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CHILDREN'S
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THE WORLD REPORT
U.S. News

RANKED IN
10 SPECIALTIES
2020-21



Riley Children's Health
Indiana University Health

Nursing Annual Report 2019



Welcome to Nursing at Riley Children's Health

On behalf of the nearly 1,300 clinical nurses at Riley Hospital for Children at Indiana University Health, I am proud to share our 2019 Nursing Annual Report. Driven by a commitment to excellence in professional nursing practice, Riley nurses distinguish themselves every day as leaders in caring for children with complex conditions.

This report highlights our strategic priorities, our professional practice model and some of the quality improvement initiatives that earned Riley its fourth Magnet Recognition Program® status.

The 2019 recognition is our first apart from the IU Health Adult Academic Health Center. Working within a robust professional governance structure and in partnership with our interdisciplinary colleagues, Riley nurses collaborate to make decisions that enhance the practice environment and enable us to achieve continued success in caring for patients and families.

As 2019 drew to a close, we couldn't have predicted the true extent of the public health crisis our state and nation would face in 2020 with COVID-19. While Riley and other children's hospitals were spared the worst of the pandemic, our nurses were ready and willing to provide support where the need was much greater. Riley nurses quickly and with great efficiency redeployed to assist team members caring for critically ill adult patients within our statewide healthcare system. Our nurses also volunteered to screen callers for COVID-19 symptoms, serving as some of the first clinicians to staff a special virtual clinic implemented by IU Health.

Whether caring for Indiana's sickest children or responding to urgent community health needs, Riley nurses prove time and again the value of our engaged, high-performing nursing team. We deliver clinical excellence, lead the way in advancing our profession, and serve our patients and the community with compassion.

Thank you for your interest in Riley Nursing. Our hope is that this report provides an informative overview of our commitment as nurses to contribute to the evidence-based, patient-centered care for which Riley Children's Health is recognized worldwide.

Elizabeth M. Linden

Elizabeth M. (Liz) Linden, DNP, RN, NE-BC
Chief Nursing Officer, 2018 – 2020
Riley Hospital for Children at IU Health

Appointed in February 2020:
Vice President and Chief Nursing Officer | Patient Care Services
Indiana University Health Adult Academic Health Center Hospitals



Liz Linden, DNP, RN, NE-BC

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Learn more about Riley Nursing

-  On the web: rileychildrens.org/about/nursing-at-riley
-  Facebook: [@RileyChildrensHealth](https://www.facebook.com/RileyChildrensHealth)
-  Twitter: [@RileyChildrens](https://twitter.com/RileyChildrens)
-  Instagram: [rileychildrens](https://www.instagram.com/rileychildrens)

Associate chief nursing officers



Kristin A. Cummins, DNP, RN, NE-BC
Associate Chief Nursing Officer, Executive Director of Pediatric and Maternal Quality and Safety



Shara M. Eloms, MSN, RN, NE-BC
Associate Chief Nursing Officer, Clinical Operations

About Riley Children's Health

Treating more than 300,000 inpatients and outpatients each year, Riley Children's Health is Indiana's largest and most skilled pediatric healthcare network, providing care in communities across Indiana. Our network is part of Indiana University Health, a nationally ranked healthcare system offering expert primary and specialty care to adults and children in hospitals and healthcare facilities throughout the state.

200 PRIMARY CARE + **400** SPECIALTY CARE

physicians across 40 specialties



Two pediatric hospital locations in central Indiana

- Riley Hospital for Children at IU Health – Indianapolis
- Riley Hospital for Children at IU Health North Hospital – Carmel

COMPREHENSIVE CHILDREN'S HOSPITAL AND HEALTH SYSTEM OF



Indiana University Health

Riley Children's Health and Indiana University School of Medicine are committed to providing excellent healthcare for children through prominence in education, training and research.

AFFILIATED WITH



INDIANA UNIVERSITY
SCHOOL OF MEDICINE



Riley Children's Health
Statewide Reach



Cancer

Cardiology & Heart Surgery

5th
IN THE
NATION

Diabetes & Endocrinology

Gastroenterology & GI Surgery

Neonatology

TOP
15

Nephrology & Kidney Diseases

TOP
15

Neurology & Neurosurgery

TOP
25

Orthopedics

Pulmonology & Lung Surgery

Urology

2nd
IN THE
NATION



Nursing at Riley: 2019

CLINICAL NURSES

1,298 **RN**

DESTINATION FOR NURSING



270 RN and 51 patient care assistant team members welcomed

EDUCATION AND SPECIALTY CERTIFICATION

Associate of Science in nursing

13%

Bachelor of Science in nursing

84%

Master of Science in nursing

2%

Certified RNs

35%

PATIENT CARE QUALITY

19% reduction in CLABSI*

25% reduction in SSI**



* Central line-associated bloodstream infection
** Surgical site infection

SERVING IN THE COMMUNITY

60 RNs contributed 224 hours to the American Red Cross

3 RNs earned American Red Cross pins for volunteering more than 20 hours



RILEY PROFESSIONAL GOVERNANCE COUNCILS

7 councils

172 RN members

2,665 RN hours in 2019



PROFESSIONAL PUBLICATIONS/PRESENTATIONS

23 conference presentations

3 journal publications

3 posters

Riley Hospital for Children at IU Health
Magnet Recognition Program®:
2004, 2008, 2014, 2019



Note: Organizations apply for Magnet® recognition every four years; timing of the site visit determines when the recognition is awarded.



Vision for the future: The Riley Nursing Strategic Plan

What's our vision for Riley Nursing? How do we realize it?

These were the two key questions Riley nurses sought to answer in coming together in late 2016 to develop the first nursing strategic plan for Riley Children's Health. Precipitated by Riley's application for its first solo Magnet® recognition apart from the IU Health Adult Academic Health Center, the plan's development was led by a 12-member committee of frontline clinical nurses. The nurses represented Riley's flagship hospital in Indianapolis, Riley pediatric services at IU Health North Hospital in Carmel and maternity services at IU Health Methodist Hospital in Indianapolis, which is scheduled to move to Riley's downtown campus in 2021.

The Riley Nursing Strategic Plan, launched in 2017 and updated in 2019, is built upon two strategic priorities:

1 Become a destination for nursing

- Initiatives
 - Improve nurse engagement
 - Professional development at all levels

2 Enhance the voice of nursing

- Initiatives
 - Professional governance
 - Increase visibility and awareness of how nursing practice impacts outcomes

"In addition to giving us a clear line of sight to our nursing priorities, the strategic plan serves as a roadmap for how we're going to realize the vision we seek to achieve," said Kristin Cummins, DNP, RN, NE-BC, associate chief nursing officer and executive director of pediatric and maternal quality and safety. "It also creates a real opportunity for engagement with our frontline nurses; because they created the plan, it resonates with them and is relevant to the work they do every day."

A dedicated project manager tracks the plan's progress, and it is reviewed quarterly by the Riley Nursing Leadership Council. Nurse executive sponsors for each of the strategic plan initiatives report progress to frontline clinical nurses annually through Riley's nursing forums.



1 Strategic priority: Become a destination for nursing

GOAL

To attract, retain and engage elite talent to set a nationally recognized standard for professional nursing excellence

INITIATIVE

Improve nurse engagement

TACTICS

- Develop and implement a framework to support nurse leader professional development
- Plan and implement horizontal cross training of Riley nurses
- Develop and implement processes to reward and recognize excellent nursing practice routinely
- Develop and implement a reverse mentoring program

PROGRESS TOWARD GOAL: 2017 – 2019

- Developed and implemented Transition to Practice framework for clinical nurses
- Implemented Professional Pathways as foundational best practice for clinical nurses
- Evaluated onboarding program outcomes, communicating results to all levels of nursing and making revisions, as necessary, based on evidence and best practice

Riley Children's Health strives to recruit and retain top nursing talent and aims to set the standard for professional nursing practice nationally. Riley supports nurses at all levels, providing a solid foundation upon which to build their careers.



GOAL

To develop and prepare nurses to lead in the dynamic healthcare environment

INITIATIVE

Professional development at all levels

TACTICS

- Support and execute a culture of inquiry through the use and dissemination of research and evidence-based practice at all levels to advance the profession of nursing
- Increase percentage of Riley at IU Health certified nursing leaders
- Increase percentage of clinical nurses certified in their specialty



2 Strategic priority: Enhance the voice of nursing

GOAL

To create an organizational culture of autonomous nursing practice that drives the delivery of exceptional, evidence-based patient care across the continuum

INITIATIVE

Professional governance

TACTICS

- Refresh and relaunch local-level professional practice councils
- Develop and implement a comprehensive professional governance communication strategy across Riley Children's Health
- Develop and implement a sustainable nursing peer-review process to ensure and reward nursing practice excellence
- Conduct baseline Healthy Work Environment survey for Riley Nursing

PROGRESS TOWARD GOAL: 2017 – 2019

- Evaluated and revised existing shared governance, establishing structures to empower clinical nurses to have responsibility, accountability and authority for decisions related to their practice, driving patient care and impacting outcomes
- Developed and implemented a process for communication of professional governance structure, including committee name, purpose and membership
- Developed and disseminated standard work for professional governance role expectation/responsibility and accountability at all levels
- Developed and implemented a sustainable nursing peer review process to ensure and reward nursing practice excellence

GOAL

To ensure the delivery of exceptional nursing care that exceeds national quality and safety benchmarks

INITIATIVE

Increase visibility and awareness of how nursing practice impacts outcomes

TACTICS

- Implement harm huddle
- Implement interprofessional quarterly operations meetings
- Develop and implement nursing mortality and morbidity conference
- Optimize Tier 1 and Tier 2 huddles to include routine discussion of quality and safety performance

PROGRESS TOWARD GOAL: 2017 – 2019

- Created structure and processes at the unit/care center level for ongoing, systematic review of specialty area practice standards and national guidelines to ensure continual excellence in professional nursing practice
- Developed a formalized structure for routine review of quality and safety outcomes at the unit, care center and facility level that proactively identifies nursing practice indicators contributing to the provision of excellent patient care. This includes recognition of exceptional nursing practice, as well as identification of practice gaps
- Implemented harm huddle to increase understanding of how practice impacts outcomes

Riley Professional Governance Councils

- Riley Professional Practice Council
- Innovation in Nursing and Evidence-Based Practice Council
- Nursing Professional Development and Education Council
- Nursing Excellence Council
- Nursing Leadership Council
- Nursing Peer Review Council
- Riley Pediatric Policy and Procedures Council



“We value the input and expertise of our direct care clinical nurses and strive to ensure they are an integral part of the decision-making processes that impact the care we deliver to patients and families.”

– Kristin Cummins, DNP, RN, NE-BC
Associate chief nursing officer and executive director of pediatric and maternal quality and safety

Delivering exceptional care: The Riley Nursing Professional Practice Model

In June 2017, nearly 40 Riley nurses joined nursing colleagues from throughout IU Health to revise the healthcare system's Nursing Professional Practice Model. Robust planning discussions revealed a desire to shift to a relationship-based model with primary focus on the patient, followed by family, team, community and self. Addressing the full continuum of care, the model, launched at Riley and across the IU Health system in January 2018, applies to both inpatient and outpatient nursing care.

Within the context of professional nursing governance, the model reflects the five nurse attributes necessary to deliver exceptional patient care:

- Clinical expertise
- Spirit of inquiry
- Embraces learning
- Fosters relationships
- Professionally engaged



“The professional practice model is well known among our nurses because it’s a direct reflection of how we practice—it’s how we as nurses come fully to the table to partner with our interprofessional team members, families and others in the community to care for the patient in the best way.”



– Kristin Cummins, DNP, RN, NE-BC
Associate chief nursing officer and executive director of pediatric and maternal quality and safety

“What I find most beneficial about the model is that it’s applicable to every nurse, whether a new orientee or someone who has been practicing for years—any nurse can use it and gain something from it.”



– Jake Harmon, BSN, RN, BMTCN, CPN
Senior partner
Stem Cell Transplant Unit

“As Magnet® hospitals have evolved...they now must begin to show that professional nurses are self-governing, interdependent and equitable in ways that demonstrate ownership and accountability for their own practice decisions and demonstrate measurable contribution to the value and sustainability of the health of those we serve.”

– Tim Porter-O’Grady, DM, EdD, ScD(h), APRN, FAAN, FACCWS
“A Response to the Question of Professional Governance Versus Shared Governance,”
Journal of Nursing Administration, February 2017 - Volume 47 - Issue 2

Recognizing excellence: 2019 Riley Children’s Health nursing awards

Nurse Excellence Award

Kristy Mattingly, BSN, RN, CNOR-OR
Clinical care coordinator
Pediatric General Surgery

Kristy Mattingly has driven 76 miles roundtrip every workday for the past 35 years. An operating room nurse, she joined Riley’s OR team as a nursing student and has never looked back. Today, she serves as a clinical care coordinator, helping to ensure the pediatric general surgery service runs smoothly. Mattingly was honored for “excellent people management skills coupled with excellent clinical expertise,” and her ability to “incorporate changes in a skillful, collaborative fashion.”



“What keeps me at Riley is the kids. I think it’s the way kids are so resilient and easy to care for, and you want to help them because they’re our future.”

AWARD CRITERIA: Clinical nurse who demonstrates exemplary leadership in advancing patient-centered care through nursing practice, developing innovative solutions and advancing the profession of nursing

Coach Award

Darcie Nation, BSN, RN
Pediatric Intensive Care Unit

For Darcie Nation, it was the 15 minutes that changed her life. Considering a career in occupational therapy, Nation was shadowing an occupational therapist at IU Health Methodist Hospital when she just happened to spend a few minutes watching a critical care nurse care for a patient. From that moment, Nation wanted to be a nurse. Combining that calling with a love of children, she has worked in the Riley PICU since 2015. As a preceptor and coach of both patient care assistants and new RN hires, Nation was singled out for “embracing new nurses and mentoring them to greatness.”



“I was trained by the best so it’s a seamless transition to pass that knowledge along to a new nurse. It’s really rewarding to see the Riley nurses I’ve precepted take on the tough assignments and to see how well they do and how understanding and patient they are.”

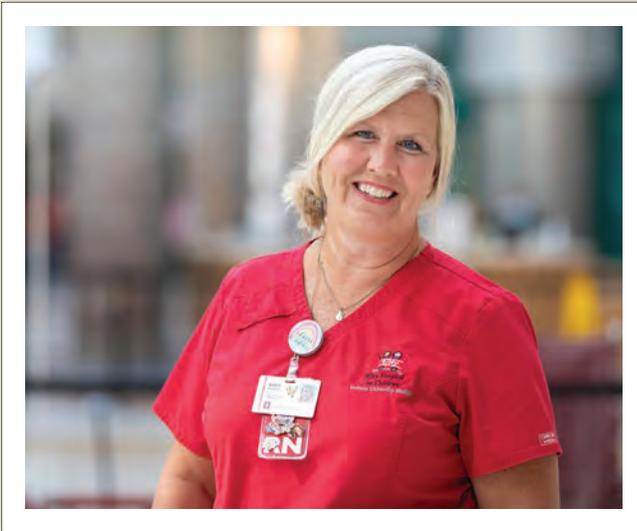
AWARD CRITERIA: Clinical nurse who performs above and beyond as a coach and mentor to grow and develop nurses who join Riley

Margaret Martin Award

(Award named in honor of Margaret Martin, MSN, RN, former chief nursing officer, Riley at IU Health)

Susie McSwain, BSN, RN
Neonatal Intensive Care Unit

Susie McSwain worked as an account service representative for eight years to put herself through nursing school. The summer before her senior year she took an elective at Camp Riley, a program for children and teens with physical disabilities, and fell in love with caring for kids. More than 30 years later, McSwain has spent her entire nursing career in the Riley NICU, offering counsel and care to families facing a difficult and uncertain time. As a role model and mentor, McSwain was honored for “making it her mission to lead by example.”



“I work with the best in the Riley NICU. Even the hardest days feel lighter because we are surrounded by other team members who help carry us—they laugh with you and cry with you. They keep you sane and human.”

AWARD CRITERIA: Clinical nurse who exemplifies nursing professional practice in caring for children and families

DAISY® Leader Award

Carrie Davison, BSN, RN, CPN
Manager, Cardiovascular Intensive Care Unit

When Riley opened its Heart Center in 2014, Carrie Davison was one of the first nurses on the job. Transitioning from PICU shift coordinator, she helped design and set up the CVICU, developing scheduling guidelines and standards of procedure. As a “founding member” of the CVICU care team, Davison, who’s worked at Riley for 21 years, is passionate not only about the work and the patients, but also her team members. Her team wrote, “Carrie always has our back; she will investigate a situation so she can seek to understand and be fair. Carrie has a heart of gold and will take care of her staff as if we are family.”



“I believe my job is taking care of my team so they can do a good job taking care of our patients. For me, focusing on my team and the relationships we have as people has created a bond that helps us be stronger in those moments of stress or sadness—and we have a lot of those in the CVICU—and also helps us be joyful when there are successes.”

AWARD CRITERIA: Nurse leader who impacts team members and patient care through role modeling, creating an environment where positive attributes are modeled and supported, motivating team members, and promoting and enhancing the image of nursing within Riley

DAISY Team Award

Riley Burn Clinic

As part of the only pediatric burn center in Indiana, the Riley Burn Clinic—managed by a small team of dedicated healthcare professionals—is an acute care clinic providing comprehensive burn care to patients who need follow-up after hospitalization or patients referred for consultation by a primary care physician. In nominating the burn clinic team for the DAISY Team Award, a patient family member commented, “I am not sure what the outcome would have been if I had not contacted the Riley Burn Clinic. I thank you from the bottom of my heart for the exceptional, quality care.”

“Our team’s goal is to help families and patients navigate the journey of being a burn survivor with the best possible outcome. In sharing the lows and highs with our patients, we work together to exceed that goal.”

— Angela Seitz, RN, CPN

AWARD CRITERIA: Nurse-led team that models the Riley at IU Health mission and values and engages in collaboration and teamwork that make a difference in the lives of patients, families, team members and the community



Angela Seitz (left) and Liz Linden



Riley Burn Clinic team (left to right): Abby Dunlap, PT; Angela Seitz, RN; Kelly Adkins, OT; Madeline Zieger, PA; Karen Robertson, PT; Abby Chapman, NP; Dee Bass; Brooke Selman, PT; Sarah Bomberger, OT; Brooklyn Guerrettaz and Brett Hartman, MD

Marilyn Cox Scholarship

(Award named in honor of Marilyn Cox, MSN, RN, former senior vice president for nursing and patient care services, Riley at IU Health)

Courtney James, BSN, RN
8 West, Pulmonary Care Unit

A part-time nurse in the pulmonary care unit, Courtney James is a student in the doctor of nursing practice (DNP) program at Purdue University. Committed to continuing direct patient care, James also is interested in teaching when she graduates from the doctoral program in June 2021.

“Making connections with patients and families on the pulmonary unit is very rewarding. Based on their diagnoses, many of our patients are admitted quite often, so you get to know the families. Building those kinds of relationships really makes a difference not only with the kids, but with the families too.”

AWARD CRITERIA: Clinical nurse who is a member of a group underrepresented in the field of nursing and enrolled in an accredited school of nursing with a GPA of 3.0 or greater



Partner in Care Award

Lisa Woods
Secretary, Riley Mother/Baby,
IU Health Methodist Hospital

Known for always being “10 steps ahead of everyone,” Lisa Woods is responsible for keeping the Riley Mother/Baby unit at IU Health Methodist Hospital running efficiently. A 33-year veteran of IU Health, Woods has served in her current position for the past nine years. Her nominator commented, “Every single shift, she connects with every single team member and offers assistance. She goes out of her way to help not only the nursing staff, but providers as well.”

“Knowing the great care our patients receive, it’s rewarding to be a part of this team. They are so giving and supportive—truly a family.”

AWARD CRITERIA: Non-nursing team member who exceeds role expectations in collaborative work with nursing



Lisa Woods (left) and Liz Linden

Excellence in nursing practice leads to better patient outcomes

In 2019, Riley Hospital for Children at IU Health was redesignated as a Magnet® organization by the American Nurses Credentialing Center. Its fourth consecutive recognition, the 2019 honor was Riley’s first as a standalone facility apart from the IU Health Adult Academic Health Center.

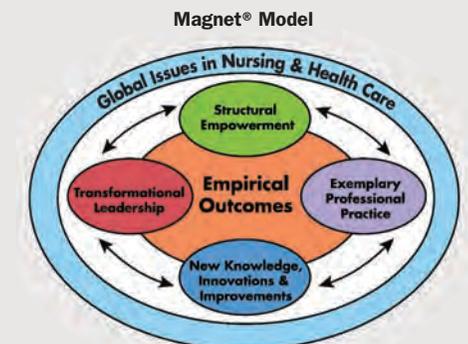
“Riley nurses are committed to doing what’s best for our patients, and many of our improvement initiatives come from frontline nurses as just part of the work they do every day. Through our Magnet® journey, our nurses have come to realize the importance of sharing exceptional work, not only for Magnet® recognition, but also to advance the nursing profession.”

– Kristin Miller, MSN, RN, CPN
Nursing policy and practice coordinator



“Embracing the Magnet® Model has allowed us to more clearly understand the impact we as nurses have on our local, state and regional communities. As Riley nurses strive to improve the health and wellness of Indiana’s children, we have a responsibility to maintain exemplary professional practice, seek new knowledge, and lead innovation and improvements, while supporting structural empowerment.”

– Shara M. Eloms, MSN, RN, NE-BC
Associate chief nursing officer, clinical operations



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Riley nursing teams reduce CLABSI rate, perform better than industry benchmark

ISSUE

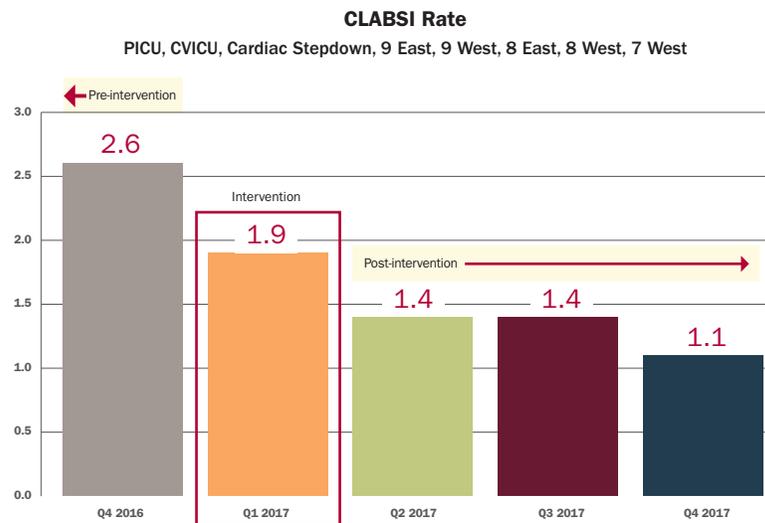
Committed to improving patient safety, Riley nurses embarked on an initiative in 2016* to reduce the number of central line-associated bloodstream infections (CLABSI). Benchmarking against the Children's Hospital Solutions for Patient Safety (SPS) National Children's Network, Riley's CLABSI rate of 2.1 infections per 1,000 central line days was higher than the average 1.4 infections per 1,000 central line days.

INTERVENTION

CLABSI case reviews from 2016 revealed that 50% of patients with infections had received blood or blood products, and 47% had received parenteral nutrition through their central line within 72 hours of the positive blood culture. A comparison of Riley's nursing practice and policies for tubing and needleless connector changes with published guidelines uncovered a gap that was addressed with a change in how often needleless connectors were changed. Changing the needleless connectors more often—every four hours when used to administer blood products and every 24 hours when used to administer parenteral nutrition—reduces the risk of bloodstream infection.

OUTCOME

After the nursing practice change, Riley's CLABSI rate decreased from 2.6 infections per 1,000 central line days in the fourth quarter of 2016 to 1.1 infections in December 2017, lower than the SPS benchmark of 1.4 infections per 1,000 central line days.



* This intervention, initiated in 2016, was submitted as part of Riley's latest application for Magnet® recognition, which was received in 2019.

Magnet® exemplar for: Transformational leadership

Nursing's mission, vision, values and strategic plan align with the organization's priorities to improve the organization's performance.

“While needleless connectors are designed to help decrease the risk of CLABSI by minimizing catheter occlusion and providing a surface that can be easily and effectively decontaminated, Riley's current practice of changing the connectors more frequently provides an extra layer of protection against bloodstream infections.”

Kevi Harpring, MSN, RN, PCNS-BC, CPN
Clinical nurse specialist

Launch of patient safety bundle improves care for pregnant women with severe hypertension

ISSUE

Hypertensive disorders of pregnancy are a major issue for women and their infants and are a leading cause of maternal mortality. In June 2017* at the Association of Women's Health Obstetric and Neonatal Nursing (AWHONN) national convention, three Riley Maternity Center clinical nursing team members attended sessions addressing the need to implement the Council on Patient Safety in Women's Health Care severe hypertension safety bundle. After reviewing relevant cases, the maternity center clinical team decided to implement the patient safety bundle at Riley to improve the quality of care.

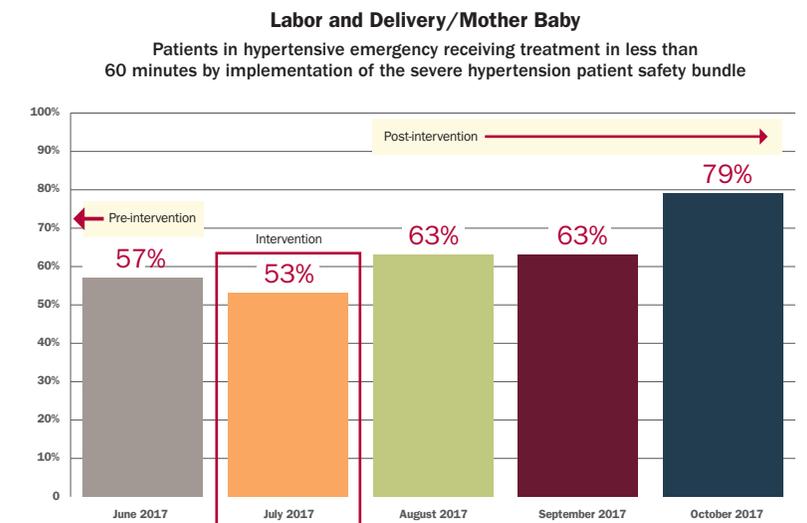
INTERVENTION

After attending the AWHONN convention, the nursing team conducted a gap analysis to compare the maternity center's current practice to the severe hypertension safety bundle. The Riley nurses developed a patient safety bundle implementation plan that included proper blood pressure measurement, notification to the provider of a hypertensive emergency, increased blood pressure surveillance, implementation of a new order set for a hypertensive emergency and standardized education to patients with hypertensive diseases of pregnancy.

The nurses created a 90-minute didactic session for all clinical nurses in the maternity center, which was previewed for the center's professional practice council to obtain feedback.

OUTCOME

Following implementation of the severe hypertension patient safety bundle, patients experiencing severe hypertensive emergency are consistently treated with evidence-based clinical guidelines within 60 minutes of their arrival at the maternity center.



* This intervention, initiated in 2017, was submitted as part of Riley's latest application for Magnet® recognition, which was received in 2019.

Magnet® exemplar for: Structural empowerment

The healthcare organization supports nurses' participation in local, regional, national or international professional organizations.

“For pregnant women in a hypertensive emergency, our goal was to use the severe hypertension patient safety bundle to increase the percentage of women receiving treatment within 60 minutes of their arrival in the maternity center.”

Kayla Singleton, MSN, RN
Clinical nurse

Sara Lacy-Gambis, MSN, RNC-MNN, CLC
Nurse professional development practitioner

“Long bone phone” shortens time to pain management

ISSUE

Research shows that inadequate pain management can be detrimental to patients, resulting in slower healing, extended length of stay, altered pain processing, depression and anxiety. In 2015*, the clinical care team in the Riley Emergency department (ED) identified that its median time to pain management for long bone fracture was above the national average of 49 minutes.

An interdisciplinary work group, led by the Emergency department's nurse manager, was formed to look at ways to decrease the time from ED check-in to pain management.

INTERVENTION

A designated Emergency department resident now carries a “long bone phone” throughout his or her shift. Riley Emergency department clinical nurses call the designated phone number when a patient arrives complaining of extremity pain. The resident arrives in the triage area within 15 minutes to evaluate the patient and orders analgesia, as appropriate. The triage clinical nurse administers the pain medication before the patient is transferred to an exam room.

OUTCOME

Median time from check-in to pain management decreased from 49 minutes to 36.5 minutes in the Riley Emergency department in the first quarter after the intervention, and the improvement has continued below the national average.

Magnet® exemplar for: Exemplary professional practice

Nurses use internal and external experts to improve the clinical practice setting.

“While patients were evaluated in triage by a clinical nurse for extremity pain possibly related to a fracture, no medications were given until the patient was in an exam room and evaluated by a physician. When patient volume was high, there were often delays in getting patients into exam rooms. We’ve been able to shorten this time considerably, helping our patients get pain relief sooner.”

Natalie Zipper, BSN, RN, CPN, CPEN
Director of clinical operations

EMR alert notice aids in preventing pressure injuries

ISSUE

In 2016*, Riley critical care nurses noticed an increase in pressure injuries related to neurotelemetry leads. These injuries were the leading cause of overall pressure injuries at Riley. Based on the patient's condition and the recommendation to keep manipulation to a minimum to ensure accurate testing, clinical nurses were often unable to check the skin under the leads until they were removed or repositioned by a neurotelemetry technician.

INTERVENTION

When the clinical nurse and neurotelemetry technician are not able to coordinate the timing of their work to allow the nurse to check the skin at the lead sites, the technician enters an alert notification in the electronic medical record (EMR) if the skin around the electroencephalogram electrodes (EEG) is “not normal.” A wound consult order and task are generated, and the unit's clinical nurse specialist (CNS) is notified by email. The CNS collaborates with the clinical nurse to identify risk factors and appropriate interventions to prevent a pressure injury, such as proper care of skin wounds, if present, or moving or replacing electrodes in areas at risk for skin breakdown or pressure injury.

OUTCOME

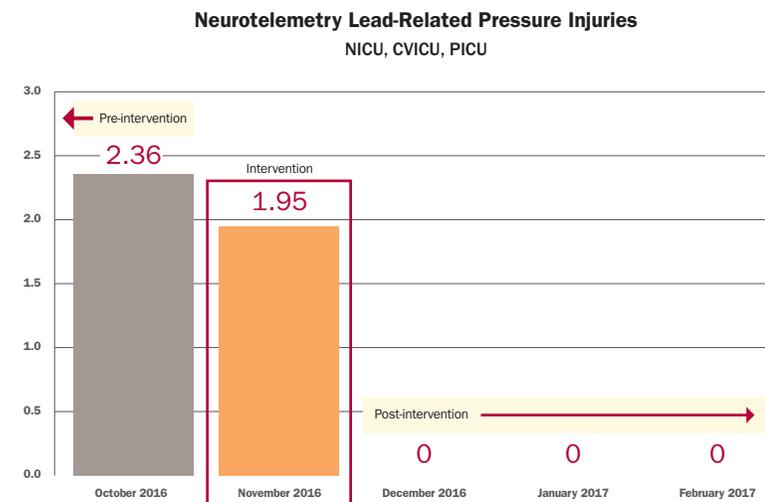
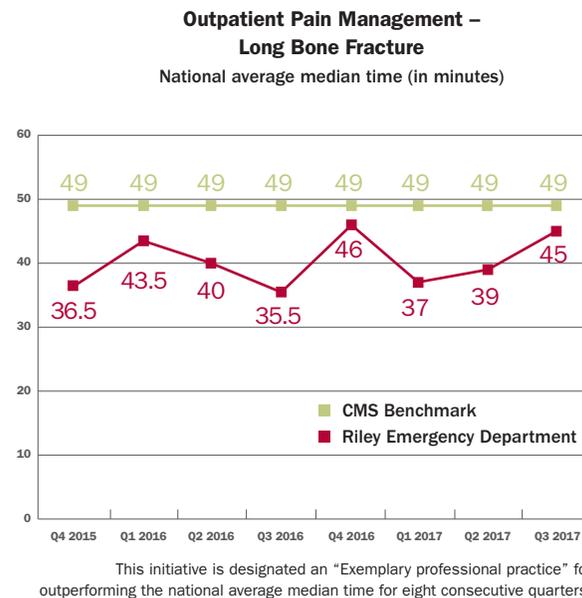
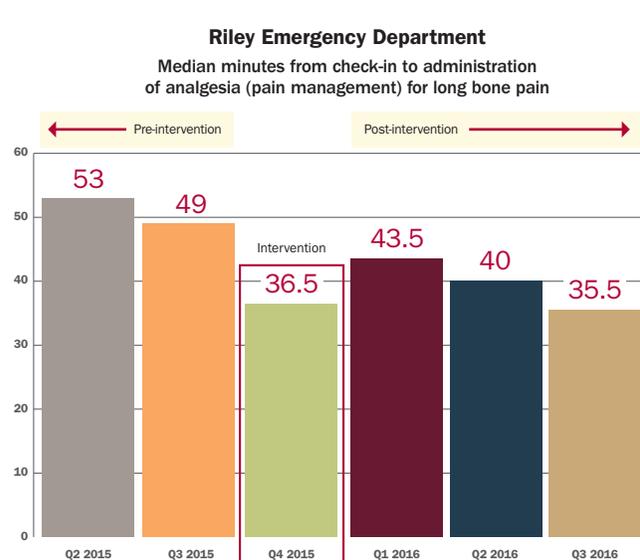
Before the alert notice was implemented, the neurotelemetry lead-related pressure injury rate was 2.36 injuries per 1,000 patient days. No pressure injuries related to the leads occurred after the alert process was launched.

Magnet® exemplar for: New knowledge, innovations and improvements

Nurses are involved with the design and implementation of technology to enhance the patient experience and nursing practice.

“While nurses and the technicians did their best to collaborate so that the skin could be assessed, timing was not always well coordinated so that comprehensive skin assessments under the EEG leads could be routinely performed. The EMR alert triggering a wound consult helped us reduce the incidence of these pressure injuries to zero.”

Tracy Swift, BSN, RN, CPN, CWOCN
Wound ostomy continence nurse



* This intervention, initiated in 2015, was submitted as part of Riley's latest application for Magnet® recognition, which was received in 2019.

* This intervention, initiated in 2016, was submitted as part of Riley's latest application for Magnet® recognition, which was received in 2019.



Riley Children's Health

Indiana University Health

Riley Children's at Indiana University Health

Riley Children's Health is Indiana's only full-service statewide pediatric health system. Riley Children's Health offers complete, comprehensive pediatric care ranging from routine primary care checkups to the most complex acute care needs from highly skilled pediatric specialists. The system connects patients with 200 primary care and 400 specialty care physicians in communities across the state of Indiana. Riley Physicians treat patients in their home communities, bringing top-notch care close to home. This statewide network is an extension of Riley Hospital for Children at Indiana University Health, one of the nation's leading children's hospitals.