

## Nursing Award

Maj Nurse is a Lean Six Sigma Greenbelt and champion of evidence-based practice: Employed a team centered approach to successfully train over 1,806 joint service clinical personnel and established an evidence based, standardized algorithm for Rapid Response Team (RRT) activation and reporting of critical lab values using hands free wireless communication technology. Resulted in RRT activation time and arrival decrease by 68%; averaging less than three minutes; resulting in 90-100% compliance with the 2011 Agency for Health and Research Quality (AHRQ) RRT guidelines for “a communication process and system that is efficient and reliable”. Responsible for presenting the MTF RRT data during The Joint Commission (TJC) site visit resulting “in zero direct patient care findings, resulting in a successful TJC survey.” The process also enabled the institution to meet the National Patient Safety Goal (NPSG) 02.03.01 to “Improve the effectiveness of communication among caregivers” in reporting 3,562 critical lab results within 60 minutes or less, resulting in a compliance rate of 96.9% for MTF. Prior to Vocera implementation call rates within 30 minutes were at 36.4% compliance, after Vocera it increased to 75.2% in FY12 and 82% in FY13. The number of calls greater than 60 minutes decreased from 5.3% to 2% in both FY 12 and FY13. The wireless technology provided instantaneous and fluid patient transfers, quieter healing environment through reduced usage of overhead paging by 58%, staff reported 60% decrease in time to communicate and 53.5% increase in workflow overall. The summary report was submitted with acceptance and recognition by the Society of the Federal Health Agencies Association of Military Surgeons of the United States (AMSUS) in 2012 and selected for the Department of Defense Quality and Patient Safety Award for 2013. As Clinical Nurse Specialist (CNS) for the Intensive Care Unit (ICU), Maj Nurse integrated Mosby’s Skills and provided Annual Skills training to over 81 nursing personnel at MTF resulting in an annual competency and initial verification of 100% personnel in attendance. Responsible for creating 60 Competency Based Orientation (CBO) modules for the Medical-Surgical and ICU staff, resulting in 100% compliance during TJC survey for over 160 personnel. Composed and standardized the Medical-Surgical section orientation binder for over 120 new personnel in six different units. Revised three of the modules for the Enlisted Medication Administration Course to reflect current evidence-based practice and standards of care. She instructed over 75 personnel with a 95% competency verification rate enabling enhanced patient care within the medical treatment facility (MTF) as well during deployment setting. Developed the MTF Basic Dysrhythmia course with over 100 personnel trained and 90% of telemetry staff prior to integration to ensure 100% pass rate for certification of over 183 ACLS attendees