



North
Kansas City
Hospital

Nursing Update

2020-2021

Message from the Chief Nursing Officer



The year 2020 was not only the Year of the Nurse as designated by the World Health Organization, but it also became the year of the nurse as designated by popular opinion because of how nurses and nursing stepped forward to the front line of a worldwide pandemic. I hope that in my tenure at North Kansas City Hospital I have both told you and shown you how proud I am to be the chief nursing officer of the finest nursing workforce I have had the privilege to work with and serve. Over the last year being proud and humbled by your work seems to not fully encompass my admiration for you. You have shown grit and resilience I have never encountered before. Yes, I saw tears and heard frustration seep out from time to time, but, over and over again, I watched you get up stronger and more compassionate with every challenge and setback.

Many roles transformed over the course of the year. A new emphasis on dealing with death emerged, when before the pandemic much of the focus of nursing had been on curing and treating. Nurses demonstrated extreme compassion when dealing with families and peers as they experienced devastating loss after loss. When there was an increased census, combined with a COVID-19 positive population as high as 126 (an incredibly high percentage for any hospital), many people who had stepped away from direct care stepped back in to support staffing in a myriad of ways. The role metamorphosis has continued through standing up vaccination clinics that were used to model highly successful massive vaccination clinics in our community.

In 2020, we found new ways to work with our North Kansas City Hospital peers and partners. Profound appreciation for each other's talents, skill, and contributions were unearthed. North Kansas City Hospital has become stronger and more integrated as we banded together to care for our community and each other. I ask that in the coming months and years, we hang on tight to our bolstered collegiality and strengths.

Amid such a tumultuous year, the hospital and Division of Nursing accomplished a lot, and I want to share some of those accomplishments with you through this annual report. I will miss seeing your faces by communicating these through this flier, but this method was the most prudent this year. Please do not feel you will not have the opportunity to ask me questions. We set up a question-and-answer forum on the NKCH Nursing intranet page (Daily Dose) for you to "Ask the CNO," and my replies will be visible there.

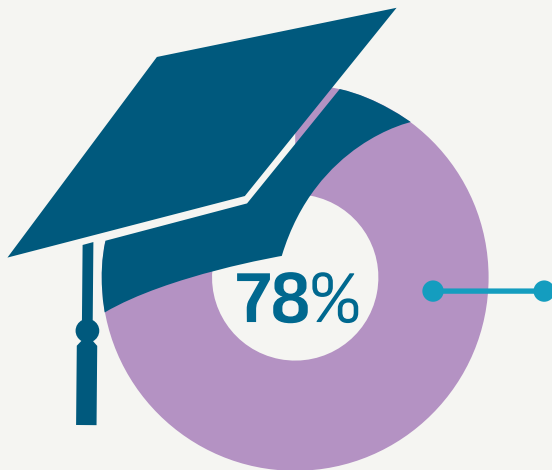
The mission, vision, and values of North Kansas City Hospital were fully actualized in 2020, and I want to thank you for all that you did to make that happen.

Gratefully Yours,

A handwritten signature in cursive script that reads "Sarah Oakley". The ink is dark and the signature is fluid.

Sarah Oakley, RN, MSN, NEA-BC

NURSING@NKCH



2021 NKCH RNs with a BSN or higher nursing degree

2020: 75%

2019: 72%

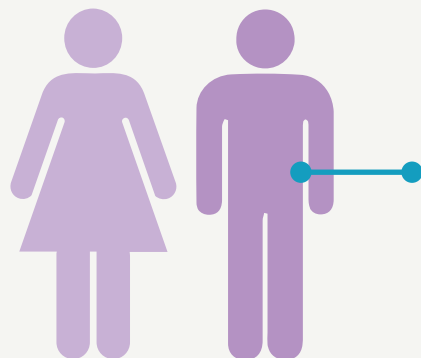
GOAL: Average 0.5%/Year Growth



2021 Certifications

2020: 293 Certifications

New Hires



200
2020

144
2019

RN

95
2020

92
2019

TECH

57 2020

48 2019

CLINICAL
ASSOC.

Initiatives

Maternal Child Services

- Bridge for breast milk
- 7th Floor now has the capacity for cardiac telemetry monitoring

TeleNeurology (aka Stroke Pit Stop)

Almost
3x
more
code strokes

JAN 2021: 112
JAN 2020: 42

43%
decrease in
door-to-needle
time (rapid tPA
administration)

70 MINUTES (AVG.)-
40 MINUTES (AVG.)

Pending in 2021 Capacity Management

Use of the EMR to more quickly
get the right patient to the right
bed at the right time

CareAware Connect
Smartphones to replace Ascoms

2020 Nursing Publications



Nursing for Women's Health

Peacock, A., Ward-Smith, P., & Elmore, R. (2020). Providing an Online Nursing Journal Club and Ensuring the Rigor of the Experience. *Nursing for Women's Health*. 24(6), 453-459. <https://doi.org/10.1016/j.nwh.2020.09.005>

Clinic Nursing Studies

Thomassy, M., Moore, A., Peacock, A., Wright, J., & Ward-Smith, P., (2020). Ambulation of hospitalized patients: Knowledge, Values, and Barriers of Direct Care Providers. *Clinic Nursing Studies*. 8(4), 60-68. Doi: <https://doi.org/10.5430/cns.v8n4p60>

The Journal of Nursing Administration | JONA

Conant, J., Elmore, R., Moore, A., Blake, S., Peacock, A., & Ward-Smith, P. (2020). Use of Personal Communication Devices in Clinical Settings: Perception of Staff Nurses. *The Journal of Nursing Administration | JONA*, 50(4), 192-197. doi: <https://doi.org/10.1097/NNA.0000000000000867>

Awards/Recognitions

Surgical Services—Go Clear Award™

October 2020

Joint Commission

Comprehensive Cardiac, Advanced Hip and Knee, & Stroke Certifications

October-December 2020

ANCC Interim Magnet Report Accepted

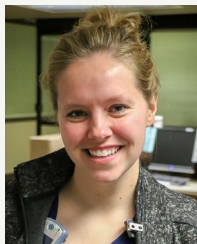
January 2021

Accreditation for Nurse Residency Program

February 2021

2020 Daisy Winners

January



Jennifer Moller
CICU

February



Sarah Hartley
CCDU

March



Rachel Allgaier
Float

March



Olivia Rowse
CICU

April



Amy Hall
6th Floor

May



Angela Lothamer
ED

June



Sagal Aden
8 Pavilion

July



Karamie Schwartz
11th Floor

August



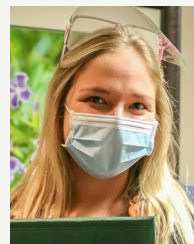
Christina Thomas
ICU

September



Crystal Mavel
10 West

October



Lindsey Owens
5th Floor

November



Lisa Pattison
5th Floor

December



Nora Bean
9 Pavilion

2020 Nurse Leaders

Krishna Klug:
2020 MONL DAISY
Nurse Leader
of the Year and
One of Ingram's
2021 Heroes in
Healthcare



Krishna Klug
8 Pavilion



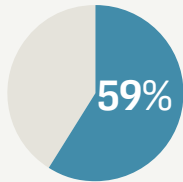
Angela Ray
8 Pavilion

Angela Ray and
Krishna Klug:
Internal DAISY
Nurse Leaders
(July)

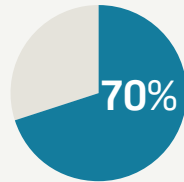
Statistics

2020 RN Satisfaction: Passed 4 Key Domains (will be used in Magnet Redesignation)

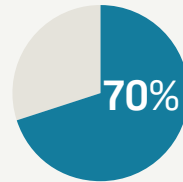
Percentage of Units Outperforming National Benchmarks



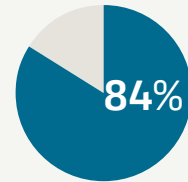
Nurse Manager Ability,
Leadership, and
Support of Nurses



Fundamentals of
Quality Nursing Care



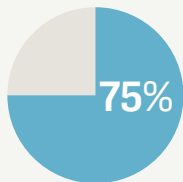
Adequacy of Resources
and Staffing



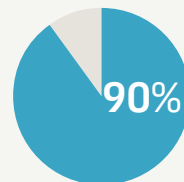
Professional
Development Access

Nursing-Sensitive Inpatient Clinical Indicators Q4 2018-Q3 2020

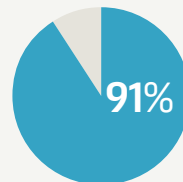
Percentage of Units Outperforming National Benchmarks



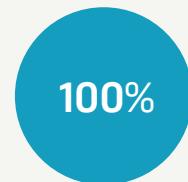
Falls With Injury



CAUTI



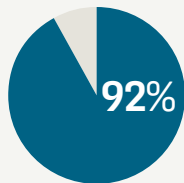
HAPI
Stage II and Above



CLABSI

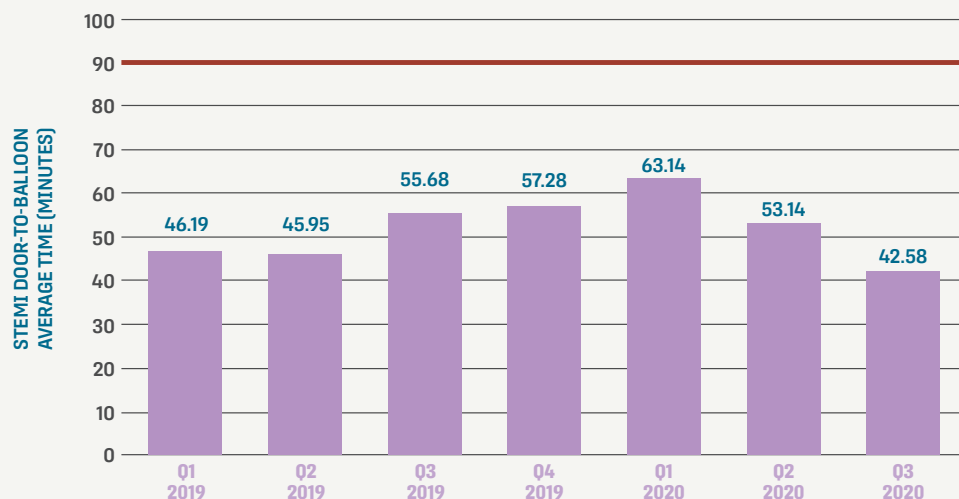
Nursing-Sensitive Ambulatory/Outpatient Indicators Q4 2018-Q3 2020

Percentage of Areas/Departments Outperforming National Benchmarks



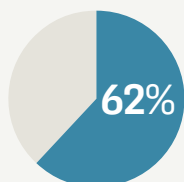
Falls With Injury

EP19EO—STEMI Average Door-to-Balloon Times (Minutes)

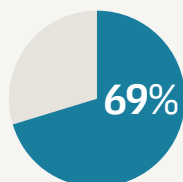


Top Four Inpatient Satisfaction Categories Q4 2018-Q3 2020

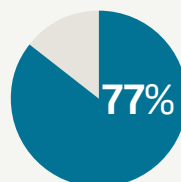
Percentage of Units Outperforming National Benchmarks



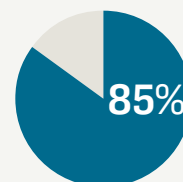
Responsiveness



Courtesy and Respect



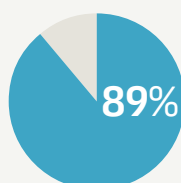
Care Coordination



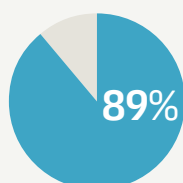
Patient Education

Top Four Ambulatory/Outpatient Satisfaction Categories Q4 2018-Q3 2020

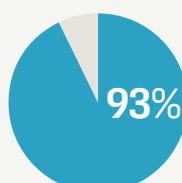
Percentage of Units Outperforming National Benchmarks



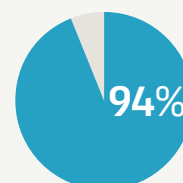
Responsiveness



Patient Education



Courtesy and Respect



Care Coordination

Registered
Nurses

1,184



Direct Patient Care

1,044

(88.2%)



Indirect Care/Leadership

140

(11.8%)

COVID-19+ Inpatients Cared For

March 2020-February 2021

1,700

January 5, 2021

126

(PEAK)

COVID-19 Vaccinations

As of March 2021, NKCH and community partners vaccinated over 2,000 healthcare providers and over 40,000 community members.



Were there none who were
discontented with what
they have, the world would
never reach anything better.

— Florence Nightingale



Together, we touched over
333,500 lives
in FY 2020.

18,893
Admissions
(excludes newborn infants)

245,334
Outpatient Visits

69,361
Emergency Visits



2800 Clay Edwards Dr.
North Kansas City, MO 64116

816.691.2000
nkch.org

Where your care is personal.