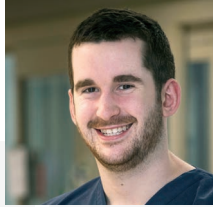


A CENTURY OF CARING



METHODIST LE BONHEUR HEALTHCARE NURSING ANNUAL REPORT

MethodistSM
LeBonheur Healthcare

about us

At *Methodist Le Bonheur Healthcare (MLH)*, our purpose is ensuring our patients have more birthdays and greater quality of life. As a \$1.9 billion, not-for-profit, faith-based integrated healthcare system, we take that purpose very seriously. Founded in 1918 as a mission-driven organization, we serve a broad cross-section of our community, reaching many disadvantaged areas. We believe that everyone – in all corners of our city – should have access to the best patient care available.

MLH has grown from a single hospital in a donated space into a healthcare system that includes five adult hospitals, one children's hospital, a home health agency, residential hospice, surgery and diagnostic centers, a cancer center, physician practices and outpatient clinics.

With 1,650 licensed beds and 63,424 discharges in 2016, MLH is the tenth-largest private hospital in the country and provides care for approximately nearly 400,000 emergency visits and outpatient visits each year.

12,946 Associates

3,671 Registered Nurses

2,174 BSN

224 Masters

11 PhD/Doctorates

At MLH, we recognize the **Power of One**. Because of one caring farmer and one compassionate sewing circle, we're making a difference in the lives of others, one patient at a time.



WHEN I TALK ABOUT NURSING at Methodist Le Bonheur Healthcare, I tell people about passion and compassion our nurses show patients.

Driven solely by a commitment to provide a higher standard of care for all patients and

families, I am proud to practice with them. Every day – as evidenced by the stories in this report – our nurses push each other to be better versions of themselves. We want to provide a progressive practice environment where nurses continually learn and grow.

Our values drive our journey to excellence and our high expectations are met with enthusiasm. Those expectations bring stronger partnerships with families, empowered nurses, and ultimately better outcomes for our patients and families.

We are on a journey that pushes us to be better. Our values of Service, Quality, Integrity, Teamwork and Innovation guide us on that journey. I am lucky, and unbelievably proud, to lead this group of more than 3,000 nurses.

This is our progress report – proof of how we have committed ourselves to our community, our patients and each other. Our journey continues.

A handwritten signature in black ink, appearing to read "Nikki". The signature is fluid and cursive.

Nikki S. Polis, PhD, RN

build them **Up**



Nurse Director Terri Himerlick, MSN, RN, NE-BC, is working to grow another generation of great nurses and nursing leaders, after being mentored by nursing leaders earlier in her career.

Grateful for mentorship, clinical leader turns to build up new nursing generation

When she started her nursing career at Methodist North Hospital 20 years ago, Terri Himerlick knew that she would always stay at the bedside.

As she grew in her skill and talent, Terri's mentors and leaders asked her to consider a different path. She had finished her bachelor's of nursing degree decades earlier – and her leaders wanted to her go back for a master's degree. Methodist Le Bonheur Healthcare paid her tuition.

"They poked and prodded me to go back to nursing school. I went back to finish my master's degree in nursing leadership and management," Himerlick said. "It wasn't my life goal to be in leadership. I wanted to take care of patients. I found that I can have even more influence in patient care, culture and with my fellow nurses as a leader. I had people to encourage me along the way."

Today, Himerlick serves as director of Medical/Surgical Services at Methodist North, leading nurses from all over the hospital. There, she is able to foster the same culture of quality nursing and mentorship that others provided for her.

"The staff, the people that have reported to me, have always encouraged me as much as my own leaders," Himerlick said. "I always give them credit because it's the truth. I'm one person; it takes all of my team."

Himerlick wants to ensure that the nursing leaders of tomorrow have the same kind of passion for their patients and families that she has. She works to put the same kind of passion into younger nurses that leaders before her put into her.

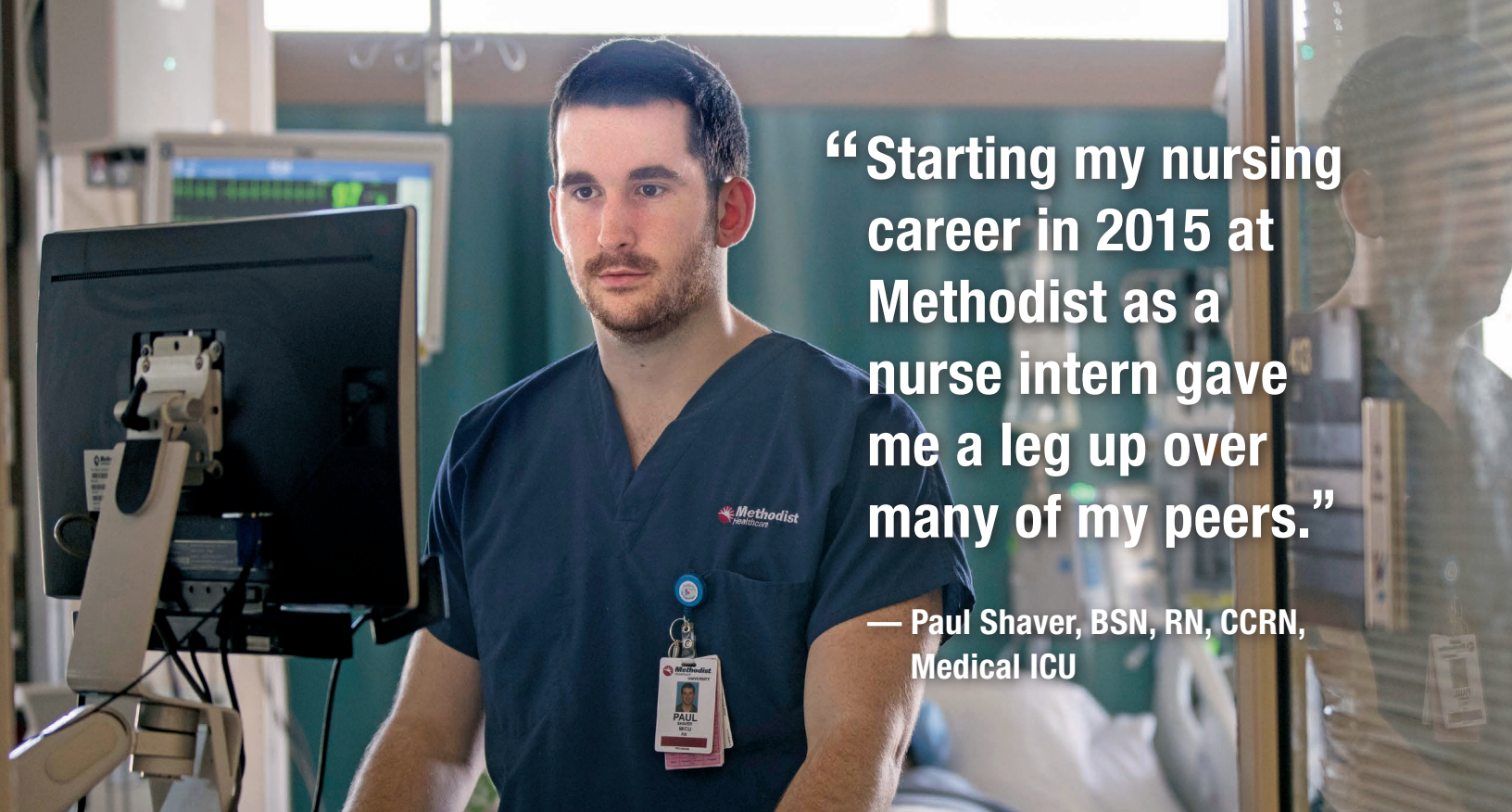


“I won’t be here forever and on a personal level, I care about this hospital and what we mean to this community,” Himelrick said. “I am from here, I live here. The people who work here also use this hospital as their own community hospital.”

The key, she says, is to make sure she mentors people with passion for nursing.

“They can’t just be great nurses,” she said. “The key is making sure you pick those people with the right personal characteristics. I have these fabulous women who lifted me up. I have a really great team and a really great group of leaders.”

“It wasn’t my life goal to be in leadership. I wanted to take care of patients. I found that can have even more influence in patient care, culture and with fellow nurses as a leader. I had people to encourage me along the way.”



“Starting my nursing career in 2015 at Methodist as a nurse intern gave me a leg up over many of my peers.”

— Paul Shaver, BSN, RN, CCRN, Medical ICU

Creating a Pipeline:

Nursing education programs give students experience and knowledge

MLH is conscious of building a strong pipeline of experienced and new nurses. To build this pipeline of talented students and new graduates, it has developed programs that flow from school to graduation. Many MLH nurses start in our Intern Program, move up to the Extern program and then through to the Nurse Residency Program.

The Nurse Intern and Extern Programs provide nursing students a way to get experience in their field, make some money and get a realistic view of the profession. These Associates are responsible for partnering with their more experienced teammates to provide quality care. Interns and Externs must currently be enrolled in a nursing foundations or higher level nursing course. This gives our degreed nurses the support they need to perform high-level clinical duties, while helping the student learn for the future.

Our Intern program is an eight-week paid program, open to nursing students who have successfully completed two semesters of clinical work and who are within one year of

graduation from a professional accredited BSN program. Students are introduced to our culture and can see if a certain area, like the Operating Room or Emergency Department, may be a good fit for them. More than 82 percent of our Interns wanted to move to the Extern program.

“Starting my nursing career in 2015 at Methodist as a nurse intern gave me a leg up over many of my peers. By gaining experience and mentorship through dedicated preceptors, I was more confident and knowledgeable in my ability to provide great care to the diverse patient population here in Memphis. I still use that knowledge in my current practice at the Medical ICU and I am thankful for the nurse intern program that started it all,” said Paul Shaver, Medical ICU, Methodist University Hospital.

Externs are MLH Associates who are in the final two semesters of their nursing education. Both of these programs are a great way to find the best fit for the students and the organization.

Nursing Solution to Falls Prevention Becomes System Initiative

Nursing leadership at Methodist North Hospital noticed a startling problem: the hospital had a higher number of falls compared to the national benchmark. Soliciting help from quality experts, they collaborated to update fall risk posters in patient rooms and in public areas to educate patients and families.

The team, led by Kathryn Wiggs, offered multidisciplinary education and training to other groups including respiratory, transport services, rehab and lab. Nursing realized all of these areas can reduce falls.

Not only did Methodist North improve its fall rate, but Kathryn was tasked with leading our system-wide falls task force. She is now implementing North's evidence-based practice throughout the system.

Thanks to the interprofessional team at Methodist North, these fall prevention tactics are being adopted across the system.

"I'm extremely proud to lead this important initiative for the entire system. Fall prevention should be important to and involves every discipline. It's our job to provide the safest environment for our patients," Kathryn Wiggs, MSB, RN, NE-BC, administrative director of nursing at Methodist North Hospital.





"I work in community health because it's my heart; the moms and babies enrich my life beyond measure. And, for every ounce I pour into them, I get back ten-fold. There simply aren't adequate words to express how much I'm thankful and privileged to have these incredible relationships in my life.

Above and Beyond:

Doing what it takes for our patients and families



Le Bonheur Nurse Family Partnership nurse Beth Pletz meets with new Memphis mom Chasidy Harris to during one of their regular home visits.

Beth Pletz, BSN, RN, IBCLC, contacted the Le Bonheur Children's Hospital Social Work department and Memphis CHiLD about a family she had worked with for an extended period of time through the Nurse-Family Partnership. Beth sent a detailed description of how this young mother was working to obtain her own housing despite multiple challenges. The mother wasn't in great health, so Beth encouraged her to see a doctor and went to the visits with her. The mother was diagnosed with TB and placed in isolation.

The mother was on an extensive waiting list for an apartment and one became available. Beth didn't hesitate to help her obtain all necessary documents that would allow her to move in upon release from isolation. If the mother didn't have everything in order, she'd lose the apartment. Beth advocated for the mom by going all over Memphis and reaching out to agencies to get the necessary documents, contacting family members and trying to obtain financial resources on her behalf. She would have the mother sign papers, and then Beth would take them to the agencies.

"Beth was the liaison that prevented the mom from worrying about losing a long awaited opportunity for independence and sustainability," Beth's nominator Lydia Walker said. Lydia was working with Beth on this case and she said, "Beth did everything possible to create a better outcome for this family's stability."



Schooled at the Bedside

Dedicated Education Units give students real-life lessons in nursing

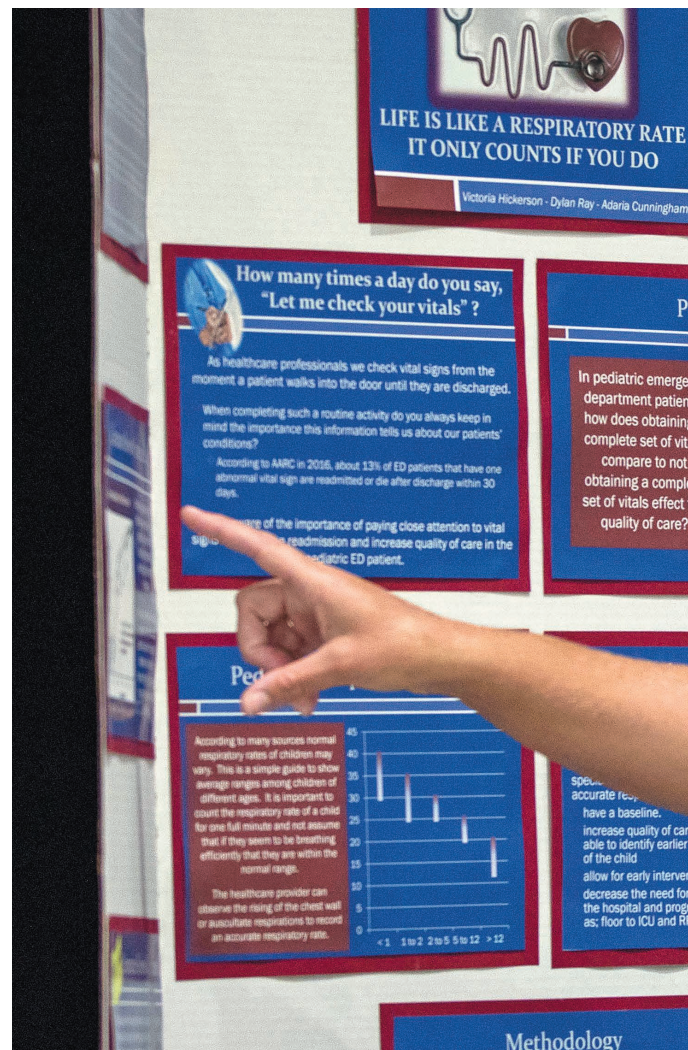
At the bedside, nurse Krystal Hester-Smith, BSN, RN, learned the basics of her profession.

With a Dedicated Education Unit (DEU) at his hospital, Wilbanks was able to experience clinical work through the eyes of a registered nurse. In those units, nursing students work with staff members throughout their rotation, gaining authentic, on-the-job training with a mentor to guide them.

“I started in my unit, the Neurosurgical & Neurology Step-Down DEU, during nursing school. I liked the support students received from staff, and mentorship so we could easily transition into nursing,” said Hester-Smith.

Academic partners rely on the DEUs to provide consistent, structured clinical experiences for their students. Strong nurses with great leadership skills are selected from Methodist Le Bonheur Healthcare’s staff, and attend Clinical Faculty training sessions hosted by the partner institution. Here, they learn what’s expected of the university instructor, the clinical faculty (our Associate), and the student.

“The leadership team checks on us to make sure we have everything we need. I have been working at University for four years, first as a staff nurse now I’m a Patient Care Coordinator. I enjoy working at here because of the size of the hospital and variety of patients and care we can give them. It’s something new every day,” said Hester-Smith.



Former nurse resident Victoria Hickerson, BSN, RN, at Methodist Olive Branch Hospital says MLH’s nurse residency program helped her gain confidence and a better understanding of her new nursing role.

9.7%

TURNOVER RATE FOR
NEW NURSE GRADUATES,
COMPARED TO
THE 29.2%
NATIONAL AVERAGE



Residency Program Helps Nurses Assimilate, Reduces Turnover

Methodist Le Bonheur Healthcare's (MLH) residency program is helping new nurse graduates integrate into the organization's culture and their roles.

MLH has partnered with Vizient, Inc. to develop a one-year graduate nurse residency for all new and recent graduates with less than one year of acute care experience. This program is designed to facilitate the transition from new graduate to professional practitioner. The residency program meets with new nurses monthly for the first year of their employment and provide information on topics that are most challenging for new nurses to navigate: delegation, conflict resolution, physician interaction and end of life.

"As a new nurse, I felt very apprehensive," said former nurse resident Victoria Hickerson, Hickerson, RN, BSN, at Methodist Le Bonheur Olive Branch Hospital. "I decided to take this opportunity with an open mind and was astounded by the support, comfort, and knowledge I

received throughout the program. During our monthly meetings, we were fortunate enough to have speakers who were willing to let down their defenses and teach us through their mistakes. This was an eye-opening experience and a very valuable way to teach."

Evidence shows the program greatly reduced MLH nurse turnover rate. The national average for turnover in the first year of a new nurse's employment hovers around 29.2 percent. Four years into our Nurse Residency Program, MLH's current turnover rate for new graduates is 9.7 percent.

"The Nurse Residency Program will be cherished by me throughout my nursing career. This program has allowed me to gain a keen sense of awareness for the importance of patient- and family-centered care and advocacy. I have been inspired to further my education, as well as view other aspects within the nursing field," said Hickerson.

MLH NURSES WORK BEYOND HOSPITAL WALLS WITH

community efforts

Nurses volunteer to provide health care, education and food to those who need them

At MLH, faith drives everything we do. We believe that healing is more than treating specific medical symptoms.

Healing begins with people, families and entire neighborhoods. Our nurses are in communities promoting preventative health care, education, intervention, treatment and aftercare.



Nursing staff at Methodist North Hospital pack food for their Community Outreach Project with Jacob's Well Church this past winter. The hospital helps supply meals, education and supplies to 100 people in areas around the hospital each year.



grocery box with seven meals and referral to Metropolitan Inter-Faith Association, which provides food, housing and utility assistance.

- ☀ The Mid-South also has some of the highest prevalence of chronic disease in America, including heart disease, stroke, lung disease, and asthma. In many cases, residents suffer from multiple conditions and don't have health insurance, access to a health provider or reliable transportation. For these reasons, among many others, many don't seek proper medical attention for their conditions.
- ☀ Our Methodist University Hospital is a **mobile pantry site**, where providers complete food insecurity screenings with our patients. Those meeting the criteria receive a discharge

- ☀ Methodist nurses staff community health events that offer **free health screenings and medical care**. Wellness Wednesdays are a “one-stop shop” for 38109 residents including: assistance with health insurance claims, support of basic needs (food, housing, bills), free health education and health assessments (blood pressure screenings, blood glucose measurement, vision and dental screening, breast mammography screenings).
- ☀ Methodist South Hospital nurses help offer fresh fruits and vegetables to its community in the **Whitehaven Farmers Market** each summer. The market is enhanced with Farmers' Market Fresh, a program offered through the University of Tennessee (UT) Extension Institute of Agriculture Family and Consumer Sciences division. The primary objective of the program is to encourage vegetable consumption by limited-resource families.
- ☀ Nurses at Methodist North help lead a Community Outreach Project with Jacob's Well Church, a small church developed to help the less fortunate in the neighboring community with worship, faith and community resources. The hospital has coordinated with Jacobs Well to **provide hot meals, education, and supplies to 100 people** in areas around the hospital.

“It will sound trite, but MLH is a company that feels more like family. That is an accomplishment when you work with more than 13,000 employees,” said Methodist North Nurse Francis Glass, BSN, RN, a nurse in the cardiovascular step-down unit. “Our Associates care for each patient as they would care for one of their own. MLH also cares about our community.”

Operation: Improvement

Nurse-led watcher program reduces UNSAFE transfers

A nursing-led, hospital-wide watcher program has reduced the number of UNSAFE transfers to higher levels of care by 74 percent in two years at MLH's Le Bonheur Children's Hospital. The program was inspired by the Children's Hospital's Solutions for Patient Safety national collaborative in 2015. UNSAFE transfers are transfers made when specific treatment or interventions were given immediately prior to or following patient transfer to a higher level of care. In 2014, Le Bonheur had 31 such transfers.

among nurses, physicians and respiratory therapists on these medical-surgical floors.

"The discussions give anyone a structured way to escalate care as needed," said Vickery.

Nurse leaders presented the program at the 2017 national Magnet Conference (American Nurses Credentialing Center).

The efforts are part of a larger focus of becoming a high reliability organization – a safe hospital with zero patient



"We collected our baseline events, identified an opportunity for improvement and implemented the watcher program," said Donna Vickery, director of Quality and Performance Improvement at Le Bonheur.

The watcher program identifies patients considered to be at highest risk for deteriorating status – whether it be because a family member had a concern or the patient has a high-risk condition (or therapy) on a nursing unit outside the ICUs. Those patients are then placed into a "watcher status." Watchers are discussed in twice-daily safety huddles

harm events. And part of high reliability means improving staff's situational awareness, said Vickery.

A concept initially formalized by the United States Air Force decades ago, situational awareness is now used in numerous other high-risk industries. In health care, the idea is that situational awareness – or knowing what's going on within your environment – helps clinicians make better decisions and deliver safe patient care.



A new watcher program at MLH's Le Bonheur Children's Hospital is improving care and making patient transfers to higher levels of care safer.

A watcher program at MLH's Le Bonheur Children's Hospital is improving care and making patient transfers to higher levels of care safer.

highly engaged

Nurses show passion, commitment to work

TOP 6%

METHODIST LE BONHEUR
HEALTHCARE RANKS
IN THE TOP 6% FOR
STAFF ENGAGEMENT OF ALL
HOSPITALS AND HEALTH SYSTEMS
IN PRESS GANEY'S NATIONAL
BENCHMARK DATABASE



Le Bonheur Children's nurse Jenny Cummings, MSN, RN, CPN, (above) used Methodist Le Bonheur Healthcare's tuition reimbursement to earn her master's in executive leadership. She decided to stay at the bedside after earning her master's because she wanted to continue to care for patients. There, she said, she could do the most good.

MLH is committed to fostering a work environment that leads to a highly engaged workforce, because we truly believe our Associates' engagement is critical to our ability to provide exceptional care for our patients and their families.

As part of that work toward engagement, MLH offers advanced tuition assistance for staff who want to continue education in areas that support their work. Nurses are able to choose a list of well-established, respected schools to pursue those degrees.

More than half of the nurses who join MLH plan on going back to school to get another degree, and MLH's tuition plan is one of the more generous in the city of Memphis. As tuition assistance is offered, career coaches are also available to walk alongside nurses and offer counseling on the best next step.

In addition, new nursing graduates are eligible for student loan payback at a rate of \$125 per month. Finally, MLH works to match retirement contributions at up to 6 percent, starting immediately after a nurse is hired.

Those incentives, along with a focus on culture and supporting the whole nurse, have driven nurse engagement scores up each year. In 2017, our staff engagement measurement – for all staff – was a 4.42 (on a 5 point scale), putting us in the top 6 percent of all hospitals and health systems in Press Ganey's national benchmark database.



Nurse Satisfaction

Methodist Le Bonheur Healthcare nurses say that working at MLH is more than just a job for them – it's a passion. Scores on a recent Associate Feedback Survey reflect that sentiment.

SURVEY QUESTION	% FAVORABLE	ABOVE NATIONAL AVERAGE
I like the work I do	96%	✓
My work is satisfying	94%	✓
MLH contributes to the community	96%	✓
My work unit demonstrates a commitment to patient- and family-centered care.	97%	✓
I am proud to tell people I work for MLH	95%	✓

**Survey of more than 3,300 MLH nurses who provide direct patient care in at least 50% of more of their work time.*

Process Improves Patient Safety, Quality



A multidisciplinary team led by nurses at Methodist Olive Branch Hospital is helping develop sustainable process improvements benefiting patients and their families. The team created a process to lower the Clostridium difficile (C. Diff) rate in line with system goals to be in the top 10 percent nationally. In the last year, this team has lessened patient length of stay, decreased the incidence to immunosuppressed patients and lowered the infection rate of patients and staff. The team recently won a **Power of One Performance Excellence Award** for the Methodist System. Latarsha Triplett, MSN, RN, NE-BC, accepts the MLH system Power of One Performance Excellence for the team.

The Power of One: Safety Starts with Me



TO PUT OUR PATIENTS FIRST, we're taking steps to become a High Reliability Organization (HRO), which means doing our very best to earn and keep our patients' trust in us to provide high quality and safe patient care. We've looked at several industries outside of health care, especially aviation, to find innovative solutions that increase safety and reliability.

MLH asks each nurse – and all staff – to support an environment that encourages questioning, concern and speaking up to protect the patients in our care, their families, as well as all caregivers. We encourage a culture that asks Associates to be empowered to speak up and act in the interest of preventing adverse outcomes for patients. We're putting our Power of One culture into action with a safety program called **The Power of One: Safety Starts with Me**.

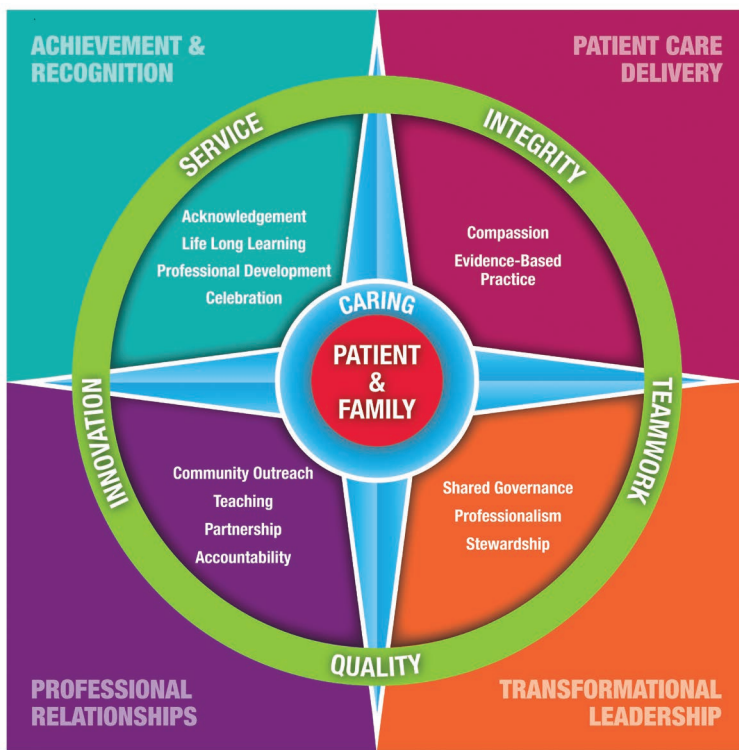
Every staff member and more than 2,000 physicians are required to complete six online training modules and a two hour in-person course to learn the safety tools, which include several on how to speak up for safety to anyone.

A Professional Practice

MLH's Nursing Professional Practice model places our patients and families at the heart of everything we do. It was formed through a committee of nurses from across the system and created a foundation to help support our nurses in their everyday practice.

A professional practice model describes how registered nurses practice, collaborate, communicate, and develop professionally. It defines what's important to RNs and drives current and future nursing practice at MLH.

In the model, patients and families are placed prominently in the center of the system's five values, which are essential elements of the graphic, and circle them. We included four quadrants with the following components that are important to nursing practice:



Achievement and Recognition

- Acknowledgement
- Life-long learning
- Professional development
- Celebration

Professional Relationships

- Community outreach
- Teaching
- Partnerships
- Accountability

Patient Care Delivery

- Compassion
- Evidence-based practice

Transformational Leadership

- Shared governance
- Professionalism
- Stewardship

Our values and MLH philosophy are a perfect fit with the components of a Professional Practice Model. We believe all of these aspects are important to professional and compassionate caregivers.



Le Bonheur Practice Model





immersed

Ohio State partnership works to improve outcomes, care

In 2016 and 2017, Methodist Le Bonheur Healthcare worked with the Center for Transdisciplinary Evidence-based Practice at The Ohio State University College of Nursing to improve patient outcomes, safety and quality of care, reduce patient complications and re-admissions, and to learn to approach clinical practice problems with an evidence-based practice (EBP) approach.

The unique five-day program includes a “deep-dive” immersion into evidence-based practice. Nurses learned step-by-step evidence-based practice process as well as effective strategies for integrating and sustaining EBP in a clinical and academic organization.

42 MLH nurses attended the unique five-day program which includes a “deep-dive” immersion into evidence-based practice. Nurses learned step-by-step evidence-based practice processes as well as effective strategies for integrating and sustaining EBP in a clinical and academic organization.

Nurses that participated in the program have become system experts and are involved in policy development. More importantly, they facilitate and support the evidence-based nurse residency projects.

... A Scholarly Approach

Methodist Le Bonheur Healthcare's Nursing Division and the College of Nursing at the University of Tennessee Health Science Center (UTHSC) have developed a collaborative relationship to promote a culture of inquiry in clinical care.

The goals of the relationship are to generate nursing research, advance nursing science, and advance nursing practice at MLH. A nurse scientist from UTHSC, Sara Day, PhD, RN, serves as a consultant to provide education and expertise to nurses regarding research, evidence-based practice, and dissemination of findings. Chief Nursing Officers from each hospital choose nurses to participate in the year-long nurse scholars program. During monthly sessions, scholars learn the basic principles of research and how to develop research studies, including submission of research proposals to the Institutional Review Board (IRB). The MLH/UTHSC collaboration will:

- advance nursing research to promote quality nursing care and answer clinical questions with the best available evidence
- facilitate the generation of new knowledge through research and innovation thereby meeting requirements of the Magnet® Recognition Program
- promote clinical nurses' involvement in research, and
- improve the integration of nursing research into the clinical setting.

Dr. Day consults with Associates, including nurse residents, for research and evidence-based projects and serves as the chair of the Professional Governance Research Council.



Back row, left to right: Tiffany Bush, Elisha Jerry, Sybil (Renee) Burton, Sara Day, Jacqueline Frain, Alexandra Lacy; front row: Kathryn Williams, Nicole Garner Parnell, Ellisheva McDaniel, Sherita Marshall, Aurelia Taylor; not pictured: Kiara Evans, Casey Cook, Meagan Jones



Research

Pediatric nurse studies parent anxiety before and after parent present induction

As an advanced nurse practitioner in the Anesthesia department at Le Bonheur Children's Hospital, Naudia James knows all about the stressors associated with anesthesia induction in pediatric surgery.



“Preoperative anxiety can have an adverse effect on the patient in the postoperative period,” said James. “I wanted to assess the parent’s anxiety levels because their anxiety can also affect the child.”

To combat parental anxiety during anesthesia induction, Le Bonheur introduced the Parent Present Induction Program (PPI) in 2011, which allows one parent to accompany their child for the anesthesia process. Since its implementation, no follow up had been done to assess the efficacy of the program, so Naudia James, DNP, APRN, FNP-BC, an advanced nurse practitioner for anesthesia, set out to research the effects of PPI on parental anxiety before and after anesthesia induction.

In her study, James surveyed first time PPI participants undergoing outpatient ear, nose and throat procedures. She used the State-Trait Anxiety Inventory for Adults (STAIAD) short form to measure parent anxiety levels before and after the PPI experience. After studying the anxiety levels of 80 participants, James’ results showed that the PPI program had no significant effect on parental anxiety.

As a result, James concluded that the level of parent anxiety should be considered by the anesthesia and surgical staff before a parent participates in PPI due to the effect that parent anxiety can have on a child.

“I was surprised by the outcome of my research,” said James. “I thought that the parental anxiety level would have been impacted more than what the results revealed.” Her conclusions suggest that the decision to allow a parent to accompany a child to anesthesia induction might be better served if evaluated on a case-by-case basis.

Because of the limited nature of her research, James believes that further investigation into PPI in different departments might shed more light on the subject.

“The study was limited to parents who had children undergoing outpatient ear, nose, and throat procedures,” said James. “I think that the results would differ if an additional study was done that included parents from additional surgical specialties.”

We Value Our Nurses

Nurses are our largest group of Associates, and we recognize them in a variety of ways to ensure they know how important they are to MLH.

Nurses Week is always observed in May and we like to make a big splash to thank the nurses who work tirelessly for our patients and families. Throughout the year our Nursing Recognition and Retention committee, which includes representatives from every facility, meets to discuss the distribution of scholarships, Nursing Stars and the facility Daisy Award.

Nursing Stars

In December, peers, managers and other colleagues can nominate a nurse to be a Nursing Star. Stars are selected based on the following criteria:

- Professionalism
- Interpersonal Relations
- Community Involvement
- Innovation and the Science of Nursing
- Patient- and Family-Centered Care

It's a very rigorous selection process and approximately 50 to 75 nurses are chosen, with one nurse per facility being named Nurse of the Year. The Nursing Stars are honored at a banquet which is held at a hotel and attended by MLH senior leaders, the nurses' supervisors, and the recipients' families. Nurses receive a certificate and a permanent badge card that recognizes them as a MLH Nursing Star. The Nurse of the Year receives a dozen roses, a crystal trophy and \$500. Nearly 500 people attend the banquet, which features a running slide show highlighting the Stars.



Pictured front row, left to right: Barbara O'Banion, Methodist Le Bonheur Germantown Nursing Star; Barbara's daughter, Kacie O'Banion; back row: Ptosha Jackson, Methodist Le Bonheur Germantown; Linda Rosenblatt, Methodist Le Bonheur Germantown; Daphne Boyd Truitt, Methodist Le Bonheur Germantown

Nurses of the Year 2017



Top Row: L to R: Nikki Polis, Chief Nurse Executive; Jackie Smith, Methodist Olive Branch; Nadia O'Quinn, Le Bonheur Children's; Laura Gansman, Methodist Le Bonheur Germantown; Michael Ugwueke, President and CEO

Bottom Row: L to R: Velma Jones, Methodist North; Peggy Savage, Methodist Affiliated Services; Valarie Dickerson, Methodist South; Ashley Roper, West Cancer Center; not pictured: Daniel Ogbuehi, Methodist University

METHODIST AFFILIATED SERVICES

Peggy Savage

METHODIST LE BONHEUR GERMANTOWN HOSPITAL

Laura Gansman

LE BONHEUR CHILDREN'S HOSPITAL

Nadia O'Quinn

METHODIST NORTH HOSPITAL

Velma Jones

METHODIST OLIVE BRANCH HOSPITAL

Jackie Smith

METHODIST SOUTH HOSPITAL

Valarie Dickerson

METHODIST UNIVERSITY HOSPITAL

Daniel Ogbuehi

WEST CANCER CENTER

Ashley Roper



Methodist South Associate Deborah Mwazi, BSN, RN, receives the facility's DAISY Award for providing an outstanding patient experience and going above and beyond for our patients and their families.

DAISY Award

The DAISY Award is a nationwide program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses. We are proud to be a DAISY Award Hospital Partner, recognizing our nurses with this special honor every month or quarter, depending on the facility.

The DAISY Foundation was established in 2000 by the family of J. Patrick Barnes, who died of complications of an autoimmune disease at the age of 33. DAISY is an acronym for diseases attacking the immune system. During Pat's eight-week hospitalization, his family was awestruck by the care he received. A foundation was created in Pat's memory to recognize extraordinary nurses who make an enormous difference in the lives of many people.

Each DAISY Award honoree is recognized at a public ceremony in her/his unit and receives a beautiful certificate, a DAISY Award pin, and a hand-carved stone sculpture entitled "A Healer's Touch." Additionally, the entire unit celebrates the recognition with cinnamon rolls (a favorite of Patrick's during his illness). We also promote our DAISY Award honorees on our Facebook page.

