



Wisconsin League
for Nursing



**DAISY Nurse Leader Award for Extraordinary Nurse Educator Nomination
2021 Clinical Practice Educator Honoree:
Sue Hoefs**

Nomination #1:

Over the past 15 years Sue has been the educator in the MICU and not a single day has gone by without her making a difference. This has been even more evident over the past year being a dedicated COVID ICU. Sue has successfully onboarded over 70 nurses in the past year providing individualized needs for each new staff member. She makes sure to take into account both the preceptor's and orientee's teaching/learning styles to provide the most seamless learning experience for everyone. To accomplish all of this while expanding and opening a second MICU is just short of a miracle. While balancing all of the new hires she was also looking into how to provide the best care for our new COVID population. She was at the bedside daily working with the nurses on solutions. Sue helped support IV pumps with extension tubing outside of the room to limit exposure as well as quick response time for drip titration. She also supported the same philosophy for our CVVH machines. She rolled out and training of reusable elastomeric masks baby monitors for communication during critical events in the room and streamlined PPE education for not only the nursing staff but as well as all the providers. Sue was a beacon of compassion for learning and promoting development during these difficult times that helped us succeed as a team. Sue has not only been crucial to the success of our nurses in the ICU but also our physicians rotating through the ICU setting. Every month new residents and interns rotate through the ICU that she provides a comprehensive orientation to the ICU. This orientation goes over treatment protocols such as DKA equipment on the unit best practice of ordering labs and nursing best practice. With Sue providing this education from a nursing perspective it truly leads to great collaboration amongst our providers and nurses. Outside of the MICU Sue is an active member in our critical care fellowship program. Sue played a major role in building and supporting this program of growing our nurse externs to new graduate nurses in the ICU. Over the years this program has grown and now supports over 20 new graduate nurses every semester throughout our ICU settings here at Froedtert. During the fellowship program new graduate nurses attend critical care classes that Sue helps lead and teach. This growth and development of new nurses has played a major role in retaining new nurses in the ICU setting. Finally there is not a day that goes by Sue is not out on the unit providing tips and education to the staff. She has built an amazing relationship with the nurses that promotes open dialogue and growth for everyone. Sue truly is deserving of the DAISY Nurse Leader Award for Extraordinary Nurse Educator.



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Nomination #2:

I am recommending Sue Hoefs Medical ICU (MICU) Educator at Froedtert Hospital for the DAISY Award for Educators. She has been the foundation of our team for a long time, especially over the past year as we turned into a COVID ICU overnight opened another ICU for non-COVID patients and began the journey into our “new normal”. Sue fosters a compassionate environment where learners flourish. Over the past year Sue has onboarded over 70 staff members to the MICU. This is no easy task; she pairs each orientee to a preceptor taking into account skill level work experience and even personality. Furthermore Sue is instrumental in teaching Critical Care Class a house-wide training program for those RNs new to the ICU environment. Sue facilitates a spirit of inquiry and lifelong learning. She is the “go-to” resource person on our unit. Sue shares her knowledge and keeps the staff up-to-date on current hospital and unit events through her weekly newsletters. Staff look forward to these newsletters and store them for reference. In an environment where it remains difficult to communicate with a staff so large these newsletters are a beacon of information. Sue promotes development and advancement of the learner professional identity. Recently in collaboration with MICU RNs Sue helped to create the Critical Care Coaching Program. This program is targeted towards the influx of new nurses to our unit. Nurses with less than 6 months of experience are assigned a “coach” each shift. The coach will help to guide the nurse and act as a resource person. New staff report feeling “much safer and supported” after program implementation. Sue facilitates learner development by encouraging staff to obtain their CCRN. She has found study sessions and obtained vouchers so staff don’t pay for the exam out of pocket. Through her work on MICU’s Development Council Sue facilitates socialization and interpersonal communication. They developed a “Who are You” board to get to know new staff with pictures and fun facts. Sue demonstrates collaborative interprofessional relationships. Not only is she responsible for onboarding of the nursing staff she creates and executes orientation for the many residents and fellows that rotate through the MICU as well. Sue bridges theoretical concepts to clinical practice. She starts her day bright and early in order to round with the night shift staff where the majority of our new nurses start. Sue takes the time to talk through their patients with them fostering thinking and clinical judgment. Sue is an expert resource using wisdom to demonstrate safe timely effective efficient equitable and patient-centered care. This has been no truer than over the past year. Sue huddled daily with the staff when COVID began. She listened to their concerns and their suggestions. With Sue’s help we implemented many changes in nursing practice to help minimize staff exposure and risk. I strongly recommend Sue for this award. She works so hard for this unit day in and day out and truly deserves to be recognized for all she does.

Nomination #3:

Sue has gone above and beyond in her role as a Nurse Educator in the Medical ICU. She has led an ICU team through the toughest of COVID days with her education to keep her staff safe with



compassion and courage. She has taken the lessons learned from her unit to foster safer practices throughout the Froedtert hospital system. There is not a person or team that she hasn't collaborated with during the pandemic and has spent hours to ensure that everyone is not only physically healthy but mentally. She exemplifies what the Daisy Award is about. Thank you Sue for not only keeping your nurses doctors and providers safe but keeping the hospital safe during the never-ending pandemic.

