



2023

NURSING

REPORT



BEING THE **BEST** OF THE **BEST**

# A Message from the Senior Vice President, Hospital Operations & Chief Nursing Officer

Dear Friends and Colleagues,



One word describes nursing at VHC Health: inspiring. At all levels, our team is taking it up a notch in owning their practice and making meaningful changes that are having a direct and positive impact on patients at VHC Health. Throughout 2023, our nurses seized opportunities to progress in the name of providing the highest-quality, compassionate care. For instance, they took on impactful projects, such as clustering care to minimize disruptions to patients and creating new workflows to reduce sepsis mortality.

I'm proud of the growth and leadership opportunities VHC Health offers to all nurses.

We are a strong proponent of succession planning, promoting from within and providing advancement opportunities. Thanks to programs such as Emerging Leaders, Developing Leaders and Pathways, we can look for the best of the best within our own health system. VHC Health provides professional development opportunities for nurses at all levels. It's all about taking initiative. Our commitment to this is evident in our successful application for an Earn While You Learn grant, which allows nurses-in-training to gain firsthand clinical experience.

Working with our highly motivated nursing professionals inspired me to pursue a Doctorate in Nursing Practice in Executive Leadership, which I earned from Baylor University in December. I want to be the best leader that I can be to our nursing team, always learning new things that I can translate into practice to benefit the entire VHC Health organization.

## Notable Achievements in 2023

- We celebrated the grand opening of our \$250 million Outpatient Pavilion, which our nurses were instrumental in helping to design.
- A record number of nurses took the National Database on Nurse Sensitive Indicators (NDNQI) nurse satisfaction survey, which showed we are meeting or exceeding all our benchmarks, many achieving the highest score in the past five years.
- Four of the five Nurse-Sensitive Indicators were at top-quartile performance, and we made improvement in all five.

I want to thank each of you for being the heartbeat of our organization and inspiring greatness every day.

— **Melody Dickerson, DNP, RN, CENP, CPHQ, FACHE**

Senior Vice President, Hospital Operations & Chief Nursing Officer

## AWARDS AND RECOGNITIONS

- Named a top hospital in both Virginia and Washington, DC in the *U.S. News & World Report's* 2023-2024 "Best Hospital" rankings. VHC Health ranked second in Northern Virginia, fourth in the Washington, DC metro region, and fifth in the Commonwealth of Virginia out of 121 hospitals, and it earned recognition for high performance in 11 procedural areas and two adult specialties.
- Received a top ranking in *Newsweek's* World's Best Hospitals for the fourth year in a row. The publication ranks more than 2,800 hospitals in 28 countries, and VHC Health came in at the top 3% of hospitals in the United States.
- Named a 2023 Best Cancer Hospital by *Newsweek*, VHC Health was one of 175 hospitals and just three in the Washington, DC metro region to be included.
- Selected by the Washington Commanders as their official women's health partner.
- Ranked in the top 6% of hospitals in 10 categories by the Women's Choice Award® for Best Hospital.
- Gold Seal of Approval from The Joint Commission for the Total Joint Program.
- Successfully completed Joint Commission surveys for the new Outpatient Pavilion, Stroke, and Trauma Services.
- Received national accreditation by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program.

## REDUCING SEPSIS MORTALITY

By implementing new workflows for identification and treatment of sepsis, VHC Health reduced sepsis mortality by 21%, saving 126 patient lives in less than a year.

After attending the Mayo Clinic Care Network's Leadership Training in Rochester, MN, VHC Health clinical leaders applied lessons learned to a strategic plan for reducing sepsis mortality. A sepsis steering committee was created along with taskforces from the emergency department and acute care inpatient units. The taskforces worked with multidisciplinary frontline clinical staff to create a more streamlined process for identification of sepsis and calling a Code Sepsis. Working in collaboration with the EPIC team, different workflows were tested to alert staff when a patient meets criteria for systemic inflammatory response syndrome (SIRS).

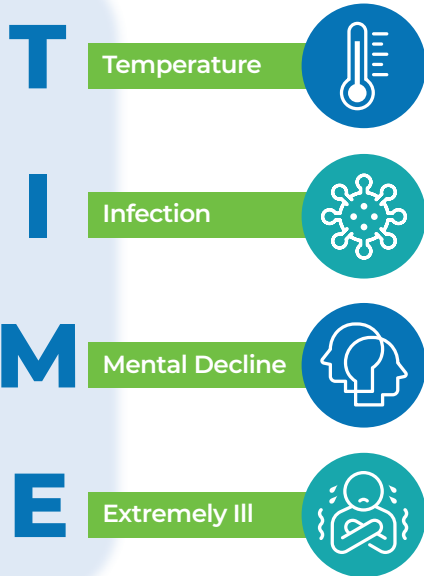
When emergency department medical staff identify patients meeting SIRS criteria, a "Code Sepsis" is initiated, which expedites lab draws, fluid resuscitation and administration of antibiotics. That means patients who are admitted for inpatient treatment are already further ahead in

receiving sepsis care by the time they arrive in the ICU or the floors. Rapid response nurses played a major role in rounding on patients proactively, identifying patients at risk of sepsis early and collaborating with frontline nurses to address concerns for sepsis in the moment. The new processes were put into practice in the first quarter of 2023.

The sepsis improvement project was led by a system-wide multidisciplinary team of executive leaders, clinical leaders and frontline staff throughout VHC Health.

**VHC Health reduced sepsis mortality by 21%, saving 126 patient lives in less than a year.**

### CODE SEPSIS: KNOWING THE SIGNS SAVES LIVES!



## ENHANCING PATIENTS' MOBILITY

VHC Health developed a comprehensive mobility program to enhance patient outcomes. The Activity Measure for Post-Acute Care (AM-PAC) tool provides a standardized assessment to evaluate the mobility and functional status of patients. Using the AM-PAC helps guide interventions to optimize independence and overall quality of life. The program also fosters a common language surrounding mobility initiatives, facilitating seamless communication and collaboration among care teams.

VHC Health recently integrated this tool into our discharge planning process, enabling us to identify patients at risk for pressure injuries and tailor interventions accordingly. Research shows that mobilizing patients leads to shorter hospital stays and overall better outcomes. Sarita Rhodes-Vivour, MSN, RN, CCRN-K, NEA-BC, Associate Vice President, Acute Care Services, and Sandy Austin, OTR/L, Director of Rehabilitation, championed this important initiative.

## 2023 LEADER ROUNDING

Total leader rounding encounters for the year increased in 2023:

**82,873**

### 2023 HCAHPS HIGHLIGHTS

Press Ganey mean scores for 2023:

**Friendliness/courtesy: 94.18**  
of nurses

**Skill of the nurse: 93.66**

**Likelihood to recommend: 91.18**

**Overall rating of care: 92.16**

### 2023 EMPLOYEE ENGAGEMENT SURVEY

Employee engagement scores remained consistent (a significant challenge in the current health-care environment) from 2022 to 2023 with an overall engagement score of 4.18 out of 5, placing VHC Health in the 72nd percentile nationally. This represents year-over-year improvement compared to 2021 at the 59th percentile and 2022 at the 71st percentile.

**92%** of employees find their work meaningful

**90%** of employees reported that VHC Health cares about its patients, and the person they report to treats them with respect

**88%** of employees are proud to work at VHC Health

**88%** of employees reported that VHC Health values employees from different backgrounds

**86%** of employees would recommend VHC Health to family and friends that need care



IS GROWING  
AND THRIVING

## VHC HEALTH'S EXPANSION

### OUTPATIENT PAVILION

VHC Health achieved a major milestone in summer 2023 with completion of the \$250 million state-of-the-art Outpatient Pavilion. The Pavilion consolidates outpatient services, including surgery, imaging, pharmacy, lab, endoscopy, rehabilitation and physician offices in one convenient location to enhance patient care and accessibility. This integration promotes a more seamless and patient-centered healthcare experience, ultimately improving patient outcomes and satisfaction.

"This extraordinary Outpatient Pavilion is world class," said Virginia Governor Glenn Youngkin, keynote speaker at the ribbon-cutting ceremony.

1. *New Outpatient Pavilion*

2. *Light-filled, spacious common areas*

### CHARLOTTE STUMP BENJAMIN CENTER FOR WOMEN'S HEALTH

A centerpiece of the Outpatient Pavilion is 26,000 square feet solely dedicated to women's health. The Center for Women's Health opened in October 2023 and offers a range of services focused solely on women, from prevention to palliative care, including gynecology, breast health, urogynecology and genetic counseling. Primary care, plastic and reconstructive surgery services, women's imaging, cardiology care and other related services are conveniently located on adjacent floors in the Outpatient Pavilion.

"The Outpatient Pavilion separates outpatient care from more acute inpatient care. This is more efficient—patients can come to the Pavilion, get the care they need and get out quickly," said Melody Dickerson, DNP, RN, CENP, CPHQ, FACHE, Senior Vice President, Hospital Operations & Chief Nursing Officer.

3. *Center for Women's Health*

4. *Original art, wood finishes and comfortable seating create a soothing environment*



## ACHIEVING SUCCESS THROUGH SUCCESSION PLANNING

Identifying and developing leaders from within is a priority and strength of nursing at VHC Health. Programs such as Emerging Leaders, Developing Leaders and Pathways give nurses opportunities for professional advancement in all roles at all levels.

### Nurse Leaders on the Move in 2023

Taryn Overman, MSN, RN, CEN, was named Associate Chief Nursing Officer in March. In this role, she oversees some key areas of nursing, helps drive professional practice and leads projects that will benefit all nursing care and delivery. A nurse at VHC Health for 17 years, Taryn has consistently moved through progressive leadership opportunities, including developing the Pathways program and playing a key role in VHC Health's certification as a Level II Trauma Center.

Other notable promotions from within:

- **Duncan Bowling, MSN, RN, CCRN**, was promoted to Senior Director, ICU, CVICU & Step Down Unit. He was a Nursing Connections mentee.
- **Megan Bozzelli, BSN, RN, CEN**, was promoted to Senior Director, Emergency Department.
- **Megan Canote, BSN, RN**, was promoted to Patient Care Director.
- **Meg Cole, MSN, RN, RNC-MNN**, was promoted to Growth Officer, Women's Health Services.
- **Kingsley Kouam, MBA, BSN, RN, CMSRN**, was promoted to Senior Director, Nursing Operations.
- **Lisa Steeves, MSN, RN**, was promoted to System Associate Vice President for Staff Development.
- **Jennifer Swenson, BSN, RN, CRRN**, was promoted to Senior Director, Behavioral & Rehabilitative Services.

### MY WHY



### Sarah Holt, MSN, BSN, RN

Senior Director, Magnet & Special Projects

After 15 years at VHC Health, I am excited daily to take on new challenges. As a Senior Director in Nursing, I am dedicated to empowering nurses, championing efforts that support their well-being and ensuring their stories are told to accrediting bodies and the community of nursing at large.

My career path is based on supporting the community and making an impact in a meaningful way. My family lives in close proximity to the Hospital and, like VHC Health, I care deeply about serving the people around me. I began as a new graduate Labor and Delivery nurse, then was a pre-op nurse in the Outpatient Surgery Center, transitioned to an IT Training Manager, and now oversee a variety of nursing programs, including the Trauma Program and our Magnet designation.

With the support of a scholarship from VHC Health, in 2023, I earned my master's degree in nursing. Every day, VHC Health is making my career goals possible by allowing me to advocate for comprehensive excellence in nursing.



WASHINGTON BUSINESS JOURNAL

## WOMEN

who mean BUSINESS



Melody Dickerson, DNP, RN, CENP, CPHQ, FACHE

## Washington Business Journal Recognizes Melody Dickerson

Melody Dickerson was a finalist for the prestigious *Washington Business Journal's* 2023 Women Who Mean Business award. This highly selective honor recognizes 25 women throughout the Washington, DC metro region who have made a difference in their communities and blaze a trail for others.

As Senior Vice President of Hospital Operations and Chief Nursing Officer at VHC Health, Melody has been a transformational leader to the 1,000 nurses and healthcare services professionals she oversees.

"There is no better individual suited for this recognition than Melody," said Chris Lane, President & CEO, VHC Health. "Her tireless dedication to the VHC Health community, particularly lifting up her team of nurses and other healthcare staff, has been instrumental in creating an environment of care and compassion that VHC Health prides itself on."

"VHC Health is a unique place to work, and leading my incredible team is the highlight of my day, every day. This recognition honors all of us," Melody said.

# SUPPORTING AND RECOGNIZING OUR NURSES



## FRIENDS OF NURSING

Naomi Coppedge, MSN, RN (center), Associate Vice President, Nursing Operations, was recognized for her distinguished 35-year nursing career at VHC Health upon her retirement. Also pictured Friends of Nursing donors Elaine and Eric Kendrick (left); Melody Dickerson, DNP, RN, CENP, CPHQ, FACHE, Senior Vice President, Hospital Operations & Chief Nursing Officer; and Chris Lane, President & CEO, VHC Health.

The VHC Health Foundation Friends of Nursing Fund gives our nurses the opportunity to broaden their education through specialty training, certificate programs and advanced degrees. In 2023, donations to the fund enabled all nursing staff the opportunity to virtually view the Virginia Nurses Association Spring Conference and earn continuing education units for free. Since its founding in 1989, the fund has grown to \$4 million. At the annual Friends of Nursing celebration this year, nearly \$223,000 in scholarships, awards and educational activities were awarded to 32 nurses.

## PAYING TRIBUTE TO THE NIGHT SHIFT

To recognize the staff who are dedicated to the night shift, the Night Shift Council hosted two events:

- In June, the annual health fair for the night shift staff had its best turnout yet, with 100 employees participating. Shout out to Jason Jeans, RN, ICU, who got the word out to everyone working that night, and Cecilia Fernandez, RN, 6B, who got everyone stretching and dancing.
- When daylight-saving time ends and the clocks shift back an hour in November, that means an extra hour of work for the night shift. To thank them, the annual Fall-Back Night Shift Celebration featured a photo booth, massages, popcorn and treats.

## NURSES WEEK

With a theme of “Cultivating Kindness,” 2023 Nurses Week treated all of our team members to five days of celebrating all things nursing in the kindest of ways. Events included themed meals, inspiring speakers, T-shirts for nurses and access to a special relaxation room.



## OUR DAISY BLOOM



The DAISY Award™ recognizes skillful, compassionate nursing. Every month, we receive many nominations from our patients for nurses who have shown outstanding and exemplary care at VHC Health.

### 2023 DAISY Award Winners

- Clarice Balinang, BSN, RN / 4SW
- Gena Chirillo, BSN, RN / 4A
- Elizabeth “Paige” Dempsey / ICU
- Anjila Dhungana, BSN, RN / 4SW
- Alexia Frantzeskakis, BSN, RN / 4A
- Yusufu Kamara, BSN, RN / 8A
- Allison Kemp, BSN, RN / Nursing Floatpool
- Rekeb Mengesha, RN / 5A
- Megan Murphy, BSN, RN / Short Stay Unit and Laura Rocha, BSN, RN / Emergency Department
- Ashtin Parker, BSN, RN / ICU
- Jennifer Smith, BSN, RN / 6B
- Sabitri Tripathi, BSN, RN / 4SW

## CHERRY BLOSSOM AWARDS



Patients, their families, coworkers and supervisors acknowledge clinical technicians who deserve recognition for their extraordinary efforts at VHC Health.

### 2023 Cherry Blossom Award Winners

- Fekerte “Fifi” Alemu, Clinical Technician III / 5A
- Jacqueline “Jackie” Flores-Alfaron, Clinical Technician II / 5B
- Filipinas Moises, Clinical Technician II / SSU
- Mark Panadero, Clinical Technician III / 8B
- Fatima Parker, Clinical Technician / 8B
- Sheena Perry, Clinical Technician II / 6A
- Alvin Pitts, Clinical Technician III / 4A
- Prasansha Rai, Clinical Technician II / 7A
- Saba Tesfayesus, Clinical Technician II / 5A

2023

29.9%

of RNs hold a professional nursing certification

86%

of RNs have a BSN or higher



## APPLE AWARD

New in 2023, the Apple Award recognizes outstanding preceptors at VHC Health. Anyone who takes on the role of a preceptor in any clinical area of the hospital and physician group practices is eligible to be nominated for this award. The Staff Development Team selects one registered nurse and one non-registered nurse winner each quarter. With our nurse residency program accredited by the ANCC (PTAP), it is expected that our nurse residents be trained by high-quality preceptors who are required to go through our Preceptor Course prior to taking on the role. The Apple Award promotes preceptorship at VHC Health and highlights those who go above and beyond for our newest staff members.

Apple Award winners for 2023 are:

- Jon Judy, First Assistant / OR, and Roy Cummings, RN, CNOR / OR (Q3)
- Jennifer Sierra Villalobos, Clinical Technician III / Cath Lab, and Jason Jeans, RN / ICU (Q4)

## LIGHT THE NIGHT

Light the Night, which honors patients with blood cancers, was especially personal this year. On October 30, VHC Health staff came to the Leukemia and Lymphoma Society lighting ceremony on the National Mall to support Team Sunflower, named after the favorite flower of Ketsia Kendall, Patient Care Director, 6B, who was diagnosed with leukemia last year. "We honored not only our coworkers, but the patients we have lost through the years and those who are still struggling to achieve remission," said Lorraine Waltz, MSN, RN, OCN, Patient Care Director, 8A Oncology.



(L-R): 8A Oncology Unit nurses Michelle Humbertson, RN, and Honeylet Ferrer, BSN, RN, OCN

## KUDOS

- Sarah Akers, MSN, RN, CMSRN, OCN, Assistant Patient Care Director, Outpatient Infusion Center, gave a presentation to the Oncology Nursing Society Congress, San Antonio, Texas, on preventing Central Line Blood Stream Infections by cushioning IV lumens and Curocaps.
- Marjan Daneshmand, PharmD, Director, Outpatient Pharmacy, received the Preceptor of the Year award and Kaira Lorenz, PharmD, BCPS, Cardiology Pharmacy Specialist, was named Outstanding Preceptor by the VCU School of Pharmacy.
- Susan O. Koduah, PhD, MSN, RN, OCN, was appointed President, Oncology Nursing Society-NOVA Chapter for 2023.
- Neha Maik, PharmD, MBA, won an award from the Society of Critical Care Medicine for her research study "Comparison of Factor Production for Treatment of Bleeding in Cardiac Surgery."

## ACHIEVING ZERO

In October, the ICU hit a milestone by reaching one year without a central line bloodstream infection. Bravo to Sarita Rhodes-Vivour, MSN, RN, CCRN-K, NEA-BC, Associate Vice President, Acute Care Services, and Duncan Bowling, MSN, RN, CCRN, Senior Director, ICU, CVICU & Step Down Unit, on achieving this important goal.

## 2023 PATIENT SAFETY: NURSE-SENSITIVE CLINICAL OUTCOMES

Performance Better Than Benchmarks for All Four Quarters of 2023:

- Total patient falls per 1,000 patient days
- Unassisted patient falls per 1,000 patient days
- Injury falls per 1,000 patient visits/cases
- Total patient falls per 1,000 patient visits/cases
- Unassisted falls per 1,000 patient visits/cases
- Total assault on nursing personnel rate

## 2023 RN SURVEY HIGHLIGHTS

Record Number of RN Responses in 2023!

VHC Health Exceeded the Benchmarks in the Following Categories of the Annual RN Survey:

- Adequacy of staffing and resource adequacy
- Autonomy
- Foundation for quality of care
- Nurse participation in hospital affairs
- Interprofessional relationships
- Nurse manager ability, leadership and support of nurses
- Professional development access
- RN-RN interaction
- Job enjoyment
- RNs on our unit are enthusiastic about our work almost every day
- RNs have career development opportunities on our unit
- RNs on our unit have opportunities for career advancement
- RNs on our unit have support for pursuing nursing degrees

# SHARED DECISION-MAKING AND PROFESSIONAL DEVELOPMENT



(L-R): Melody Dickerson, DNP, RN, CENP, CPHQ, FACHE, Senior Vice President, Hospital Operations & Chief Nursing Officer; Jennifer Swenson, BSN, RN, CRRN, Senior Director, Behavioral & Rehabilitative Services; Wanda Durvasula, BSN, RN, Assistant Patient Care Director II, Emergency Department; Sarah Holt, MSN, BSN, RN, Senior Director, Magnet & Special Projects; John Harden, RN, CCRN, ICU; Tinesha Mitchell, BSN, RN, CCRN, Staff Development; Julie Pierce Mortimer, MS, BSN, RN, Magnet Coordinator; Alex Adamonis, Patient Care Director, 4A; Tammy Nguyen, BSN, RN, RNC-MNN; Marie Hannah, RN, Assistant Patient Care Director II, IRC; Merly Barahona, BSN, RN, CNOR, OR; Jamie Alberto Evidente, BSN, RN, Interim Patient Care Director, IRC; and Ashley Hall, BSN, RN, PCCN.

A group of VHC Health nurses joined 1,400 others from around the world at the ANCC Magnet Conference in Chicago in October. They all brought back important lessons learned which they can apply to provide better care.

## EARN WHILE YOU LEARN PROGRAM WITH MARYMOUNT

Earn While You Learn (EWYL) is an innovative model for nursing clinical education developed by the Virginia Taskforce on Innovation, which is comprised of nursing leaders from across the state. The taskforce recognized that in Virginia, there was high demand for qualified nurses and the schools graduating non-practice ready nurses, which places a burden on hospitals. The goals of the EWYL initiative include accelerating the development of practice-ready nurse graduates while creating a hiring pipeline. The model combines undergraduate clinical placement, paid employment and increased support during the clinical practice. Grant funding was set aside at the state level to support these state-wide initiatives.

Through a collaborative partnership with Marymount University, EWYL enables VHC Health to hire nursing students as nurse apprentices, who are matched with bedside mentors and spend a set number of clinical hours each semester working side by side to learn while earning clinical hours for school. These students also participate in a monthly support group provided by Lisa Steeves, MSN, RN, System Associate Vice President for Staff Development, VHC Health, and Terri Gaffney, PhD, MPA, RN, CNE, Assistant Professor, Malek School of Nursing, Marymount, that offers guidance on clinical, academic and life issues. Initial data shows that students who participated in the EWYL program demonstrate an increase in both competence and confidence over students who did not participate in a program. This model has the potential to deliver more practice-ready nurses upon graduation.

***“The Earn While You Learn program has given me an amazing opportunity to learn necessary nursing skills from an actual nurse, while also receiving a great wage to pay for tuition.”***

— David Burdick, Nurse Apprentice

## CLUSTERING CARE

Ashley Hall, BSN, RN, PCCN on 8B, spearheaded a project to decrease how often nurses disrupt patients' sleep to administer medication. More interruptions to sleep mean greater risk for negative patient outcomes and poor HCAHPS Environment scores for quiet overnight stays. With support from Rachel Otsuka, BSN, RN, CCRN; Jessica Byrd, RN, CEN; and a multidisciplinary team including pharmacy and informatics staff, Ashley worked to implement clustering care hospital wide.

In May, nurses began dispensing medication an hour earlier at 9:00 am and 9:00 pm. This schedule better simulates the sleep/wake cycle, while still appropriately spacing out doses. At the same time, nurses also check vitals and make other assessments, minimizing the number of patient interruptions.

“We undertook this project because the nursing staff felt it was hard to cluster care and that the first medication passes and assessments needed to be streamlined,” Ashley said. “Evidence-based research shows that clustering nursing care can minimize hospital-acquired infections in patients, increase nurse satisfaction and decrease burnout.”



VHC Health's Nursing Connections program is on track to meet its goals of providing opportunities for professional development and exploring mentorship at all levels. In 2023, the program completed its first year, graduating two groups of cohorts.



The Nursing Connections Council is analyzing data to assess the impact the program is having on retention, engagement and promotions. Thus far, the data is in for the first cohort which showed an 89% retention rate one year after starting the program and 13% of participants received a promotion.

To be eligible for Nursing Connections, nurses must have an active nursing license and can work in any capacity at VHC Health. Based on their application and goals, nurses are paired with mentors who provide feedback and guidance during the eight-month program. Nursing Connections Council members are: Alyssa Sunga, BSN, RN, Chair; Corey Combs, MSN, RNC-MNN, Co-Chair; Julie Pierce Mortimer, MS, BSN, RN, Magnet Coordinator; with advisers Megan Canote, BSN, RN, and Taryn Overman, MSN, RN, CEN, Associate Chief Nursing Officer.

The number of submissions to VHC Health's Pathways for Nursing Excellence program continued to climb in 2023, increasing from 28 in 2022 and now 70 in 2023. All applicants, representing a variety of care areas in the hospital, became Pathways nurses.



Pathways is an evidence-based professional advancement program for registered nurses that reinforces Magnet principles of exemplary professional practice and structural empowerment, while also promoting board certification in practice specialties. In 2023, we made changes to facilitate nurses' ability to achieve this goal. They now have three years—up from two—to earn 100 points through community service, self-care and conferences, and create and present a portfolio demonstrating that they have met the program's requirements to a panel of nurse leaders and peers. Additionally, nurses have more ways to collect points, opportunities for a dedicated time and place to work on their portfolios, and access to free certification prep courses through HealthStream.

"Pathways was a great way for me to reflect on my growth as a nurse and give myself credit for everything I have done and accomplished," said Rachel Otsuka, BSN, RN, CCRN, Inpatient Rehabilitation Center.

## GIVING BACK TO OUR COMMUNITY

### YES WE CAN!

In just six weeks, VHC Health collected more than 6,000 canned food items to benefit the Arlington Food Assistance Center (AFAC). Laura Spaner, BSN, RN, PCCN, Assistant Patient Care Director; Kristel Caperal, BSN, RN; and Joanna Malvar, MSN, RN, Assistant Patient Care Director II, led this highly successful campaign through the Assistant Patient Care Directors Council.



YES We Can Annual Food Drive

### SOCK HOP

The Sock Hop collected 13,090 pairs of socks for donation to Doorways, a nonprofit that provides shelter and support to survivors of domestic violence and sexual assault, and assists families experiencing homelessness. A special thanks to the Professional Development Council and to event chairs Joanna Malvar, MSN, RN, and Lisa McKean, BSN, RN; and advisers Taryn Overman, MSN, RN, CEN, Associate Chief Nursing Officer; and Michelle Altman, MBA, MSN, RN, Patient Care Director.



Annual Sock Hop Drive

### BACKPACK DRIVE

Jean Manansala, RN, BSN, MBA, Assistant Patient Care Director, led the third annual back-to-school backpack drive, hosted by the Professional Development Council. The 788 backpacks we collected were given to children at VHC Health Pediatrics.



# About VHC Health



## 2023 VITAL STATISTICS



**4,260**  
Deliveries



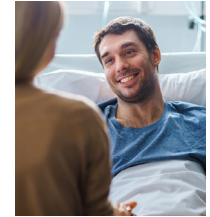
**17,797**  
Surgeries  
Inpatient  
& Outpatient



**23,443**  
Admissions  
Admissions  
& Observation:  
36,651



**67,853**  
Emergency  
Room  
Visits



**118,082**  
Patient Days  
Patient Days  
& Observation:  
136,423

## AN EXTRAORDINARY CAREER

**N**aomi Coppedge, MSN, RN, began her career at VHC Health (then Arlington Hospital) in 1988 as a clinical tech and soon graduated from nursing school to become a nurse in the Intensive Care Unit (ICU) in 1989. She also worked in the cardiac catheterization lab and the cardiovascular intensive care unit. Naomi returned to the ICU to start her leadership career as an Assistant Patient Care Director and was later promoted to Director of our first Intermediate Care Unit. In 2006, Naomi became Associate Vice President of the then brand-new inpatient tower and continued to grow as a leader until her retirement in May 2023. Naomi's career was dedicated to her team and providing the best possible patient care. Her favorite part of working at VHC Health was the people and how hard everyone worked to take care of the patient and ensure the highest-quality outcomes were achieved. "We always work hard to make it happen and achieve outstanding results. If we had a challenge, we all worked together to overcome it and get the job done," Naomi said.



For Taryn Overman, MSN, RN, CEN, Associate Chief Nursing Officer, "Naomi was always a mentor to me as a new leader and helped me understand hospital operations. She supported me and gave me the hard advice, but also encouraged me to think outside the box and maintain a strict focus on patient outcomes and consistency. I am thankful to have had the opportunity to work alongside Naomi."

## PARTNERSHIPS SUPPORT VHC HEALTH

VHC Health is proud to partner with nationally recognized healthcare providers that enhance our ability to provide world-class care right here in our community.



VHC Health has been part of the Mayo Clinic Care Network since 2015 in a unique collaboration that connects our physicians with renown Mayo Clinic specialists and resources and makes next-level care available next door.



## Children's National.

Board-certified neonatologists from Children's National Hospital, consistently ranked among the top five children's hospitals by the *U.S. News & World Report* Best Children's Hospitals Survey, manage our Level III NICU.



Our recognition as a Premier Partner requires careful evaluation and regular assessment of quality of care, comfort and services.



## PATIENT CARE DIRECTORS

Alex Adamonis, BSN, RN  
 Katie Buckler, BSN, RN, CEN  
 Jessica Byrd, BSN, RN, CEN  
 Megan Canote, BSN, RNC-OB  
 Lynda Capino, BSN, RN, PCCN, RN-BC  
 Mary Ann Casuga, BSN, RN, CNN  
 Kerri Conner, BSN, RN

Deborah Craddock, BSN, RN, CGRN  
 Randi Dibucci, BSN, RN  
 Megan Dunn, MSN, RN, RNC-OB, CNL  
 Jaime Alberto Evidente, BSN, RN  
 James Fortney, BSN, RN  
 Hannah Fraley, BSN, RN  
 Kristin Gannon, BSN, RN, RNC-NIC  
 Anna Ha, BSN, RN, CPN  
 Antoinette Hudson, MSN, RN, CMSRN

Ashley Jones, BSN, RN  
 Cheniquea Key, BSN, RN  
 Christine Lurie, MSN, RN, RNC-MNN  
 Kelly Miller, BSN, RN, CAPA  
 Niama Roland, BSN, RN, CPAN  
 Shelly Smith, BSN, RN  
 Lorraine Waltz, MSN, RN, OCN  
 Carine Wawa, MSN, MBA, RN, RN-BC

## NURSING & OPERATIONS CABINET



1. Sandy Austin, OTR/L, Director of Rehabilitation; 2. Duncan Bowling, MSN, RN, CCRN, Senior Director, ICU, CVICU & Step Down Unit; 3. Meghan Bozzelli, MSN, RN, CEN, Senior Director, Emergency & Outpatient Services; 4. Dena Carey, BSN, BS, RN, Associate Vice President, Women & Infant Health; 5. Noel Carr, MBA, Senior Director, Nursing Finance; 6. Dan Greenberg, MBS, MS, CLSGB, Associate Vice President, Perioperative Services & Cath Lab; 7. Sarah Holt, MSN, BS, RN, Senior Director, Special Projects & Magnet; 8. Val Keyi, MBA, MT(ASCP), Administrative Director, Pathology; 9. Dona King, MS, RT(T), Administrative Director, Hitt Family Cancer Center; 10. Kingsley Koam, MBA, BSN, RN, CMSRN, Senior Director, Nursing Operations; 11. Nancy Nystrom, PhD, RPh, BCACP, Senior Director, Pharmacy; 12. Taryn Overman, MSN, RN, CEN, Associate Chief Nursing Officer; 13. Sarita Rhodes-Vivour, MSN, RN, CCRN, Associate Vice President, Acute Care Services; 14. Cristina Salinas, MSN, CNOR, Senior Director, Outpatient Pavilion Perioperative Services; 15. Jeff Sapolsky, MBA, CPHQ, Administrative Director, Diagnostic Imaging; 16. Lisa Steeves, MSN, RN, System Associate Vice President, Staff Development; 17. Jennifer Swenson, BSN, RN, CRRN, Senior Director, Behavioral & Rehabilitative Services; 18. Lisa Tobin, MSN, RN, Senior Director, Inpatient Perioperative Services & COPS.



## NURSING AT VHC HEALTH

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