

# 2024 NURSING ANNUAL REPORT



## NURSING EXCELLENCE ADVANCES PATIENT CARE



ALBANY MED Health System

GLENS FALLS HOSPITAL

MAGNET  
RECOGNIZED



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# Welcome



It is my absolute pleasure to share our 2024 Nursing Annual Report with our community and region. This has been a notable year considering the magnitude of innovation and change that took place. After several years of planning, the Albany Med Health System implemented Epic as the single platform electronic health record (EHR) across all four campuses. Our nursing teams collectively participated in this transformation project, which ensures seamless access to information for clinicians and patients within our health system. Our nurses and nurse leaders devoted many hours to design work groups, training, and “go-live” readiness efforts to ensure a successful implementation, which took place in early November.

In addition, this year’s annual report showcases our well-established culture of nursing excellence, as well as some of the extraordinary nurses and nurse leaders we have at Glens Falls Hospital. We have sustained strong performance in our nurse-sensitive quality indicators and patient satisfaction, meeting the Magnet standards which only a small percentage of hospitals attain. One of our most significant achievements last year was the work done by our shared leadership councils to elevate nurse satisfaction. Our

RN Satisfaction survey demonstrated that we outperformed the national benchmarks for seven of the eight categories measured and met the benchmark in the 8th. We take great pride in this, given the challenging work nurses do, and the national and local workforce shortages that persist.

The following pages contain many examples of nurses working in collaboration with other professionals to advance patient care. This report allows us to share with you some of our best work, yet it is merely a snapshot of the exemplary work done daily to advance nursing practice and professional development. I want to take the opportunity to recognize the nurses whose work is represented here and the teams behind them for the exceptional care they provide to our community every day and night, across all settings.

Sincerely,

**Donna Kirker, MS, RN, NEA-BC**  
Senior Vice President of Patient Services  
and Chief Nursing Officer



# 2024 NURSING WORKFORCE STATISTICS

**740+**

GFH REGISTERED NURSES

**42**

NEW NURSE  
RESIDENTS

**61%**

RNS WITH  
GREATER  
THAN 10 YEARS  
OF PRACTICE

**56%**

BSN OR HIGHER DEGREE

CLINICAL LADDER PROMOTIONS

**34 | 40**

LEVEL 3

LEVEL 4

**36%**

BOARD CERTIFIED

## MISSION

To provide exceptional patient and family-centered care in every encounter in every setting.

## VISION

We will be a leader in advancing the profession of nursing evidenced by our compassionate, collaborative, evidence-based care for patients, family, and community.

## NURSING VALUES

Integrity

Diversity

Respect

Empathy

Advocacy

Collaboration



## NURSING PROFESSIONAL PRACTICE MODEL

### USING SHARED DECISION-MAKING TO MODIFY THE MODEL BASED ON CHANGES TO NURSING AND HEALTHCARE

The Nursing Professional Practice Model (PPM) at Glens Falls Hospital (GFH) illustrates how nurses practice, collaborate, communicate, and develop professionally to provide the highest-quality care for their patients and the community. In 2014, the nurses at GFH established their first PPM as part of their journey toward Magnet designation. For the next ten years, the PPM remained unchanged.

At the end of 2023, approximately 90 clinical nurses and nurse leaders from various departments gathered to assess whether the PPM still accurately represented their nursing practice at GFH. Given the significant changes in nursing over the past decade, particularly the challenges heightened by the COVID-19 pandemic, the attendees felt it was essential to address the importance of self-care in their profession.

While they did not wish to make drastic changes to the PPM, the group agreed that self-care should be incorporated into the design, particularly in the image of hands holding a heart at the center of the PPM. This central representation is inspired by Jean Watson's Theory of Caring, which forms the foundation of the nursing philosophy at GFH. The Theory of Caring emphasizes the importance of loving-kindness towards oneself and others, a principle that the nurses at GFH strive to embody.



# CARE DELIVERY

INDICATOR	MEETS OR EXCEEDS MAGNET STANDARDS
Inpatient Falls with Injury	✓
Ambulatory Falls with Injury	✓
Hospital Acquired Pressure Injuries (HAPI) Stage 2 and above	✓
Central Line Associated Blood Stream Infections (CLABSI)	✓
Catheter-Associated Urinary Tract Infections (CAUTI)	✓
Surgical Errors	✓

## NURSE SENSITIVE QUALITY MEASURES

Nursing-sensitive outcome indicators are patient outcomes that depend on the quantity or quality of nursing care, such as pressure injuries and patient falls. To the left are six of the many indicators that are tracked and submitted for Magnet Designation.

*Data is for 2023-2024, which includes eight quarters.*



## ENHANCING TECHNOLOGY TO INCREASE PATIENT SAFETY

Glens Falls Hospital has been at the forefront of patient safety since 2015, when we implemented video monitoring through Avasure to achieve significant improvements in both care quality and cost efficiency. This innovative system has proven its worth by dramatically reducing patient falls, minimizing staff injuries, and freeing up valuable resources for our care units by lessening the need for one-on-one sitters.

In 2024, the nursing leadership in the Logistics Center took a further step towards enhancing safety by investing

in ten new cameras and upgrading our monitoring system. With Avasure, a single staff member can efficiently oversee up to ten patients requiring close attention and redirection. This cutting-edge technology enables direct communication with patients and allows staff to react swiftly when immediate intervention is required.

The benefits extend beyond just safety; Avasure also enhances satisfaction for our staff and our patients' families, providing them with an extra layer of reassurance. Nurses rely on Avasure for high-risk

patients, and the system's clear alarm signals ensure that all team members can respond without delay. Thanks to the upgrades in 2024, we have reduced our response time to an astounding 3.8 seconds. This year alone, we avoided numerous adverse incidents, including elopements and medical device failures, while preventing an impressive 24,000 patient falls. We are making every effort to ensure a safer hospital environment for everyone.





## STEMI PROGRAM: GLENS FALLS HOSPITAL INTERPROFESSIONAL TEAM'S COMMITMENT TO EXCELLENCE FOR PATIENTS EXPERIENCING A HEART ATTACK

Every 40 seconds, someone in the United States has a heart attack. Heart disease is the leading cause of death in the country. An ST-segment myocardial infarction (STEMI) occurs when blood flow to the heart is blocked. Restoring blood flow quickly through cardiac catheterization reduces damage and improves recovery. The best practice is to restore blood flow within 90 minutes of a patient arriving at the emergency department. This is called "Door to Intervention" time. In 2024, Glens Falls Hospital achieved a Door-to-Intervention time of 64 minutes; the hospital is proud of this accomplishment because it shows commitment to efficient and effective care for this life-threatening event.

Glens Falls Hospital works closely with its EMS partners to improve the program and reduce delays because the closest hospital to the north is 114 miles away. The ED physician leadership team meets with EMS to share data and find ways to improve. One way to make care faster is for EMS to identify potential heart attacks in the field and alert the ED before the ambulance arrives. This allows the ED to prepare the 24-hour, 365-day-per-year on-call

team before the patient arrives, reducing the time spent in the ED and speeding up the transfer to the Cardiac Catheterization Lab for treatment. In 2024, the field-activated door-to-intervention time was 51 minutes

When a patient comes to the Glens Falls Hospital Emergency Department (ED) with a heart attack, the team works to ensure that they diagnose the STEMI and get the patient to the Cardiac Catheterization Lab for treatment as quickly as possible. Since starting the Glens Falls Hospital STEMI program, in 2003, a team of nurses, technologists, doctors, and quality improvement staff have reviewed every case and metric to look for opportunities for improvement. Their work has led to better processes that reduce delays. Some delays, like bad weather and additional patient conditions needing treatment, are beyond the team's control.

In 2024, 62 patients were emergently treated for STEMI in the Glens Falls Hospital Cardiac Catheterization Lab. This resource for patient care has undoubtedly saved many lives and is a significant benefit for our patients and community.



## ENHANCING PATIENT HEALTH THROUGH EDUCATION IN PHYSICIAN PRACTICES

The Glens Falls Medical Group is a network of primary and specialty care practices that provide ambulatory care to patients. The Glens Falls Medical Group Unit Based Council (UBC), comprised of nurses, clerical associates, office managers, care managers, and others, has been working on a campaign designed to educate patients about wellness activities to keep themselves and others healthy and prevent disease. Each practice was asked to develop education materials to be displayed in the offices, behind exam room doors, and in other strategically placed locations, to educate patients about preventing disease.

Some of the topics covered include heart health, cancer prevention and awareness, diabetes education, and tick bite prevention. This initiative has been well received by patients. Staff have come together across different practices to raise awareness of activities that promote wellness. The team has been highly creative, working with GFH's marketing department, ensuring that all items were branded to AMHS standards. This initiative has also engaged the teams to communicate with each other and has helped develop relationships between primary and specialty care practices, which will only benefit our patients.



# INTERPROFESSIONAL DECISION-MAKING



## EMBRACING NEW TECHNOLOGY, AND IT IS EPIC!

In December 2021, Albany Med Health System announced the decision to convert all four affiliated hospitals, Glens Falls Hospital, Albany Medical Center, Columbia Memorial Hospital, and Saratoga Hospital, from four different electronic medical records (EMR) to Epic EMR software to maximize a system approach to patient care across AMHS. The project's objective was to promote strategic alignment among the four hospitals and provide patients with state-of-the-art access to health records.

Nurses and their interprofessional colleagues from all areas of the hospital participated in workgroups with their peers from the other affiliates to build and customize the system for each specialty area of practice. Nurse leaders participated in advisory and policy committees to align existing processes with our new technology. Clinical nurse educators and clinical informatics nurses learned new skills. They became certified Epic trainers to ensure the delivery of ongoing end-user training and to meet the training needs of new staff.

Leaders from every department that uses the EMR provided opportunities for robust preparation to ensure staff were ready for all the practice changes coming their way. Each staff member attended multiple hours of training, key staff shadowed their counterparts at Albany Medical Center to see the new system in action, and clinical practice alerts

were disseminated to outline new processes. Dozens of staff volunteered to be super users for their areas to support frontline staff as they acclimate to the new workflow to provide care to our patients.

On November 2, 2024, Epic went live at Glens Falls Hospital. After over two years of planning, communicating, educating, and preparing, Glens Falls Hospital nurses along with their interprofessional partners were more than ready for this new technology, which has improved workflow, enhanced patient care, and strengthened the four-hospital health system.

With the conversion to EPIC, we have improved our processes to move patients not only throughout GFH but also to any of our system hospitals. We often send patients to a higher level of care or accept patients to be cared for at GFH, and with our new shared system, we now can access the necessary documentation to improve the continuity of care for our patients.

In addition to improved functionality for patient care providers, our patients and their families can easily exchange information as Epic EMR is used at over 2,400 and 45,000 clinics across the United States, including all branches of the Albany Medical Health System.



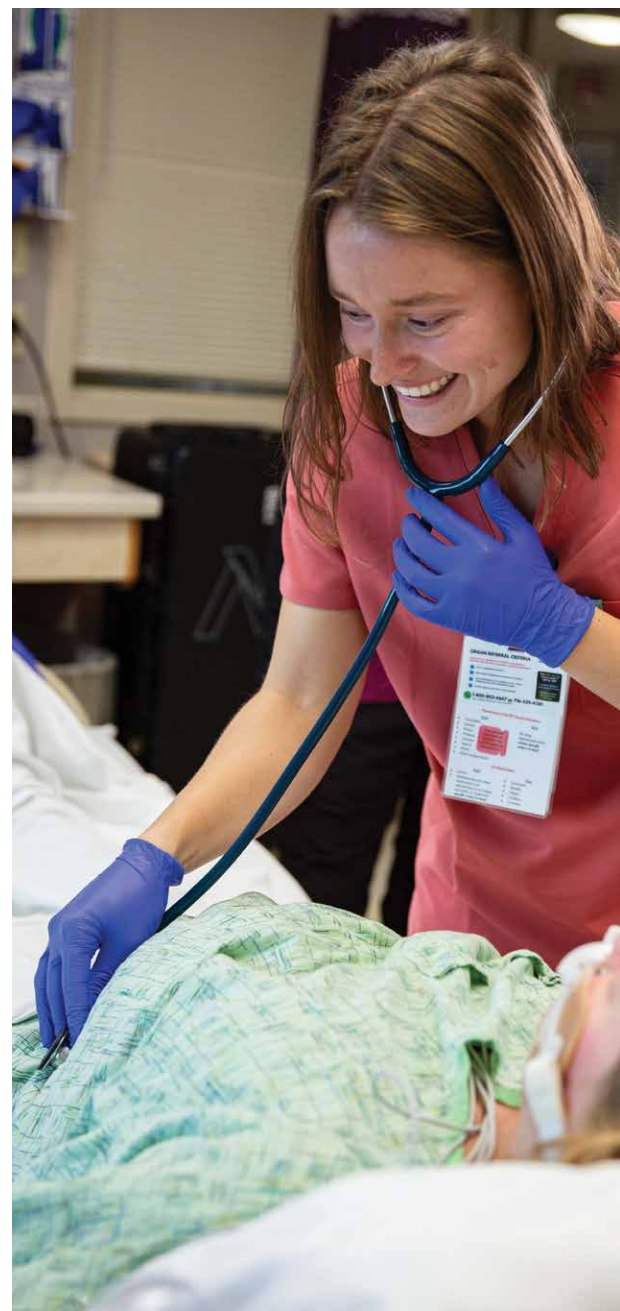
## BUILDING THE EMERGENCY DEPARTMENT: WORKING ON STRENGTHENING THE TEAM AND IMPROVING THE PHYSICAL SPACE

In 2024, the Emergency Department (ED) at Glens Falls Hospital focused on enhancing team dynamics and communication. To foster better interactions between nursing leadership and staff, the department implemented a shadowing program, where nurses and patient care technicians accompany an assistant nurse manager during orientation. This initiative aims to improve understanding and collaboration within the team.

Additionally, the staff organizes social activities outside of work, such as hiking and tubing, particularly in the summer, to build camaraderie. They also celebrate important events together, including ED Nurses Week, EMS Week, and Christmas, with organized parties.

As the ED works on improving teamwork, it is also preparing for a significant transformation of its physical space. The Glens Falls Hospital Emergency Department is a vital resource for a five-county area covering 6,000 square miles, staffed by dedicated emergency specialists. It is also recognized as a New York State-certified Stroke Center. However, the last renovation occurred three decades ago, and since then, patients' needs and expectations, along with advancements in emergency medicine practices and technologies, have evolved considerably.

While the staff's skills in diagnosis and treatment have advanced significantly over the years, the existing facilities sometimes limit their ability to provide private, personalized, and comfortable patient experiences. Plans are underway to address these challenges and modernize the physical space to better serve the community.



For more information on the new  
Emergency Department visit  
[AnyDayAnyTimeEveryone.org](https://AnyDayAnyTimeEveryone.org)





# PROFESSIONAL GROWTH & DEVELOPMENT



## AIMING HIGH: PROGRESSING TOWARDS OUR GOAL OF ACHIEVING A BSN AND HIGHER DEGREES

Nursing in the 21<sup>st</sup> Century is more complex than ever before. In response to the Institute of Medicine's recommendation that 80% of the nation's RN workforce hold a Bachelor of Science in Nursing (BSN) by 2020, Glens Falls Hospital (GFH) nurses set a goal annually to increase the percentage of nurses with a BSN or higher degree. A BSN program offers a well-rounded education incorporating leadership, critical thinking, and evidence-based practices, equipping nurses with the skills necessary to excel in a dynamic healthcare environment. By pursuing a BSN or higher degree, GFH nurses not only enhance their career opportunities and potential for advancement but also contribute to the overall effectiveness and quality of the healthcare system.

### Congratulations to the nurses that earned their BSN or MSN in 2024:

#### BACHELOR OF SCIENCE IN NURSING

Lauren Baldwin, BSN, RN, *Post Anesthesia Care Unit*  
Margaret Beirne, BSN, RN, *Tower 5*  
Caitlin Bell, BSN, RN, *Behavioral Health Unit*  
Kaitlyn Cavalluzzo, BSN, RN, *Tower 6*  
Daniel Cleveland, BSN, RN, *Behavioral Health Unit*  
Alexxa Collins, BSN, RN, *Special Care Nursery*  
JamieLee Cowan, BSN, RN, *Tower 6*  
Erin Cunniffe, BSN, RN, *4 West*  
Alyssa Davis, BSN, RN, *Tower 3*  
Traci DiLorenzo, BSN, RN, *2 West*  
Phyllis Fisher, BSN, RN, *MEDSURG-BC, Tower 6*  
Andrea Franco-Ives, BSN, RN, *Tower 3*  
Karrah Gereau, BSN, RN, *Tower 5*  
Amanda Guaman, BSN, RN, *Emergency Department*  
Casia Hayes, BSN, RN, *Nursing Education*  
Nicole Hoffman, BSN, RN, *Tower 3*  
Mercedes Keeley, BSN, RN, *4 West*

Priscilla Krewatch, BSN, RN, *Tower 5*  
Cristina Lupu, BSN, RN, *Tower 3*  
Kailley Marillo, BSN, RN, *Operating Room*  
Maria Mastrantoni, BSN, RN, *Tower 3*  
Ronald McMurry, BSN, RN, *Cardiac Catheterization Lab*  
Agata Menconi, BSN, RN, *Tower 3*  
Joshua Mendes, BSN, RN, *Tower 6*  
Necola Messina, BSN, RN, *Tower 5*  
Shawn Moore, BSN, RN, *CMSRN, Float Pool*  
Nicholas Mound, BSN, RN, *GI Center*  
Rebekah Nelson, BSN, RN, *Infusion Center*  
Kacie O'Connor, BSN, RN, *2 West*  
Ashley Ostrander, BSN, RN, *2 West*  
Michelle Richards, BSN, RN, *Tower 3*  
Jennifer Tripi, BSN, RN, *Tower 2*  
Brenda Tyler, BSN, RN, *Granville Medical Center*  
Mary White, BSN, RN, *Hudson Falls Medical Center*

#### MASTER OF SCIENCE IN NURSING

Alexandra O'Brien, MSN, RN, *Nursing Education*

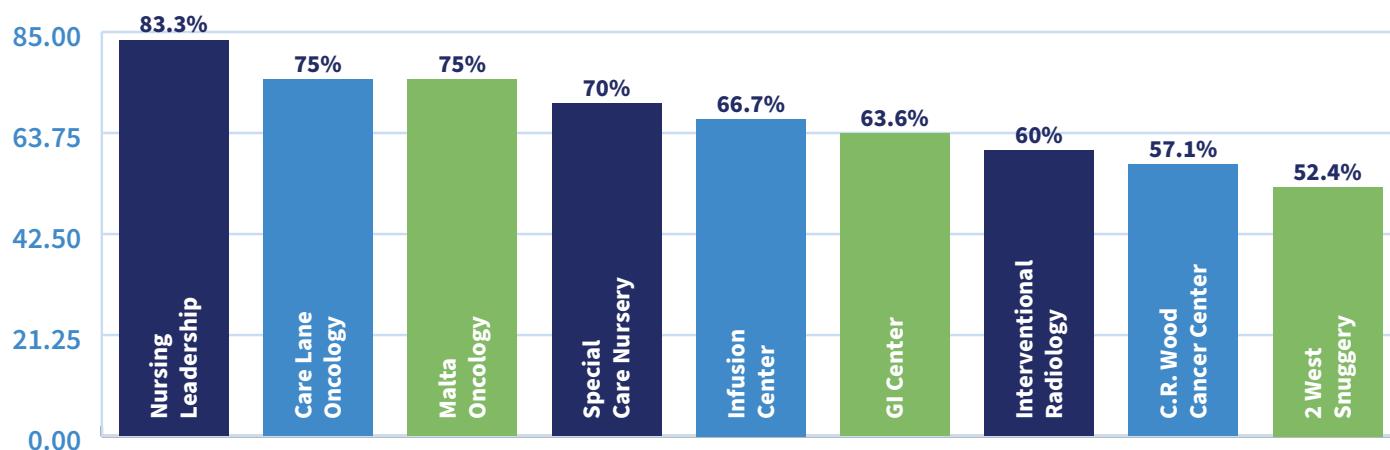
Caitlin Petersen, MSN, RN, *Nursing Education*





## NURSING DEPARTMENTS WITH OVER FIFTY PERCENT OF ELIGIBLE NURSES CERTIFIED IN 2024

Earning board certification in their specialty allows nurses to advance their career and prove their ability to provide the best patient care and solidifies their commitment to advancing the nursing profession. Certification is achieved after a nurse spends a defined amount of time working in that specialty, studies a curriculum, and passes an exam. Certification is maintained by earning contact hours in their specialty every year.



## GROWING OUR FUTURE GLENS FALLS HOSPITAL NURSES THROUGH THE STUDENT NURSE EXTERN PROGRAM

The Student Nurse Extern Program was developed in 2021 by a team of nurse leaders to attract highly engaged RN nursing students to Glens Falls Hospital. Student Nurse Externs entering their final year of nursing school receive an elevated experience beyond the traditional patient care associate role. Under the leadership of Katie Fowler, MS, RN, CCRN, NPD-BC, Nurse Manager of Education Services and Practice Transition Programs, Student Nurse Externs are provided shadowing opportunities, skills labs/educational classes, and the ability to observe and learn hands-on nursing care from an experienced Registered Nurse preceptor, while

maintaining the scope of practice of an unlicensed patient care associate. Student Nurse Externs who perform well are offered positions in our Nurse Residency Program through a seamless hiring process, which supports Glens Falls Hospital's goal for strategic recruitment. In 2024, 67% of the Student Nurse Externs were transitioned to part-time or per diem Patient Care Assistants while they finished school. The program has shown that, year after year, most student nurse externs join the organization as RNs after graduation as registered nurses!



**2024 number of  
Nurse Residents  
per specialty area:**

**Med-Surg: 28**

**ED 101: 3**

**ICU 101: 5**

**Periop 101: 1**

**Psych 101: 5**

## NURSE RESIDENCY PROGRAM MAKES ENHANCEMENTS TO PREPARE NEWLY LICENSED NURSES

The Glens Falls Hospital's accredited nurse residency program is committed to enhancing the experience of newly licensed nurses. In 2024, the American Nurses Credentialing Center's Practice Transition Accreditation Program introduced new standards, focusing on nurse resident well-being initiatives.

In early 2024, Katie Fowler, MS, RN, CCRN, NPD-BC, Nurse Manager of Education Services, partnered with Sue McManus, Executive Director of Adirondack Employee Assistance Programs, to promote nurse well-being. Together, they integrated vital topics into the Bridge to Practice curriculum for the June 2024 cohort, addressing self-care plans, boundaries, sleep hygiene, resilience, compassion fatigue, and self-compassion. Residents practiced techniques like box breathing and meditation to foster balance in their lives.

Feedback has been positive, with one resident stating, "Developing a personal care plan helps us identify positive coping skills." Another added, "The interactive portion provided me with strategies to improve my sleep."

Additionally, another new standard requires the program to incorporate Social Determinants of Health (SDOH), highlighting the impact of environments on health outcomes.

To address SDOH, Katie found a blueprint for an SDOH-themed hackathon that encourages collaboration. Alongside Magnet Program Director Jamie Aliperti, they held the first nurse residency SDOH hackathon in February 2024. Residents enjoyed this experience, with one remarking, "The teamwork and presentation practice help us think outside the box and become more well-rounded nurses."



## CLIMBING THE LADDER: CONGRATULATIONS TO OUR 2024 PROFESSIONAL ADVANCEMENT NURSES

The Professional Advancement Program serves as a pathway for the advancement of Glens Falls Hospital's clinical registered nurses. The purpose is to recognize and reward the contributions and expertise of clinical nurses who are leaders in demonstrating and promoting excellence in nursing practice at the bedside. The program strives to promote an understanding of excellence in nursing practice, including clinical expertise and professional role responsibilities. The participants must have a combination of accomplishments that include advanced degrees, board certification, participation in research and evidence-based practice, mentorship, and preceptorship, and being leaders on their unit and in the community.

### Congratulations to the Nurses Who Achieved Promotion Through the Professional Advancement Program in 2024:

#### LEVEL III

**Ericka Albrecht, BSN, RN,**  
*Surgical Admissions*

**Shannon Bartholomew,**  
**BSN, RN, CGRN,** *GI Center*

**Mary Bauder, RN, CNOR,**  
*Surgical Admissions*

**Rory Beaudet, BSN, RN,** *Tower 6*

**Janice Blair, BSN, RN,**  
**MEDSURG-BC,**  
*Medication Reconciliation Team*

**Janice Bush, BSN, RN, CWS,**  
*Wound Healing Center*

**Kristen Camino, BSN, RN,** *Tower 2*

**Tori Campbell, BSN, RN, OCN,**  
**CCRN,** *Infusion Center*

**Robert Carpenter, RN, OCN,**  
*Tower 2*

**Alexxa Collins, BSN, RN,**  
*Special Care Nursery*

**Jennifer Costo, BSN, RN,**  
*Emergency Department*

**Julianne Edwards, BSN, RN,**  
*Infusion Center*

**Kristin Eisenschmidt,**  
**BSN, RN, C-EFM,** *2 West Snuggery*

**Kara Gates, BSN, RN,**  
*Cardiac Catheterization Lab*

**Adrianna Gebo, BSN, RN,**  
*Cancer Treatment Center*

**Heather Giorgianni, BSN, RN, CMSRN,**  
*Care Management*

**Samantha Harrington, BSN, RN,**  
*Greenwich Medical Center*

**Nicole Hoffman, BSN, RN,** *Tower 3*

**Shera Hunt, RN, AMB-BC,**  
*Greenwich Medical Center*

**Jessica MacMillan, BSN, RN,**  
*Post Anesthesia Care Unit*

**Bethany Marasco, BSN, RN,**  
*Cardiac Catheterization Lab*

**Ronald McMurry, BSN, RN-BC,**  
*Cardiac Catheterization Lab*

**Barbara Moehringer, RN, OCN,**  
*Cancer Treatment Center*

**Courtney Moseman, RN, RNC-OB,**  
*2 West Snuggery*

**Savannah Murtaugh, BSN, RN,**  
*Surgical Admissions*

**Jenifer Nix, BSN, RN,**  
*2 West Snuggery*

**Tracey Olivia, BSN, RN,**  
*Post Anesthesia Care Unit*

**Abigail Ramsey, BSN, RN,** *Tower 5*

**Michelle Richards, BSN, RN,** *Tower 3*

**Taylor Scarincio, BSN, RN,**  
*Cardiac Catheterization Lab*

**Kenzi Schwenke-Hoffman, BSN, RN,**  
**CEN,** *Emergency Department*

**Kimberly Shaw, RN, OCN,**  
*Cancer Treatment Center*

**Kimberly Smith, BSN, RN, CRN,**  
**VA-BC,** *Medical Imaging*

**Elizabeth Stern, BSN, RN-BC, CPAN,**  
*Post Anesthesia Care Unit*

**Susan Tartagliione, RN, CNOR,**  
*Operating Room*

**Audrey Turner, RN, CPAN,**  
*Post Anesthesia Care Unit*





#### LEVEL IV

**Rachel Aubin, BSN, RN, CMSRN,**  
*Tower 3*

**Tabatha Baldwin, BSN, RN, VA-BC,**  
*Interventional Radiology*

**Marie Bonnefoi, BSN, RN, CMSRN,**  
*Tower 3*

**Laura Carley, BSN, RN, CAPA,**  
*Post Anesthesia Care Unit*

**Lorrai Carpenter, BSN, RN, CRNI,**  
*Infusion Center*

**Tonya Clark-Sebast, BSN, RN, C-EFM,**  
*2 West Snuggery*

**Kahla DeMarco, BSN, RN, CMSRN,**  
*Tower 3*

**Kristie Depew, BSN, RN, RNC-LRN,**  
*Special Care Nursery*

**Kelle Engel, BSN, RN, OCN,**  
*Cancer Treatment Center*

**Karla Gensch, BSN, RN, CGRN,**  
*GI Center*

**Nadia Giumarra, BSN, RN, SANE-A,**  
*Emergency Department*

**Rebecca Gijanto, BSN, RN, CRNI,**  
*Infusion Center*

**Samantha Griffin, BSN, RN, RNC-LRN,**  
*Special Care Nursery*

**James Gustafson, BSN, RN, CCM,**  
*Care Management*

**Paula Hanchett, BSN, RN, IBCLC,**  
*2 West Snuggery*

**Courtney Heald, BSN, RN, OCN,**  
*Cancer Treatment Center*

**Ellen Hodson, BSN, RN, MEDSURG-BC,**  
*Tower 5*

**Trisha LaForge, BSN RN, MEDSURG-BC,**  
*Infusion Center*

**Julia Leonard, BSN, RN, OCN,**  
*Cancer Treatment Center*

**Carolyn Marcantonio, BSN, RN, CPAN,**  
*Post Anesthesia Care Unit*

**Britny McFadden, MSN, RN, OCN,**  
*Cancer Treatment Center*

**Matthew Messinger, BSN, RN, PED-BC,**  
*Vascular Access*

**Nicole Orleman, BSN, RN, C-EFM,**  
*2 West Snuggery*

**Grace Patrick, BSN, RN, CMSRN,**  
*Pre-Admission Testing*

**Terra Phillips, BSN, RN-BC, Tower 5**

**Stephanie Rollo, BSN, RN, CGRN,**  
*GI Center*

**Georgia Rothermel, BSN, RN-BC,**  
*Tower 5*

**Molly Rowland, BSN, RN, OCN,**  
*Cancer Treatment Center*

**Mary Scott, BSN, RN, CGRN, GI Center**

**Melissa Scotto-Lavino, BSN, RN,**  
*RNC-MNN, 2 West Snuggery*

**Jodie Smith, BSN, RN, IBCLC,**  
*2 West Snuggery*

**Beth Sponzo, BSN, RN, OCN,**  
*Cancer Treatment Center*

**Danielle Thomas, BSN, RN, OCN,**  
*Tower 2*

**Nicole Vance, BSN, RN, C-EFM,**  
*2 West Snuggery*

# PROFESSIONAL PRACTICE



## 2024 DAISY AWARD® RECIPIENTS

The DAISY Foundation was created in 1999 by the family of Patrick Barnes, a 33-year-old man that died from an autoimmune disease. DAISY stands for Diseases Attacking the Immune System. The Foundation wanted to recognize extraordinary nurses who provide care to patients and families every day, and the DAISY Award® was born. This prestigious award to recognize nursing excellence is a cornerstone of recognition programs in over 2,500 hospitals around the globe. Recipients are honored here at GFH with a surprise ceremony on their unit while they are working. Hospital leadership and the recipients' coworkers are present while their nomination is read, and the award is bestowed. The winners are also recognized internationally by appearing on the DAISY Award® website.

### Congratulations to Glens Falls Hospital's extraordinary DAISY Award® nurses of 2024:

Erin McAvey, RN, *Emergency Department*  
Cindy Holt, CRNA, *Operating Room*  
Ingrid Morgan, BSN, RN, *4 West*  
Jordan Speshock, RN, *Tower 3*  
Hailey Leach, BSN, RN, *Tower 5*

Katlyn Potter, RN, *Tower 3*  
Joyce Jacobson Hunt, RN, *2 West Snuggery*  
Michele Scally, RN, *AM Admissions*  
Shawn Moore, BSN, RN, CMSRN, *Float Pool*  
Laura Pfeifer, MS, RN, NEA-BC, *Nursing Administration*



Erin McAvey, RN



Cindy Holt, CRNA



Ingrid Morgan  
BSN, RN



Jordan Speshock, RN



Hailey Leach  
BSN, RN



Katlyn Potter, RN



Joyce Jacobson  
Hunt, RN



Michele Scally RN



Shawn Moore  
BSN, RN, CMSRN



Laura Pfeifer, MS,  
RN, NEA-BC



## 2024 BEE AWARD RECIPIENTS

Created by the Nursing Professional Development Council in 2019, the Bee Award complements the DAISY Award®. It recognizes the hard work of our nursing assistants and other patient care partners, who contribute so much to the patient-centered care that Glens Falls Hospital is known for.

### Congratulations to our extraordinary Bee Award Recipients of 2024:

**Kelly Cotter**, 4 West  
**Brenda Lapier**, Tower 3  
**Austin Peltier**, Tower 6  
**Hannah Gould**, Tower 3

**Whitney Pettibone**,  
 Cancer Center  
**Olivia Delgrosso**,  
 Environmental Services



**Kelly Cotter**



**Brenda Lapier**



**Austin Peltier**



**Hannah Gould**



**Whitney  
 Pettibone**



**Olivia  
 Delgrosso**

## 2024 OWL AWARD RECIPIENTS

In 2024, the Outstanding Wisdom and Leadership (OWL) award was created by the Nursing Professional Development Council. One of the Council's goals was to highlight and recognize preceptors for their efforts in onboarding new clinical staff and the OWL Award does just that! This award recognizes extraordinary preceptors for their clinical wisdom and leadership in the organization. Like real owls, preceptors must have keen vision to observe and assess competency and take the learners under their wing.

### Congratulations to Glens Falls Hospital's exceptional OWL Award winners of 2024:

**Melissa Wern**, BSN, RN, *Operating Room*  
**Kristen Dandreano**, RN, *Post Anesthesia Care Unit*  
**Courtney Moseman**, RN, RNC-OB, *2 West Snuggery*  
**Heather Desourdy**, RN, *Adirondack Cardiology*  
**Elizabeth Meixner**, BSN, RN, *2W Snuggery*  
**Samantha DeSantis** RN, *Tower 6*  
**Barbara Zanoni**, RN, *Tower 6*



**Melissa Wern**  
 BSN, RN



**Kristen**  
 Dandreano, RN



**Courtney Moseman**  
 RN, RNC-OB



**Heather**  
 Desourdy, RN



**Elizabeth**  
 Meixner, BSN, RN



**Samantha**  
 DeSantis RN



**Barbara Zanoni**  
 RN



# CONGRATULATIONS

## CONGRATULATIONS TO OUR 2024 NURSES AND TEAMS OF THE YEAR

Each year during Nurses Week, we honor the nurses and teams that have been recognized for their exemplary care and professional practice.

### CLINICAL NURSES OF THE YEAR

Rachael Brayton, BSN, RN, *Float Pool*

Bernadine Hamblin, BSN, RN, *Palliative Care*

Schynia Petteys, BSN, RN, *Tower 3*

Krista Millington, BSN, RN, *Emergency Department*

### NURSE RESIDENT OF THE YEAR

Cailyn Lashway, RN, *Tower 6*

Ashley Lovely, RN, *Tower 3*

### MAGNET CHAMPION OF THE YEAR

James Gustafson, BSN, RN, CCM, *Care Management*

### NURSING COUNCIL MEMBER OF THE YEAR

Christie McAvey, BSN, RN, CGRN, *GI Center*

### NURSE AS TEACHERS OF THE YEAR

Abigail Buck, BSN, RN, CEN, *Emergency Department*

Ashleigh Iuliucci, BSN, RN, *Education Services*

### TENURED NURSE OF THE YEAR

Barb McDermott, MS, RN, NEA-BC, CCRN, RCIS, *Nursing Administration (35 years)*

### PATIENT CARE PARTNER OF THE YEAR

Kelly Darfler, *GI Center*

Misty Dickinson, *Lab Support Services*

Sister Donna Irvine, *Pastoral Care*

### NURSE LEADERS OF THE YEAR

Carolyn Maxam, MSN, RN, CNOR, *Pre-Admission Testing*

Katie Fowler, MSN, RN, CCRN-K, NP-BC, *Nursing Education*

Kristina Lafreniere, MS, RN, C-EFM, *2 West-Snuggery*

### NURSING TEAMS OF THE YEAR

C.R. Wood Cancer Center Nurses

### THE GLENNIE

The Code Silver Drill Team



Rachael Brayton  
BSN, RN



Bernadine Hamblin  
BSN, RN



Schynia Petteys  
BSN, RN



Krista Millington  
BSN, RN



Cailyn Lashway, RN



Ashley Lovely, RN



James Gustafson  
BSN, RN, CCM



Christie McAvey  
BSN, RN



Ashleigh Iuliucci  
BSN, RN



Barb McDermott  
MS, RN, NEA-BC,  
CCRN, RCIS



Kelly Darfler



Misty Dickinson



Sister Donna Irvine



Carolyn Maxam  
MSN, RN, CNOR



Katie Fowler, MSN,  
RN, CCRN, NP-BC



Kristina LaFreniere  
MS, RN, C-EFM



C.R. Wood Cancer Center Nurses



The Code Silver Drill Team

## COMMUNITY RECOGNITION OF OUR NURSES

### **TIMES UNION SALUTE TO NURSES RECIPIENTS:**

**Ashley Ostrander, RN,**  
*Snuggery–Top 10 Finalist!*

**Courtney Moseman, RN,**  
*Snuggery*

**Donna Heidorf, RN,**  
*4 West*

**Kacie O'Connor, RN,**  
*Snuggery*

**Nicole Murray, RN,**  
*Nurse Navigator Orthopedics*



## CENTER FOR EBP AND RESEARCH—GUIDING NURSES TO ADVANCE NURSING PRACTICE

The Center for Evidence-Based Practice and Research is not a physical location at Glens Falls Hospital, it is a group of nurses available to assist with projects that enhance nursing practice, patient care, and organizational performance through evidence-based practice (EBP) implementation and nursing research. The Center comprises frontline staff, interdisciplinary members, and nursing leaders who serve as resources for projects to advance care throughout the organization. The Center has established clear goals and action items to ensure successful EBP integration.

### Goals for the Center include:

- **Development and Translation:** Use and translate evidence into practice to improve patient outcomes.
- **Consultation and Education:** Provide resources to enhance nursing practice and patient care.
- **Research Facilitation:** Promote inquiry, connect investigators to clinical sites, and coordinate research efforts.
- **Mentoring Strategies:** Implement strategies to support EBP for all nurses, fostering continuous learning.
- **Knowledge Clearinghouse:** Serve as a hub for emerging knowledge and best practices in nursing.

In 2024, the Center focused on marketing its role and creating educational tools for nursing staff to promote EBP and research. Supported projects include systems for early warnings in critically ill patients, fall prevention in mental health care, and staff recognition initiatives. The Center for EBP aims to advance nursing excellence through evidence-based practice, ensuring nurses are equipped to provide high-quality care while fostering a culture of continuous improvement and innovation within the organization.

"The Center for EBP aims to advance nursing excellence through evidence-based practice, ensuring nurses are equipped to provide high-quality care while fostering a culture of continuous improvement and innovation within the organization."



## BOOKS FOR BABIES: GLENS FALLS NURSE VOLUNTEERS WITH PROJECT: CAMERON'S STORY

Project: Cameron's Story (PCS) is a not-for-profit organization established 15 years ago after a local family lost their premature baby, **Cameron Jace Quartiers**. PCS aims to support the bonding of parents with their premature babies in the Neonatal Intensive Care Unit (NICU) through children's literature. They provide a brand new, quality book to every parent upon admission to the NICU, helping to alleviate fears and foster connections.

**Kristie Depew**, a Special Care Nursery clinical nurse who has been with PCS since its inception, has a personal connection as a parent of a NICU baby. Her son Kole, born at 36 weeks, spent 14 days at the Albany Medical Center NICU,

where they received the book *Mike Mulligan and His Steam Shovel*, which helped them bond during a stressful time.

PCS has expanded to 22 hospitals in New York, giving books to every NICU/SCN admission through their annual book raiser every February. Kristie is now the Glens Falls Hospital liaison for PCS, helping to collect books. This year, the Snuggery at Glens Falls Hospitals contributed over 130 books to the total of over 30,000 books distributed, impacting countless families.

Learn more at [ProjectCameronsStory.com](https://ProjectCameronsStory.com)



## SUPPORTING BREASTFEEDING AT GLENS FALLS HOSPITAL - BABY CAFÉ

The staff at the Joyce Stock Snuggery at Glens Falls Hospital is dedicated to providing a positive patient experience and delivering clinically excellent care. Their commitment to supporting families extends beyond the hospital admission process; they have developed additional resources for the community related to breastfeeding.

In July 2024, Jodie Smith and Paula Hanchett, International Board-Certified Lactation Consultants at Glens Falls Hospital, along with nursing leadership and the Snuggery nurses, revitalized the Baby Café. Jodie and Paula not only volunteer at local community outreach events to promote breastfeeding but also host the Baby Café on the Glens Falls Hospital campus.

The Baby Café is a free, drop-in resource for breastfeeding and pregnant individuals, their support persons, and families. Specially trained staff facilitate the meetings and are available to answer any questions. In 2024, 15 families benefited from the support of the Baby Café. One-on-one consultations for lactation care and intervention are also offered.

Additionally, the Baby Café provides local resources of interest to families, including WIC, family-friendly activities, and educational materials on breast health and child wellness.



## NURSES GIVING BACK TO TEACH THE CHILDREN ABOUT HEALTHY CHOICES

In April 2024, Lead RNs Shera Hunt from Greenwich Medical Center, Chelsey Root from Hudson Falls Internal Medicine, and ICU RN Georgia Rothermel volunteered at the annual V-Healthy Day at Niskayuna High School. Organized by Dr. Manish Mehta from the Center for Vascular Awareness, this event promotes vascular health education with over 120 volunteers serving communities from Albany to Queensbury.



Students engaged in activities at three stations: blood pressure, innovation, and nutrition. The nurses managed the nutrition station, using two menus—one listing calories for popular local foods and one without. Students created meal options, discussed calorie density, and explored nutritious choices. Over 600 students participated, learning the importance of healthy eating habits, exercise, and how to share this knowledge with their families.

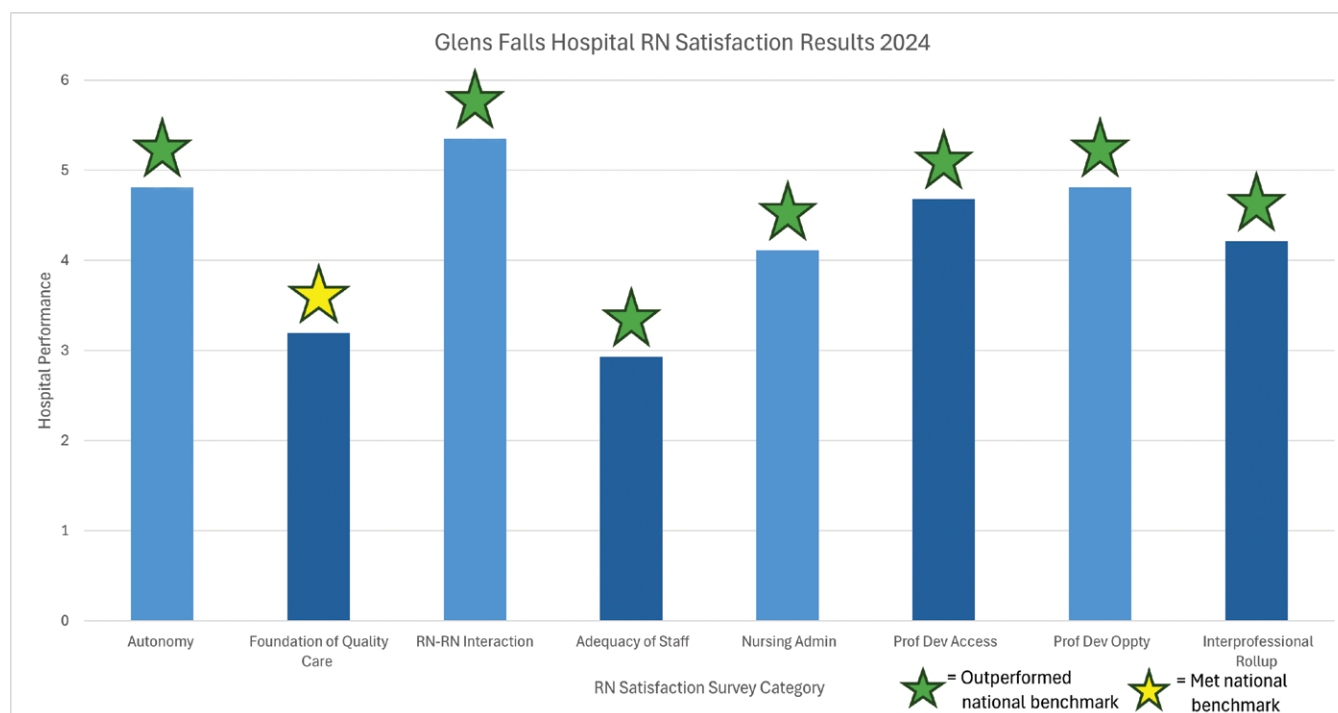
# SHARED LEADERSHIP



## 2024 RN SATISFACTION SURVEY

RN satisfaction is essential for achieving and maintaining Magnet designation, as it reflects the quality of the work environment and support for nursing staff. High RN satisfaction leads to better patient outcomes, lower turnover rates, and a positive workplace culture, all critical for meeting Magnet standards. Organizations must continuously assess and improve factors like professional development, effective leadership, and collaboration. This dedication not only helps secure Magnet status but also fosters a culture of excellence in patient care and nursing practice.

In 2024, Glens Falls Hospital RNs took an anonymous survey administered by Press Ganey to measure their level of satisfaction with their job and work environment. Their satisfaction was measured in a multitude of categories including access to professional development, RN to RN interaction, satisfaction with nursing administration, nursing autonomy, and interprofessional relationships. The RNs ratings exceeded the benchmark of the national mean in 7 out of 8 categories and met the mean in the 8th category.







## PUT A PIN IN IT: SUPPORTING NURSES TO INNOVATE AND ADVOCATE

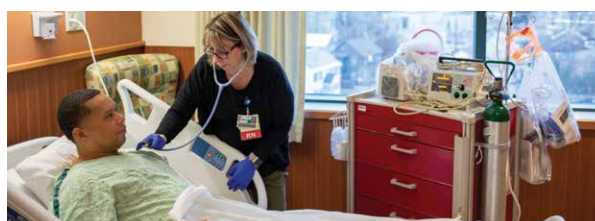
One challenge of shared decision-making is ensuring that all nurses can raise topics for discussion. This project aims to enhance registered nurse (RN) practice and satisfaction through increased engagement.

Advancing nursing practice requires nurses to be actively involved in problem-solving and advocacy. It's essential for nurses to feel their input is valued and can lead to real change. This project provided a platform for nurses to submit a Problem, Idea, or Need (PIN) related to nursing practice via an electronic form on the organization's Nursing Shared Leadership Intranet Page. Submitted PINs are routed to the appropriate shared leadership council for discussion, added to the meeting agenda, and tracked in a linked spreadsheet for transparency.

In 2024, the program's first year, 36 PINs were submitted: 21 related to clinical practice, nine about supplies, four on communication, and two regarding staffing. The councils worked on solutions for these submissions. Notably, a new policy for chlorhexidine bathing for patients with indwelling catheters was established, and educational needs and new products to improve care were identified. The PIN program allows nurses to contribute their ideas and make their needs known, empowering them to improve their work environment and patient care.







## ALBANY MED Health System

### GLENS FALLS HOSPITAL

100 Park Street, Glens Falls, NY 12801  
518-926-1000 • [glensfallshospital.org](http://glensfallshospital.org)

