

Thank You  
VHC!

# 2020 NURSING REPORT



**Newsweek**



# Meeting the Challenge together.

## A MESSAGE FROM THE SENIOR VICE PRESIDENT & CHIEF NURSING OFFICER

Dear Friends and Colleagues,

The start of 2020 was already shaping up to be a busy year. Nursing leaders, physicians and staff were working towards Virginia Hospital Center's designation as a Level II Trauma Center. We were continuing our efforts for expanded professional development opportunities for nurses, technicians and staff, with the help of the Hospital's Friends of Nursing fund. And, as always, we were focused on our commitment to providing excellent patient care through initiatives such as leader rounding and recognition programs for extraordinary compassionate and skillful care by nurses and technicians. And, then the pandemic came.

Conventional wisdom states that in times of crisis you just put your head down and hope to come out on the other side. At VHC, we took a different approach—we called it Positive Resilience. Our nurses raised their heads, looked around and found ways to help each other achieve our common goals. We pivoted to meet the new, daily challenges of a global pandemic. But we also stayed focused on the attributes that make nursing at Virginia Hospital Center a special calling.

When the Governor's mandate went out to halt elective surgeries, some nurses were left in departments that were no longer operational. VHC made a commitment to not furlough any staff members and we found innovative ways to bring nurses into groups to provide or support direct patient care. Nurses accepted new roles in order to help other nurses. Nurses continued to be role models, even when their roles had changed.

Despite the challenges of COVID, we engaged in new patient care initiatives, such as moving GYN elective surgeries to operating rooms in Labor & Delivery, freeing up OR space. And, as a result of our hard work in 2020 we received Level II Trauma Care designation in the second quarter of 2021.

Many will remember 2020 as a year of challenge and adversity. I am grateful and proud that the incredible nursing staff at VHC chose to make it a year of positive resilience and strength. To look for opportunities instead of problems. To stay focused on why we chose a nursing career in the first place—to provide care to those in need.

The 2020 Nursing Report is a testament to the dedicated nursing staff at Virginia Hospital Center.

— **Melody Dickerson, MSN, RN, CPHQ** • Senior Vice President & Chief Nursing Officer and President, Northern Virginia Chapter, Virginia Nurses Association

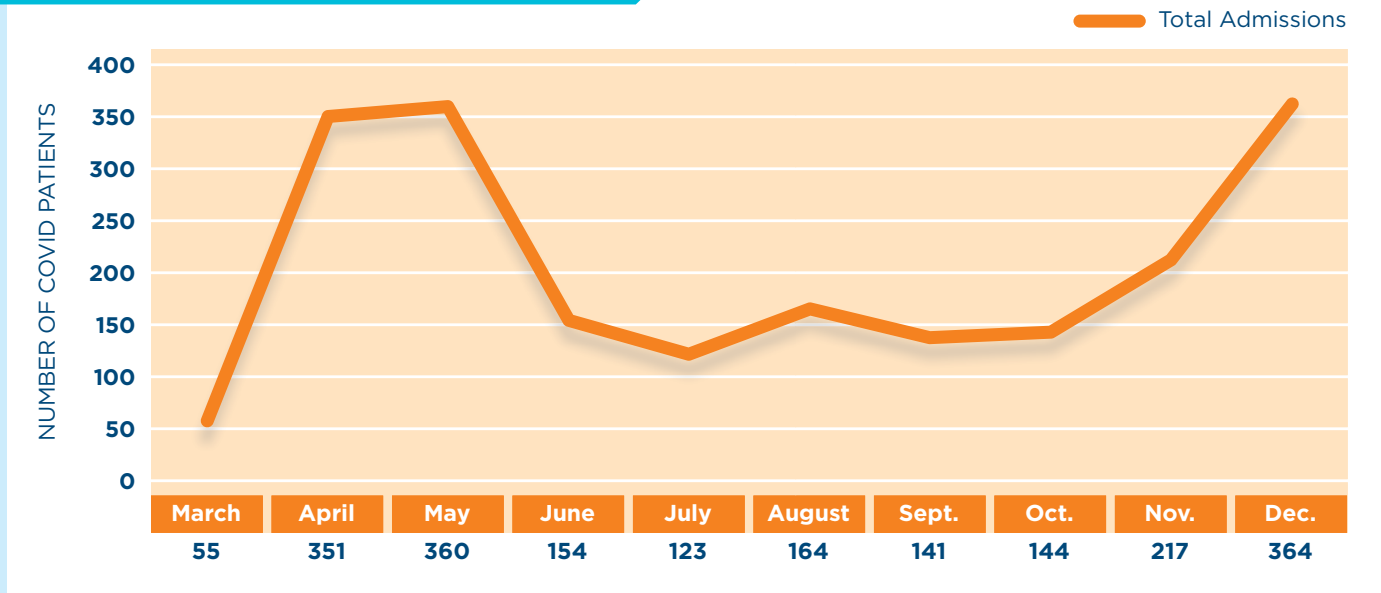


Melody Dickerson

## SELECT VHC AWARDS & RECOGNITION FOR 2020

- CMS 5-Star Hospital, in 2020, based on our performance across seven areas of quality.
- Re-accreditation by the Commission on Cancer as an approved Academic Comprehensive Cancer Program.
- Leapfrog Hospital Safety Score of A for the 17th consecutive grading period.
- Only Northern Virginia hospital to be recognized by *Newsweek* and The Leapfrog Group in their list of Best Maternity Hospitals in 2020.
- *US News and World Report* hospital rankings, VHC received the highest ranking possible in the following areas: Aortic Valve Surgery, Colon Cancer Surgery, Heart Bypass Surgery, Heart Failure, Hip Replacement and Knee Replacement.
- Named one of the Country's Best Inpatient Rehabilitation Centers in 2020 by *Newsweek*.
- Named an Outstanding Hospital for Patient Experience in 2020 by Healthgrades.
- Named one of the Top 100 Hospitals for Consumer Loyalty by NRC Health.
- Received multiple Women's Choice Awards® including America's 100 Best Hospitals for Patient Experience and America's Best Hospitals for Patient Safety.
- Five VHC Nurses were among 50 recognized by *Washingtonian's* Excellence in Nursing Awards.
- Arlington County Chamber of Commerce 2020 Best Business Award in the Large Business category.

## 2020 COVID ADMISSIONS BY MONTH



## 2020 EMPLOYEE ENGAGEMENT SURVEY

Nurses ranked VHC higher than the national average on 73% of survey items.

**95%**

of nurses find their work at VHC very meaningful

**94%**

of nurses believe the environment at VHC allows them to deliver safe, error-free care

**94%**

of nurses believe VHC cares about its patients

## LEADER ROUNDING

Leader rounding continues to be a commitment with the ultimate goal of leader rounding on 100% of patients, through time devoted by Patient Care Directors along with unit nursing leaders. In 2020 the average number of encounters for leader rounding on patients each month was 5,492 for a total of 65,907. This represents an increase over 2018, when our leader rounding initiative began, and is an extraordinary number given the constraints of the pandemic.

## CANCER PROGRAM RECEIVES THREE YEAR RE-ACCREDITATION

Once again, VHC's Cancer Program received full accreditation from the Commission on Cancer. This designation is given to hospital systems that have shown they provide cancer patients with high-quality, coordinated care. Through a virtual survey and written application, VHC demonstrated its commitment to the community by offering supportive services and resources addressing the full continuum of care. We celebrate the work of our Cancer Committee, which includes representation from medical oncology, radiation oncology, surgery, radiology and women's imaging, pathology, the Cancer Resource Center, pharmacy, inpatient oncology, rehab, chaplaincy, palliative medicine and others.



(L-R) Lorraine Waltz, MSN, RN, OCN, Patient Care Director, Oncology, and Shari Sitron, LCSW, LICSW, OSW-C, Director, Reva & Sid Dewberry Family Cancer Resource Center

### NO NURSES FURLOUGHED DURING THE PANDEMIC

When elective surgeries had to be cancelled due to COVID, many hospitals laid off staff. But, Virginia Hospital Center took a different approach. We structured ways to place nurses in essential patient care assignments. Where possible, we placed nurses into units where they had previous knowledge, such as a PACU nurse who had previously been in the ICU. Under the direction of Lisa Steeves, MSN, RN, Senior Director, Staff Development, we provided accelerated training to help nurses who had been in non-acute care settings throughout the VHC Health System transition to an acute care setting and feel comfortable and safe in their new roles.

VHC nurses accepted the challenge and moved into new roles as caregivers or to provide needed support to the front lines. For example, when a nurse caring for a COVID patient needs more supplies, she is required to remove and dispose of her PPE, then re-suit with fresh PPE when she returns with the supplies. Many of our nurses served as runners to bring supplies where they were needed, allowing us to conserve precious PPE. Because of the work of nurses, our materials management team and generous donations from the community, at no time was VHC in a position where we did not have adequate PPE for our staff or patients.

VHC continued to operate with excellent clinical quality, efficient supply management and innovative efforts like our drive-through collection site and vaccine clinics. People were resilient. VHC nurses stepped up and made the personal accommodations needed to take care of patients. As a result, VHC was able to operate through the pandemic without furloughing any staff and is in a strong position to continue to grow the services we provide to the community.



### ADAPTING AND TAKING ON NEW ROLES

Another group that pivoted into new roles during the pandemic were VHC's outpatient physical, occupational and speech therapists. For patients with COVID, lying in a prone position can improve lung function, reducing the need to be placed on a ventilator. Therapists created proning teams to get patients into the correct position and readjust them periodically to ensure the patient's skin was not at risk from being in the same position too long. Accomplishing this task required a well-choreographed process, sometimes involving up to six therapists, nurses and respiratory team members to move an ICU patient and not dislodge any IVs and monitors. This innovative approach provided a lot of support to nurses in the ICU and improved oxygen saturation levels for hundreds of our patients.

### NURSES SUPPORTING NURSES

When wearing N95 masks irritated caregiver's skin, our wound care nurses did research and found wipes that contain skin barrier medicine to prevent skin damage. The Hospital engaged in listening sessions on the units and set up a support line for nurses who might be struggling with the extreme challenges of the pandemic. Our behavioral health therapists offered coping strategies. We wanted our nurses to know that there is no stigma in asking for help. Not only was it okay to talk about the stress they were under, it was necessary. A message board was set up in the Hospital chapel where nurses could leave messages if they had a tough day or if they wanted to share gratitude for the support they've received. Meanwhile, our NICU nurses created care packages including lip balm and lotions for nurses who were taking care of patients on COVID-designated units. We wanted nurses to know we support each other.

## WORDS OF HOPE FOR NURSES, DOCTORS AND PATIENTS

Over the course of the year, we received many cards and letters of encouragement and hope from members of the community, especially from the younger members. Girl Scout Troops and elementary school classes, among others, let us know they appreciated us. In addition, Sarah Wyckoff, the daughter of one of our physicians, created encouragement cards for COVID patients, in Spanish and English. Cards and letters to the staff were shared on a large bulletin board for all to see.



## DRIVE-THROUGH COVID TESTING

VHC was the first hospital in Northern Virginia to open a drive-through COVID Sample Collection site. We also partnered with the Arlington Free Clinic to open a walk-up COVID testing site. Nurses from perioperative and cath lab units as well as clinicians from the VHC Physician Group were trained to do swabbing and collection.

**45,091**  
COVID TESTS IN 2020

## A CALMING VOICE IN THE COMMUNITY

As Chief Nursing Officer, Melody Dickerson played a crucial role as a voice in the community. Featured in approximately 30 television, print and online media appearances—including national coverage from CNN and USA Today—Dickerson was a level-headed voice of reason in a time where panic and misinformation ran rampant. Her role as spokesperson came full circle when she stepped up to participate in interviews about the vaccine rollout and alleviate community fears about vaccine safety.



Chief Nursing Officer Melody Dickerson, MSN, RN, CPHQ

## COMMUNITY SUPPORT FOR THE HOSPITAL

During a time when the entire staff was spending long hours at the Hospital, daily food donations helped keep morale high. In all, we received 10,000 meals and snacks—from dinners, pizza, sandwiches and salads, to cookies, cupcakes, smoothies and more. Our community also donated thousands of pieces of essential PPE. Signs created by residents, children and organizations popped up on neighborhood lawns and on the VHC campus.



## CRITICAL HOSPITAL COMMUNICATIONS

In a time of uncertainty and anxiety, Virginia Hospital Center remained focused on keeping nurses and staff at all levels informed. Chief Nursing Officer Melody Dickerson did rounds, often with Rohit Modak, MD, FIDSA, VHC Physician Group-Infectious Diseases, to listen to nurses on the front lines and answer their questions and concerns. In addition to her regular weekly newsletter, Dickerson added daily calls with as many as 100 nurses listening in to share data and address misinformation in the media.

## VIRTUALLY SERVING OUR COMMUNITY

In a short time, VHC transformed the way we deliver care. We looked at different ways to serve the needs of our community, utilizing technology we wouldn't have thought about before. For example, when family members weren't allowed to come inside the Hospital, we used iPads to help patients communicate with their families. Nurses assisted doctors in Telehealth appointments. And while childbirth education had always been delivered in face-to-face classes, we pivoted to all virtual classes and had our highest attendance ever. The same result occurred when we converted our Diabetes Education programs to a virtual platform.



# SHARED GOVERNANCE & PROFESSIONAL DEVELOPMENT



Volunteers pack donated food onto the AFAC truck.

## THE CAN-PAIGN—YES WE CAN!

As a nurse treating COVID patients, Loan Nguyen, BSN, RN, witnessed the incredible impact the pandemic had on patients and the Arlington community and how the effects of this disease extended far beyond the walls of the Hospital. She heard about patients who had lost their jobs, who were struggling to feed their families, and wanted to find a way to ease some of that burden. Loan became the project lead on what came to be known as the Can-paign drive, coordinating an action plan with the Arlington Food Assistance Center (AFAC), which was seeing a 45 percent increase in community need for food assistance. With an initial goal of 5000 cans of food, the entire VHC team got behind the drive. Every Friday, donations were collected and packed onto the AFAC truck, so they could be distributed almost as fast as they came in. In just five weeks, VHC greatly exceeded our goal, donating 10,662 cans to AFAC for families in need.

## TEAM BUILDING GAME WINS FIRST PLACE AT VHHA SUMMIT

Staff Development Specialists Deborah Deaton, MSN, RN, NPD-BC, and Sin Se, MSN, RN, PCCN, created an Escape Room game as a fun environment to promote learning, problem-solving and critical thinking. In an Escape Room, participants have to work together to solve puzzles relating to patient safety. The team has just one hour to solve all the problems and find the key that lets them escape from their room. The post-escape room activity evaluations were so positive from our resident nurses that they presented the concept at the Virginia Hospital & Healthcare Association (VHHA) Annual Safety Summit in February. “Engaging Millennial Nurses in Patient Safety Escape Rooms” won first place among all presentations. The team also presented the program at a VHHA webinar in November.

## GYN ELECTIVE SURGERY MOVES TO L&D

The concept was simple: move GYN surgeries from the Main OR to Labor & Delivery in an effort to open up block-scheduled time for other surgical specialties. The execution of the plan was more complex, requiring the cooperation of many different departments including IT, finance, staff development, Main OR and L&D leadership under Dena Carey, BSN, BS, RN, Associate Vice President, Women & Infant Health, and Megan Dunn, MSN, RNC-OB, CNL, Patient Care Director, Labor & Delivery.

At first, a surgical team from the Main OR came to L&D to perform all GYN cases, and to educate the newly hired L&D OR staff to GYN surgeries. We hired four surgical nurses, some of which were former L&D nurses, four PACU nurses and a Lead Support Technician to round out the surgical team. The Main OR team stayed in L&D for a month to stabilize staffing and allow us to on-board additional staff. Surgical scrub technicians from the Main OR stayed longer to facilitate the training of L&D’s scrub technician team.

The inaugural GYN surgery was performed in July. In addition to creating space for more patients, moving GYN surgery to L&D has had many positive results. L&D now has a productive PACU with four RNs on each shift. The OR circulating team receives all of the scheduled Cesarean deliveries, as well as patients that become Cesarean deliveries from labor. This frees up L&D nurses to care for laboring mothers, promoting greater continuity of care. Physicians benefit from the ability to stay on the floor, rather than going back and forth from L&D to the Main OR to perform procedures. Additionally, a core group of nurses circulates on GYN cases, bringing a high level of expertise to these cases.

All of these benefits have worked to help stabilize L&D’s staffing. In 2020 the turnover rate for L&D was less than 10 percent.

---

## VHC: Committed to Providing Opportunities for Professional Development

<p><b>MORE THAN</b></p> <h1>75%</h1> <p>of our clinical care nurses have a BSN degree or greater</p>	<p><b>NEARLY</b></p> <h1>25%</h1> <p>have earned advanced certifications for specialized care</p>
--	---

---

## NURSING'S CRITICAL ROLE IN HIGH-LEVEL TRAUMA CARE

Even while the pandemic raged, nurses, physicians and staff continued on toward their goal of having Virginia Hospital Center designated as a Level II Trauma Center.

Nursing leaders including Taryn Overman, MSN, RN, CEN, Associate Vice President, Emergency & Outpatient Services, began meeting weekly to institute new processes and to make sure VHC had the equipment needed to care for trauma patients. Melinda Carter, MA, RN, TCRN, CNML, Trauma Program Coordinator, brought her depth of experience in setting up trauma centers for other hospital systems and helped guide the process. Nurses were also instrumental in setting up drills, working with physicians and with mock patients to be prepared to treat live patients.

The process of re-making our trauma room and trauma patient flow process involved a multidisciplinary nurse/physician partnership. Jessica Czelusniak, BSN, RN-BC, CEN, CPHIMS, was the nurse leader working with Information Systems to develop an electronic trauma flow sheet, tailored from EPIC. Wanda Durvasula, BSN, was tasked with redesigning our entire trauma room to provide more space for multiple physicians and their needs. She also helped coordinate materials management, warehouse, maintenance and other logistical support to achieve the standard that trauma surgeons need to effectively treat trauma patients.

The process of attaining Level II Trauma Center certification also meant that our nurses were required to undergo special training in trauma identification, triage and treatment. All nurses participating in care of trauma patients completed four hours of trauma education related to trauma in their area of specialty, such as OR, ED, ICU and inpatient areas. 100% of our Emergency Department nurses have trauma-specific training.



### NATIONALLY PUBLISHED NURSES

Lori Dugan Brien, DNP, RN, ACNP-BC, and Catherine Tierney, DNP, MS, RN, ACNP-BC, teamed up with two professors from Duke University School of Nursing to author "Implementing a Goal-Directed Therapy Protocol for Fluid Resuscitation in the Cardiovascular Intensive Care Unit" in the Winter 2020 issue of the American Association of Critical Care Nurses' *Advanced Critical Care* journal. Their study of a fluid resuscitation protocol resulted in a reduction in the amount of intravenous fluids administered on the day of surgery. The training simulation increased nurses' knowledge of fluid resuscitation and titration of vasoactive medications. To access the article, visit [AACNJournals.org](http://AACNJournals.org).

### 2020 NURSING RETREAT

Just prior to the national lockdown for the pandemic, nursing leadership held its annual Nursing Strategic Planning Retreat. Nursing leaders reviewed significant statistics and reports including Leapfrog Safety Ratings, NDNQI surveys and results of our New Grad Residency Program. In addition, leaders discussed VHC's mission and vision, and the direction of our shared decision-making initiative. We engaged in a SWOT analysis as part of our continuous improvement efforts, with discussion centering on recruitment of experienced RNs.

### PREPARING FOR THE REAL WORLD OF NURSING

When new nurse graduates join VHC, they are automatically enrolled in a structured, 12-month residency program, which provides ongoing learning and support in a real-world clinical setting. Nurse residents engage in activities, such as monthly meetings with cohorts, small group sessions where they share what is working well and what can be improved, and a resident graduation celebration at year end. The nurse resident program is a primary driver behind VHC's strong retention rate for our new graduates.

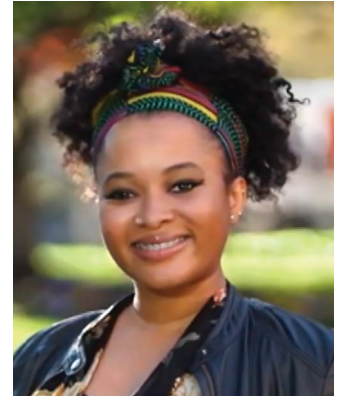


# PEOPLE

## FRIENDS OF NURSING

The Friends of Nursing Fund was created in 1989 and has grown to a nearly \$4 million endowment. This fund enables our nurses to further their education through specialty training, certification programs and advanced degrees. They then bring their new skills back to their teams and patient interactions. In 2020 more than \$250,000 in scholarships and awards were provided through the Friends of Nursing Fund.

In a year unlike any other for VHC nurses, Melody Dickerson, MSN, RN CPHQ, Senior Vice President & Chief Nursing Officer, knew what to do to honor them. She transformed Nurses Week to Nurses Month. In place of our annual Friends of Nursing Awards Ceremony, Dickerson shared weekly video updates throughout May. Each week, she announced the winners of a specific category. In 2020, there were 12 Rising Star, 15 Clinical Excellence, one Leadership and 8 Scholarship winners.



*(L-R) Nancy Bertera, MSN, RN, CPAN-CAPA, recipient of the Nursing Excellence in Leadership Award, and Alexina Leigh, RN, Scholarship recipient.*

Virginia Hospital Center's Nurses Month was a meaningful and memorable way to celebrate our selfless frontline workers.

## 2020 ACHIEVEMENTS

### NDNQI FOR TEACHING HOSPITALS

- VHC exceeded the benchmarks in all nine categories of the NDNQI RN survey:
  - Adequacy of resources and staffing
  - Nurse Manager ability, leadership, and support of nurses
  - Nurse participation in hospital affairs
  - Foundations of Quality nursing care
  - Autonomy
  - RN-to-RN teamwork and collaboration
  - Professional development opportunity
  - Professional development access
  - Inter-professional rollup

### Mean Practice Environment Scale Score:

Sustained performance above comparison group for organizational characteristics supporting professional nursing practice.

### Exceeded Benchmarks for:

- A chief nursing officer equal in power and authority to other top-level hospital executives
- RNs treated with respect and dignity
- Recognized and thanked for what I do in my job
- Rating of influence over my own schedule

### Improved RN Satisfaction

- Nurse Manager ability, leadership and support of nurses
- RN-to-RN teamwork and collaboration
- Adequacy of resources and staffing

### Patient Safety

- Injury Falls per 1,000 patient days - 8 quarters of data performance better than mean in 2020
- Percent of Patient Falls Moderate or Greater Injury - performance better than mean in 2020. Performance trend to top decile.
- Exceeded the benchmark for injury falls per 1,000 patient visits/cases in 2020





## DAISIES ARE ALWAYS IN SEASON AT VHC

The Daisy Award® is an international program that rewards and celebrates the extraordinary compassionate and skillful care given by our nurses every day. Daisy Award winners consistently demonstrate excellence and are recognized as outstanding role models in our nursing community.

### 2020 Daisy Award Winners

Month	Name
Jan.	Kristen Coffey, RN, RNC-OB / Labor & Delivery
Feb.	Allison Kemp, BSN, RN / Nursing Floats
Mar.	Andrea Useem, BSN, RN, CCRN /ICU
April	Evelyn Taylor, BSN, RN / 7A
May	Gladys Wise, LPN / Rehab Unit
June	Allison Kemp, BSN, RN / Nursing Floats
July	Khatera Safi, BSN, RN / 5B
Aug.	Samy Hadgu, BSN, RN / SSU
Sept.	Mary Keeme, BSN, RN / 8A
Oct.	Melissa Leadingham, BSN, RN / 5A and Michelle Henry, BSN, RN / 5A
Nov.	Lisa McKean, BSN, RN / 7B
Dec.	Kristen Coffey, RN, RNC-OB / Labor & Delivery

## CHERRY BLOSSOM AWARDS FOR OUTSTANDING CLINICAL TECHNICIANS

Our Cherry Blossom Award recognizes our outstanding clinical technicians. Nominations for the award can come from patients or their families, co-workers and supervisors.

### Cherry Blossom Award Winners

Nyla Mohammed Brodin / Clinical Technician II / 2W
Tatum Martin / Clinical Technician II / IRC
Delories Wilson / Clinical Technician III / 7B
Jennifer Bonilla Villalobos / Clinical Technician III / 4E
Yitbarek Hailu / Clinical Technician III / 6A
Najat Ahansal / Clinical Technician III / 8A
Jessica Ahmad / Clinical Technician IV / 8B
Shannon Walsh / Clinical Technician IV / ICU
Tawanda Barber / Clinical Technician III / 3W
Kyle Hrabovsky / Clinical Technician III / SSU



## THE SUNSHINE CART BRINGS SMILES

The Sunshine Cart is a way to show some love to our colleagues who have worked so hard to keep us going this year. The Sunshine Cart initiative is driven by VHC employees to bring a smile, a moment of joy and the warmth of appreciation to our direct patient care staff. We initially started with two Sunshine Carts, but the response was so great that we added two more.

Each cart contains a variety of items including fresh fruit and snacks, stress balls and beanie babies. Employees sign up for a Sunshine Shift, load up the cart and visit VHC's units or floors. Carts are sanitized at the beginning and end of the shift and other times as needed. Donations for the Sunshine Cart are from the community and from employees who want to give back.



## ABOUT US

### NEWSWEEK'S BEST MATERNITY CARE HOSPITAL

Virginia Hospital Center was the only Northern Virginia hospital, and among just 231 in the nation, to be named to *Newsweek's* 2020 list of "Best Maternity Care Hospitals." Hospitals earning this recognition have fully met The Leapfrog Group's standards for maternity care. In the face of the new challenges presented by COVID, we are especially appreciative of this recognition for our nurses, physicians and staff efforts to keep our patients and community safe.



### U.S. NEWS RATES VHC #3 IN METRO AREA

The *U.S. News & World Report* 2020-21 Best Hospitals ranked Virginia Hospital Center #3 in the Washington, DC metro area and #8 in Virginia. Our Best Hospitals ranking is not only a notable achievement for this year, but also represents a steady rise in position over the past few years. It is a direct result of hard work and dedication to the principle of putting patients first—a commitment shared by our nurses, physicians and staff.



### NEW STATE-OF-THE-ART NURSING UNIT OPENS

Our new 4<sup>th</sup> floor patient unit and nurses' station opened in August, adding 21 more private rooms that are 30 percent larger. Each patient room has the ability to convert to negative pressure—an important feature when treating patients with highly contagious conditions such as COVID. Prior to construction, nurses evaluated the room set-up, providing valuable feedback about design and functionality for better patient care. The open and accessible unit floor plan also includes a highly visible nurses' station that creates a nurturing environment conducive to healing.

## VIRGINIA HOSPITAL CENTER VITAL STATISTICS 2020

Admissions: <b>22,601</b>	Patient Days: <b>110, 341</b>	Babies Born: <b>4,281</b>	Surgeries: <b>12,813</b>	Emergency Room Visits: <b>51,361</b>
------------------------------	----------------------------------	------------------------------	-----------------------------	---

### BETTER TOGETHER

Virginia Hospital Center's collaborations with these healthcare providers enable our nurses to work with the best in the nation.



Virginia Hospital Center's Level III NICU is managed by board-certified neonatologists from Children's National Health System, again ranked #1 in neonatology in the *U.S. News & World Report* 2020 Best Children's Hospital survey.



Virginia Hospital Center has been carefully evaluated—and is regularly reassessed—for the quality of care, comfort and services provided in order to be recognized as a Premier Partner.



Virginia Hospital Center is part of the Mayo Clinic Care Network—a unique collaboration that connects our physicians with world-renowned Mayo Clinic specialists and resources. Since 2015, we have brought the expertise of Mayo Clinic to our patients and community.

# LEADERSHIP

## PATIENT CARE DIRECTORS

- Michelle Altman, MSN, RN, MBA
- Lynda Ariaban, BSN, RN
- Meghan Bozzelli, BSN, RN, CEN
- MaryAnn Casuga, BSN, RN, CNN
- Kerri Conner, BSN, RN
- Lesley Daigle, MA, RN, JD
- Megan Dunn, MSN, RNC-OB, CNL
- Kristin Gannon, BSN, RNC-NIC
- Anna Ha, MSN, RN, CPN
- Moira Haney, MSN, RN, CCRN
- Antoinette Hudson, BSN, RN, CMSRN
- Maria Jurlano, MS, RN, NEA-BC, CCRN-K
- Dexter McDowell, MSN, RN, BSN, PCCN
- Rachel Redman, DNP, RN, NE-BC
- Janelle Roper, DNP, BSN, RN
- Alyssa Sunga, BSN, RN
- Jennifer Swenson, BSN, RN, CRRN
- Lorraine Waltz, MSN, RN, OCN
- Leslie Wyatt, BSN, RN, MS, CNOR, CRNFA

### Coordinating Council

Provides structural support for the Professional Practice of Nursing and promotes nursing autonomy and serves as the oversight body for the nursing Shared Governance process

### Clinical Practice Council

Defines and develops methods to ensure excellent evidence-based clinical practice

### Education Council

Facilitates the education of staff and patients throughout the organization

### Professional Development Council

Supports and facilitates the development, implementation and evaluation of professional practice at Virginia Hospital Center

### Knowledge and Innovation Council

Supports and enhances evidence-based nursing standards of excellence through performance improvement. Will provide the structure for and guide the process of nursing research

### Nursing Leadership Council

Facilitates the professional practice of nursing through transformational leadership in concert with the mission of Virginia Hospital Center

### Night Shift Council

Supports and facilitates excellence in patient care and teamwork for the interdisciplinary night shift team



## PATIENT CARE SERVICES LEADERSHIP



1. Dorothy Boresky, DNP, MBA, RN, NE-BC, Senior Director of Systems & Special Projects; 2. Dena Carey, BSN, BS, RN/Associate Vice President, Women & Infant Health; 3. Naomi Coppedge, MSN, RN/Associate Vice President, Nursing Operations; 4. Lori Howerton-Burn, MSN, RN/Senior Director of Behavioral Medicine.

5. Nancy Nystrom, PhD, RPh, BCACP, Senior Director of Pharmacy; 6. Taryn Overman, MSN, RN, CEN/Associate Vice President, Emergency & Outpatient Services; 7. Sarita Rhodes-Vivour, MSN, RN, CCRN, NEA-BC/Associate Vice President, Acute Care Services; 8. Lisa Steeves, MSN, RN/Senior Director of Staff Development.

# WASHINGTONIAN'S EXCELLENCE IN NURSING AWARDS A TEAM EFFORT



(Left to Right)  
Loan Nguyen,  
Lorraine Waltz,  
Melody Dickerson,  
Meghan Bozzelli,  
Sally Paris

During the pandemic, nurses have been on the front lines caring for patients, often at personal risk. To honor them, *Washingtonian* magazine asked local physicians, hospitals, colleagues and patients to nominate nurses who went above and beyond in providing care in 2020. The publication reviewed hundreds of nominations from hospitals throughout the metro Washington, DC area to select just 50 winners. Of those recognized, five VHC nurses were honored with Excellence in Nursing Awards.

- **Meghan Bozzelli, BSN, RN, CEN**  
Patient Care Director, Emergency Department
- **Melody Dickerson, MSN, RN, CPHQ**  
Senior Vice President & Chief Nursing Officer
- **Loan Nguyen, BSN, RN**  
Medical Stroke Unit
- **Sally Parris, MSN, RN, COHN**  
Director of Occupational Health
- **Lorraine Waltz, BSN, RN, OCN**  
Patient Care Director, Oncology

Standing shoulder-to-shoulder with these award winners are the approximately 1,000 nurses at VHC. The true story behind the *Washingtonian* story is the team effort and unselfish support all VHC nurses demonstrated throughout the pandemic. "More than ever, everyone should appreciate that our nurses are superheroes," says Mike Silverman, MD, Emergency Department Chairman. "Nurses are the caring face of VHC at the bedside with the patient every day. It takes a special level of compassion, caring and toughness to be a nurse, and even more during a pandemic. They are taking the largest risks and are performing heroically."

At VHC, we believe all our nurses are award winners. That has been proven by their ability to stay positive, resilient and strong during the most challenging of years.

Visit [virginiahospitalcenter.com/careers](https://virginiahospitalcenter.com/careers).

