



THE OHIO STATE UNIVERSITY
COMPREHENSIVE CANCER
CENTER – ARTHUR G. JAMES
CANCER HOSPITAL AND
RICHARD J. SOLOVE
RESEARCH INSTITUTE

NURSING ANNUAL REPORT FY16

The James



THE OHIO STATE UNIVERSITY
WEXNER MEDICAL CENTER





Dear Nursing Colleagues,

If one message shone through all of Fiscal Year 2016 (FY16), it was that now is the best time to be a nurse at the James Cancer Hospital and Solove Research Institute.

We have experienced some remarkable accomplishments and wonderful demonstrations of the passion and compassion that are the standard of James nursing. We continue to display our commitment to excellence in patient care, education and research. This excellence reflects our commitment to our relationship-based care priorities: patients, families, colleagues and community.

Our Professional Practice Model (PPM) really drives what we do and how we do it. The PPM serves as the framework for this report. In it you will see highlights of some of the many accomplishments of FY16 that truly demonstrate today is the best time to be a James nurse.

Kris M. Kipp, MSN, RN

Executive Director, Patient Services and Chief Nursing Officer

Jamie Tippet, MS, RN, NEA-BC

Associate Chief Nursing Officer

The Ohio State University Comprehensive Cancer Center –
James Cancer Hospital and Solove Research Institute

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PROFESSIONAL PRACTICE MODEL

Our OSUCCC – James Nursing Professional Practice Model (PPM) was inspired by the ancient mandala. Traditional mandalas function as intricate maps, presenting the viewer with a journey from the periphery to the center.

The model reminds us that the profession of nursing has a core set of values, an identified body of knowledge, autonomous decision-making, peer feedback and peer review of practice, and professional organizations for setting standards. We designed this mandala to guide our practice as individual oncology nurses and as a community of OSUCCC – James nurses.

OSUCCC – JAMES NURSING PRINCIPLES

VISION

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

MISSION

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

PHILOSOPHY

As OSUCCC – James Nurses, we believe:

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.

VALUES

Our OSUCCC – 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.





Central Focus

Our conceptual framework, Relationship-Based Care* (RBC), is used to translate our OSUCCC – James nursing vision, mission, philosophy and values into action every day, as we strive to create a caring and healing environment.

The four interlocking circles depict the relationships essential to RBC, with a central focus on our relationship with patient and family, and three other crucial caring relationships: with self, with colleagues and with a strong commitment to the broader communities we serve.

*Used with permission from CHCM, Inc (2004)
Relationship-based Care: A Model for Transforming Practice
Creative Health Care Management, Inc. www.chcm.com

By the Numbers

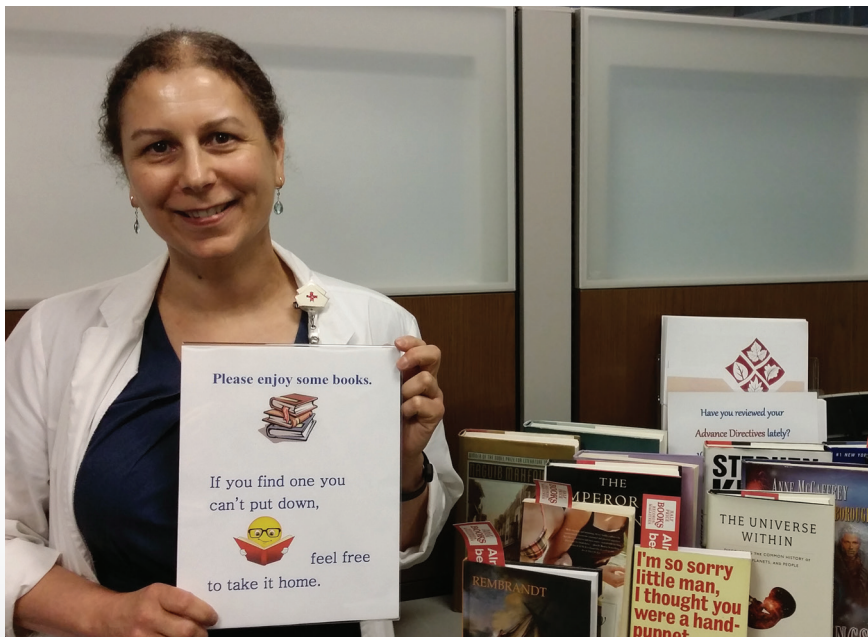
	FY14	FY15	FY16	
Number of inpatient units	10	11	11	
Number of inpatient beds	232	306	306	
Number of admissions	11,262	12,653	13,780	
Number of observation patients	1,045	1,041	1,280	
Occupancy	84.8%	84.1%	84.1%	
Number of ambulatory clinics	24	24	24	
Number of clinic visits	166,098	181,868	202,939	
Number of ambulatory visits	336,695	359,253	391,035	
Number of ambulatory chemotherapy injections/infusions	41,400	44,531	50,913	
Number of ambulatory surgeries	3,222	4,167	5,339	
Number of surgeries in The James OR	5,758	7,471	9,607	

RBC Activities

Relationship-Based Care (RBC) guides the work that nurses do every day at the OSUCCC – James. While patients and families are the central focus, nurses know that paying keen attention to the other caring relationships with self, colleagues and broader communities is vital to organizational success and professional satisfaction.

- During the last 12 months, 258 staff participated in a two-day RBC retreat focused on reconnecting to their purpose and passion in health care. That means almost 1,700 staff members have attended an RBC retreat in the last six years. This comment represents a frequent theme on the retreat surveys: “Thank you for helping me better understand how to care for myself and colleagues and work as a team. I know this will positively impact the patients we care for.”
- More than 100 nurses and nursing leaders attended a full-day RBC session focused exclusively on enhancing the hospital’s Care Delivery Model, Primary Nursing. Many units are engaged in revising their Primary Nursing Model to provide continuity and relational care to patients in a very high-tech environment.
- RBC leaders shared 179 different unit-based activities that they accomplished during the last year, which range from working on hand-off communication across the continuum, volunteering at a local food bank, knitting hats for chemo patients and enjoying chair massages on their units.
- Nursing has partnered with Ken Yeager, PhD, LISW-S, of the Ohio State Stress, Trauma and Resilience (STAR) program, and the OSUCCC – James’ mental health clinical nurse specialists (MH CNS) to create a compassion and resiliency training program that provides education, activities and retreats focused on personal resiliency and building strong, healthy teams.

- Nurses are using metrics such as the Professional Quality of Life Scale, the Connor-Davidson Resilience Scale, the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey, and patient satisfaction surveys to measure outcomes of these programs.
- OSUCCC – James James Nursing initiated a Care of Self Oversight Committee to look for gaps in resources and to develop a communication plan so staff can access and utilize the multitude of resources available at the OSUCCC – James to help maintain personal well-being.



Elizabeth Patnoe, RN, and the GU clinic patient library

How do James nurses know RBC is alive and well here? They see it, feel it and live it. Their staff engagement scores and patient satisfaction scores demonstrate it. James patients tell nurses that they make a difference in their lives. Here is one example from a letter sent by a 16 James patient:

"The trauma of being told you have cancer is a very scary and fearful thing, but these people [16 James staff] do all they can to make it as pleasant and comfortable as possible ... I don't know how you managed to compile such a group of caring and compassionate people under one roof."

Community Service

Columbus Free Clinic

The Columbus Free Clinic (CFC) provides patients with access to free, walk-in medical care every Thursday evening from 6-10 p.m. The CFC is operated by a steering committee consisting of second-year medical students from The Ohio State University College of Medicine and is supported by volunteer physicians, nurses and pharmacists. The number of patients who can receive care each week depends on the number of medical professionals who volunteer that evening.

Since June 2009, OSUCCC – James nurses have provided 2,500 hours of volunteer care at the Columbus Free Clinic. In FY16, more than 1,500 patients received care at the clinic.

Leukemia & Lymphoma Society Woman of the Year

Andrea Wert, BSN, RN, OCN, staff nurse on the Blood and Marrow Transplant Unit, was named the Leukemia & Lymphoma Society (LLS) Woman of the Year for raising the most money among female participants in the LLS annual Man & Woman of the Year campaign. Participants in this 10-week fundraising competition build teams to compete for the title of Man or Woman of the Year by raising funds for LLS blood cancer research in honor of local blood cancer survivors. Wert is pictured below (center, with corsage) with some of her co-workers at the LLS event.



LUNG FORCE Walk

The American Lung Association's LUNG FORCE Walk was created to unite women to stand together against lung cancer and promote lung health. OSUCCC – James nurses participated by fundraising, walking and providing event attendees with information about lung diseases (including cancer), health promotion and smoking cessation. Funds raised at the event will benefit lung cancer research, public health promotion and advocacy.



Light the Night

Light the Night is a celebration of life and a fundraiser for the Leukemia and Lymphoma Society. Prior to the one-mile walk there is a ceremony, and OSUCCC – James nurses provide survivors with a fun gift. OSUCCC – James nurses raised over \$17,000 for this event.



Leadership & Governance

The OSUCCC – James Shared Governance council model is based on the belief that decisions made closest to the point of care delivery will result in positive patient, staff and system outcomes.



FY16 Central Council Highlights

Our nursing governance model is implemented in part through hospitalwide 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.

Development and Recognition Council

Council Chairs: Jessica Smith, BSN, RN, OCN
Heather O'Neal, BSN, RN, OCN

- Created and continually updates resource sheets on our website of internal and external awards, scholarships and national conferences to promote participation from staff at the OSUCCC – James.
- Reviewed nominations and selected eight individuals and two teams as recipients of the OSUCCC – James Compassionate Care Awards and 10 recipients of the Excellence Awards. The council held celebrations to honor the awardees.
- Continued to manage the OSUCCC – James Nursing Scholarships by reviewing applications and awarding education funds. The council also managed the Patricia A. DiNunzio Scholarship and Capital University tuition waivers. Twenty-one scholarships were awarded in FY16.
- Hosted the Development and Recognition Celebration to honor those who have had professional accomplishments in the last fiscal year, including certifications, clinical ladder promotions, degrees, poster or podium presentations, publications, scholarships, grants, special awards and a leadership role in a professional organization.



Jessica Smith, BSN,
RN, OCN



Heather O'Neal, BSN,
RN, OCN

Innovation and Research Council

Council Chairs: Theresa Purcell, BSN, RN, OCN
Judith Garcia, MS, BSN, RN

- Provided monthly Continuing Education (CE) presentations to educate council members and OSUCCC – James nurses on the innovation and research process. To make these presentations more widely available, we also broadcast them via WebEx.
- Highlighted OSUCCC – James nurses who are involved in research by having them give a short presentation to council members at the end-of-the-year June wrap-up meeting.
- 54% of members have attended an Institutional Review Board meeting.
- 94% of members have completed the Collaborative Institutional Training Initiative Program.



Theresa Purcell, BSN,
RN, OCN



Judith Garcia, MS,
BSN, RN

Patient Care Council

Council Chairs: Karen Meade, BSN, RN, CPAN
Melissa Nelson, BSN, RN, OCN

- Collaborated with the Patient and Family Advisory Council and nursing leadership to increase hand-hygiene compliance.
- Worked with unit leadership, clinical nurse specialists and unit educators to determine central venous catheter (CVC) care interventions appropriate to specific units.
- Participated in quarterly National Database of Nursing Quality Indicators Skin Prevalence Days in November, February and May.
- Received monthly updates, data and trends from the OSUCCC – James Nursing Quality Department and provided feedback for improvement.



Karen Meade, BSN,
RN, CPAN



Melissa Nelson, BSN,
RN, OCN

Unit Collaboration Council

Council Chairs: Kirsten Roblee, BSN, RN, OCN
Brittany Killen, BSN, RN, OCN

- Created a new chair toolkit for all current and incoming unit council chairs. The toolkit is stored on a jump drive and contains information and resources to help organize and run monthly meetings.
- Encouraged participation in the National Database of Nursing Quality Indicators RN satisfaction survey, resulting in 83% overall participation. Seventeen of 35 units had over 90% participation.
- Invited nursing leadership to monthly meetings for informal meet-and-greets that increase the visibility of our leadership team.
- Increased member attendance from 54% in FY15 to 85% in FY16.



Kirsten Roblee, BSN,
RN, OCN



Brittany Killen, BSN,
RN, OCN

New Shared Governance Council Launched in October 2015





Development and Recognition Council



Patient Care Council

Since launching the enhanced structure, Governance Council meeting attendance increased from 64% to 82%.

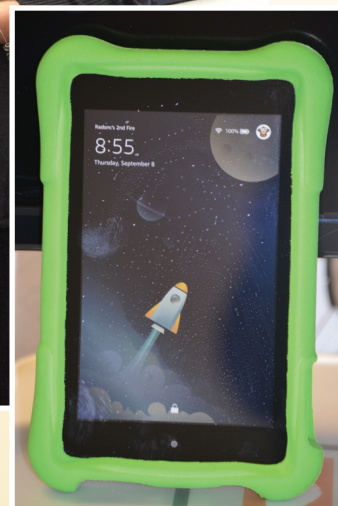


Patient Care

OSUCCC – James nurses establish a therapeutic relationship with a patient and family and partner with them to develop an individualized plan of care.



(from left)
Shannon Thompson, MS, RN, NEA-BC;
Rachel Steele, BSN, RN, CCRN;
and Leah Salyer, MS, RN, OCN.



Radiation Oncology Pediatric Program

OSUCCC – James nurses are proud of their successful Radiation Oncology (RadOnc) Pediatric Program. The department sees approximately 50 pediatric patients per year, ranging from 18 months to 21 years old. These patients have a series of treatments at the OSUCCC – James over a long period, which allows nursing staff to develop strong connections with patients and families. Their care requires meticulous coordination and collaboration with Nationwide Children’s Hospital (NCH) and all disciplines within the Radiation Oncology departments at the OSUCCC – James and NCH. RadOnc staff have developed strong relationships between the two hospitals.

Much of the physical component of the OSUCCC – James’ department is modeled after NCH’s, such as a pediatric waiting room complete with an interactive board that also extends into the exam room. Children can play at the board while they wait. A character of the patient’s choice—either a bunny, duck or frog activated by a small wrist band—follows them through their visit on the interactive boards. The children also receive a stuffed version of this animal to bring with them to their appointments. Additionally, the team has developed a coloring book, featuring the same characters, that models the patient experience and the physical department. Patients receive the book prior to treatment to help them and their family know what to expect during their visit.

The nursing staff caring for this patient population are Pediatric Advanced Life Support (PALS)-trained and have also received additional training at NCH. This team has no boundaries when creating what is needed for these children, celebrating the end-of-treatment success, or just doing something special to “make the day” of a child and family who can use the support. Staff have worked closely with former Ohio State football player A.J. Hawk to create Hawk’s Heroes, which includes a backpack, cape and an Ohio State hat that the children receive when they are completing their treatments.

This team balances pediatric and adult nursing care on a daily basis. They are able to hold a tiny hand and ease the hearts and minds of anxious parents. They have created a seamless experience between NCH and the OSUCCC – James for patients and families.



Amira Hartman, BSN, RN,
OCN



Kim Frier, MSN, RN, FNP,
ACHPN



Lisa Blackburn, MS, RN,
AOCNS

Pain Management Nurse of the Year and Pain Management Advanced Practice Nurse of the Year Award

Developing expertise in pain management was a huge focus in the past year. Starting in autumn of 2015, every unit conducted pain huddles (PUDDLES) to foster thinking about practices.

In the spring of 2016, nurses had their first Pain Resource Nurse (PRN) two-day training. The training was created by The James' first-ever Pain Clinical Nurse Specialist (CNS), Lisa Blackburn, MS, RN, AOCNS.

Of the 54 nurses who attended, 40 were frontline staff and 14 were Advanced Practice Providers (APPs). A second PRN training was set for early 2017 with the goal of having a PRN nurse on every unit by the end of the fiscal year.

The inaugural Pain Nurse of the Year Award was given to Amira Hartman, BSN, RN, OCN, and the Advanced Practice Provider Award was given to Kim Frier, MSN, FNP-BC, ACHPN. They joined Lisa Blackburn in presenting a pain grand rounds later in the year.

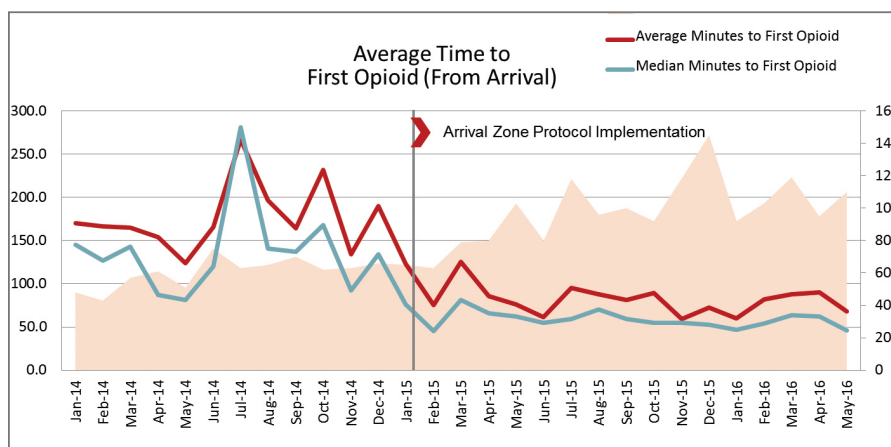
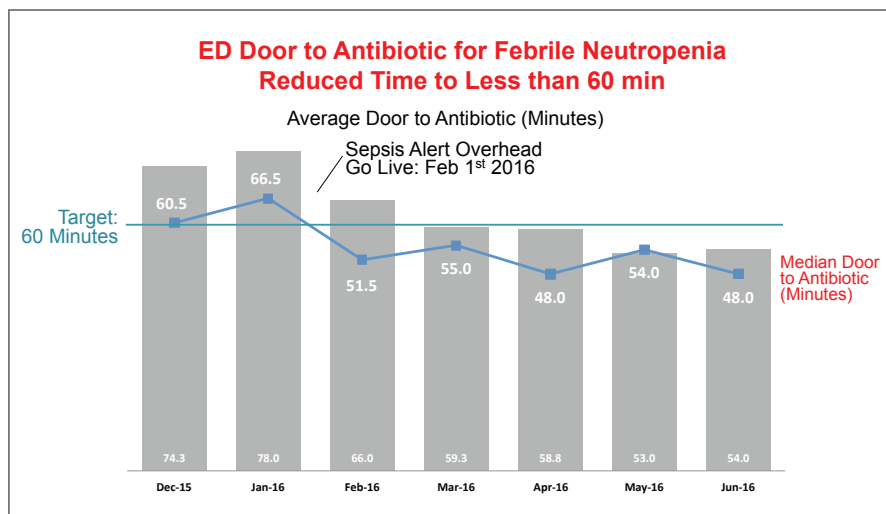


ED – Improving Time to Treatment

OSUCCC – James nurses identified an opportunity to improve care of patients with a history of sickle cell disease who present to the Emergency Department in acute vaso-occlusive pain crisis. They formed a multidisciplinary group that included advocates from benign hematology, emergency medicine, pharmacy, nursing, education and quality.

They then utilized a multidisciplinary care coordination plan in Integrated Health Information Systems (IHIS) and now offer the first dose of pain medication via subcutaneous injection. Implemented in January 2015, this protocol decreased the average door-to-pain-medication time for this population from 178 minutes to 67 minutes in May 2016 and resulted in a median time of 47 minutes.

The OSUCCC – James Nursing team and multidisciplinary collaborators also recognized an opportunity to improve clinical outcomes for patients presenting with febrile neutropenia. Using the same standardized approach as with the sickle cell protocol, they decreased the mean and median time for administering antibiotics below benchmark and significantly decreased the mortality index for this patient population compared to prior years at The Ohio State University Wexner Medical Center and the OSUCCC – James, as well as against other academic medical centers and the cancer consortium.



NP Independent Visits

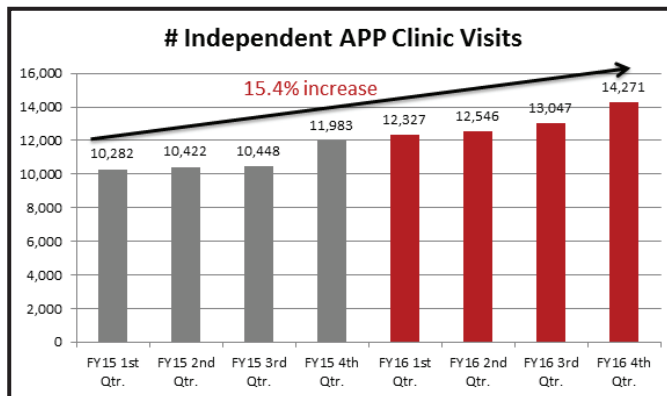
The OSUCCC – James has 270 Advanced Practice Providers (APPs), 126 of whom practice in outpatient clinics. These APPs work in both medical and surgical specialty practices devoted to cancer and include the following subspecialty clinics: Hematology and Transplant, Medical Oncology, Surgical Oncology, Thoracic Surgical Oncology, Plastic Surgery, Colorectal Surgery, Palliative Care, Radiation Oncology and Cancer Emergency Department.

The Hematology clinics include such subspecialty clinics as Stem Cell Transplantation, Acute Leukemia, Chronic Leukemia/Lymphoma and Myeloma. In Medical Oncology, subspecialty clinics include Breast Cancer, Gynecologic Cancers, Gastrointestinal Cancers, Genitourinary Cancers, Melanoma, Head and Neck Cancer, Brain and Spine Tumors, Neuroendocrine/Endocrine Tumors and Sarcomas.

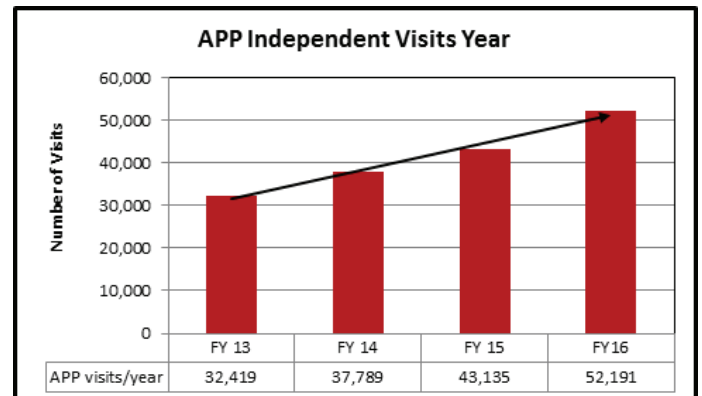
Over the past several years the OSUCCC – James has experienced a rapid increase in the number of ambulatory oncology patients.

A new Advanced Practice Providers Ambulatory Model was created, which added independent post-hospital ill visits and survivorship visits while eliminating one MD clinic shared-visit day to the APP clinic templates.

Outcomes



In FY16 the OSUCCC – James had an overall increase of independent APP clinic visits of 15.4% compared to FY15. The number of APP visits, including all disease specialty clinics within the OSUCCC – James, increased from 43,135 independent visits in FY15 to 50,995 in FY16.



Since FY13 the number of independent Advanced Practice Provider (or APP) visits has increased by 61%.



Development & Recognition

We embrace commitment to lifelong learning to support growth and succession planning across the career life cycle of our staff.

2016 Excellence Awards

Eleven individuals were selected and received Excellence Awards at a ceremony held May 13, 2016.

Clinical Excellence Award

The Clinical Excellence Award is given to clinical staff who have shown exceptional performance and commitment to the OSUCCC – James mission, vision and values. These extraordinary individuals provide care that reflects superior clinical knowledge and compassion toward patients and families through personalized health care.



Sue Burke, BSN, RN, CNOR
Staff Development
Coordinator, James Nursing
Education



Thomas Chizmar, BSN, RN, OCN
Staff Nurse, James
Clinical Resource Unit



Celia Garr, BSN, RN, OCN
Clinical Nurse, SSCBC
Medical Oncology



Kristin Hill, BSN, RN, OCN
Staff Nurse, 18 James

Excellence in Service Award

The Excellence in Service Award recognizes staff members who provide care or services that reflect high standards and sensitivity to the needs of patients, families and staff.



Emily Graham, RHIA, SSGB
Senior Data Manager, Cancer
Program Analytics

Preceptor Excellence Award

The Preceptor Excellence Award is given to professional staff who embrace new and experienced staff through precepting and education. Award recipients initiate open and supportive relations, serve as role models of professional behaviors and tailor instruction to the individual.



Mary Monge, BSN, RN, OCN
Staff Nurse, 17 James



Chase Stevens, BSN, RN,
CPAN
Staff Nurse, ASU/PACU

Excellence in Leadership Award

The Excellence in Leadership Award is presented to transformational leaders who motivate and inspire others and serve as a resource, consultant and professional role model to staff and other leaders.



Miranda Gill, MSN, RN,
NEA-BC
Associate Director, James
Emergency Services



Diana McMahon, MSN,
RN, OCN
Program Manager,
Professional Practice

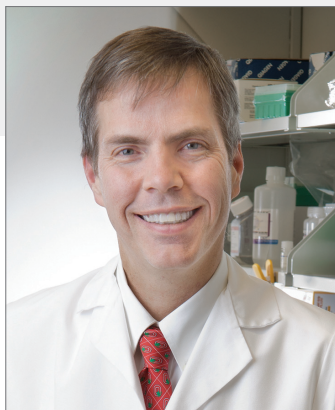


Robin Rosselet, DNP,
RN, CNP
Director, Advanced
Practice Professionals

2016 Excellence Awards continued

Physician "Champion of Nursing"

We believe that excellence in the provision of nursing service is greatly enhanced by collaboration with our physicians. This award acknowledges a physician who, as a champion of nursing, consistently promotes and encourages nursing excellence and innovation.



John C. Byrd, MD
Professor and Director,
Division of Hematology

James Compassionate Care Awards

These 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.

Eight individuals and two teams were selected in FY16 to receive the James Compassionate Care Awards.

Autumn 2015	Judith Bader	Karolyn Meheran, BSN, RN, OCN
Winter 2015	Kim Daniels Martha Morehouse 4th floor staff: Jennifer Lantz, RN Janette Cole, RN Phuong Huang, CNP	Nitia Moseman Janet Shafstall, RN Kari Kendra, MD, PhD Thomas Olencki, DO
Spring 2016	Ritu Salani, MD	Holly Cattrell, RN
Summer 2016	Andrea Linhart, BSN, RN, OCN	Haley Kreider, BSN, RN, OCN

OSUCCC – James Nursing Scholarship Recipients

James Nursing Scholarship Fund

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

Cassie Bradford, BSN, RN	Staff Nurse	18 James
Nathan Braden, BSN, RN, OCN	Clinic Nurse	MMMP 10
Ashley DeBrosse, BSN, RN, OCN	Staff Nurse	5E Hem Clinic
Devin Flood	PCA	19 James
Doris Garnett, MS, RN, OCN	Nurse Manager	PCRM
Jordan Giesler	PCA	17 James
Laureen Jones, BSN, RN, PCCN	Staff Nurse	18 James
Lillian Kennedy	PCA	BMT
Olivia LeMaster, BSN, RN, OCN	Staff Nurse	15 James
Claire McIntyre, MS, BSN, BA, RN, OCN	Nurse Manager	ASU
Rhonda Nilsson, MSN, RN, ACM	Nurse Manager	PCRM
Rachel Ross, BSN, RN, OCN	Staff Nurse	PACU
Katie Schuchter, BSN, RN, PCCN	Staff Nurse	19 James
Karen Summers, BS, BSN, RN	Staff Nurse	17 James
Amy Thomas, BSN, RN	Staff Nurse	16 James
Kelly Tomlinson-Pinkham, MSN, RN, OCN	Nurse Manager	15 James
Amber Williams, BS, RN, OCN	Clinic Nurse	MMMP 11

Patricia A. DiNunzio Memorial Scholarship

An evening of fun and fashion unfolded at last year's Runway to Awareness Fashion Show benefiting the Patricia A. DiNunzio Ovarian Cancer Fund. The event took place on Sept. 22, 2016, at The Ivory Room in Columbus.

The Patricia A. DiNunzio Memorial Scholarship is awarded annually to outstanding nursing staff members (RN or PCA) who care for cancer patients and are dedicated to cancer advocacy and family-centered principles. The 2016 recipient was Karen Meade, BSN, RN, CPAN.

In addition to the scholarship, the DiNunzio family also donated funds to the Gynecology Oncology (gyn-onc) practice at the OSUCCC – James. The department purchased a blanket warmer so gyn-onc patients and families can have warm blankets to use during their stay. The funds also helped to purchase a new TV in the lobby and an additional chemotherapy recliner.



OSUCCC – James Nursing staff take in the fun of the 6th Annual Runway to Awareness Fashion Show.

Student Nurse Professional Development Program

James Student Nurse Professional Development Program

Mission:

Educate and empower student nurses through innovative development opportunities in preparation for the transition to a professional nursing career.

Goals:

- Provide the opportunity for networking and mentorship.
- Increase knowledge of oncology diagnoses and treatment.
- Develop leadership and emotional intelligence skills.
- Assist in finding the best career fit.

From the September 2015 - May 2016 program, 18 of the 27 senior nursing students in the program were hired and began their professional nursing career at the OSUCCC – James, which is a 67% retention rate.

All student nurses who were active in the program since its inception have passed their NCLEX on the first attempt.



Nurse Residency

Vizient, previously the University HealthSystem Consortium, in partnership with the American Association of Colleges of Nursing (AACN), offers a one-year post-baccalaureate nurse residency program designed to help nurses transition into the acute care environment.

As a member of Vizient, the OSUCCC – James values the opportunity to participate in the Vizient/AACN Nurse Residency Program™. Each year, approximately 60 new graduate nurses complete the program led by Annette Sawman, MSN, RN, program manager.

Highlights from FY16:

- The OSUCCC – James program ranking by past participants rose from fifth to third nationally.
- Annette Sawman, MSN, RN, residency program manager, was ranked in the top five residency leaders in the nation.
- The OSUCCC – James program had 60 graduates from four cohorts.

Kevin Turner Chosen for the American Organization of Nurse Executives Nurse Manager Fellowship



Kevin Turner, MSM-HCA,
BSN, RN, NE-BC

A key component of the year-long professional development fellowship program is the completion of a capstone project by each fellow. The individual project focuses on an aspect of the learning framework: managing the business, leading the people or creating the leader within. Kevin's capstone project is "Increased Utilization of Infusion Resources During Off Hours by Opening Services to Non-Traditional Partners."

Advanced Practice Provider (APP) Fellowship

APP Fellowship Earns Accreditation With Distinction

The OSUCCC – James Oncology and Critical APP Fellowship supports advanced practice registered nurses as they develop core oncology knowledge that enables them to practice independently in any oncology setting while also having the opportunity to pursue a disease-specific area of focus.

We are proud of our program and thrilled to share that the OSUCCC – James Oncology and Critical Care APP Fellowship was accredited with distinction by The American Nurses Credentialing Center's Commission on Accreditation as a practice transition program on Sept. 26, 2016.

We are the first oncology advanced practice fellowship to be accredited and the first advanced practice program to be accredited with distinction.

Nursing Grand Rounds

The OSUCCC – James Nursing Grand Rounds are forums intended to bring educational opportunities to nursing staff in person or via WebEx. In addition, staff may access the presentation and earn continuing education hours once the video is posted on the OSUCCC – James Nursing Continuing Education website.

Investing in You Grand Rounds / Continuing Education

Total Attendance FY16 = 558

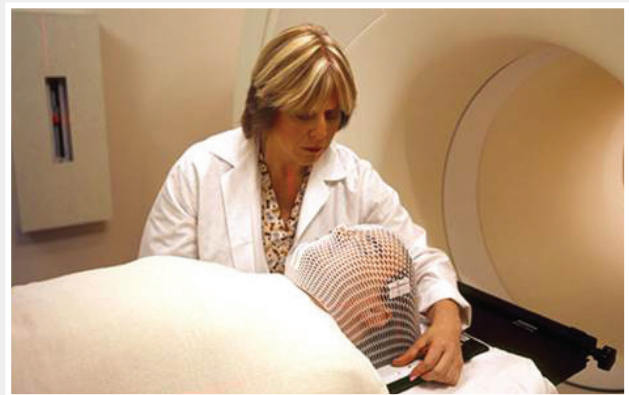
Date/Time	Topic	Speaker
7/15	Emergency Management of Sickle Cell Pain Crisis	Deborah Hanes, MSN, RN, CNS, APRN Amy E. Rettig, MSN, MALM, RN, ACNS-BC, PMHNP-BC, CBCN
8/15	Optimal Patient Safety: Does Your Patient Have VTE Prevention?	Patty Kinnaird, MS, RN, ACNS-BC, RN-BC
9/15	End of Life: Assessment and Intervention	Sharla Wells-Di Gregorio, PhD
11/15	Cancer-Related Fatigue	Alexis Covert, BSN, RN, OCN Candice Metzger, BSN, RN, OCN
12/15	Accreditation and Readiness	Nancy Colburn, MSN, RN, NEA-BC
1/16	Hot Topics: Communicable Diseases in the News	Justin Smyer, MPH, MLS (ASCP) CM, CIC
2/16	Nursing Ethics: Fostering Resilience	Kathy Thompson, MS, RN, PMHCNS-BC Kenneth Yeager, PhD
3/16	Spiritual Care of Oncology Patients	Hanci Newberry, BCC, CPE Imani Jones, BCC Kathy Mokos, BCC
4/16	Human Trafficking	Ruth Downing, MS, RN, CNP
4/16	Reconstructive Surgery in Breast Cancer	Susan Lamp, BSN, RN, CPSN Holly Cattrell, RN
5/16	Highlights of 2016 ONS Congress	Karen Meade, BSN, RN, CPAN Heather Brom, MS, RN, CNP Elizabeth Pearson, BSN, RN, OCN Scholarship Recipients of the 2016 Phyllis Kaldor Hope & Inspiration Tribute Fund
6/16	Improving Access for Diverse Patient Populations	Milly Valverde, MA, QMI
6/16	Skin Care and Skin Care Products	Jennifer Huffman, BSN, RN, CWOCN Connie Bohn, BSN, RN

Oncologic Emergencies Class

In a recent educational needs assessment, oncologic emergencies came out as one of the top requests, so we made it a priority to address. The Oncologic Emergencies course is designed to help nursing staff and APPs (Advanced Practice Providers) more fully understand and deal with some common oncologic emergencies. Topics covered in this two-day course include sepsis, bleeding and thrombosis, cardiac tamponade, disseminated intravascular coagulation, hypersensitivity reactions, intracranial pressure, syndrome of inappropriate antidiuretic hormone, superior vena cava syndrome, tumor lysis syndrome and hypercalcemia of malignancy.

The first part of the day is spent in didactic lecture, then participants have the option of attending a simulation class. In the simulation, each group is given a report on its patient describing his or her symptoms. Using technology available in the simulation lab, the patient is programmed to show the signs and symptoms of a particular oncologic emergency. Participants view monitors and vital signs and assess the patient. They can ask questions, and APPs can discuss orders. Then they try to identify the oncologic emergency and the next course of action. Each group may participate in two different scenarios each day. At the end of the simulation, the faculty conducts a debrief session with the group.

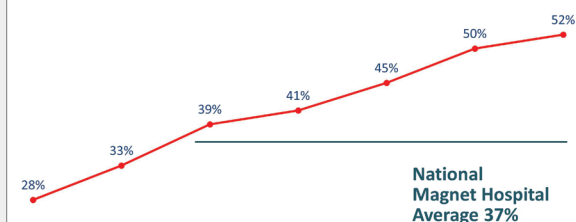
Three two-day classes have been held to date. In those, there were 107 participants in the lectures and 59 in the simulations. Initially the course was planned to occur twice a year, but due to good response it will be offered three times with simulation and twice without simulation in 2017.



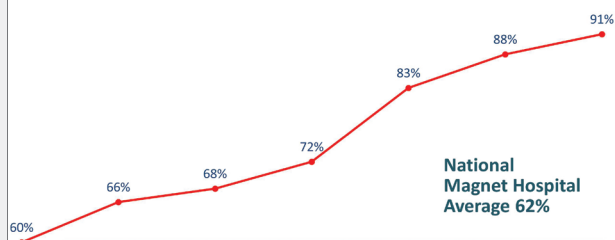
Certification and Education

OSUCCC – James Nurses are well above the national average for Magnet Hospitals in terms of specialty certifications and baccalaureate degrees or higher in Nursing. Our goals are to increase these numbers by 1% each year and that 100% of eligible nursing directors and managers will hold a specialty certification by June 30, 2017.

**Percentage of OSUCCC – James Clinical Nurses with:
Specialty Certification**



**Percentage of OSUCCC – James Clinical Nurses with:
Baccalaureate Degree or Higher in Nursing**



(from left) Heather Cunningham, MS, RN, CNP and Kathy Adams, BSN, RN

March of Dimes Ohio Nurse of the Year Finalists

The Third Annual March of Dimes Ohio Nurse of the Year Awards was a statewide event to recognize exceptional nurses, create awareness of professional excellence and promote the future of the nursing profession. Kathy Adams, BSN, RN, and Heather Cunningham, MS, RN, CNP, were among the finalists for this award.

Publications

Name	Title	Publication
Stephanie Antill, BNS, RN	Death With Dignity Provides Options for Patients at End of Life	ONS Connect
Nicole Bauchmire, BSN, RN, OCN	Impact of an Alert System on Quality Indicators in Patients With Acute Promyelocytic Leukemia	Clinical Journal of Oncology Nursing
Sarah Bender, MS, RN, CPN	Impact of an Alert System on Quality Indicators in Patients With Acute Promyelocytic Leukemia	Clinical Journal of Oncology Nursing
Danette Birkhimer, MS, RN, AOCNS	Endocrine Malignancies	Cancer Nursing Principles and Practice (8th edition)
Lisa Blackburn, MS, RN, AOCNS	Impact of an Alert System on Quality Indicators in Patients With Acute Promyelocytic Leukemia	Clinical Journal of Oncology Nursing
Kim Catania, MS, RN, AOCN	Improving Outcomes for Patients with Multiple Myeloma	American Nurse Today
Allison DeVilliers, MSN, RN, ACNS-BC	Hypersensitivity Reactions	Cancer Nursing Principles and Practice (8th edition)
Hollie Devine, MS, RN, CNP	Advanced Oncology Nursing Certification Review and Resource Manual (2nd Edition).	Advanced Oncology Nursing Certification Review and Resource Manual (2nd edition)
Hollie Devine, MS, RN, CNP	New Agents in the Treatment of Multiple Myeloma	Journal of the Advanced Practitioner in Oncology
Jeanne Frentsos, MS, BSN, RN	Use of Videos as Supplemental Education Tools Across the Cancer Trajectory	Clinical Journal of Oncology Nursing
Rupa Ghosh-Berkebile, MS, RN, AOCNP	Sarcomas	Mosby's Oncology Nursing Advisor: A Comprehensive Guide to Clinical Practice
Kris Mathey, MS, RN, AOCNP	Stomach Cancer	Cancer Nursing Principles and Practice (8th edition)
Gretchen McNally, PhD, MSN, RN	Superior Vena Cava Syndrome	Cancer Nursing Principles and Practice (8th edition)
Mollie Moran, MSN, RN, AOCNP	Managing Infusion-Related Reactions for Patients With Chronic Lymphocytic Leukemia Receiving Obinutuzumab	Clinical Journal of Oncology Nursing
Colleen O'Leary, MSN, RN, AOCNS	Gastrointestinal, Genitourinary and Hepatic Toxicities	Advanced Oncology Nursing Certification Review and Resource Manual (2nd edition)
Colleen O'Leary, MSN, RN, AOCNS	Social Isolation, Cost Burdens High in Advanced Head and Neck Cancer: Nurse Perspective	Oncology Nursing News
Colleen O'Leary, MSN, RN, AOCNS	Hypersensitivity Reactions	Cancer Nursing Principles and Practice (8th edition)

Publications

Name	Title	Publication
Colleen O'Leary, MSN, RN, AOCNS	Septic Shock	Cancer Nursing Principles and Practice (8th edition)
Colleen O'Leary, MSN, RN, AOCNS	Endocrine Malignancies	Cancer Nursing Principles and Practice (8th edition)
Colleen O'Leary, MSN, RN, AOCNS	Hypersensitivity Reactions	Mosby's Oncology Nursing Advisor: A Comprehensive Guide to Clinical Practice
Colleen O'Leary, MSN, RN, AOCNS	Nail Changes	Mosby's Oncology Nursing Advisor: A Comprehensive Guide to Clinical Practice
Colleen O'Leary, MSN, RN, AOCNS	Ocular and Visual Changes	Mosby's Oncology Nursing Advisor: A Comprehensive Guide to Clinical Practice
Lisa Parks, MS, RN, CNP	Gastrointestinal System Cancers	Mosby's Oncology Nursing Advisor: A Comprehensive Guide to Clinical Practice
Lisa Parks, MS, RN, CNP	Surgical Therapy	Mosby's Oncology Nursing Advisor: A Comprehensive Guide to Clinical Practice
Scott Roberts, MS, BSN, RN	Impact of an Alert System on Quality Indicators in Patients with Acute Promyelocytic Leukemia	Clinical Journal of Oncology Nursing
Sherry Rosan, BSN, RN, OCN	Impact of an Alert System on Quality Indicators in Patients with Acute Promyelocytic Leukemia	Clinical Journal of Oncology Nursing
Jan Sirilla, DNP, RN, NE-BC	Moral Distress In Nurses Providing Direct Patient Care at an Academic Medical Center	Worldviews on Evidence-Based Nursing
Yahna Smith, MSN, RN, CNP	Stomach Cancer	Cancer Nursing Principles and Practice (8th edition)
Kelly Tomlinson-Pinkham, MSN, RN, OCN	Impact of an Alert System on Quality Indicators in Patients with Acute Promyelocytic Leukemia	Clinical Journal of Oncology Nursing
Lynn Weatherby, BSN, RN, OCN	Ovarian Cancer and Sex, Ovarian Cancer Surgery, Sex and Intimacy	CONQUER the patient voice
Janice Wilcox, DNP, RN, CNL	The Impact of Inter-Professional Simulation on Dietetic Student Perception of Communication, Decision-Making, Roles and Self-Efficacy	Topics in Clinical Nutrition

National Conference Presentations

Presenters	Title	Conference	Type
Heather Brom, MS, RN, CNP	Ambulatory Care Utilization by Provider Type: A Baseline to the Patient Protection and Affordable Care Act	National Center for Health Statistics Conference	Poster
Miranda Naegele, BSN, RN, CEN Peg Gulker, MSN, RN, CEN Amy Rettig, MSN, RN, ACNS	You Want to Start When? Rapid Education Implementation	Emergency Nursing Association	Poster
Yu Kyoung Cho Junan Li Jiang Wang Yue Gao Douglas Sborov Misty Lamprecht, MS, RN, CNS Megan Jukich William Falk Larry J. Schaaf, PhD Ming Poi, PhD Craig C. Hofmeister, MD Mitch A. Phelps, PhD	Pharmacokinetic and Pharmacodynamic Modeling for Personalizing Melphalan Dosing in Multiple Myeloma Patients Receiving Autologous Transplant	American Association of Pharmaceutical Scientists	Poster
Eric Adkins, MD, MSc Mark Moseley, MD, MHA Joseph Flynn, DO, MPH Thomas Tendrup, MD Jason Walsh MBA, BSN, RN Miranda Gill, MSN, RN Emily Graham, RHIA, SSGB Luca Delatore, MD	Opening an Integrated Cancer-Specific Emergency Department in a Tertiary Academic Hospital: Preliminary Analysis of Operation, Quality and Patient Populations	Oncologic Emergency Medicine Conference	Poster
Payal Desai, MD Emily Graham, RHIA, SSGB Miranda Gill, MSN, RN Luca Delatore, MD Eric Adkins, MD	A Successful Model for Adult Emergency Medicine Protocol Implementation for Sickle Cell Disease	American Society of Hematology	Poster
Rupa Ghosh-Berkebile, MS, RN, AOCNP Amy Rettig, MSN, RN, ACNS Denise Schimming, MS, RN, CNP	Sarcoma Survivors: Impact of Advanced Practice Nurse Clinic on Discovery of Needs	Academy of Oncology Nurse and Patient Navigator	Poster
Janice Wilcox, DNP, RN, CNL	Interprofessional Multi-Patient Clinical Simulation Focused on Roles, Value and Communication	Collaborating Across Borders	Presentation
Janice Wilcox, DNP, RN, CNL	Building Bridges: Education to Practice With Inter-Professional Simulation	National League of Nursing Education Summit	Presentation
Annette Sawman, MSN, RN	In Adult Perioperative Surgical Patients Undergoing General Anesthesia, What Pre-Operative Fasting Guidelines Have The Best Patient Outcomes?	UHC/AACN Nurse Residency Program Annual Meeting	Poster
Robert Stillman, MA, BSN, RN, CPHIMS	Mychart Bedside: Ready for Primetime	2015 Epic User Group Meeting	Presentation

Oncology Nursing Society Congress Presentations

Presenters	Title	Type
Erin Ferlet, MS, RN, OCN	A Unique and Comprehensive Approach to Training Oncology Nurses for Transition to a New Hospital	Podium
Kori Fenner, BSN, RN, OCN Amber Williams, RN, OCN Sarah Bryant, BSN, RN, OCN Judy Sherer, BSN, RN, OCN	Improving Press Ganey® Scores in the Areas of Home Care Instructions and Managing Chemotherapy Side Effects.	Podium
Kristina Mathey, MS, RN, AOCNP Heather Ratliff, MS, RN, CNP	It Takes a Village...Diagnosis and Management of the Esophageal Cancer Patient at an NCI-Designated Comprehensive Cancer Center (CCC)	Poster
Jill Schimmoeller, BSN, RN, OCN Cindy Nagel, MA, BSN, RN-BC Vickie Gloeckner, MS, BSN, RN Massa Nnadi, MSN, RN, CNL Miranda Naegele, BSN, RN, CEN Colleen O'Leary, MSN, RN, AOCNS	Urgent Onboarding of New Nursing Staff After Expanding Patient Bed Capacity	Poster
Renee Shalvoy, BSN, RN, OCN Diana McMahon, MSN, RN, OCN	Safety First: Emergency Response in the Outpatient Oncology Clinic	Poster
Heather Brom, MS, RN, CNP	Customizing the Onboarding Process for Advanced Practice Providers	Poster
Alexis Covert, BSN, RN, OCN Candice Metzger, BSN, RN, OCN	Nursing Care of Cancer-Related Fatigue	Poster
Lindsay Radcliff, BSN, RN	You Can't All Come at Once: Chemotherapy Volume Normalization	Poster
Allison DeVilliers, MSN, RN, ACNS-BC Lisa Parks, MS, RN, CNP	Advanced Practice Nurses Promoting Evidence-Based Practice in Surgical Oncology Nurses	Poster
Michelle Mullen, MBA, BSN, RN Penny Moore, MSN, RN, NEA-BC Kori Fenner, BSN, RN, OCN Sarah Bryant, BSN, RN, OCN	I'm Calling to Check on You: Implementing Chemotherapy Callbacks for New Chemotherapy Patients	Poster
Shelly Wade, BSN, RN, OCN Melanie Cunningham, BSN, RN, OCN Tamara Yanssens, BSN, RN, OCN Kayla Hill, BSN, RN, OCN Kevin Turner, MSM-HCA, RN, NE-BC	Improving the Infusion Schedule to Increase Patient and Nurse Satisfaction	Poster
Liz Arthur, MSN, RN, AOCNP Usha Menon, PhD, RN, CNP	Measure Development and Face Validity of a Self-Efficacy for Communicating About Sex Scale	Poster

Oncology Nursing Society (ONS) Awards

OSUCCC – James Nurses Recognized at National and Local Levels for Contributions to Oncology Nursing



ONS Publishing Award Marcia C. Liebman New Writer Excellence Award

Diana McMahon, MSN, RN, OCN, and
Theresa Rudnitzki, MS, RN, ACNS-BC

Columbus Chapter ONS Scholarship Recipients

Greg Goodman, BSN, RN, OCN
Gretchen McNally, PhD, MSN, RN
Renee Shalvoy, BSN, RN
Amanda Spitler, BSN, RN, OCN

Columbus Chapter ONS Rookie of the Year

Amber Kurzan, BSN, RN,
Lindsay Riley, BSN, RN

ONS Foundation Congress Scholarship Recipients

Allison DeVillers, MSN, RN, OCN
Melissa Fox, BSN, RN, OCN
Barbara Paxson, RN, OCN
Lindsay Radcliff, BSN, RN
Monica Ralph, BSN, RN
Emily Rush, BSN, RN, OCN
Tiffany Stump, BSN, RN

ONS Foundation Chapter Emerging Chapter Leader Award

Erin Ferlet, MS, RN, OCN

Advanced Practice Providers Recognized for Top Patient Satisfaction Nationally

Three advanced practice providers from the OSUCCC – James were recognized for Top Patient Satisfaction nationally!



Maria Patterson, MS, RN,
CNP



Allison Talley, MS, RN, CNP



Teresa Swank, PA-C

Distinguished Oncology Nurse Lectureship

The OSUCCC – James annually recognizes the accomplishments of a registered nurse who has had a positive impact on the professional practice of oncology nursing. Deborah Mayer, PhD, RN, AOCN, director of Cancer Survivorship, University of North Carolina Lineberger Comprehensive Cancer Center, was selected by the Clinical Practice Council for the 2015 Distinguished Oncology Nurse Lectureship. Dr. Mayer presented “Nursing Leadership in Improving Cancer Care: Survivorship Planning as an Exemplar” and met with several groups of nurses throughout her two-day visit.



Number of Clinical Ladder Nurses Continues to Rise

The OSUCCC – James Clinical Ladder Program promotes professional nursing practice by recognizing and rewarding experienced registered nurses who advance the OSUCCC – James Nursing Vision—to be world-class leaders in oncology nursing through excellence in patient care, education, evidence-based practice and nursing research—with their passion and expertise.

To date, more than 100 OSUCCC – James Clinical Ladder Nurses provide expert clinical care at the bedside and nursing leadership throughout the organization.

The following nurses received a Clinical Ladder promotion based on a professional portfolio

Clinical Ladder III

Samantha Boyer, BSN, RN, OCN	16 James
Katheryn (Michelle) Callihan, BSN, RN, OCN	JCRU
Peggy Campbell, BSN, RN, CPAN	ASU/PACU
Grace Chapman, BSN, RN, CBCN	SSCBC Chemotherapy
Jennifer Clark, BSN, RN, OCN	CTU
Laura Beth Cooke, BSN, RN, OCN	14 James
Heather Crockett, BSN, RN, OCN	5 James
Molly DeStafanis, BSN, RN, OCN	Emergency Department
Courtney Flockerzie (Berry), BSN, RN, OCN	17 James
Amy Franczkowski, BSN, RN, OCN	JCRU
Christina Fry, BSN, RN, OCN	17 James
Rebecca Ganzon, BSN, RN, OCN	17 James
Kiley Hilderbrandt, BSN, RN, OCN	17 James
Kristin Hill, BSN, RN, OCN	18 James
Lisa Karhoff, BSN, RN, OCN	16 James
Justin Kelly, BSN, RN, CCRN	JMICU
Kaitlyn Kemmner, BSN, RN	18 James
Sandra Kerins, BSN, RN	JCRU
Olivia LeMaster, BSN, RN, OCN	15 James
Stephanie Lu-Hsu, BSN, RN, OCN	CTU
Erin Lustic (Grangaard), MSN, RN	16 James
Michelle Maxwell, BSN, RN	16 James
Mary Monge (Smith), BSN, RN, OCN	17 James
Regina Moore, BSN, RN, CCRN	JMICU



Clinical Ladder III, continued

Katie Navarre, BSN, RN, OCN	15 James
Michelle Orovets, BSN, RN, OCN	15 James
Stefanie Quimjian (Earley), BSN, RN, OCN	15 James
Mallory Renner, BSN, RN	21 James
Annie Roberts, BSN, RN	SSCBC Chemotherapy
Sherry Rosan, BSN, RN, OCN	16 James
Kimberly Shipp (Charoo), BSN, RN, OCN	19 James
Lisa Sliva, BSN, RN, OCN	JCRU
Chase Stevens, BSN, RN, CPAN	PACU
Tiffany Stump, BSN, RN	SSCBC SONC
Karen Summers, BSN, RN, OCN	17 James
Erin Thompson, BSN, RN, OCN	SSCBC Chemotherapy
Lynn Weatherby, BSN, RN	Gyn Onc Mill Run
Maria Wermert, BSN, RN, OCN	15 James
Vanessa Woldeab, BSN, RN, OCN	5 James

Clinical Ladder IV

Elizabeth Allison, BSN, RN, CCRN	JCRU
Kayla Hill, BSN, RN, OCN	5 James Infusion
Jordan Lewis, BSN, RN, CCRN	JSICU
Karen Meade, BSN, RN, CPAN	ASU/PACU
Holly Smith, BSN, RN, OCN	Voice and Swallow Clinic

The OSUCCC – James Patient Care Resource Manager (PCRM) and Social Work Department PCRM Clinical Ladder Recipients

Kathleen Bellamy, LISW, ACM	PCRM Level III
Jenny Bruno, BSN, RN, ACM	PCRM Level II
Kim Johnston, BSN, RN, CCM	PCRM Level II
Julie Rader, BSN, RN	PCRM Level III
Kris Seigneur, BSN, RN, OCN	PCRM Level III
Ashley Sica, MSN, RN	PCRM Level II
Angie Wolf-Erdlitz, BS, RN	PCRM Level III
Michelle Wunsch, BSN, RN	PCRM Level III

2016 Dr. Richard and Lynda Goldberg Award for Clinical Excellence Presented

The annual Dr. Richard and Lynda Goldberg Award for Clinical Excellence recognizes one physician, one nurse and one staff member who have demonstrated outstanding commitment to clinical excellence and superb care for patients and their families. Each awardee receives \$2,000 to support an educational activity, such as attending a meeting or taking a course. The 2016 recipients received their awards at an Oct. 24 reception in the Steven and Patricia Gabbe Conference Room (L045) in The James. The recipients are:



Kristen Ciombor, MD

Physician Award – Kristen Ciombor, MD, is a medical oncologist who specializes in gastrointestinal (GI) cancers. She is an expert in her field, as well as a teacher, mentor and patient advocate. Ciombor is committed to providing her patients with the latest clinical trial opportunities and treatment options to manage their disease. She has built strong relationships with her GI peers, and her guidance has broadened the OSUCCC – James’ multimodality approach to care. Recognizing her dedication to the OSUCCC – James and to finding cures for cancer, her patients and families find comfort in knowing that she is not only helping to guide their cancer journey, but that she is part of it.



Amanda (“Mandy”) Wagner, APN

Nurse Award – Amanda (“Mandy”) Wagner, APN, Medical Oncology, is a dedicated clinician in the gastrointestinal oncology (GI) program. Her expertise and her willingness to assist in any clinic have been incredibly valuable during the transitions experienced by the GI team this year. She has assisted in the off-boarding of three physicians, and her commitment to providing personalized care has been helpful in transitioning patients to their new oncologist. She also helps provide patients with access to clinical trials, treatment options and detailed education. She has been described as the constant “go-to” person in the GI Clinic.



Latiqua Miller, PCA

Staff Member Award – Latiqua Miller, PCA, Medical/Surgical Oncology, Colorectal, is a mentor and a valuable resource to the gastrointestinal (GI) team. She is a preceptor for all new staff and is viewed as an expert in managing the needs of all of the clinics. When not focused on patient needs, she is focused on safety; she played a key role in developing procedure manuals to ensure that safety is a priority in procedure areas at the OSUCCC – James. Miller is always looking for ways to improve clinic flow and increase patient satisfaction. Her interactions with patients are warm and caring, and she makes every effort to exceed their expectations.



Innovation & Research

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

Nursing Study Leads to Change in Practice

Mucositis Prevention in Patients Receiving Melphalan Therapy

Study rationale

High-dose melphalan, a chemotherapy drug known to cause mucositis, is used as a preparative regimen for multiple myeloma patients who receive stem cell transplants. While the benefits of mucositis reduction are obvious based on literature and standards from both the Oncology Nursing Society and the Multinational Association of Supportive Care in Cancer, prolonged cryotherapy is a significant hardship for patients, related to prolonged duration of nausea and vomiting, headache, toothache and secondary chilling. No randomized controlled trial has sufficiently improved mucositis grade with adequate sample size and controlled statistics to modify the standard of care.

Research question and hypothesis

What is the maximum inpatient mucositis grade after using 120 versus 360 minutes standardized cryotherapy in patients with multiple myeloma undergoing autologous hematopoietic stem cell transplantation with single-dose melphalan as the conditioning regimen? The hypothesis was that those patients using the 120-minute regimen would not experience more severe mucositis than those receiving the programmatic standard 360 minutes.

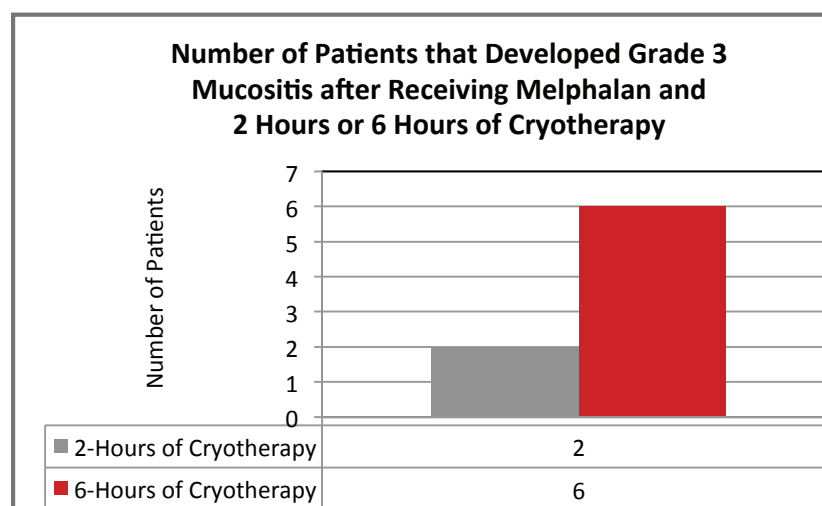
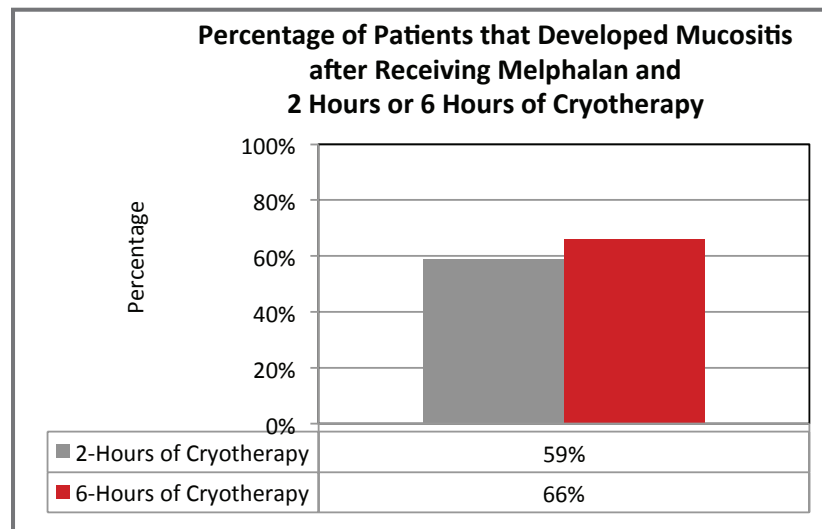
Research team

Craig Hofmeister, MD, associate professor – Clinical Hematology

Misty Lamprecht, MS, RN, CNS, Blood and Marrow Transplant clinical nurse specialist

Karen Tackett, BSN, RN, OCN, staff nurse, Blood and Marrow Transplant Unit

RESULTS:



Summary of key findings

This study showed that two hours of cryotherapy were just as effective as the previous standard of six hours of cryotherapy in preventing severe grade 3 or 4 mucositis associated with bolus-dose melphalan therapy. The findings of this study suggest that the standard of care could be decreased to two hours without causing harm to the patient. Based on these results, the OSUCCC – James Blood and Marrow Transplant program standard has been changed to two hours of cryotherapy administered with all bolus-dose melphalan. While the study enrolled only patients with multiple myeloma who received single-agent melphalan, this programmatic change has resulted in less cryotherapy for all patients receiving melphalan as part of their multiagent preparative regimens.

James Nursing Research

Study Name	Researchers
Workplace Wellness Intervention Study	Mary Fristad, PhD, MS, RN Beth Steinberg, MS, RN Diane Habash, PhD
Moral Distress in Nurses Providing Direct Patient Care at an Academic Medical Center	Janet Sirilla, DNP, MSN, RN, NE-BC Esther Chipps, PhD, RN Kathrynn Thompson, MS, RN, PMHCNS Todd Yamokoski, MS, RN, ACNS-BC
The Effect of Aromatherapy on Insomnia and Other Common Cancer Patient Symptoms	Lisa Blackburn, MS, RN, AOCNS
Advanced Practice Oncology Fellowship (APOF) Program	Heather Brom, MS, RN, CNP Robin Rosselet, DNP, RN, CNP Janine Overcash, PhD, RN, CNP Cindy Byrd, MS, RN, CNP
Developing an Epersonal Health Record for Delivery of Tobacco-Dependence Treatment to Oncology Patients Who Smoke	Kristine Browning, PhD, CNP, FAANP Bernadette Melnyk, PhD, RN, CPNP/PMHNP
OSUWMC APN Role Survey	Bernadette Melnyk, PhD, RN, CPNP/PMHNP Heather Brom, MS, RN, CNP
Self-Efficacy to Renegotiate Sex and Intimacy in Women Treated for Cancer	Elizabeth Arthur, MS, RN, AOCNP Janine Overcash, PhD, RN, CNP Kristine Browning, PhD, CNP, FAANP Celia Wills, PhD, RN Usha Menon, PhD, RN, FAAN
The Benefits of Mind-body Movement in Cancer Survivors	Kristine Browning, PhD, CNP, FAANP Janine Overcash, PhD, RN, CNP
Extravasation-Measurement of a Nursing-Sensitive Quality Outcome for Ambulatory Oncology Nursing Practice	Kim Catania, MS, RN, CNS Janine Overcash, PhD, RN, CNP
Interdisciplinary Education for Spiritual Care of Cancer Patients: A Program Evaluation	Janine Overcash, PhD, RN, CNP
Tool to Engage Patients in Discharge (TEPID)	Julie Rader, BSN, RN Lisa Graham, MSN, RN
DEFENS - Drug Exposure Feedback and Education for Nurses' Safety: A Collaborative Study With the University of Michigan, Christopher Friese, PhD, RN, AOCN, FAAN, Principal Investigator	Penny Moore, MSN, RN, NEA-BC Jodi Welsh, BSN, RN, OCN

Evidence-Based Practice

At the OSUCCC – James, we have developed a culture of using evidence-based practices (EBP) to provide care—a culture that is central to everything we do. Eight formal EBP projects and 21 residency projects are underway. In the past year, we added five new EBP mentors, giving us 22 across the OSUCCC – James. EBP mentors are also assigned to support the OSUCCC – James Nursing Central Governance Councils.



BEST Program

Very soon after consolidating some of our sickest Medical Intensive Care Unit (MICU) patients into one unit, we realized that our bedside staff were feeling stressed from the acuity of the patients and the frequent end-of-life situations.

Through the ingenuity of the staff and in collaboration with Ohio State's Stress, Trauma and Resilience (STAR) program, we developed the Brief Emotional Support Therapy (BEST) program to help staff deal with their daily stress.

BEST is a peer-support program that offers staff the tools to better support each other, a key component of the professional practice model.

This program has been so successful that it is being expanded across the critical care department and, hopefully, throughout the OSUCCC – James and Ohio State Wexner Medical Center. To date, 100 staff representing 11 patient care units have completed the BEST training, reconfirming their commitment to caring for their colleagues.



Improving Response Time: Ringtone and Call Light Project

In response to patient and staff concerns, Sharon Steingass, MSN, RN, AOCN; Amanda Hrnicek, MBA; Karen Kuhns, MS, BSN, RN; Jennifer Conley, BSN, RN; and the staff of 18 James piloted the Ringtone and Call Light Project.

Staff provided feedback that the alerts to their Cisco phones all sounded the same and did not give them the ability to prioritize patient needs. Staff also identified the need for additional education and information on the nurse call system, how it interfaces with Connexall and how to use the Cisco phone.

Recognizing and responding to call light alerts is a major component of patient care, patient satisfaction and staff experience.

A team was formed, and six new ring tones with revised escalation pathways were piloted in three clinical units. Results were favorable, demonstrating an improvement in response times to the clinical alerts that were received to the Cisco phones.

During the pilot, nurses recognized that their educational needs and workflow variances directly impacted their response times. Nursing Communication Technology training was developed around four key components: the nurse call system, Connexall (secondary alert notification), phone functionality and Nurse Call 101 (recognizing, answering and responding to alerts). Call light pathways were standardized by adapting the night-shift workflow to 24 hours a day and changing the primary responder escalation for patient normal alarms to the assigned patient care assistant.

Call light response times for patient normal calls have been maintained at or below 45 seconds.

With the pilot's success, nurses plan to roll out the nurse call pathway to other acute care units in upcoming months.

The responses from a Press Ganey survey showed favorable results:

During this hospital stay, was your call button answered as soon as you wanted?

In FY15, favorable response percentile was 72.

In FY16, favorable response percentile was 81, an 8% increase.

During this hospital stay, did you receive toileting as soon as you wanted?

In FY15, favorable response percentile was 67.

In FY16, favorable response percentile was 87, a 20% increase.



Professional Relationships

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

2016 Oncology Nursing Month

To celebrate Nurses Week, staff submitted T-shirt design ideas. The Recognition Committee presented numerous options to the Unit Collaboration Council, which selected the winning design. The contest and design were a big hit. T-shirts with the winning design (pictured here) were sold with proceeds exceeding \$1,100 donated to the Phyllis Kaldor Hope and Inspiration Tribute Fund. The winning design was submitted by Tammy Hughes, BSN, RN, 8th floor clinic in the Martha Morehouse Medical Plaza. Tammy's unit council also received a portion of the proceeds in recognition of her creative design.

Oncology Nurses Month Calendar of Events

Wednesday May 4th

Open Forums with Kris Kipp

Martha Morehouse Medical Pavilion: 11:30a-12:30pm

Thursday May 5th

Open Forums with Kris Kipp

L035- 8am & 2pm

Friday May 6th

Open Forums with Kris Kipp

JamesCare East: 07:30a-08:30am

Week of May 9-13:

Wear your James Nursing T-Shirt

Monday May 9th

OSUNO Nurses Week Event

Ross Auditorium: 07:00am-8:00pm

Shoe and Scrub Sale (payroll deduct and discount available)

Doan Hall (outside Cheryl's Cookies): 07:00am-7:00pm

CE event: *Balancing your World: Tips on How to Organize an Abundant Life*

Presented by Shelley Meyer, MS, RN, CNS

L035: 12:00pm-1:00pm

Blessing of the Hands Rounding: Various times @ Martha Morehouse

Tuesday May 10th:

Shoe and Scrub Sale (payroll deduct and discount available)

Doan Hall (outside Cheryl's Cookies): 07:00am-7:00pm

CE Event: *Minding your P's and Q's in Social Media*

Presented by Janice Lanier, JD, RN

Ross Auditorium- 08:00am (Meets the requirements for Category A Law)

LaBlast Fitness Class: B050: 12:00p-12:30pm

LaBlast Fitness Class with Louis Van Amstel: Wexner Medical Center Plaza: 7:30pm

In the event of inclement weather, location will be moved to the Harding Gym

Wednesday May 11th:

Shoe and Scrub Sale: 06:00am-11:00pm- Ross Auditorium Lobby

LaBlast Fitness Class: 12:00pm-12:30pm- Ross Auditorium

Nursing Grand Rounds: *Highlights of 2016 ONS Congress*

L045: 12:00pm-1:00pm

Blessing of the Hands Rounding: Various times @ SSCBC

Thursday May 12th:

Sunrise with Hope and Blessing of the Hands

Statue of Hope: 06:00am-08:00am (West side of forecourt in front of the new James)

In the event of inclement weather, location will be in the lobby outside of L035 located on the conference level

Shoe and Scrub Sale: Doan Hall (outside Cheryl's cookies): 07:00am-7:00pm

Blessing of the Hands Rounding: Various times throughout The James

Staff Blessing: The James Grand Staircase: 8:30pm-9:30pm

Friday May 13th

Excellence Awards Ceremony

BRT 115: 1:00pm-3:00pm

Shoe and Scrub Sale (payroll deduct and discount available)

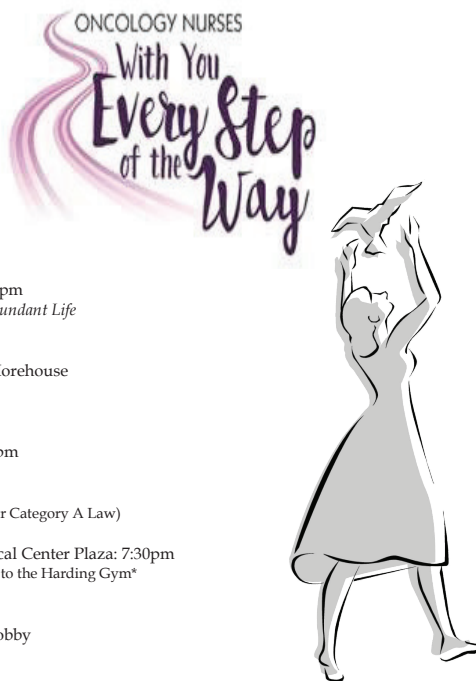
L050: 07:30am-6:00pm

Sunday May 15th

White Cap Nurse 5K Run/Walk: The Ohio State University @ 08:30am

Leadership Rounds:

Our James Leaders will be rounding throughout all of our Ambulatory sites and Inpatient Units at various times during the month of May in recognition of the fabulous work done at The James everyday





Peer Feedback – Peer Review Pilot

The peer feedback tool was revised in 2016. It continues to utilize Ohio State Wexner Medical Center's core competencies and is now aligned with the OSUCCC – James' Relationship-Based Care (RBC) principles. Staff were educated about peer feedback and the benefits of this process. Peer feedback is to be completed annually and should be used to set personal professional goals.

Peer Review pilots were conducted on James 21, James 18 and at Martha Morehouse Medical Plaza, floor 11. The pilots were developed by the units and used paper and electronic formats. The peer review process will be refined to enhance consistency, knowledge, skills and understanding of the process among all nursing titles in the organization. All nursing units are set to initiate a peer-review project by the end of FY17.

20 James Rounding

A great example of interdepartmental collaboration is a rounding project taking place on the 20th floor of The James. This project was born out of concern from the Patient Experience Steering Committee regarding communication scores. The nurses and the gynecology and urology medical team colleagues have established early-morning rounds to enhance team communication.



RN Satisfaction Survey

2015 marked the sixth year that OSUCCC – James nurses have participated in the National Database Nursing Quality Indicators (NDNQI) RN Satisfaction Survey. Nurse-to-Nurse Interactions and Professional Development Opportunities had the highest satisfaction scores, with Management close behind. The majority of hospital units outperformed national benchmarks.

Ambulatory Services

Ambulatory services are growing nationwide and now represent significantly more business for hospitals. At the OSUCCC – James, ambulatory services constitute more than 50 percent of our business. The ambulatory setting includes such services as patient follow-up, minor procedures and chronic disease management.

Ambulatory Care Model:

Three care projects are underway to emphasize and build our ambulatory care services. One project is the continued support and additional staffing of the patient care resource manager (PCRM) in our clinical setting. The PCRM provides comprehensive clinical case management for intricate patient populations using the nursing process. Lisa Graham, who leads the group with her team of 35 registered nurses (RNs), provides valuable service across numerous service lines in the ambulatory setting. Her team continues to expand the PCRM role and influences the ambulatory setting with the most recent integration of PCRM in the thoracic and neuro-oncology areas. In the future, additional support will be added in the genitourinary (GU) service line.

Another project involves the clinic RN workgroup, which consists of frontline staff and leaders who are defining the roles and responsibilities of the clinic nurse title. The goals of this group are to develop common language across multiple service lines, create greater clarity of expectations and support nursing practices at the highest level.

The third project involves the work of Sharon Steingass, MSN, RN, AOCN, who is leading an effort in the emerging specialty of telehealth. An opportunity arises for the OSUCCC – James to establish an in-house after-hours telephone call center staffed exclusively by oncology nurses. Over 1,000 calls per month are being tracked and handled by an outside vendor during “off hours.” Steingass and her team are creating guidelines for clinical call management and a training program for the call center.

Several new and exciting projects are in progress in ambulatory nursing at the OSUCCC – James. The outcomes will allow our nurses to practice at the top of their licenses and deliver enhanced care to the patients we serve.

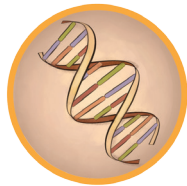


OSUCCC – James Nurses Looking Ahead to 2017



Central Focus

Develop and refine programming to support oncology nurse resiliency



Innovation and Research

Disseminate OSUCCC – James nursing research to both internal and external audiences



Professional Relationships

Promote interprofessional relationships to enhance safety, quality and service across the continuum of care




Patient Care

Ensure that all patients engage in creating their comprehensive plan of care, which will transcend the care continuum



Development and Recognition

Recognize OSUCCC – James staff for their clinical expertise, service and leadership



**CREATING A
CANCER-FREE WORLD,
ONE PERSON,
ONE DISCOVERY
AT A TIME.**

The James



THE OHIO STATE UNIVERSITY

WEXNER MEDICAL CENTER

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

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