsey Keller	Erin O'Rourke	Emily Wright
Abbie Fox	Jennifer Kenderski	Cassidy Redding	Megan Zeid

Patient Care Resource Manager Clinical Ladder Promotions

The Patient Care Resource Manager (PCRM) Clinical Ladder was created to promote the professional development of James PCRMs. Those who volunteer to participate in the program must demonstrate advanced clinical knowledge and superior clinical judgment, which results in optimal clinical outcomes for patients and families and enhances the interdisciplinary team approach to health care.

Jennifer Brunelle	Crystal Fehr	Laura Roberts
Jenny Bruno	Kimberly Holt	Liz Savona
Lindsey Cook	Erin McKee	Kris Seigneur
Julia Duncan	Kelsey McMahon	Ashley Sica
Sara Espich	Trinh Robb	Angie Wolf-Erdlitz



Advanced Practice Professionals Clinical Advancement Program

The Advanced Practice Professional Clinical Advancement Program recognizes the experienced advanced practice provider (APP), including certified nurse practitioners and physician assistants for advanced leadership and clinical practice. It's a voluntary program that promotes professional practice by rewarding experienced clinicians who excel in clinical practice, education, leadership, research, evidence-based practice and community service.

Proficient

Nicole Allen-Payne	Rupa Ghosh-Berkebile	Kelly Keller	Alicia Perkins
Ellen Diefenderfer	Abbey Hajjar	Kathryn Knill	Deborah Russell
Stephanie Dolan	Cynthia Koutz	Cassie Walker	
Nicole Elking	Amanda Haney	Nicole Kover	Chad Walker
Sarah Everhart	Mendie Hritz	Michelle Lozano	Lisa Ward
Alicia Finn	Caitlyn Hull	Dorothy McDonald	Julia Wetherhold
	Erin Jadallah	Kami Perdue	

Expert

Jennifer Browning	Patrick Kearns	Gretchen McNally	Julie West
Amanda Carraher	Tom Lawson	Lisa Parks	Susan Yeager

James Nursing Philosophy



As James Nurses, we believe that:

Patients and families are at the center of our nursing care, and we

- Partner with them to develop their individualized, holistic plan of care
- Provide support and guidance along the continuum of cancer prevention, treatment and survivorship
- Share information and knowledge, while encouraging them to embrace hope for the future

Professional relationships and healthy teamwork improve outcomes because they

- Ensure safety, quality and service across the continuum of care
- Enhance trust, dignity, mutual respect and collaborative communication
- Incorporate innovative and evidence-based nursing care

Care of self meets the needs of patients and families because it enables us to

- Create and preserve healthy personal boundaries
- Reconnect each day with our purpose and passion
- Maintain balance in the four quadrants of life – work, family, friends/colleagues and self

The communities we serve are enriched because we

- Share knowledge and expertise of oncology nursing through professional and global networks
- Embrace a commitment to lifelong learning, which supports growth and succession planning across the career life cycle
- Give of our time, talents and resources locally, regionally and nationally



**The Ohio State University Comprehensive Cancer Center –
Arthur G. James Cancer Hospital and
Richard J. Solove Research Institute**

460 W. 10th Ave.
Columbus, OH 43210
Phone: 1-800-293-5066
jamesline@osumc.edu
cancer.osu.edu

The James



THE OHIO STATE UNIVERSITY
WEXNER MEDICAL CENTER