Taking Nursing Advocacy to the Next Level

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ADVOCATING for the Nursing Profession
ADVOCATING for the Patient
ADVOCATING for the Community
The directional uncertainty of healthcare reform, combined with regulatory mandates, an increasingly aging population and looming workforce shortages, impacts all aspects of the practice setting. While these challenges may seem daunting at times, they also create opportunities for nurses looking to engage in advocacy.

Advocacy is defined as “the act or process of supporting a cause or proposal” (Merriam-Webster Collegiate Dictionary, 2009). A successful advocacy effort is based upon collaboration, negotiation and compromise in order to achieve a desired outcome that is beneficial for all concerned. Advocacy is about building relationships, knowing the facts, articulating a clear and concise message and making your voice heard.

Opportunities for nursing advocacy occur at many levels. Most nurses embrace the concept of advocating for desired patient outcomes, especially when patients are unable to advocate for themselves. But advocating for ourselves, colleagues or the nursing profession may not come naturally, and the opportunities to do so may not be obvious.

In shaping the capabilities of the future nursing workforce, nurse educators must advocate for the professional identity of nursing students. The voices of nurses at the point of care are critically important. Their concerns regarding decisions related to patient care, appropriate resource allocation and a healthy work environment must be conveyed. And just as the direct care nurse advocates for patients and families, nurse leaders must advocate for the nurses providing exceptional patient care.

According to a Gallup poll, nursing is one of the most trusted professions. We have an opportunity to further build upon our public image by promoting a better understanding of the nursing role and our contributions to healthcare and society.

In this issue of Nursing Excellence, you will see evidence of nurse advocacy efforts taking place throughout Baptist Health. You will read about nurses impacting healthcare in our communities, advocating for a patient’s successful transition of care and influencing policy at the local, state and national levels.

Our nurses are advocating for the profession through active participation in nursing associations and the Baptist Health Nursing Advocacy Council, which seeks to educate and empower nurses to influence healthcare policy.

There are numerous avenues to take when influencing others to action. It is our time to seize the opportunity and champion those values and standards that are pivotal to advancing our profession.
Our elected leaders represent us by voting on numerous issues throughout the year. We are not aware of many of these issues because they may not impact our families or communities. However, some of these issues directly affect our professional practice or the delivery of healthcare.

I suggest it is time that nurses exercise our collective voice and speak up before bad ideas become laws controlling our practice. How do we do this? One way is to be active in a local chapter of your favorite professional nursing organization, such as the Florida Nurses Association (FNA). Through the FNA, you will be kept current on issues legislators are considering.

Baptist Health recently launched a new opportunity for nurses to be “in the know.” The Nursing Advocacy Council (NAC) is teaching our nurses how to communicate with local politicians and advocate for the nursing profession. (See story on page 11.)

Barbara Lumpkin, R.N., a talented nurse and seasoned lobbyist for our professional practice, helps makes sense of legislation that is in the pipeline. She certainly knows her way around our state’s capitol. In fact, when I was walking down the street with her in Tallahassee a few years ago, I was amazed that every person (legislators and their assistants) we passed greeted her by name and with utmost respect.

How do our legislators know how to vote? Often, they learn the importance of an issue by listening to the greatest number of voices — it’s “the squeaky wheel gets the grease” rule. A local politician who spoke at an NAC meeting told the group how important it was for legislators to receive meaningful input before voting on a bill. He said every phone call made to his office offering an opinion on an issue was important to him. These calls often prompted him to get more information or even change his mind on an issue. When his office is flooded with phone calls from constituents before a vote, it can make a very big difference.

I encourage you to be knowledgeable about upcoming legislation that concerns your practice. Contact your leader or CNO if you are interested in joining the NAC. Let your voice be heard! You can make a difference!

Call to Action

Yetzabel Rizo, R.N., 2 Tower, received the DAISY Award for Extraordinary Nurses for her role in saving the life of her colleague, Terry Reisman, M.D., an OB/GYN physician at Baptist Hospital. Ms. Rizo’s quick thinking, decisive actions and compassionate care demonstrated the criteria of an extraordinary nurse.

As Ms. Rizo was walking past the Physicians’ Lounge on her way to her nursing unit, Andre Abitbol, M.D., a radiation oncologist at Baptist Hospital, asked for help and urgently summoned her into the lounge. Ms. Rizo rushed in and found Dr. Reisman clutching his chest. He was diaphoretic and unstable. He told her that his chest was throbbing and he had taken two nitroglycerine tablets and four baby aspirins.

Ms. Rizo immediately called for assistance and issued a Code 9. Joao Papadelis, clinical partner, and Lisette Hurtado, R.N., clinical nursing supervisor, arrived with a wheelchair, and Dr. Reisman was immediately transported to the Emergency Department.

“At any time of the day, no matter where I am, it is my natural instinct to help a person in need,” said Ms. Rizo.

Dr. Reisman was diagnosed with an aortic dissection. He was stabilized, and then had surgery to repair the tear in his aorta.

“I am so grateful to Dr. Abitbol, Ms. Rizo and the many others who came to my aid and reacted so quickly,” Dr. Reisman said. “They truly saved my life.”
At South Miami Hospital, we consistently ask ourselves “are we advocating for our patients?” When it came to the visually impaired patient, the answer was — no. As a result of a patient complaint, we realized we were not addressing all the needs of this patient population and decided to take action.

After completing a needs assessment study, we discovered that South Miami Hospital serves more than 3,400 patients with vision impairment each year. The assessment also revealed that we could improve upon the services offered to these patients to better meet their special needs, ensure their safety and improve their independence.

I challenged our Culture Diversity Interdisciplinary Council to examine our current practices and processes and create an environment that would foster trust, safety and independence for the visually impaired patient. The Council accomplished this mission by establishing a partnership with the Miami Lighthouse for the Blind. Through collaboration, education and training, we created an online education course to increase staff awareness. “Caring for Blind and Visually Impaired Patients” is currently offered through Baptist Health University.

The Culture Diversity Interdisciplinary Council, chaired by Angela Montague, R.N., also implemented the following strategies:
- Adopted “sight-guided technique” when caring for the blind or visually impaired.
- Applied the mnemonic AIDET (acknowledge, introduce, duration, explain and thank) to ensure effective communication with the visually impaired.
- Used color-contrasting black, blue or green markers on white boards in patient rooms.
- Employed a “signature guide” to assist visually impaired patients when signing documents at each Workstation on Wheels.
- Adopted color-contrasting trays and utensils when serving meals.
- Offered menus in large print (available in four languages), Braille and “talking” (audio) menus.

South Miami Hospital has applied for a $700,000 grant, funded by Reader’s Digest. This grant application highlights the process changes and programs implemented that address cultural diversity and patient safety, independence and satisfaction for visually impaired patients and their families.

A special thank-you to the Council for its commitment to improving patient outcomes and satisfaction.

Ms. Henderson Goes to Washington

Nurses are the largest group of healthcare professionals, and they have tremendous leverage in influencing policy at the local, state and national levels. Research specialist Shakira Henderson, R.N., learned this fact when she attended the 2013 Nurse in Washington Internship.

The Nurse in Washington Internship is an annual advocacy training for nurses, hosted by the Nursing Organization Alliance. Ms. Henderson was awarded a scholarship from the American Association of Critical Care Nurses and was among 100 national attendees who received didactic and practical training in the following topics: How to work effectively with legislative staff to advance the nursing health policy agenda; key steps to affect change in the legislative process; techniques to advance legislative issues at the grassroots level; and how to identify legislative, political and economic forces driving healthcare policy and delivery changes today.

Ms. Henderson met with Florida Senate and House representatives to advocate for the nursing community with three requests: Support of $251 million for the Nursing Workforce Development Programs (Title VIII, Public Health Service Act); support of $150 million for the National Institute of Nursing Research; and support of $20 million for nurse-managed health clinics.

Ms. Henderson continues her nursing advocacy journey at the grassroots level by creating awareness through nursing councils at South Miami Hospital.
The American Nursing Association’s Nursing Code of Ethics, Provision 9, states that in order to be true to our profession, nurses must be responsible “for articulating our nursing values, for maintaining the integrity of the profession and its practice, and for shaping social policy.”

Through active participation in nursing associations that focus on local, state and national policy, nurses promote the growth and development of the nursing profession and support nursing’s commitment to providing patient-centered care.

At Doctors Hospital, the spotlight shines on two nurses: Arely Rego, R.N., infection control manager, active past president of the Miami chapter of the Association for Professionals in Infection Control and Epidemiology (APIC); and Yamile Fuentes, R.N., board member of the South Florida Chapter of the Association of Perioperative Registered Nurses (AORN).

Ms. Rego has coordinated the infection control program at Doctors Hospital for the past 14 years. She became a registered nurse in 2009, and has been active in APIC since that time. After being elected chapter president in 2012, Ms. Rego significantly increased APIC membership and reestablished its education seminar. Opportunities for professional growth, networking and community advocacy prompted her to join a professional organization, she says.

Ms. Fuentes has been an active member of AORN since 2002. As chairperson of the organization’s Education Committee, she is responsible for establishing the Hamilton Scholarship Fund in memory of a Doctors Hospital operating room nurse who was a longtime AORN ambassador.

Above all, both nurses are dedicated to the growth of the profession and the safety of patients. They exemplify the meaning of professional responsibility and dedication. As Doctors Hospital continues its journey to Magnet designation, nurses such as Ms. Rego and Ms. Fuentes remain defining elements of the future of nursing and the advancement of the professional nurse.

Beyond Bedside Care

R.N. case managers appreciate both the fulfillment of patient care and the rewarding challenge of leadership. At Doctors Hospital, these talented nurses are committed to providing compassionate care to patients and serving as caregivers, counselors, educators, advocates and liaisons.

“R.N. case managers play an important role in the continuum of care process by combining education, clinical expertise and specific skills,” said Norma Romero, ARNP, case management/social work services manager. “We advocate for well-coordinated, safe and cost-effective care in an evolving and challenging healthcare landscape.”

R.N. case managers contribute to solutions that lead to the continuous improvement in healthcare services and utilization management, while upholding quality and cost-effective outcomes. “My goal has been to make an impact on the nursing profession by addressing issues beyond bedside care,” said Ivette Audivert, R.N. “I implement plans of care that promote health, reduce risks and manage illness.”

Led by Luisa Pacheco, the team includes; Standing, left to right, Norma Romero, ARNP, Sonia Perdomo, R.N., and Ivette Audivert, R.N. Sitting, left to right, Dianne Bazzani, ARNP, Aurora Arojado, R.N., and Patricia De Sada, R.N. Not pictured, Josianne Dodard, R.N., Ellen Gall, R.N., Melissa Kerrick, R.N., and Mohammed Ziauddin, R.N.
Webster defines advocate as “a counselor, a person who pleads another’s cause; to speak or write in support of or being in favor of.” Nurses advocate for patients, families, their profession and the community.

At Homestead Hospital, nurses provide resources to patients to help them manage their own health. Our nurses also educate the community and raise money for various causes.

Many of our patients at Homestead Hospital have no insurance. In the past, patients were treated and stabilized in the hospital, but were unable to fill prescriptions or receive follow-up care after discharge. As a result, they returned to the Emergency Department to receive the only care available to them. This was a vicious cycle. Patients with chronic diseases such as diabetes and congestive heart failure were most affected.

To advocate for these patients, a follow-up clinic was opened. Since its inception, the Baptist Health Follow-up Care Clinic has provided care to more than 700 patients, and 80 percent of these patients have been successfully transitioned to permanent medical homes. The clinic is run solely by advanced practice nurses and other nurses, under the supervision of a physician.

Homestead Hospital nurses advocate for the community in various ways. They educate residents at health fairs, CPR classes and school presentations. They also distribute information about domestic violence.

Our nurses support the community by participating in toy and food drives. In a program called Operation Backpack, a nurse from our Emergency Department gathered enough school supplies to fill 55 backpacks and donated them to a school for disabled children. Our nurses also support Painting Patches, a daycare for chronically ill children.

To raise awareness and funds, Homestead Hospital nurses participate in events to benefit Juvenile Diabetes Research Foundation, March of Dimes, American Diabetes Association, Leukemia and Lymphoma Society, American Heart Association, Cystic Fibrosis Foundation and the American Cancer Society.

Nurses have many important roles. Being an advocate is one of them. Nurse advocates are making a significant difference in the lives of our community members. I am so proud to be a nurse, and a member of this wonderful profession.

Caring for One Another

Rosalyn (Roz) Talton was a faithful employee in Homestead Hospital’s Emergency Department for more than 20 years. She had a sense of humor that few could really appreciate. “Once you knew her, she was your friend forever,” says Arlee Perez, her friend and healthcare surrogate. Roz loved her grandson, Jamari, whom she raised since he was 3 years old. Her greatest wish was to see “the light of her life” graduate high school.

In 2012, Roz was diagnosed with end-stage liver cancer and managed her symptoms without complaining. When she was in the hospital, Sherine Craig, director of the emergency department, brought her a beautiful mint green robe. When she visited Roz, Sherine noticed that she had not worn the robe. Roz replied, “It’s not time yet.”

In April 2013, Roz’s condition deteriorated. She made sure Jamari got on the bus to school before she called fire rescue. Roz pleaded with the emergency medical technicians to take her to Homestead Hospital, even though she lived closer to another hospital. In her final hours, she wanted to be with her Homestead family. When Roz arrived, she was in bad shape, but her mind was perfectly clear. She was wearing the mint green robe.

Roz remained in the ED on a morphine drip and died peacefully that day, surrounded by her Homestead family. Jamari is now living with family members and is adjusting well. After Roz became ill and realized she would not see her grandson graduate, she often said: “I wish I had more time.”
Nurses Week and Shadow a Nurse Day provided opportunities for Mariners Hospital nurses to advocate for the profession of nursing and our patients.

We were honored to have several elected officials or their representatives participate in this year’s Shadow a Nurse Day. As participants shadowed a direct care nurse, they learned about patient assessment, interdisciplinary collaboration in patient care and patient advocacy.

Our nurses also spoke about nursing skill levels, cross-training and maintaining competencies, which led to an important discussion about community support for the Center of Excellence in Nursing (CEN) and other designated gifts. The nurses noted that these donations help fund nursing education. The day included a scenario using a patient simulator, which had been purchased with CEN funds. The simulator is one method Mariners uses to evaluate specific competencies.

Participants’ comments and evaluations revealed they had gained a new understanding of the complexity of nurses’ work and a new respect for the clinical judgments nurses must make.

After legislative assistant Tyrell Hall talked about the day with Senator Dwight Bullard, Senator Bullard arranged for a personal tour of Mariners Hospital. During his visit, he spoke with nurses and staff about the care and services they provide.

In September, Liz Dudek, secretary of the Florida Agency for Healthcare Administration (AHCA), also visited our hospital during her tour of Monroe County healthcare facilities. Prior to serving as secretary of AHCA, she was responsible for approving the Certificate of Need (CON) for new healthcare services. She approved the CON for the construction of the new Mariners Hospital building, and it was the first time she has visited the hospital since its completion in 1999.

Ms. Dudek remarked that the hospital had remained true to the purposes submitted in the CON application.

Through these meetings with our legislative representatives and leaders, Mariners Hospital nurses have served as strong advocates for our profession and our community.

Running for a Good Cause

The Mariners Hospital Gordon Present 5K Walk/Run began 10 years ago as the brainchild of Emergency Department nurse Linda Gaspeny, R.N. She launched the event as a way to raise money for the Center of Excellence in Nursing (CEN), while at the same time promoting health, wellness and community.

“I’ve always been a runner, and I’ve participated in races throughout South Florida,” Ms. Gaspeny said. “I wanted to create a fun event, outside of the clinical area, for nurses and the community. A 5K seemed like a natural fit.”

Ms. Gaspeny put in many long hours organizing that first race. In its inaugural year, the event had about 75 participants and raised a few thousand dollars. With support from the hospital, community and CEN members, the annual event has been firmly established. It now boasts more than 250 participants and raises over $35,000 for CEN. It also has heightened health awareness and increased hospital and community unity.

Ms. Gaspeny passed the baton to others to organize this year’s walk/run. However, the Mariners Hospital team is forever grateful to her for launching the beloved event.
In the boardroom and beyond.

West Kendall Baptist Hospital has launched an initiative to address social wellness. This initiative focuses on the determinants of individual health and the community where we live, work and play.

The ultimate goal of the Healthy West Kendall coalition is to have the healthiest community in Florida! Our mission is to build partnerships with others who also are committed to promoting, inspiring and educating our community to live a healthy lifestyle. The pillars supporting this initiative include:

- People
- Environment
- Policy
- Innovation
- Spirituality

Our guiding principles are: Connect. Inspire. Change.

The West Kendall Baptist Hospital team has collaborated with community stakeholders, including business leaders, local government, the health department, schools, churches, police and fire departments, civic organizations and neighbors to introduce a movement that promotes health and wellness in our area.

The idea for a healthy community campaign was the result of a health needs assessment conducted by the team at West Kendall Baptist Hospital and fully endorsed by our Board of Directors. The assessment identified five healthcare priorities for the 300,000 people who live within the hospital’s service area:

- Access to care
- Availability of primary care

Coordinating Lifesaving Care

When a young man was admitted to West Kendall Baptist Hospital’s Intensive Care Unit with liver and renal failure resulting from an overdose, the hospital’s nursing team worked diligently to provide him with excellent care across multiple settings and through the continuum.

The patient’s prognosis was grim. He needed a liver transplant, and he was uninsured. His family was in constant vigil, and they anticipated a sad outcome.

Attempts to transfer the patient to a hospital outside of Baptist Health that could provide him with the necessary treatment were met with resistance. But the West Kendall team of nurses, physicians and social workers did not give up. With the clock ticking, they diligently worked on their patient’s behalf. They also advocated for acceptance of the patient’s pending Medicaid application. After much prayer and determination, the patient was accepted by another facility, transferred and successfully treated.

“This scenario is a great example of how West Kendall Baptist Hospital nurses partner with their colleagues within Baptist Health and in the community to be advocates for their patients,” said Andrea Lavallee, assistant vice president, Quality, Performance, Improvement and Care Coordination. “Our nurses were persistent, and pushed until the desired outcome was achieved.”
With today’s increased regulatory standards and fast-paced technological advancements, nursing care can mistakenly be perceived as task-driven. Nurses are challenged with increased documentation, which can easily result in a decrease in patient advocacy. At Baptist Outpatient Services, however, we remain focused on delivering excellent patient care. As nurses, we embrace the fact that part of our professional role is to act as patient advocates.

When we analyze our patient population and consider the short amount of time our patients spend in our care, we better understand the need to quickly impact their experience. The conceptualized care we deliver at our centers is one we have termed “intensely human.”

Intensely human care is about building personal and emotional connections with our patients, their families and each other. It’s about creating an environment that is warm and inviting and caring and nurturing. We want our patients to feel comfortable. And we want our staff members to feel as if their work is not actually work at all.

Nurses are well-informed and well-educated, and we are passionate about the well-being of our patients. As we deliver compassionate care, we are not just looking at the expressed needs of our patients; we also seek to identify and resolve their unexpressed needs. Our goal is to anticipate the diverse needs of our patients and families and provide them with unparalleled service. It is when we satisfy these unexpressed needs that we are able to make that human connection.

Incorporating the intensely human care philosophy as a standard of care enables nurses to advocate for their patients within the natural flow of the care process. For example, our knowledge and skills in patient education allow us to effectively communicate information about diagnoses, procedures and medications to our patients.

Our nurses’ intuitive responses and caring actions often surprise patients. They appreciate our personalized service. In fact, many patients have indicated that they did not realize we were listening so intently! At Baptist Outpatient Services, our goal is for this level of care — intensely human care — and patient advocacy to be the norm, not the exception.

Quality Care Close to Home

Baptist Outpatient Services is proud to announce our newest facility — Baptist Health Urgent Care in Sawgrass, which opened in October 2013 and is the seventh location in Broward County.

Baptist Outpatient Services consists of more than 40 outpatient and diagnostic centers located throughout Miami-Dade and Broward counties, and we continue to grow to meet the needs of our community. Our state-of-the-art facilities range from endoscopy and breast centers to urgent care and executive health centers. They provide patients with comfort, convenience and quality healthcare when and where they need it in a patient-and family-centered environment.

A Baptist Health Emergency Department is the right choice for a patient who has a life-threatening condition; but a Baptist Urgent Care Center is the best stop for many of life’s little emergencies, like fevers, ear aches, sore throats, strains, sprains and more. We are there to help, and we are close to home. Patients are grateful for the convenient evening and weekend hours, short wait times and compassionate care they receive.

At the heart of patient care at our centers are more than 230 direct patient care nurses. Nurses also serve as educators, quality nurses, supervisors, managers and directors. Our nurses collaborate with physicians, radiology and laboratory technologists and other staff members to provide the best healthcare to our community.
Debbie Diamond, ARNP, is passionate about advocating for the nursing profession. As an instructor in the Baptist Health Nurse Scholars Program and chairperson of the Nursing Advocacy Council, her mission is to unite nurses, make a difference and leave a lasting legacy.

Her successful 31-year career as a nurse, mentor and professor is rich with experiences, giving her the authority to impart a bit of wisdom to her peers. Her key message to her students and all nurses: “Never stop learning and growing.”

“There is no reason for nurses to be stagnant in their careers,” Ms. Diamond said. “There are so many opportunities for personal and career growth. The key to success is education.”

Ms. Diamond practices what she preaches. Her nursing career started in 1982 after she completed a three-year nursing diploma program at Jackson Memorial Hospital School of Nursing. She followed up this training with a bachelor’s degree in nursing, a master’s in nursing administration and a post-master’s degree as a family nurse practitioner.

“It’s important to me to set the example and be a role model to my family and students,” Ms. Diamond said.

Her children certainly got the message. Like their mother, all three graduated from Florida International University. Her nursing students in the Nova Southeastern cohort also benefit from her experience, knowledge and support.

“I teach leadership and the business of healthcare,” Ms. Diamond said. “I develop professional nurses and provide them with a well-rounded tool kit of knowledge.”

Ms. Diamond infuses creativity, humor and wit to engage and motivate her nursing students. She uses non-traditional teaching methods, and keeps the bar high. She strives to be genuine for her students. She also encourages nurses to step out of their comfort zone, as she has often done.

“Education prepares you for the opportunities that come your way. When opportunity knocks, you need to be ready,” she said.

In fact, Ms. Diamond calls herself “a career opportunist,” and this philosophy has served her well. She joined Baptist Health in 1995 as a clinical nurse in Pediatrics at Baptist Hospital. Although her initial goal after earning her master’s degree was to pursue a nurse leadership position at Baptist Children’s Hospital, when the opportunity to teach in the Nurse Scholars Program presented itself, she “grabbed it,” she said.

She also seized the opportunity to take on her newest role as chairperson of the Nursing Advocacy Council.

“After learning they were looking for nurses who were interested in joining a movement to become involved in political issues that affect Baptist Health and nursing, I volunteered to attend the first meeting,” she said. “I ended up being appointed chairperson of the Council.”

Ms. Diamond reveals that this movement is a bit out of her comfort zone. But, that isn’t stopping her from learning more about how to speak to political decision makers who can affect nursing and healthcare issues.

“The area of policy development is one area where the nursing profession has fallen down,” Ms. Diamond said. “It’s important for nurses to be united and present a strong front. Many nurses don’t realize the power of their voices.”

“I advocate for my students. I will fight until the end for them.”
All too often nursing’s role has been to implement policies and programs rather than to participate in policy formulation and healthcare planning. But that is changing at Baptist Health. Under the direction of government relations consultant Barbara Lumpkin, R.N., the Baptist Health Nursing Advocacy Council seeks to educate and empower nurses to influence health policy and advance the profession of nursing.

“Many nurses think it’s unprofessional to be politically active,” said Ms. Lumpkin. “But health policy impacts nursing practice, and ultimately, patient care. In other words, to be patient advocates, nurses must be advocates for good public policy in healthcare.”

Ms. Lumpkin knows a thing or two about advocating for the profession and patients. After practicing clinically for 16 years, she spent 35 years lobbying in Tallahassee on behalf of the Florida Nurses Association (FNA), for which she served as associate executive director. After retiring from the FNA, she was recruited to Baptist Health to lobby issues that impact nursing practice and develop a nurse advocacy network.

Ms. Lumpkin reminds her peers that people come to a hospital for diagnosis and treatment, but stay for nursing care. Nurses interact closely with patients and families in a wide variety of settings. This gives them a broad appreciation of health needs, an understanding of environmental and social factors affecting patients’ health and insight into the effectiveness of various services and the cost-quality constraints of healthcare delivery. Nurses, therefore, are well-positioned to provide advice regarding policies that affect patient accessibility to services.

“As a clinical nurse in intensive care and critical care, I had an impact on three to four patients a day,” said Ms. Lumpkin.

Let Your Voice Be Heard

Politicians make decisions affecting nursing employment, benefits and numerous issues of concern to nurses as providers and consumers of healthcare. It is especially important for nurses to be part of the healthcare policy dialogue in order to maintain and enhance nurses’ pivotal role in the delivery of healthcare.

Public officials are concerned about the views of their constituents — especially large constituent groups. By taking a few minutes to make one or two short phone calls or write a few short letters or emails to your representatives, you will be playing a critical role in making nurses heard in the policy-making process.

- Contact elected officials from your district. Your voter registration card shows your districts for county, state and federal offices.
- Connect through CapWiz. You can connect to your elected leaders through Capitol Wiz on the Florida Nurses Association website. Visit FloridaNurse.org and click on Legislative Activities, then double-click on the U.S. Capitol icon to enter Capitol Wiz.
  - Click on Issues and Legislation, then click on Legislative Alerts and Updates to review current legislative reports and bills that the FNA is supporting or opposing.
  - Click on Elected Officials to access the Florida State Legislative Directory. You can enter your zip code to identify the representatives in your area. You also can read a short biography, obtain contact information and even email your representative directly from the website.
Celebrating *The Art of Nursing*

*The Art of Nursing*, the book that features compelling photos of Baptist Health nurses and nurses’ inspiring words, received a 2013 MarCom Platinum Award. The MarCom Awards recognize outstanding achievement by marketing and communication professionals. Platinum winners are chosen from more than 6,000 entries for their excellence in quality, creativity and resourcefulness.

The initial photographs that launched *The Art of Nursing* were taken in 2010, when Yvonne Brookes, R.N., director of clinical learning, needed images of nurse residents for a presentation. “I wanted to portray nursing through the power of photography, rather than words,” she said. She collaborated with Fareed Al-Mashat, Baptist Health photographer and video producer, and Alla Katsenovich, graphic designer, and the resulting photographs exceeded her expectations.

Ms. Brookes was inspired. She set her sights on creating a photographic exhibition that would express the special qualities nurses possess and honor and celebrate the art of nursing. During that very first photo shoot, the themes of “Legacy” and “Continuity” came to life. For additional themes, Ms. Brookes asked patients and families, nurses and hospital staff members for one word that defined the art of nursing. They provided her with nearly 200 compelling words.

*The Art of Nursing* photographic exhibition debuted in 2011 at South Miami Hospital and was subsequently displayed at other Baptist Health entities. The 32 black-and-white images conveyed powerful themes of diversity, dedication, compassion and respect.

“People fell in love with these photographs,” said Ms. Brookes. “My vision was to take this one step further and incorporate these photos into a book so they could be enjoyed by generations of nurses to come.”

Additional photographs were taken and numerous nurses were interviewed. Creating the 140-page book was a year-long labor of love for Ms. Brookes, Mr. Al-Mashat, Ms. Katsenovich, Andra Ogden Demorizi and the Baptist Health marketing team members and consultants.

“This book portrays the other side of nursing — the art of nursing,” Ms. Brookes said. “People naturally envision the clinical side — the science of nursing. Nurses are taught these skills. But, they cannot be taught compassion, empathy, the power of the human touch and the heart and soul of nursing.”

Share *The Art of Nursing*

*The Art of Nursing* was presented to Baptist Health nurses as a gift during Nurses Week 2013. Copies of this award-winning book now can be purchased for $29.99 via Employee Self Service. Click “Baptist Health Market,” then click “Shop.” Proceeds will benefit the Baptist Health Center of Excellence in Nursing. Address inquiries to TheArtofNursing@baptisthealth.net.
A Tribute to an Accomplished Nurse, a Distinguished Career

After 47 years as a registered nurse, Sandy Hyatt, R.N., Doctors Hospital vice president and chief nursing officer, is retiring.

Ms. Hyatt has served as chief nursing officer at Doctors Hospital since 1996. She joined the Baptist Health team when the organization acquired the hospital in 2003. Although retiring is somewhat bittersweet, ending her career at Baptist Health is icing on the cake, she says.

“The many years I spent in executive nursing leadership roles in the ‘for-profit world’ were extremely challenging,” said Ms. Hyatt. “The last 10 years with Baptist Health have been the highlight of my career. When you’re given resources, support and the opportunity to work with such amazing people, it makes for a great experience.”

Ms. Hyatt became a registered nurse in 1966 and began her distinguished nursing career. After serving as a clinical nurse for 10 years, she earned advanced degrees and transitioned to nurse leadership. She has held such leadership roles as associate director and director of nursing, director of staff development and vice president and chief nursing officer at three area hospitals. She was inducted into the Miami Dade College Hall of Fame in 2008 for her contributions to the nursing profession.

Ms. Hyatt has always encouraged nurses to pursue advanced degrees and certification. Continuing her own education also has been a priority. She has earned a Bachelor of Science degree in Health Administration, a Master of Science degree in Health Services Administration, and, most recently she earned a bachelor’s degree in nursing and certification as a nurse executive.

Those who have worked with Ms. Hyatt say her focus on putting nurses first is what they will remember most.

“Throughout her career, Sandy has been a strong advocate for the profession,” said Deborah Mulvihill, corporate vice president and chief nursing officer. “She has mentored nurses and has challenged them to learn and grow and achieve their potential.”

Ms. Hyatt has experienced many changes in the healthcare industry during these four decades, but through it all, she never lost sight of the nursing practice. She remained aware of the impact nurses had on patient care as well as a hospital’s success.

“Sandy has demonstrated superior nursing leadership,” said Nelson Lazo, Doctors Hospital chief executive officer. “She has been a vital and highly respected member of the hospital’s executive team, and her impact has been far-reaching. She will be missed.”

In retirement, Ms. Hyatt is looking forward to spending time with her husband of nearly 50 years, Mike, who also is retiring at the end of the year. The couple will spend the winters at their home in Key Largo, hosting many friends visiting from the north. During the summers, their home in Plantation will serve as a respite in between golfing and traveling adventures.

Ms. Hyatt hopes she will be remembered by her peers for her perseverance.

“I never have trouble making a decision, and I never take no for an answer,” she said. “I’m very proud of our nurses and what nursing has accomplished at Doctors Hospital. I wish the team continued success in the future.”


Publications:

- Earl Wilson, R.N. Innovation from the Bedside — Patient and the Insulin Drip.
- Orlando Betancourt, ARNP, Hollie Gow, ARNP, Patricia Russell, R.N. Innovative Strategies to Reduce CLABSI Rates in the ICU.
- Barbara Russell, R.N. Infection Prevention for Ambulatory Care Centers During the Pandemic.

Education and Certifications


B.S. degree: Maura Arias, MSN, Nina Espino, MSN, Yolene Febe, MSN, Irma Garriga, MSN, Aracelly Herrera, MSN, Ann Karborani, MSN, Kristina Madan, MSN, Jessica Melendez, MSN, Christina Mesa, MSN, Bilqis Muzzaffar, MSN, Melanie O’Neill, MSN, Raquel Putulin, MSN, Maggie Roman, MSN, Sandra Segura, MSN, Kiley Suarez, MSN, Deborah Thomas, MSN.

Master of Science, Health Services Administration (MHSA): Priscilla Alviso, M.S., R.N., Merly Palma, R.N.

Certified: Gwen Burley, R.N., Certified Fundamentals of Magnetic Assessment; Rosy Canete, R.N., Cardiac Surgery Certification (CSCI); Jennifer Cummings, R.N., Certified Diabetes Educator (CDE); Stella Deligero R.N., Oncology Certified Nurse (OCN); Lorena Gonzalez, R.N., Registered Nurse; Carlos Herrera, R.N., Certified Sedation Registered Nurse (CSRN); Linda Petek, R.N., Certified Operating Room Nurse (CNOR); Joven Sala, R.N., Registered Nurse, Board-certified.

Certified Cardiac Vascular Nurse (RN-BC): Mariliza Delfin Morales, R.N., Tracy Pencar, R.N.


Certified Emergency Nurse (CEN): Oliver Fernandez, R.N., Merly Palma, R.N.

Certified Family Nurse Practitioner (FNP-BC): Mary Massieu, MSN, Lauren Tellez, R.N.


Certified Nursing Education (CNE): Melissa Gomez, R.N., Jacqueline Rodriguez, R.N.

Certified Nurse Manager and Leader (CNML): Maday Rafols, R.N., Paula Smith, R.N.


Certified Professional Care Nurse (PCCN): Aradys Bello, R.N., Diane Leach, R.N., Yessenia Muniz, R.N., Cristina Reyes, R.N.

Certified Professional Awards/Recognition

Bernie Arcena, R.N., Ricardo Camacho, R.N., named West Kendall Baptist Hospital Leader of the Quarter.


Mavel Arinal, R.N., Floralyn Lacrete, R.N., awarded first place, FNA Outstanding Evidence-based Practice for Pressure Ulcer Prevention, 2013.

Teri Bradford, R.N., Yasmina Zinati, R.N., named Baptist Hospital ICU Employee of the Month.


Wendy Cardenas, ARNP, named 2013 ICU ARNP of the Year.

Laura Carey, MSN, Wendy Forde, R.N., Julianna Franzcek, R.N., Jacqueline Gavvin, ARNP, Yetzabel Rizo, R.N., Xavier Yanez, R.N., received DAISY award.

Laura Carey, MSN, Becky Montesino-King, DNP, received award for Genetics/Genomics Research Project, University of West Virginia.

Carolina Carillo, R.N., Alreca Daly, R.N., Maria E. Pastora, R.N., Rhonda Stewart, R.N., Jessica Ward, R.N., nominated 2013 March of Dimes NICU Nurse of the Year.


Roberto Roman Laporte, R.N., named to 2013-14 Versant Curriculum Advisory Board.


Maria Ramos-Miguel, R.N., Arely Rengo, R.N., accepted into Baptist Health Scholars Program.

Barbara Russell, R.N., elected vice president, Florida Nurses Association.

Ariene Torres, ARNP, received 2013 ICU Florence Nightingale Award.

Professional Awards/Recognition

As of September 2013

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