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

The James
Committing to achieving ANCC (American Nurses Credentialing Center’s) prestigious Magnet® designation and starting our journey.

Began by creating a philosophy workgroup and rewriting the nursing Mission, Vision, Philosophy, and Value statements.

Formally adopted RBC as our theoretical framework with a commitment signing by all of our nurses.

Launched a whirlwind of activities that would span the next three years to educate and enculturate RBC. 64 ambassadors volunteered to lead book clubs. Wrote monthly articles, made posters, gave grand rounds, changed job descriptions and more.

Invited Colleen Person from CMCH to kick off our RBC education with a grand rounds presentation and a book signing.

"Health care organizations exist to provide compassionate care and service to people in times of illness and suffering. This is the core of the business—the purpose of the organization and what matters first, last, and most in health care."

Jamie Tippett, MS, RN, NEA-BC, associate chief nursing officer, was invited by Creative Health Care Management (CHCM), which developed the Relationship-Based Care (RBC) Model, to speak at CHCM’s 2017 RBC Symposium in Minneapolis, Minn., on July 25, 2017. Jamie shared James nurses’ long journey and extraordinary commitment to our foundational philosophy: RBC and how it has influenced our decision making from the early 2000s. We are thriving on a model that is based on a caregiver’s relationship with patients and family, self, colleagues and community. This RBC culture has enabled us to achieve national recognition for excellent patient care and satisfaction.

Four key components for creating a solid RBC infrastructure:
1. New role: dedicate an internal resource to become the RBC Implementation Leader (Jamie Tippett)
2. Leadership training: "Leading an Empowered Organization” program
3. 3-day staff investment: “Re-igniting the Spirit of Caring” workshops
4. Implementing RBC in “Waves”

A year of tribulation. Had to withdraw Magnet® application, as we would not meet a requirement in time for the document submission. Stop or persevere? Decided to regroup and move forward.

“We did all we knew, but our nurses told us that our RBC momentum had not been sustained.”

Jamie Tippett

“You have the heart for RBC, but you don’t have the infrastructure.”

Colleen Person
MMA, RA
CHCM

Leadership supported building an RBC infrastructure by committing to a large-scale organizational change.

We turned to our partners at CHCM to help us design a blueprint for success.

Four Implementation “Waves” over next three years
1. Committed to each other
2. Committed to Primary Nursing
3. Committed to interprofessional collaboration
4.45. Reached the tipping point; person by person, RBC was enculturated.

Realized the importance of coming together through status checks and world cafes to solve problems, celebrate successes and inspire one another.

Created a common RBC language among all of our units and departments that took us from silos to synergy.
From Striving to Thriving: Our pursuit of Magnet® designation led us to Relationship-Based Care that, in turn, has led us to outstanding achievements

2012 2013 2014 2015 2016 2017

Striving  Sustaining  Sustaining  Thriving

New Professional Practice Model unveiled.
A visual schematic that symbolizes the organization’s beliefs, values, theories and systems for nursing.
Guides the nurses every day.

Submitted 3,128-page Magnet® Application.

Magnet® Designation Achieved.
Magnet® Summary Report
July 25, 2013:
“The Professional Nursing Practice Model utilizing Relationship-Based Care was well developed, disseminated and encultured at an exemplary level.”

2013 James RN Satisfaction

New hospital 10 years in the making.
Intentionally incorporated RBC principles into the design and supportive programming for the new hospital.

Moved into the new James Cancer Hospital and Richard J. Solove Research Institute with 542 new staff members providing exemplary care.

How do we sustain our RBC culture in a complex organization that has grown so much, with so many people?

Developed a psycho-oncology team dedicated to our patients and four mental health CNSs who are dedicated to the care of our staff.

Developed innovative programming to meet individual needs of our staff:
- 2-day workshop, “Reconnecting to Purpose and Passion”
- 8-week program called THRIVE that builds resilience through RBC
- Staff peer support program, called BEST
- Renewal and Remembrance Program to remember, honor and celebrate our patients and to renew our mind, body and soul
- Comprehensive Collaborative Care Team
- Claiming Resilience

Continuous refinement and reflection to energize and inspire an RBC culture of positivity

2012 2013 2014 2015 2016 2017

Patient Satisfaction 2017 YTD

Recommended
Inpatient Satisfaction
Nursing
Pharmacy
Pain Management
Outpatient Communication

- Colleagues:
  - Built programs to support teamwork
  - Enhanced interdisciplinary care
  - Created Compassionate Care Award to recognize caregivers who exemplify compassionate, relationship-based care
- Care of self / professional self
  - Developed innovative interprofessional programs
  - Clinical nurses pursue educational advancement.
- Patients & family: High RN, staff and physician satisfaction scores
- Community: The James nurses care passionately about supporting the communities we serve by donating personal care items to our local cancer clinic, fundraising for organizations and crafting handmade blankets for each of our first-time chemo patients, to cite a few.

Earned the Press Ganey Guardian of Excellence Award® for 2016 by exceeding the 95th percentile nationwide for patient experience four quarters in a row.

RBC now fully informed all of our decision making.
The Ohio State University Comprehensive Cancer Center – Arthur G. James Cancer Hospital and Richard J. Solove Research Institute (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.

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<td>Professional Relationships</td>
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**PROFESSIONAL PRACTICE MODEL**

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

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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 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 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.


Access to Care

Since the new James Cancer Hospital and Solove Research Institute opened in December 2014, more patients have been able to access the specialized care necessary to fight their cancer.

<table>
<thead>
<tr>
<th></th>
<th>FY14</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
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<tbody>
<tr>
<td>Number of Inpatient Beds</td>
<td>232</td>
<td>306</td>
<td>306</td>
<td>316</td>
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<tr>
<td>Number of Admissions</td>
<td>11,262</td>
<td>12,653</td>
<td>13,780</td>
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<tr>
<td>Occupancy</td>
<td>84.8%</td>
<td>84.1%</td>
<td>84.1%</td>
<td>88.9%</td>
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<td>Number of Clinic Visits</td>
<td>166,098</td>
<td>181,868</td>
<td>202,939</td>
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<tr>
<td>Number of Ambulatory Visits</td>
<td>336,695</td>
<td>359,253</td>
<td>391,035</td>
<td>415,087</td>
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<tr>
<td>Number of Ambulatory Chemotherapy Injections/Infusions</td>
<td>41,400</td>
<td>44,531</td>
<td>50,913</td>
<td>52,589</td>
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<tr>
<td>Number of Ambulatory Surgeries</td>
<td>3,222</td>
<td>4,167</td>
<td>5,339</td>
<td>5,807</td>
</tr>
<tr>
<td>Number of Surgeries in James OR</td>
<td>5,758</td>
<td>7,471</td>
<td>9,607</td>
<td>10,625</td>
</tr>
</tbody>
</table>
James Nurses Serving the Community

James Nursing Supports Emergency Medical Services Staff

James nursing leadership showed their support for local emergency medical services (EMS) personnel during the 43rd Annual EMS Appreciation Week by providing hot meals and snacks to EMS staff bringing patients to the hospital.

In 1974, President Gerald Ford authorized EMS Week to celebrate EMS practitioners and the important work they do in our nation’s communities.

During the appreciation week, nursing leadership shared their gratitude to local EMS practitioners in recognition of the vital role they play in providing care to James patients.

Faith Thomas Foundation Donation

The Faith Thomas Foundation is dedicated to providing support to individuals living with Sickle Cell Disease and aiding in a smooth transition of care from childhood to adulthood. The foundation donated $2,000 of the proceeds from its Annual Red Diamond Gala to The James Sickle Cell Program. The 17 James staff used the funds to provide comfort kits containing special lotions and hair products for James patients with sickle cell disease.

Development and Recognition Council Honored With Columbus Cancer Clinic 2016 Client Care Spirit Award

Council members were invited to attend a special luncheon at LifeCare Alliance and were recognized for their dedication to the clients of the Columbus Cancer Clinic (CCC). The Development and Recognition Council (DRC) coordinates the annual “Giving from the Heart” campaign and collects and delivers various items to be distributed to cancer patients in need at the CCC. After seeing the bare shelves and desperate need for supplies, the DRC organized a second collection, “Christmas in July,” to provide additional support to the CCC patients midyear.
What People Are Saying About James Nursing

At The James, our nursing vision is to be world-class leaders in oncology nursing through excellence in patient care, education and nursing research. The James nursing staff works to deliver on this vision every day. We know we are succeeding in our mission by what people—patients and staff—are saying about The James.

“I never saw such compassion given so effortlessly. I was confident that I had made the right choice of hospital. Everyone treated me and my family with the utmost respect. Everyone had a hand in my care. You gave me my life.”

“I had an excellent experience with every single nurse who came in my room, whether they were assigned to me or just helping out. The James seems to have a higher standard than other hospitals.”

“It’s a culture of positivity. Everyone comes together on behalf of the patient.”

“With our Relationship-Based Care model we are able to offer world-class nursing care.”
The James Nursing Leadership Forum

The James Nursing Leadership Forum (JNLF) focuses on providing professional development opportunities for James Nursing leaders.

In FY17 the JNLF launched a professional book club asking members to read *Thanks for the Feedback* by Douglas Stone and Sheila Heen. Nurse managers, assistant nurse managers and directors volunteered to facilitate monthly chapter discussions. This opportunity not only led to great group discussion about the book content but also provided members with public presentation experience.

Based on feedback from the 2016 member survey, networking time was provided at the beginning of each meeting.

Topics of focus included: Millennials in the Workplace; Nursing Civility, and Trauma-Informed Care.

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.

"Leaders inspire others when they have clarity of vision and purpose, confidence and ability to influence others to share their vision, and laser focus on what matters most: caring and healing relationships at the point of care."

Relationship-Based Care: A Model for Transforming Practice. Creative Health Care Management, Inc., 2004
FY17 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

- Continued to promote and support academic achievement by managing the OSUCCC – James Nursing Scholarship Fund, Patricia A. DiNunzio Scholarship and Capital University Tuition Waiver Program by advertising opportunities, reviewing applications, selecting recipients and awarding funds. Thirty-one scholarships were awarded in FY17.
- Developed a scholarship to promote involvement in professional nursing organizations. Selected two nurses to receive a one-year membership to the Oncology Nursing Society.
- Reviewed nominations and selected 14 individuals and five teams as recipients of the OSUCCC – James Compassionate Care Awards, and nine recipients of the Excellence Awards. The council held celebrations to honor the awardees.
- Hosted the Development and Recognition Celebration to honor those who have had professional accomplishments in the last fiscal year.
- Maintained resource sheets on council website for internal and external awards, scholarships and national conferences to promote staff participation.

Innovation and Research Council

- Developed criteria for a James Nursing Innovation Grant.
- Developed and launched an internal website to provide James nurses with resources for innovation and research. The website includes a list of ongoing nursing research as well as information on how to apply for the James Nursing Innovation Grant.
- Hosted the inaugural Innovation and Research Day, where James nurses presented their nursing research to an audience of 115 engaged attendees.
- Hosted the Distinguished Oncology Nurse Lectureship. Christopher Friese, PhD, RN, AOCN, FAAN, was selected as the 2016 recipient.

Patient Care Council (PCC)

- Developed and distributed ScriptOhio, a quarterly newsletter that focuses on current issues in medication safety.
- 73 percent of PCC members completed BEST Program training and are able to serve as peer supporters on their units.
- Developed a Complementary and Alternative Medicine (CAM) Resource Table to increase awareness of referral resources for CAM therapies.
- Collaborated with the Nursing Education Department in the development of competencies and mandatory education for central-line care for all James direct-care nurses. This initiative led to a decrease in CLABSI (central line-associated blood stream infection) rates from 0.26 to 0.01 per 1,000 device days.

Unit Collaboration Council (UCC)

- Created an application and scoring rubric to be used by unit councils to provide input into the selection of conference attendees who receive financial support from budgeted unit education funds.
- Provided a forum for members to share innovative unit projects.
- Formulated the PICOT (Population, Intervention, Comparison, Outcome, Time) question “For registered nurses, how do scheduling guidelines that limit number of hours and number of shifts worked compared to no limitations affect patient and nurse safety, nurse satisfaction, fatigue, adverse outcomes, burnout and nurse retention?” Completed comprehensive literature search and evaluated best practices. Results presented to Chief Nursing Officer Kris Kipp along with council recommendations for the development of staffing guidelines limiting overtime.
- Hosted the Distinguished Oncology Nurse Lectureship. Christopher Friese, PhD, RN, AOCN, FAAN, was selected as the 2016 recipient.
- Copies of the book No Time to Teach were purchased by nursing leadership for all UCC members. Members read the book and developed and disseminated a summary of key topics discussed.

Co-Chair: Heather O’Neal
BSN, RN, OCN

Co-Chair: Melissa Fox
BSN, RN, OCN

Co-Chair: Judith Garcia
MS, BSN, RN

Co-Chair: Theresa Purcell
BSN, RN, OCN

Co-Chair: Melissa Nelson
BSN, RN, OCN

Co-Chair: Elizabeth DiGiannantoni
BSN, RN, OCN

Co-Chair: Amy Franczkowski
BSN, RN, OCN

Co-Chair: Brittany Killen
BSN, RN, OCN

Co-Chair: Theresa Purcell
BSN, RN, OCN

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BSN, RN, OCN

Co-Chair: Melissa Nelson
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BSN, RN, OCN

Co-Chair: Brittany Killen
BSN, RN, OCN
Monthly Open Forums

In response to results from a staff survey, and to make sure all employees are informed about what is going on at The James and around The Ohio State University Wexner Medical Center (OSUWMC) campus, Executive Director of Patient Services and Chief Nursing Officer Kris Kipp, MSN, RN, holds an Open Forum meeting on the first Thursday of each month, once in the morning and again in the afternoon to accommodate the variety of staff schedules.

During the one-hour sessions, Kris gives updates on financial reports, patient satisfaction scores and other items of interest. He also takes questions from those in attendance on any-and-all subjects.

2016 State of James Nursing Address

No Time Like the Present for Being a James Nurse.

Executive Director of Patient Services and Chief Nursing Officer Kris Kipp, MSN, RN, Associate Chief Nursing Officer Jamie Tippett, MS, RN, NEA-BC, and nearly a dozen members of The James Nursing leadership team proudly highlighted nursing accomplishments from the past fiscal year and goals for the coming 12 months at the 2016 State of James Nursing Address.

Kris told the capacity audience that he saw the event as an opportunity “to celebrate the passion and compassion that exists in nursing here at The James... That what you see here today is a reflection of our high standards and our Relationship-Based Care that emphasizes our commitment to patients, families and each other.” If one message shone through all of the exemplars, accolades, testimonials and optimistic projections presented at the 2016 State of James Nursing Address, it was that now is the best time to be a nurse at the James Cancer Hospital and Solove Research Institute. Immediately following the presentation, attendees were invited to celebrate individual accomplishments at the Development and Recognition Celebration.
OSUCCC – James Receives Press Ganey® Guardian of Excellence Award® for Patient Experience

It takes an extraordinary team of dedicated professionals to deliver excellent patient care—and also receive national recognition for it. A combination of clinical excellence and compassionate, personalized Relationship-Based Care earned The Ohio State University Comprehensive Cancer Center – James Cancer Hospital and Solove Research Institute (OSUCCC – James) a 2016 Press Ganey Guardian of Excellence Award for Patient Experience.

The Press Ganey Guardian of Excellence Award is a nationally recognized symbol of achievement in health care, and it is presented annually to recognize top-performing healthcare organizations that have consistently sustained performance in the top 5 percent of all hospitals surveyed. Patients from hospitals across the country provide input and feedback on their care. Survey results put the OSUCCC – James in the top 5 percent for care received as measured by the Centers for Medicare/Medicaid’s Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS). To have scored consistently above the 95th percentile overall, far exceeding the standards necessary to earn the Guardian of Excellence award, is a remarkable testament to the hard work and dedication of nurses, physicians and all staff in providing the best care to patients at The James.

TeleTracking Creates Greater Patient Flow Efficiency and Improves Accessibility for Patients

TeleTracking, a patient flow management system, was implemented in the fall of 2016 to facilitate throughput and patient flow management. TeleTracking provides a real-time global view of OSUWMC’s bed capacity and throughput. This helps us improve processes while increasing accessibility and maintaining quality and safety.

One of the many benefits of TeleTracking is enhanced transparency of information related to patient flow and spotlighting areas for improvement.

Shortly after it was launched, the system data analysis revealed delays exceeding 100 minutes for patients transferring out of the critical care units to progressive care or medical surgical units.

Dean Gluck, MHA, BSN, RN, NE-BC director, Capacity Management and Transfer Center, worked with a team of nurses from across the medical center to identify and implement avenues to expedite nursing report and patient transportation. This has resulted in a 36 percent decrease to 70 minutes.
Joint Commission Surveyors Recommend Full Accreditation

In June 2017, after spending five days reviewing The James and its clinical care programs, a team of oncology-experienced surveyors from The Joint Commission (TJC) recommended full-three year accreditation. The TJC surveyors consistently expressed how impressed they were with the staff’s teamwork, passion, leadership and commitment to excellence. They were very complimentary of our individualized patient care plans, pain management and The James culture of Relationship-Based Care, placing the care of patients, families and colleagues as a priority. This is truly a validation of the compassionate care and commitment to excellence at The James!

James Nurses Develop After-Hours Call Center

Approximately 2,000 after-hours phone calls are received each month from James patients for a variety of reasons, including appointment requests, medication-related questions and symptom management issues. A team of James nurses led by Sharon Steingass, MSN, RN, AOCN, envisioned a new way to manage patient telephone calls to streamline the process and implement an autonomous nurse-driven after-hours telephone triage department that uses evidence-based protocols to assure comprehensive assessment, provision of consistent care advice and an appropriate disposition for the call.

Four registered nurses were hired to staff the after-hours call center: Jennifer Kenderski, BSN, RN, OCN; Angela Lynxwiler, BSN, RN, AACN; Emily Mowry, BSN, RN, PCCN; and Patricia Strickland, BSN, RN. The call center began operation in February 2017 and receives an average of 70 after-hours telephone calls daily. The workflows created for the call center triage nurses have significantly enhanced patient safety and satisfaction by enabling patients to immediately talk with an experienced clinician rather than waiting for their call to be returned.

Pain Resource Nurses

In January 2017, we added to the number of expert-trained Pain Resource Nurses (PRNs) by offering another two-day training class. The successful completion of this class raised the number of PRNs who are expert nurse pain resources for their units to a total of 54 staff/practice nurses and 34 advanced practice nurses. PRNs participated in rotating Pain Rounds held on main campus and each of the ambulatory sites, and they contributed to the development of Pain Fast Fact sheets and Audio Podcasts.

As part of their role, the PRNs contribute to pain management at a unit level with the rollout of comfort kits to all inpatient and ambulatory units. Comfort kits are stocked with inexpensive items that could be given to patients to support non-pharmacologic pain control, such as aromatherapy, massagers, guided imagery audiotapes and stress balls. The PRNs teach unit nurses how to access and use the various items. Initially, eight units trialed comfort kits, and all of these units showed an improvement in patient satisfaction with pain management. The average increase in percentile ranking points for patient satisfaction with pain management was 31 points from before to after the trial. During this trial the average pain intensity on the units decreased by 2.25 points on a 0-10 scale in the 24-hour period after use of the item. Patients also had an overall decrease in the use of pharmacologic pain interventions and an increase in ambulation in the 24-hour period after implementation.

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The Phyllis Kaldor Hope and Inspiration Tribute Fund

Phyllis Kaldor, MS, RN, OCN, was a nurse at Ohio State’s medical center for more than 35 years. She began her career on the hematology unit in Rhodes Hall and then became the first nurse manager of Bone Marrow Transplant. In 1994, Phyllis became the first director for oncology nursing. In this role she supervised the nurse managers and eventually assumed responsibility for the nurse practitioners, physician assistants, the PICC team, and the wound and ostomy nurses. She closed her career assisting with the initiation of Relationship-Based Care.

Oncology Nursing Society Congress Scholarship

Phyllis Kaldor was passionate about all nurses developing professionally and about the Oncology Nursing Society (ONS). She attended every ONS Congress until two years before her death to learn the latest about oncology nursing and to network with other oncology nurses from across the United States. The Phyllis Kaldor Hope and Inspiration Tribute Fund supports a scholarship for nurses to attend ONS Congress. Scholarships were awarded to nine James nurses, enabling them to attend the ONS 42nd Annual Congress in Denver, Colo. The awardee essays were thoughtful and included detailed information regarding why the nurses wanted to attend ONS Congress and how they planned to disseminate the information afterward.

Scholarship Recipients:

<table>
<thead>
<tr>
<th>Scholarship Recipient</th>
<th>Project Title</th>
<th>Funding</th>
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<tbody>
<tr>
<td>Megan Badenhop, BSN, RN</td>
<td>&quot;Covering You With Care&quot; Blanket Project</td>
<td>Paid for embroidery on blankets provided to patients</td>
</tr>
<tr>
<td>Jennifer Clark, BSN, RN, OCN</td>
<td>Long-Term Patient Package</td>
<td>Purchased robes, candles, purifier, soaps and shampoos for patients</td>
</tr>
<tr>
<td>Rebecca Ganzon, BSN, RN, OCN</td>
<td>Stress Reduction, Medication Compliance, Aspiration Checks</td>
<td>Purchased water bottles, pill planners and stress balls for patients</td>
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<tr>
<td>Amira Hartman, BSN, RN, OCN</td>
<td>The Cost to the Caregiver: An Inpatient Oncology ICU Support Group Intervention</td>
<td>Purchased an easel for use in support group gatherings</td>
</tr>
<tr>
<td>Caitlyn Hull, MS, RN, CNP</td>
<td>Goodie Bags for Pediatric Population in Ortho-Sarcoma Clinic</td>
<td>Purchased activity packs, fruit snacks, lollipops, stickers and various trinkets for pediatric patients</td>
</tr>
<tr>
<td>Sarah Kincaid, MS, RN, CNP</td>
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<td></td>
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<tr>
<td>Stephanie Kiourtsis, BSN, RN</td>
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<td></td>
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<tr>
<td>Miranda Naegle, MSN, RN, CMT, CEN</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Heather O’Neal, BSN, RN, OCN</td>
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Patient Care

Day Hospital for Patients With Sickle Cell Disease

After incorporating evidence-based literature and contemporary best practices into months of planning and preparation, the OSUCCC – James opened a day hospital for patients with sickle cell disease. Established admission and discharge criteria enable these patients to schedule same-day appointments and receive necessary care, including intravenous hydration, blood transfusions and pain management without having to go to the Emergency Department.

The six-bed unit has such amenities as transportation vouchers, magazines and books for patients, as well as comfort kits containing alternative pain-management options such as aromatherapy, neck pillows and guided imagery recordings.

Since the Day Hospital opened, the average ambulatory length of visit for a sickle cell patient has decreased from 6.9 hours to 4.9 hours, and 30-day readmission rates have decreased from 51 percent to 35 percent.

James Nursing

Special Grand Rounds

Anne Katz, PhD, RN, is a certified sexuality counselor at CancerCare Manitoba, clinical nurse specialist at the Manitoba Prostate Centre, and editor of Oncology Nursing Forum, the premier research journal of the Oncology Nursing Society. Dr. Katz presented “Opening the Door to Difficult Conversations.”

MICU Named Finalist for National Compassionate Caregiver of the Year Award

The multidisciplinary Medical Intensive Care Unit (MICU) team at the Arthur G. James Cancer Hospital and Richard J. Solove Research Institute (The James) received national recognition for its compassionate care model as one of six finalists from across the United States for the 2016 National Compassionate Caregiver of the Year (NCCY) Award.

The Schwartz Center for Compassionate Healthcare bestows the honor annually to celebrate excellence in compassionate healthcare. Since 1999, the Schwartz Center has honored outstanding healthcare professionals who display extraordinary devotion and compassion in caring for patients and families. The James MICU is the first team (versus individual caregiver) to be named a finalist in this national recognition program.

“The team spirit in Ohio State’s cancer MICU was seamless and we were privileged to experience this outstanding care,” said a former patient’s spouse in an NCCY Award nomination letter. “Not only did they save my husband’s life, but they did it as an outstanding and multi-layered team. We will never forget the truly astonishing and heart-filled care that we experienced in the MICU.”

The James MICU team, formed in December 2014, was nominated for its model of Relationship-Based Care, which is based on four crucial relationships: patients and families, colleagues, community and self. The 30-bed unit cares exclusively for critically ill cancer patients. As part of the Relationship-Based Care model, The James MICU team has formed a core team of staff that champions the creation of a caring and healing intensive care environment.
The OSUWMC Service Board FY17 Funded Grants

The Service Board grant program funds department-initiated projects that enhance patient care and satisfaction.

The OSUWMC Service Board provided more than $67,000 to fund 17 unit/department-initiated projects that enhance patient care and satisfaction.

Engaging Sarcoma Cancer Patients Through a Treatment Passport:

$2,220.44
James L. Chen, MD
Nancy Speece, BSN, RN, OCN
Medical Oncology

We intend to provide all James sarcoma patients who receive chemotherapy with a Treatment Passport, a portable pocket-sized journal that contains a patient’s current chemotherapy regimen. Each treatment date has its own page with detailed information about the treatment and expected side effects. The Treatment Passport was created to help patients be better informed and become more engaged in their care. Patients will also be able to log side effects. We believe the Treatment Passport will create improved coordination, fewer adverse events and better patient satisfaction. The Treatment Passport will be updated by staff and reviewed with the patient at each chemotherapy appointment. Each Treatment Passport update is an opportunity to solicit feedback from the patient/family and ensure that they are on board with the treatment plan.

Comfort Kits for Cancer Patients in Pain:

$5,715.18
Lisa Blackburn MS, RN, AOCNS
James Professional Practice

Many studies show that complementary therapies can synergize medications to provide optimal pain relief while decreasing the side effect profile. Many therapies can be administered directly by the bedside nurse if available, and the nurse can then teach the patient how to utilize the selected complementary therapy after leaving the hospital or clinic. Comfort Kit items would be distributed to patients and tracked by the newly developed Pain Resource Nurses, who are being trained as unit pain resources at The James.

Improving Care Following Palliative Extubation in the Intensive Care Unit:

$6,778.17
Sachin Kale, MD
Dan Thorward, MS, RN, CCEMT-P
Nechelle P. Marlowe, BSN, RN
Internal Medicine

This grant will fund an innovative project to integrate practices of hospice into the care that dying patients and their families receive in the intensive care unit (ICU) following a palliative extubation, which involves removal of mechanical ventilation in a patient who no longer has a chance for meaningful recovery. Following extubation, these patients are unstable for transfer to hospice and therefore die in the ICU. While medications can ameliorate many of the physical symptoms that occur following extubation, we employ few therapies to treat the existential distress associated with dying. Similarly, we lack therapies to support distressed family members who stand vigil at bedside. By integrating hospice practices of symptom control, aromatherapy, music therapy, legacy building and bereavement into ICU care, we aim to improve the care of dying patients and their bereaved family members.
We embrace commitment to lifelong learning to support growth and succession planning across the career life cycle of our staff.

American Organization of Nurse Executives Nurse Manager Fellowship

Krista Moore, MS, BSN, RN, NEA-BC, nurse manager Gynecologic Oncology at Mill Run, and Andrea Scurria, MBA, BSN, RN, NEA-BC, nurse manager Blood and Marrow Transplant were selected by the American Organization of Nurse Executives (AONE) for the Nurse Manager Fellowship.

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.

Krista’s capstone project is “A Multi-Disciplinary Approach to Streamlined Care Coordination for the Gynecologic Oncology Patient.”

Andrea’s capstone project is “Blood and Marrow Transplant Masters Prepared Nursing at the Bedside: Primary Nursing Mentor.”

“‘Moments of Excellence’ are celebrated spontaneously by staff and managers. Attention is focused on what was done right and what it would take to bring the same type of experiences to an even greater number of patients.”

Relationship-Based Care: A Model for Transforming Practice. Creative Health Care Management, Inc., 2004
2017 James Excellence Awards Recipients

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. Recipients of these awards are recognized at the annual Excellence Awards Ceremony held in May.

Clinical Excellence

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.

Excellence in Service

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.

Excellence in Leadership

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.

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.
**CURE Magazine Extraordinary Healer Award Recipient**

For the past 11 years, CURE® magazine has recognized oncology nurses for their compassion, expertise and helpfulness with their Extraordinary Healer Award. Tina Pursglove, BSN, RN, OCN, staff nurse, Blood and Marrow Transplant (BMT) Unit, was honored with this award after being nominated by assistant nurse manager Mollie Maggied, MHA, BSN, RN, CPN.

In her nomination essay, Mollie wrote, “Tina brings a positive guiding light to every patient. She ensures that they are not only receiving the best care from her, but from every other nurse who takes care of them. She is the epitome of a primary nurse checking in on her patients and helping to direct their care, even if she is not assigned to them that particular shift. Tina guarantees that patients and caregivers have the support they need during their time in the hospital. She is always going above and beyond to make patients on the unit feel as if they each are the only patient she has.”

Tina has been providing exceptional patient care to oncology and blood and marrow transplant patients for the past 33 years.

**From Left: Tina Pursglove, BSN, RN, OCN, and Mollie Maggied, MHA, BSN, RN, CPN Photo by Brit Lakin**

**Pain Management Nurse and Advanced Practice Provider of the Year Awards**

The James Pain Management Nurse of the Year Award and The Advanced Practice Provider of the Year Award are peer-nominated awards recognizing professional nurses who have made outstanding contributions to clinical pain management.

Shannon Panda, BSN, RN, OCN, a clinic nurse in the 5 James Hematology Oncology Clinic, was selected as the Pain Management Nurse of the Year. Didi Loseth, MSN, RN, CNS, ACHPN, a clinical nurse specialist in the Palliative Medicine Department, was selected as the Pain Management Advanced Practice Provider of the Year.

**From Left: Lisa Blackburn, MS, RN, AOCNS; Didi Loseth, MSN, RN, CNS, ACHPN; Shannon Panda, BSN, RN, OCN; Jamie Tippett, MS, RN, NEA-BC**

**Nursing Grand Rounds**

The OSUCCC – James Nursing Grand Rounds forums bring educational opportunities to nursing staff in person or via WebEx. Attendance in FY17 exceeded 500. In addition, staff may access these presentations and earn continuing education hours once the videos are posted on the OSUCCC – James Nursing Continuing Education website.

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Speaker</th>
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</thead>
<tbody>
<tr>
<td>July 2016</td>
<td>Innovation and Just Culture: Highlights from the American Nurses Association Annual Conference</td>
<td>Karen Meade, BSN, RN, CPAN</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Melissa Nelson, BSN, RN, OCN</td>
</tr>
<tr>
<td>August 2016</td>
<td>Outcomes of an Oral Care Protocol in Post-Mechanically Ventilated Patients</td>
<td>Michele Weber, DNP, RN, CCNS, ANP-BC, CCRN, OCN</td>
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<td></td>
<td></td>
<td>Brenda Vermillion, DNP, RN, ACNS-BC, ANP-BC, CCRN</td>
</tr>
<tr>
<td>August 2016</td>
<td>Innovation and Just Culture: Highlights from the American Nurses Association Annual Conference</td>
<td>Karen Meade, BSN, RN, CPAN</td>
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<tr>
<td></td>
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<td>Melissa Nelson, BSN, RN, OCN</td>
</tr>
<tr>
<td>September 2016</td>
<td>Optimizing Your Role in Cancer Pain Management</td>
<td>Lisa Blackburn, MS, RN, AOCNS</td>
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<tr>
<td></td>
<td></td>
<td>Kim Frier, MSN, RN, FNP-BC, ACHPN</td>
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<td></td>
<td></td>
<td>Amira Hartman, BSN, RN, OCN</td>
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<tr>
<td>October 2016</td>
<td>Patient Education: Do Your Patients Really Understand?</td>
<td>Joyce Hendershott, MSW, ACSW, LISW-S</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Amy Singer, MSN, RN</td>
</tr>
<tr>
<td>November 2016</td>
<td>Accreditation and Preparedness</td>
<td>Nancy Colburn, MSN, RN, NEA-BC</td>
</tr>
<tr>
<td>December 2016</td>
<td>Strategies for Improving Oncology Patient Care</td>
<td>Erin Ferlet, MSN, RN, OCN</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Kori Femmer, BSN, RN, OCN</td>
</tr>
<tr>
<td>January 2017</td>
<td>Enhanced Recovery after Surgery (ERAS)</td>
<td>Allison DeVilliers, MSN, RN, ACNS-BC</td>
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<tr>
<td></td>
<td></td>
<td>Lisa Parks, MS, RN, CNP</td>
</tr>
<tr>
<td>February 2017</td>
<td>Regulatory Preparedness</td>
<td>Nancy Colburn, MSN, RN, NEA-BC</td>
</tr>
<tr>
<td>March 2017</td>
<td>Geriatric Oncology Assessment Tools</td>
<td>Renee Shalvoy, BSN, RN, OCN</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Shelley Foster, BSN, RN, OCN</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ReNea Owens, PT</td>
</tr>
<tr>
<td>April 2017</td>
<td>Nurses: The Ins and Outs of Ethics Consults</td>
<td>Kathy Thompson, MS, RN, PMHCNS-BC</td>
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<tr>
<td></td>
<td></td>
<td>Asma Mobin-Uddin, MD</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Christine Varga, PhD, MSN, RN, MA</td>
</tr>
<tr>
<td></td>
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<td>Cheryl Sims, BSN, RN, OCN</td>
</tr>
</tbody>
</table>
James Compassionate Care Awards

Fourteen individuals and five teams received James Compassionate Care Awards in FY17.

**Autumn 2016**

**Individuals**
- Ron Holgado
- Haley Kemp, PT
- Lauren Kwiatkowski, OT
- Mallory Renner, BSN, RN

**Winter 2016**

**Individuals**
- Miriam Berg, BSN, RN, OCN
- Allison DeVilliers, MSN, RN, ACNS-BC
- Heather Stewart, BSN, RN

**Teams**
- Clinical Resource Unit and Clinical Nurse Specialist
  - Zina Abbas-Hoeferlin, BSN, RN
  - Courtney Bates, BSN, RN
  - Michelle Calihans, BSN, RN, OCN
  - Amy Franczowski, BSN, RN, OCN
  - Michelle Fullmer, BSN, RN, OCN
  - Amy Retig, MSN, RN, ACNS-BC, PHMNP-BC
  - Joyce Schlatter, RN, OCN

**Spring 2017**

**Individuals**
- Jenny Campbell
- Brittany Simon, BSN, RN

**Summer 2017**

**Individuals**
- Grace Chapman, BSN, RN, CBCN
- Maggi Davis
- Pamela Green
- Marium Husain, MD
- Joan Huelsman, LSW

**Teams**
- James Medical Intensive Care
  - Susan Brown, RT
  - Teryn Dougans, BSN, RN
  - Rebecca Gill
  - Tristans Lake, BSN, RN
  - Taryn Meadows
  - Jude Melvin
  - Emily Olmstead, MS, RN, CNP
  - Crystal Perry, BSN, RN

**Pastoral Care Department**
- Laura Byrd, MS Theology
- Lucie Adarquah-Yadom, M.Div
- Seth Curtis, M.Div
- Jason Matlock, M.Div
- Lindsay Napoli, M.Div

**Palliative Care**
- Whitney Luke, MD
- Chris Miller, MD
- Kavitha Norton, DO
- Jennifer Browning, MSN, RN, CNP

**Mill Run**
- Anyssa Armstead
- Courtney Arn, MS, RN, CNP
- Jodi Garcia, BSN, RN, OCN
- Robin Krautwasser, RN
- Kaylin LeGrand, BSN, RN
- Kelly Pepper-King, BSN, RN
- Renata Weaver, BSN, RN

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.

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

**Oncology Nursing Society Foundation Congress Scholarship Recipients**
- Jennifer Clark, BSN, RN, OCN
- Rebecca Ganzon, BSN, RN, OCN
- Gretchen McNally, PhD, MSN, RN
- Miranda Naegele, MSN, RN, LMT, CEN
- Karen Summers, BSN, RN, OCN

**Columbus Chapter Oncology Nursing Society Congress Scholarship Recipients**
- Stephanie Daniel, BSN, RN
- Amber Kurzen, BSN, RN, OCN
- Diana McMahon, MSN, RN, OCN
- Michele Weber, DNP, RN, CCRN, CCNS

**Columbus Chapter Oncology Nursing Society Award Recipients**
- Mentorship Award – Erin Ferlet, MSN, RN, OCN
- President’s Award – Sarah Kincaid, MS, RN, CNP
- Rookie of the Year Award – Stephanie Daniel, BSN, RN

Oncology Nursing Society Membership Scholarship

The Development and Recognition Council designed this scholarship in 2017 to promote involvement in professional nursing organizations.

Amanda Minick, BSN, RN, clinic nurse, BSH 2 Thoracic, and Ashley Oxendine, BSN, RN staff nurse, 18 James, received a one-year membership to the Oncology Nursing Society.

Christopher Friese, PhD, RN, AOCN, FAAN
Professor of Nursing, University of Michigan

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. Christopher Friese, PhD, RN, AOCN, FAAN, professor of nursing, University of Michigan, was selected by the Unit Collaboration Council for the 2016 Distinguished Oncology Nurse Lectureship. Dr. Friese presented “Improving Cancer Care: The Value of Clinician-Researcher Partnerships” and met with several nursing groups during his visit.
**Encouraging Academic Achievement**

James Nursing staff are encouraged to pursue higher education and supported to achieve professional educational goals. As of June 2017 more than 130 James nurses were enrolled in an academic nursing program. 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.

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Michelle Beckman</td>
<td>Unit Clerical Associate</td>
<td>16 James</td>
</tr>
<tr>
<td>Kimberly Blackman</td>
<td>Patient Care Associate</td>
<td>21 James</td>
</tr>
<tr>
<td>Nathan Braden, BSN, RN, OCN</td>
<td>Clinic Nurse</td>
<td>MMMP 10</td>
</tr>
<tr>
<td>Devan Dunsford</td>
<td>Patient Care Associate</td>
<td>21 James</td>
</tr>
<tr>
<td>Rachel Elsea, BSN, RN</td>
<td>Assistant Nurse Manager</td>
<td>ASU</td>
</tr>
<tr>
<td>Darci Engler, BSN, RN</td>
<td>Staff Nurse</td>
<td>MICU</td>
</tr>
<tr>
<td>Stephanie Hubbard</td>
<td>Patient Care Associate</td>
<td>18 James</td>
</tr>
<tr>
<td>Max Huffman</td>
<td>Patient Care Associate</td>
<td>James Clinical Resource Unit</td>
</tr>
<tr>
<td>Jessica Latchana, BSN, RN</td>
<td>Clinic Nurse</td>
<td>MMMP 10</td>
</tr>
<tr>
<td>Marri McAndrews, BSN, BSPS, RN</td>
<td>Staff Nurse</td>
<td>PACU</td>
</tr>
<tr>
<td>Karen Meade, BSN, RN, CPAN</td>
<td>Quality Manager</td>
<td>Quality &amp; Patient Safety</td>
</tr>
<tr>
<td>Colleen O’Leary, MSN, RN, AOCNS</td>
<td>Associate Director</td>
<td>Nursing Education</td>
</tr>
<tr>
<td>Lindsey Radcliffe, BSN, RN</td>
<td>Assistant Nurse Manager</td>
<td>SSCBC Medical Oncology</td>
</tr>
<tr>
<td>Rachel Ross, BSN, RN</td>
<td>Staff Nurse</td>
<td>PACU</td>
</tr>
<tr>
<td>Emily Rush, BSN, RN, OCN</td>
<td>Staff Nurse</td>
<td>19 James</td>
</tr>
<tr>
<td>Kari Summers, BSN, RN, OCN</td>
<td>Staff Nurse</td>
<td>17 James</td>
</tr>
<tr>
<td>Kelly Tomlinson-Pinkham, MSN, RN, OCN</td>
<td>Nurse Manager</td>
<td>15 East James</td>
</tr>
<tr>
<td>Kerri Walker, BSN, RN, ACM</td>
<td>Nurse Manager</td>
<td>Patient Care Resource Management</td>
</tr>
<tr>
<td>Sarah Weekly, BSN, RN</td>
<td>Staff Nurse</td>
<td>15 East James</td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alexandra Wilson</td>
<td>Student Nursing Associate</td>
<td>Perioperative Services</td>
</tr>
</tbody>
</table>

**Capital Tuition Waiver Program Recipients:**

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lindy Martz, BSN, RN, CCM</td>
<td>Senior Quality Manager</td>
<td>James Quality Department</td>
</tr>
<tr>
<td>Amy Menke, BSN, RN, OCN</td>
<td>Senior Quality Manager</td>
<td>James Quality Department</td>
</tr>
<tr>
<td>Stephanie Morgan</td>
<td>Patient Care Associate</td>
<td>James Clinical Resource Unit</td>
</tr>
<tr>
<td>Christopher Rizzo, BSN, RN, CCRN</td>
<td>Staff Nurse</td>
<td>MICU</td>
</tr>
<tr>
<td>Katie Sanders, BSN, RN</td>
<td>Clinic Nurse</td>
<td>5 James – Solid Tumor</td>
</tr>
</tbody>
</table>

**Complementary Alternative Medicine Scholarships**

The Complementary Alternative Medicine (CAM) scholarship fund was developed to encourage and support James nurses in obtaining training in various CAM techniques to enhance their nursing practice. Therapeutic Touch is a holistic, evidence-based CAM therapy that incorporates the intentional and compassionate use of universal energy to promote balance and well-being.

Six nurses were selected as the first scholarship recipients to attend therapeutic Touch Training that enables them to apply knowledge and skills of basic Therapeutic Touch into their current nursing practice.

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Susan Applegate, RN</td>
<td>Clinic Nurse</td>
<td>MMMP 8</td>
</tr>
<tr>
<td>Jimmy Beck, MS, RN CNP</td>
<td>Nurse Practitioner</td>
<td>Hematology</td>
</tr>
<tr>
<td>Nathan Braden, BSN, RN, OCN</td>
<td>Clinic Nurse</td>
<td>MMMP 10</td>
</tr>
<tr>
<td>Nikki Ford, BSN, RN, PCCN</td>
<td>Clinic Nurse</td>
<td>SSCBC Medical Oncology</td>
</tr>
<tr>
<td>Kathryn Knill, MS, RN, CNP</td>
<td>Nurse Practitioner</td>
<td>Hematology</td>
</tr>
<tr>
<td>Jennifer McConnell, BSN, RN, OCN</td>
<td>Clinic Nurse</td>
<td>BSH Thoracic Clinic</td>
</tr>
</tbody>
</table>

41 42
Professional Development Ladder Promotions

The OSUCCC – James offers three professional development ladder programs to promote professional nursing practice of staff/clinic nurses, patient care resource managers (PCRM) and advanced practice professionals.

Staff/Clinic Nurse Clinical Ladder

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.

<table>
<thead>
<tr>
<th>Level</th>
<th>Nurses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level III</td>
<td>Kristin (Todd) Anderson, BSN, RN, CAPA, Shannon Appeffeller, BSN, RN, CCRN, Monica Arce, BSN, RN, Kathleen Bolton, BSN, RN, Jordan Corner, BSN, RN, Justine Diley, BSN, RN, Miitsa Gregg, BSN, RN</td>
</tr>
<tr>
<td>Level IV</td>
<td>Grace Chapman, BSN, RN, CBCN, Tom Chizmar, BSN, RN, OCN, Amy Fraczkowski, BSN, RN, OCN, April Jameson, BSN, RN, PCCN, Regina Moore, BSN, RN, CCRN, Monica Ralph, BSN, RN, Jessica Stevenson, BSN, RN, OCN, Erin Thompson, BSN, RN, OCN, Angela Walter, BSN, RN, OCN</td>
</tr>
</tbody>
</table>

Patient Care Resource Manager Clinical Ladder

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.

<table>
<thead>
<tr>
<th>Nurses</th>
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<tbody>
<tr>
<td>Kathleen Bellamy, LISW, ACM, Julie Rader, BSN, RN, Kim Johnston, BSN, RN, CCM, ACN, Michelle Wunsch, BSN, RN, ACM, Kris Seigneur, BSN, RN, ACM, OCN, Candice Engler, BSN, RN, ACM</td>
</tr>
<tr>
<td>Kathy Clarkson, BSN, RN, ACM, Ashley Sica, BSN, RN, CNL, Lisa Zalewski, BSN, RN, OCN, Angie Wolf-Erditz, MS, RN, Julie Tyre, MSN, RN, OCN, ACM, Jenny Bruno, BSN, RN, OCN</td>
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</table>

Advanced Practice Professional 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 is 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.

<table>
<thead>
<tr>
<th>Nurses</th>
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<tbody>
<tr>
<td>Patrick Kearns, PA, Valerie Mann-Jiles, DNP, ANP-BC, Gretchen McNally, PhD, ANP-BC, AOCNP, Kris Mathey, MS, RN, AOCNP, Colin Reeder, MS, RN, CNP, Scott Rowley, MS, APRN, CNP, AOCNP, Denise Schimming, MS, RN, CNP, Carrie Schaumleffel, MSN, BC-CNP, AOCNP</td>
</tr>
<tr>
<td>Emily Shindeldecker, MS, RN, CNP, Melissa Smith, MS, RN, CNP, Robin Vachon-Kraut, MSN, RN, CNP, ACHPN, Susan Vandik, MSN, RN, CNP, AOCNP, Chad Walker, PA-C, Cassie Walker, MS, RN, BC, AG-ACNP, Jo Ellen Woodruff, MS, RN, ACNP, Michael Young, MS, RN, CNP</td>
</tr>
</tbody>
</table>
Leukemia & Lymphoma Society’s Woman of the Year

Larissa DeMarco, BSN, RN, OCN, Clinic Nurse 5 James Hematology Oncology, was named the 2017 Leukemia & Lymphoma Society’s (LLS) Woman of the Year for raising the most money among female candidates in the Central Ohio Leukemia & Lymphoma Society’s annual Man & Woman of the Year campaign.

Participants in the 10-week fundraising campaign build teams and 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. Larissa and her team, the Cure-Saders, raised more than $58,000 to help find a cure for blood cancers.

Surgical Intensive Care Unit Wins National Award for Patient Care Excellence

The OSUCCC — James Surgical Intensive Care Unit (SICU) received national recognition for exceptional patient care and professional nursing practice with a three-year, silver-level Beacon Award for Excellence from the American Association of Critical-Care Nurses (AACN). The OSUCCC — James SICU is a 12-bed unit providing 24-hour comprehensive care to a variety of surgical cancer patients with complex medical needs.

The AACN, the largest specialty nursing organization in the world, brings together the interests of more than 500,000 acute and critical care nurses through more than 235 chapters worldwide. The organization established the Beacon Award for Excellence in 2003 to recognize unit caregivers who improve patient outcomes while also aligning professional nursing practices with the AACN’s standards for a healthy work environment.

James Nurses Contribute to Cancer Nursing Textbook

For 25 years, Cancer Nursing: Principles and Practice has set the standard for oncology nursing textbooks. The eighth and newest edition includes contributions from six James nurses. The James contributors and their areas of expertise are:

- **Larissa DeMarco**, BSN, RN, OCN
- **Yolna Tamara-Smith**, MSN, CNP
- **Alison Devilliers**, MSN, RN, OCN, ACNS-BC
- **Danette Birkheimer**, MS, RN, AOCNS
- **Gretchen McNally**, PhD, ANP-BC, AOCNP
- **Kristina Mathey**, MS, RN, CNP, AOCNP
## Publications

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<thead>
<tr>
<th>Author</th>
<th>Publication Title</th>
<th>Journal or Book Title</th>
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<tbody>
<tr>
<td>Sara Achor, RN, OCN</td>
<td>The Effect of Aromatherapy on Insomnia and Other Common Symptoms Among Patients With Acute Leukemia</td>
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<td>Betty Allen, AD</td>
<td>The Effect of Aromatherapy on Insomnia and Other Common Symptoms Among Patients With Acute Leukemia</td>
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<td>Nicole Bauchmire, MS, RN, CNP</td>
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<tr>
<td>Lisa Blackburn, MS, RN, AOCNS</td>
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<td>Kristine Browning, PhD, RN, CNP</td>
<td>Feasibility of Mind-Body Movement Programs for Cancer Survivors</td>
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<td>Kim Catania, MS, RN, CNS</td>
<td>Chemotherapy Extravasation: Establishing a National Benchmark for Incidence Among Cancer Centers</td>
<td>Clinical Journal of Oncology Nursing</td>
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<tr>
<td>Carol Colussi, MHA, RN, NEA-BC</td>
<td>Chemotherapy Extravasation: Establishing a National Benchmark for Incidence Among Cancer Centers</td>
<td>Clinical Journal of Oncology Nursing</td>
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<tr>
<td>Danielle Dunnington, RN, OCN</td>
<td>The Effect of Aromatherapy on Insomnia and Other Common Symptoms Among Patients With Acute Leukemia</td>
<td>Oncology Nursing Forum</td>
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<tr>
<td>Ilene Lattimer, RN, OCN, CCRC</td>
<td>Prevalence and Spectrum of Germline Cancer Susceptibility Gene Mutations Among Patients With Early-Onset Colorectal Cancer</td>
<td>Journal of the American Medical Association, Oncology</td>
</tr>
<tr>
<td>Ilene Lattimer, RN, OCN, CCRC</td>
<td>Risk Factors of 131I-Induced Salivary Gland Damage in Thyroid Cancer Patients</td>
<td>The Journal of Clinical Endocrinology and Metabolism</td>
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## Publications Continued

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<td>Colleen O’Leary, MSN, RN, AOCN</td>
<td>In Head and Neck Cancer, a Stepped Approach to Psychosocial Care is Cost-Effective: Nurse Perspective</td>
<td>Oncology Nursing News</td>
</tr>
<tr>
<td>Elizabeth Pearson, MS, RN, OCN</td>
<td>The Clinical Nurse Leader and the Clinical Nurse Specialist</td>
<td>Journal of Emergency Nursing</td>
</tr>
<tr>
<td>Amy Rettig, MSN, RN, ACNS-BC</td>
<td>The Clinical Nurse Leader and the Clinical Nurse Specialist</td>
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</tr>
<tr>
<td>Kirsten Roblee, BSN, RN, OCN</td>
<td>The Effect of Aromatherapy on Insomnia and Other Common Symptoms Among Patients With Acute Leukemia</td>
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<tr>
<td>Jan Sirilla, DNP, RN, NE-BC</td>
<td>Moral Distress in Nurses Providing Direct Care at an Academic Medical Center</td>
<td>Worldviews on Evidence-Based Nursing</td>
</tr>
<tr>
<td>Kathy Thompson, MS, RN, PMHCNS-BC</td>
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Certification & Education

All James Nurses:

815 of the 1,309 nurses eligible for certification have obtained a professional nursing certification

1,482 of 1,584 nurses have a baccalaureate degree or higher in nursing

Staff/Clinic Nurses:

440 of the 866 nurses eligible for certification have obtained a professional nursing certification

1,017 of 1,117 nurses have a baccalaureate degree or higher in nursing

Nursing Leadership:

100% of nursing directors have obtained a professional nursing certification

85% of eligible nurse managers have obtained a professional nursing certification

100% of nursing directors, nurse managers and assistant nurse managers have a baccalaureate degree or higher in nursing

Similar-Sized Magnet®-Designated Hospitals:

37.3% maintain a professional nursing certification

62.2% have a baccalaureate degree or higher in nursing

OSUCCC – James Nurses Share Their Expertise at National and International Conferences

More than 40 presentations were shared at the following conferences:

- American Academy of Ambulatory Care Nursing Annual Conference
- American Nurses Credentialing Center Magnet® Conference
- American Nursing Informatics Conference
- American Psychiatric Nurse Association Annual Conference
- American Society for Blood and Marrow Transplantation Tandem Meeting
- Canadian Association of Nurses in Oncology
- Emergency Nurses Association Annual Conference
- MD Anderson Annual Oncologic Emergency Medicine Conference
- National Association of Clinical Nurse Specialists Annual Conference
- National Comprehensive Cancer Network Annual Conference
- Oncology Nursing Society Congress
- Relationship-Based Care Symposium
Inaugural Innovation and Research Day

The James Innovation and Research Council held the inaugural Innovation and Research Day on April 25, 2017. The day-long conference highlighted and promoted innovative projects and research completed by James’ nurses.

The conference speakers included: Misty Lamprecht, RN, MS, CNS, AOCN, BMTCN; Tim Raderstorf, MSN, RN, The Ohio State University College of Nursing chief innovation officer and clinical instructor of practice; Heather Brom, PhD, RN, CNP; Lisa Blackbum, MS, RN, AOCNS; Betty Allen, AD; and Bernadette Melnyk, PhD, RN, CPNP, PMHNP, FAANP, dean of the College of Nursing at Ohio State.

More than 100 nurses attended the event, which also included a mobile innovation studio and poster presentations.

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

Innovation Studio at The James

In collaboration with The Ohio State University College of Nursing, The James hosted The Innovation Studio for two weeks in the hospital’s lobby. The studio fosters interprofessional collaboration in the creation of healthcare products, solutions or services. Besides housing an array of prototyping tools, the Innovation Studio provides technical support and leads exercises to help participants develop such skills as pitch development and product design.

Over the two-week residency, The Innovation Studio team received 21 innovation disclosures and heard pitches from 13 teams. The APP Productivity Model Innovation Team—consisting of Jenna Butz, MS, RHIA; Scott Cackler, MPAS, PA-C; Kelly Kent, BS, and Robin M. Rosselet, DNP, RN, CNP, AOCN—won the “Oncology Care Challenge Track” and took home the top prize of $1,500. Each of the other 12 teams also received funding.

In all, the Innovation Studio awarded $7,500 so the groups could continue working on their ideas. All teams may request additional funding from The Innovation Studio once they meet their first set of metrics, and they can continue to request funding as their innovation progresses.

Nursing Research

<table>
<thead>
<tr>
<th>Study Title</th>
<th>Researcher</th>
<th>Study Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>OSUWMC Advanced Practice Nurse Role Survey</td>
<td>Heather Brom, PhD, RN, CNP Bernadette Melnyk, PhD, RN, CPNP/PMHNP</td>
<td>Completed November 2016</td>
</tr>
<tr>
<td>Advanced Practice Oncology Fellowship Program</td>
<td>Heather Brom, PhD, RN, CNP Robin Rosselet, DNP, RN, CNP Janine Overcash, PhD, RN, CNP Cindy Byrd, PhD, RN, CNP</td>
<td>Ongoing</td>
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<tr>
<td>DEFENS - Drug Exposure Feedback and Education for Nurses’ Safety</td>
<td>Penny Moore, MSN, RN, NEA-BC</td>
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<tr>
<td>The Benefits of Mind-Body Movement in Cancer Survivors</td>
<td>Kristine Browning, PhD, RN, CNP Janine Overcash, PhD, RN, CNP</td>
<td>Ongoing</td>
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<tr>
<td>Tool to Engage Patients in Discharge (TEPID)</td>
<td>Julie Rader, BSN, RN Lisa Graham, MSN, RN RN-BC</td>
<td>Ongoing</td>
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<tr>
<td>Extravasation Measurement of a Nursing-Sensitive Quality Outcome for Ambulatory Oncology Nursing Practice</td>
<td>Kim Catania, MSN, RN, AOCN Janine Overcash, PhD, RN, CNP</td>
<td>Ongoing</td>
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<tr>
<td>Self-Efficacy to Renegotiate Sex and Intimacy in Women Treated for Cancer</td>
<td>Elizabeth Arthur, MSN, RN, AOCNP Kristine Browning, PhD, RN, CNP Celia Willis, PhD, RN Usha Menon, PhD, RN, FAAN</td>
<td>Ongoing</td>
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<tr>
<td>Engaging Sarcoma Cancer Patients Through a Treatment Passport</td>
<td>Nancy Speece, BSN, RN, OCN James L. Chen, MD</td>
<td>Ongoing</td>
</tr>
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</table>

"Evidence of success lets people know that all their work is paying off and that progress or growth is happening."

Relationship-Based Care: A Model for Transforming Practice. Creative Health Care Management, Inc., 2004
### Nursing Evidence-Based Practice Projects

Evidence-based practice (EBP) is central to our goals of providing world-class patient care, achieving the highest quality patient outcomes and providing a workplace environment for nursing practice to thrive. It has been demonstrated in a variety of clinical studies that patients who receive health care based on the best available evidence experience more positive outcomes and less adverse events.

James nurses are encouraged and supported to consistently evaluate and integrate evidence-based findings into their practice. EBP mentors are available to work with individuals or teams of nurses as they evaluate and incorporate evidence into daily clinical practice.

<table>
<thead>
<tr>
<th>Project Participant(s)</th>
<th>Title of Evidence-Based Practice Project</th>
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<tbody>
<tr>
<td>Shannon Appelfeller, BSN, RN, CCRN</td>
<td>Hospital Acquired Pressure Ulcer Prevention in the Intensive Care Units</td>
</tr>
<tr>
<td>Lynne Brophy, MSN, RN, AOCN</td>
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<tr>
<td>Cariyn Hull, MS, RN, WHNP-BC</td>
<td>When Oncology and Obstetrics Collide: Pregnancy-Associated Breast Cancer</td>
</tr>
<tr>
<td>Lisa Blackburn, MS, RN, AOCNS</td>
<td>The Use of the DVPRS (Defense and Veterans Pain Rating Scale) in Oncology Patients</td>
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<tr>
<td>Shannon Panda, BSN, RN, OCN</td>
<td>Does Choice of Balanced Solution Used in Resuscitation of the Septic Patient Affect Mortality?</td>
</tr>
<tr>
<td>Karen Meade, BSN, RN, CPAN</td>
<td>Extended Endocrine Treatment in Breast Cancer Patients</td>
</tr>
<tr>
<td>Colleen O’Leary, MSN, RN, AOCNS</td>
<td>Potential Role of Metformin in Prevention of Colorectal Cancer</td>
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<tr>
<td>Kathy Burns, MS, RN, AGCNS-BC</td>
<td>Improving Code Blue Comfort Amongst Registered Nurses Through Frequent Simulation</td>
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<tr>
<td>Tim Phillips, MS, RN</td>
<td>Circadian Photoentrainment</td>
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<tr>
<td>Renee Salahy, BSN, RN, OCN</td>
<td>Improving Code Blue Comfort Amongst Registered Nurses Through Frequent Simulation</td>
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<td>Lindsay Herndon, BSN, RN, OCN</td>
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<td>Emma Baker, MS, RN, CNP</td>
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<td>Nicole Kover, MS, RN, CNP</td>
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<td>Melissa Sullivan, MS, RN, CNP</td>
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<td>Elizabeth Kress, MS, RN, CNP</td>
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<td>Deanna Hunt, MS, RN, CNP</td>
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<td>Erin Frank, MS, RN, CNP</td>
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<td>Jill Ford, MS, RN, CNP</td>
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<td>Anna Cincotta, MS, RN, CNP</td>
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<td>Alivia Deering, BSN, RN</td>
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<td>Christopher Foltz, BSN, RN</td>
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<td>Vincent Lombardo, BSN, RN</td>
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<td>Erin Hecht, BSN, RN</td>
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<tr>
<td>Carl Stedman, BSN, RN</td>
<td></td>
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<tr>
<td>Matthew Vitartas, BSN, RN</td>
<td></td>
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<tr>
<td>Michele Weber, DNP, RN, CCNS, ANP-BC</td>
<td>Improving Code Blue Comfort Amongst Registered Nurses Through Frequent Simulation</td>
</tr>
</tbody>
</table>

### Project Participant(s) | Title of Evidence-Based Practice Project

| Juliyln Brown, BSN, RN | Integration of Pain and Palliative Care in Adult Oncology Patients |
| Hillary Delaney, BSN, RN | Integration of Pain and Palliative Care in Adult Oncology Patients |
| Natalie Maxey, BSN, RN | Integration of Pain and Palliative Care in Adult Oncology Patients |
| Lindsey Kusan, BSN, RN |
| EBP Mentor: Annette Sawman, MSN, RN |
| Abigail Pierce, BSN, RN | Pharmacologic Versus Non-Pharmacologic DVT/VTE Prophylaxis |
| Katelyn Preininger, BSN, RN | Pharmacologic Versus Non-Pharmacologic DVT/VTE Prophylaxis |
| Benjamin Raver, BSN, RN | Pharmacologic Versus Non-Pharmacologic DVT/VTE Prophylaxis |
| Stacy Raver, BSN, RN |
| EBP Mentor: Kim Catania, MS, RN, AOCN | Pharmacologic Versus Non-Pharmacologic DVT/VTE Prophylaxis |
| Amber Beretich, BSN, RN | Immunocompromised Diet in Neutropenic Patients |
| Hayley Brooks, BSN, RN | Immunocompromised Diet in Neutropenic Patients |
| Ann Mather, BSN, RN | Immunocompromised Diet in Neutropenic Patients |
| Marissa Smith, BSN, RN |
| EBP Mentor: Lisa Blackburn, MS, RN, AOCNS | Immunocompromised Diet in Neutropenic Patients |
| Kate Cochran, BSN, RN | Sedation Holidays in Critically Ill Patients |
| Matt Crowley, BSN, RN | Sedation Holidays in Critically Ill Patients |
| Nicole Gonzalez, BSN, RN | Sedation Holidays in Critically Ill Patients |
| Helen Tefera, BSN, RN |
| EBP Mentor: Danette Birkhimer, MS, RN, AOCNS | Sedation Holidays in Critically Ill Patients |
| Kate Becher, BSN, RN | Does Catheter Size Matter in Blood Transfusions? |
| Marissa Byrne, BSN, RN | Does Catheter Size Matter in Blood Transfusions? |
| Pam Cramer, BSN, RN | Does Catheter Size Matter in Blood Transfusions? |
| April Lininger, BSN, RN |
| EBP Mentor: Allison Devilliers, MSN, RN, ACNS-BC | Does Catheter Size Matter in Blood Transfusions? |
| Brittany Arcuri, BSN, RN | Constipation in Oncology Patients: A Proactive Approach |
| Emily Orr, BSN, RN | Constipation in Oncology Patients: A Proactive Approach |
| Alyssa Thornburg, BSN, RN | Constipation in Oncology Patients: A Proactive Approach |
| Jesse Wolfe, BSN, RN |
| EBP Mentor: Talaie Askew, MS, RN, CNS | Constipation in Oncology Patients: A Proactive Approach |
| Christina Hutch, BSN, RN | The Effects of Acupuncture and Acupressure as Complementary Therapies for Nausea and Vomiting in Cancer Patients |
| Nicole Delmonte, BSN, RN | The Effects of Acupuncture and Acupressure as Complementary Therapies for Nausea and Vomiting in Cancer Patients |
| Haley Burchett, BSN, RN | The Effects of Acupuncture and Acupressure as Complementary Therapies for Nausea and Vomiting in Cancer Patients |
| Angie Kim, BSN, RN |
| EBP Mentor: Lisa Blackburn, MS, RN, AOCNS | The Effects of Acupuncture and Acupressure as Complementary Therapies for Nausea and Vomiting in Cancer Patients |
| Karen Ewan, BSN, RN | Incidence of Infection With No Dressing on Healed Tunneled CVC |
| Julie Kostina, BSN, RN | Incidence of Infection With No Dressing on Healed Tunneled CVC |
| Elana Weiss, BSN, RN |
| EBP Mentor: Misty Lamprecht, MS, RN, CNS | Incidence of Infection With No Dressing on Healed Tunneled CVC |

### Innovation & Research

Innovation & Research is a critical component of our commitment to providing the highest quality patient care. It involves the development of new ideas, technologies, and processes that improve patient outcomes and enhance the delivery of care. This section highlights recent innovations and research efforts at James Health System.
The Thrive Program: Building Oncology Nurse Resilience Through Relationship-Based Self-Care

Lisa Blackburn, MS, RN, AOCNS, Pain Clinical Nurse Specialist, developed and coordinates an eight-week intervention program to teach nurses new skills for use in combating compassion fatigue and promoting resilience. Weekly sessions include exercises that require movement and stretching, as well as innovative methods for sharing ideas and feelings.

Program Content Includes:
- Story Telling / Time Line / Perspective
- Self-Massage / Acupressure / Breathing
- Art Therapy
- Breathing / Yoga / Spirituality
- Journaling
- Musical Expression
- Aromatherapy / Guided Imagery / Autogenic Relaxation / Mindful Eating
- Dramatic Reading / Thriving / Dinner

"I realized that I can’t keep just complaining about how difficult my job is (even though I absolutely love it!); I have to WORK to keep myself healthy & strong so that I can do it to the best of my ability!"

"This program was great and helped me think about things I wouldn’t have normally had time for. The facilitators did an excellent job teaching us skills to battle compassion fatigue!"

"I have started taking care of myself rather than everyone else all the time. The class reminded me how much I love art and music, and how it helps me to relax."
Oncology Nursing Month

May is Oncology Nursing Month, when we take a moment to celebrate and recognize the dedication and passion of James nurses. This year’s theme – “Fearless Commitment. Endless Passion.” – emphasizes the attitude of James nurses and how we approach our work. The Recognition Committee organized a variety of events to honor the work we do every day.

Professional Relationships

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

The James offers 18 different programs on compassionate, collaborative care that are focused around three goals:

1. Staff/faculty will develop practices that build positivity, resilience and capacity for compassionate care.
2. Staff/faculty will demonstrate how to maintain self-awareness and connection during challenging healthcare events.
3. Staff/faculty will demonstrate enhanced communication and engagement across disciplines.

The programs include team-building sessions, provider-nurse rounding initiative, the Reconnecting to Passion and Purpose retreat, the Compassionate Care Awards, the End-of-Life Care conference, a blog written by James nurses on the art of caring, emotional support training and more.

Claiming Resilience:
Led by James mental health clinical nurse specialists, Claiming Resilience is one of the new programs launched in FY17 as part of our Compassionate Collaborative Care initiative. The program creates interdisciplinary dialogue on topics such as courage, trust, grief, joy, gratitude, boundaries and spirit.

As part of the program, 11 different groups meet once per month at locations across the health system so all staff has an opportunity to participate and share their ideas, thoughts and feelings about the monthly topics.

Compassionate Collaborative Care Team:
Providing compassionate nursing care is at the core of James nursing. One way to ensure that James staff are delivering on that goal is by working across disciplines to design programs that enhance the work environment and give staff the tools they need to be successful.

OSUCCC – James Nurses Looking Ahead to 2018

Central Focus
Leverage technology as a tool to enhance all aspects of patient care

Innovation and Research
Provide the infrastructure to support nursing research and encourage nursing innovations

Patient Care
Ensure appropriate practice standards are utilized to maximize the scope and autonomy of nursing practice to assure coordinated, safe, effective and compassionate patient care

Professional Relationships
Enhance interdisciplinary relationships to promote safety, quality and service across the patient-care continuum

Development and Recognition
Recognize James staff for their clinical expertise, service and leadership

Leadership and Governance
Take an active role in the planning and development of expansion programs