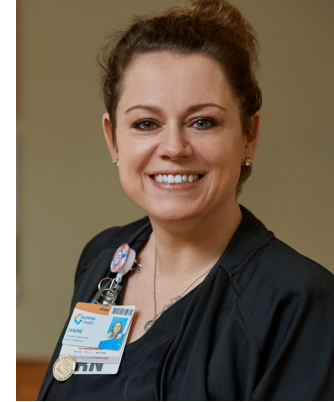


# Nurses Make a Difference









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## 2021 Brought a New Nursing Executive Leader for Summa Health

Summa Health is joining a growing trend across the country to have a senior vice president and chief nurse executive at the system level to increase the collaboration of nursing personnel and improve transitions of care, and overall patient, clinician, and organizational outcomes. We are so grateful to the Summa Health board, CEO, and executive leadership team (ELT) for recognizing and supporting the importance of having a senior nursing executive as part of the ELT. As many are aware, nursing is the largest workforce across the system, and this workforce having a voice at the highest level of the organization is impactful.

I am humbled to be serving as the inaugural senior vice president and chief nurse executive and honored to be working alongside each of you as we embrace our Summa Commitments. In just a few months, I have had the privilege to meet many of you and learn about your unique role in providing evidence-based care for our Summa Health community’s patients, families, and significant others. I have been extremely impressed with the unwavering dedication and persistent strength that I have observed from our nursing staff. It is visible that, for a Summa nurse, coming to work is more than just a job. Even more than a career, it is about your willingness to serve others and the relationships you build along the way.

There are numerous challenges ahead of us as we move from a pandemic to an endemic and continue to recruit and retain our talented nurses. Moving forward, our vision is to elevate our professional nursing practice embodied within the Summa Commitments, always striving to improve. Healthcare complexity requires convergent care – where all healthcare stakeholders work together to achieve optimal health outcomes. Using an evidence-informed theory, nursing practice is transformed through teamwork and Interprofessional collaborations. In the next year, we will create a first-ever Nursing Strategic Plan to guide nursing practice across the system to provide a roadmap to provide all-inclusive care, interprofessional collaboration, person-centered care, and self-care for healthcare professionals and patients. With that in mind, we are building a Center for Clinical Inquiry, an infrastructure to assist with answering staff questions or concerns through the revitalization of our practice councils, where frontline staff develops their practices and processes based on evidence. Additionally, throughout this upcoming year, I look forward to working with each of you as we implement our own instance of Epic Foundations, to ease some of the documentation burdens of best practices through improved workflows.

I am personally grateful for each of you and the difference you make in the lives of your colleagues and our patients, families, and significant others. I look forward to the future of nursing practice at Summa Health.



*Penelope J. Gorsuch*

**Penelope Gorsuch, DNP, RN, NEA-BC, FACHE, USAF Col (retired)**  
*Senior Vice President and Chief Nurse Executive*

## Nurses Make a Difference Celebrating the Nursing Heroes of Summa Health

**Nurses make a difference in the lives of patients.** Nurses are committed to caring for all patients – whether it is someone they see once a year during a wellness exam or a patient they support daily within the hospital. Oftentimes, nurses meet and care for these patients when they're at their most fragile state. Patients typically have more questions than answers and look to our nurses as their loyal advocates, confidants and interpreters.

**Nurses make a difference in the lives of patient families.** A nurse's care and support goes far beyond just patients. Summa Health nurses also support families, friends and loved ones by making sure they are seen and heard. Understanding the heart-wrenching pain of watching a loved one go through such a difficult time, our nursing heroes stand by to answer questions, offer resources and provide ongoing support both day and night.

**Nurses make a difference in the lives of their colleagues.** The need for compassion and respect also extends to fellow nurses and staff. Healthy relationships among our Summa Health nurses and their colleagues help ensure more efficient, effective problem solving and coordinated patient care. Strong collaboration also sets the foundation for a more supportive, cohesive environment where team members are motivated to further develop skills within their practice.

**Nurses make a difference in our community.** What's more, Summa Health nurses proudly serve as engaged community members. They collaborate with agencies to address social and environmental health issues. They serve on local boards and commissions, and they coordinate fundraising efforts for health-related causes. Our nurses think outside the "hospital and clinical box" to generously extend their skills to community-oriented endeavors, big and small.

The extraordinary difference Summa Health nurses make has been especially evident over the past year. While nurses historically bring compassionate, competent care to disaster response, the COVID-19 crisis has challenged them to provide it when the very nature of their work puts them at increased risk. During this time of uncertainty, Summa Health nurses have continued to put the needs of others first. They have sacrificed time away from their loved ones. They have risked exposure to care for patients, as well as each other. They also have served wherever and however they have been needed, from the COVID units to surgical suites and testing sites.

Please join us in thanking these genuine heroes for their exceptional care and compassion. Nurses are vital to the Summa Health mission. We would not be whole without the talent and unique gifts they bring to our organization.

**Nurses, you make the difference.**



*Lorie Rhine*

**Lorie Rhine, MSN, RN, NE-BC**  
Vice President and Chief Nursing Officer  
Summa Health System – Akron and  
St. Thomas Campuses



*T.J. DeAngelis*

**T.J. DeAngelis, MBA, BSN, RN, NE-BC**  
Vice President and Chief Nursing Officer  
Summa Health System – Barberton Campus and  
Wadsworth-Rittman Medical Center

## Our Nurses MAKE A DIFFERENCE EVERY DAY

Summa Health congratulates our **2021 Cameos of Caring** awardees, who were selected by their peers and leaders, for their dedication to the delivery of compassionate, high-quality patient care.



**Amanda Adorni, BSN, RN, SCRNP**  
3 West  
Neurology/Telemetry Unit  
Akron Campus



**Shelby Berdella, RN**  
Outpatient Oncology  
Akron Campus



# COVID Care Continues...

## COVID-19 Response

### Impact of ICU Incident Command System

Through early 2021, Summa Health extended the ICU Incident Command System, which was established in March 2020 in response to a projected a surge of patients who would require ICU level of care due to complications of the emerging COVID-19 virus. The system provides guidance for how to organize assets to respond to an incident and processes to manage the response through its successive stages. Led by Dr. Richard George, Trauma Medical Director, Summa Health’s team included Kyle Anderson MSN, RN, CCRN, NE-BC, MICU/SICU Unit Director, as Operations Section Chief and Kylene Mesaros MSN, APRN, ACCNS-AG, CCRN, Clinical Nurse Specialist, as Planning Section Chief. Other nursing participants included Brenda Kovacik MSN, RN, CCRN, NE-BC; Marty Muckley, MSN, RN; Dawn Troup MSN, APRN, ACCNS-AG, CCRN; Elizabeth Protain MSN, RN, CCRN-K; and Kelly Glendon MBA, BSN, RN, CNOR, among many others.

Interprofessional collaboration was key to the Summa Health Incident Command System’s success. Determining appropriate supplies, medications, and process for intubation of COVID+ patients required collaborative representation from physicians, respiratory therapy, nursing, infectious disease, pharmacy, distribution, and purchasing. Promoting and enforcing enhanced communication with the patient’s family members via alternative platforms also required collaborative representation from nursing, physicians, information technology and quality/data analysts. Some of its many other accomplishments included:

- Assessing inventory and allocation of equipment/supplies
- Evaluating pharmacological treatments for acute respiratory distress syndrome and COVID-19
- Creating a reference guide on Summa’s intranet for all critical care resources and documents
- Creating a COVID-19 Critical Care Procedure Manual
- Facilitate emergency privileges and education to non-ICU providers for ventilator management



The work of the ICU Incident Command System supported the Summa Health Nursing Professional Practice Model by incorporating leadership, knowledge and evidence-based practice, and the mission and values into advocacy and the interdisciplinary care team – in order to Care Beyond for our patients, nurses, families and community.

The final meeting of the ICU Incident Command System was held on March 3, 2021, when the decision was made to transition operational decision-making back to pre-pandemic processes. It was operational for nearly one year.

### Re-Deployment of Surgical Services Nurses

As surges in COVID-19 cases continued to strain Summa Health and the healthcare industry in general, hospital and nursing leadership evaluated ways to address resource limitations, such as available hospital space, staffing and supplies. One of the solutions involved temporarily re-deploying nurses from surgical services, whose volume had been reduced, to more hard-hit inpatient areas of the hospital.

“We had to reduce capacity in surgery due to inpatient bed constraints,” explains Glendon, who serves as Unit Director, Operating Room. “So with that reduction, we had some availability within our teams.”

While re-deploying to a new area wasn’t easy, surgical services staff rose to the challenge and served on the inpatient floors where they could provide the most help – sometimes for months at a time. “Even after the surges, surgical services continued to experience some ebbs and flows. If we had a reduced volume and didn’t need all the staff on a given day, we would call the nursing supervisors and offer support in others settings,” recalls Glendon. “Every single one of our team members at one point ended up working outside of the operating room and assisting on the floor.”

While the Summa Health surgical services nursing staff has since returned to a routine workflow, their efforts during the COVID surges have not been forgotten. “Our nursing staff found ways to really support the entire institution by transitioning roles temporarily to assist with the crisis,” says Glendon. “I cannot say enough about what they did to step up for the system.”

“If we knew that the COVID crisis was coming again and we had to treat it here in Akron at the hospital, I don’t think I would change my experience. I’m so glad we did it together.”



Summa Health nursing staff enjoying the leadership snack cart rounding on Barberton Campus.

## COVID-19 Well-Being Initiatives

Throughout 2021, COVID-19 care extended beyond Summa Health patients. Nursing leadership recognized the need to provide care for the frontline caregivers, whose physical and psychological health was being affected as well. As a result of the pandemic, COVID nurses were experiencing physical and emotional distress such as fear, anxiety, depression and stress, which can lead to burnout.

“The staff on the COVID floors was pretty isolated,” says Akron Campus 4 West Unit Director Cheryl Watson, BSN, RN, NE-BC. “All meetings were even online, so you didn’t go anywhere.”

To help promote the well-being of the COVID staff, Summa Health nursing leadership developed a series of COVID-19 well-being initiatives at both the Akron and Barberton Campuses. These initiatives included:

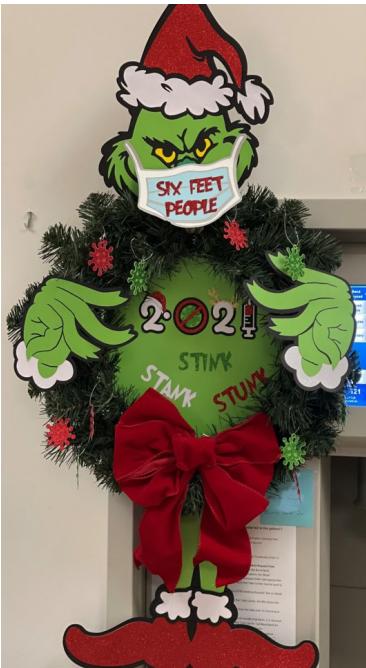
- Nursing leadership rounding with snack carts to help nurses re-group and re-charge
- Inspirational quotes and messages through email
- Cathartic events like “Fun February” with tropical décor, a Cinco de Mayo activity with piñatas and a holiday wreath competition
- Summa Health behavioral specialists providing complementary professional services
- Requests for Code Lavender, a crisis intervention tool, during high-stress days

“When Lorie [Rhine] and Brenda [Kovacik] came by with the snack cart, it offered a way for us to connect to the outside world,” says Watson. “They were just very kind to make sure that they took a moment to thank us.”

Tiffany Dillon, MSN, RN, CMSRN, NE-BC, Barberton Campus 4 South Unit Director, agrees. “The hospital was running at max capacity and the nurses were having a hard time getting away for a break, even just to take a drink or have a snack. So our nursing leadership – TJ [DeAngelis] and our unit directors – would do weekly rounds with snack carts. All the leaders went to every unit together, which I thought was nice. Our nurses were not seeing just one person, but a unified group of leaders.”

While the snack carts helped address physical needs, the Summa Health behavioral health team assisted in supporting the more psychological initiatives. “Dr. Banyasz came to our floor several times just to talk with us about what we were feeling and how we were doing,” shares Watson. “We learned a lot about ourselves and each other. It was just good to hear that we were all experiencing somewhat of the same thing – nobody had really talked about it before.”

While the COVID pandemic has brought many challenges, Summa Health nurses continue to look for the positive. “During that time, we became so close. And we’re still close,” continues Watson. “If we knew that the COVID crisis was coming again and we had to treat it here in Akron at the hospital, I don’t think I would change my experience. I’m so glad we did it together.”



Two holiday wreath competition winners (top: Barberton Campus, OR; bottom: Akron Campus, 4W)



# EMS Offloading

## Initiative to Decrease EMS Wait Time and Improve Satisfaction



With the help of paramedics, Summa’s EMS offloading initiative has improved patient care in the emergency department.

Ambulance offload delay refers to the inability to transfer care of a patient from emergency medical services (EMS) to hospital staff due to a busy or overcrowded emergency department (ED).

The volume of EMS traffic into Summa Health accounts for approximately 28% of yearly visits, receiving EMS patients from more than 80 departments across five counties. With approximately 60 EMS visits per day, this delay has created a ripple effect impacting services available to the communities. Hospital wait time for EMS staff creates an inability to respond to community 911 calls causing an increase use of on-call, mutual aid, and overtime for local EMS/fire departments. More importantly, EMS offload delay results in a delay of patient care and treatment. It also can create congested hallways, which impacts patient comfort, privacy and overall experience.

In early 2021, as COVID volumes increased and healthcare staff decreased, Summa Health’s throughput was affected.

This was amplified by high patient acuity and longer hospital stays. The ED began seeing a higher number of boarded patients, which intensified with walk-in and EMS volumes increasing.

The nursing-led ED Capacity and Operations Committee was formed to explore potential solutions. One identified work stream was EMS offload. Literature review discovered a 2006 article by Valley Hospital Emergency Department, who implemented an EMS offload initiative known as EM Express. Based on this article, a similar offload program was presented to the Summa Health ED Capacity Committee. The committee approved the program and a multi-disciplinary group began developing an implementation plan to include job description, education, competency and hours of operations.

Implementation of the paramedic offload position required an update to the current paramedic job description, which matched the Ohio Paramedic Scope of Practice.

“Our trained paramedics and offload medics can now jump in and help cover the team while the RN is caring for other patients. It’s helped take some of the burden off of nursing. We appreciate them so much.”

Director of Professional Practice and Magnet Program Christine Benson, MSN, RN, NPD-BC and ED RN Educator Allison Angell MSN, RN completed a review and update of Summa Health policy/procedure to ensure inclusion of the paramedic role and their new responsibilities. Collaboration within Summa Health pharmacy department included review and approval of a medication administration list. Current and new paramedics were educated on the policy/procedure and expanded responsibilities. They also attended proctored examinations and demonstrated competency via skills check off with nursing and respiratory staff.

“The education module goes over all the medications the EMS staff is approved to give or monitor with regards to pharmacokinetics and side effects, as well as what to look for,” explains Angell. “It involves a lot of classwork and a proctored exam.”

“When the medics come back to the unit after they take those classes, they need to do a supervised medication pass with an RN – almost like a nursing student,” adds Nancy Donel, MBA/MHA, BSN, NE-BC, Emergency Department Unit Director. “The RN goes with the medic as they administer everything and then they cosign the documentation.”

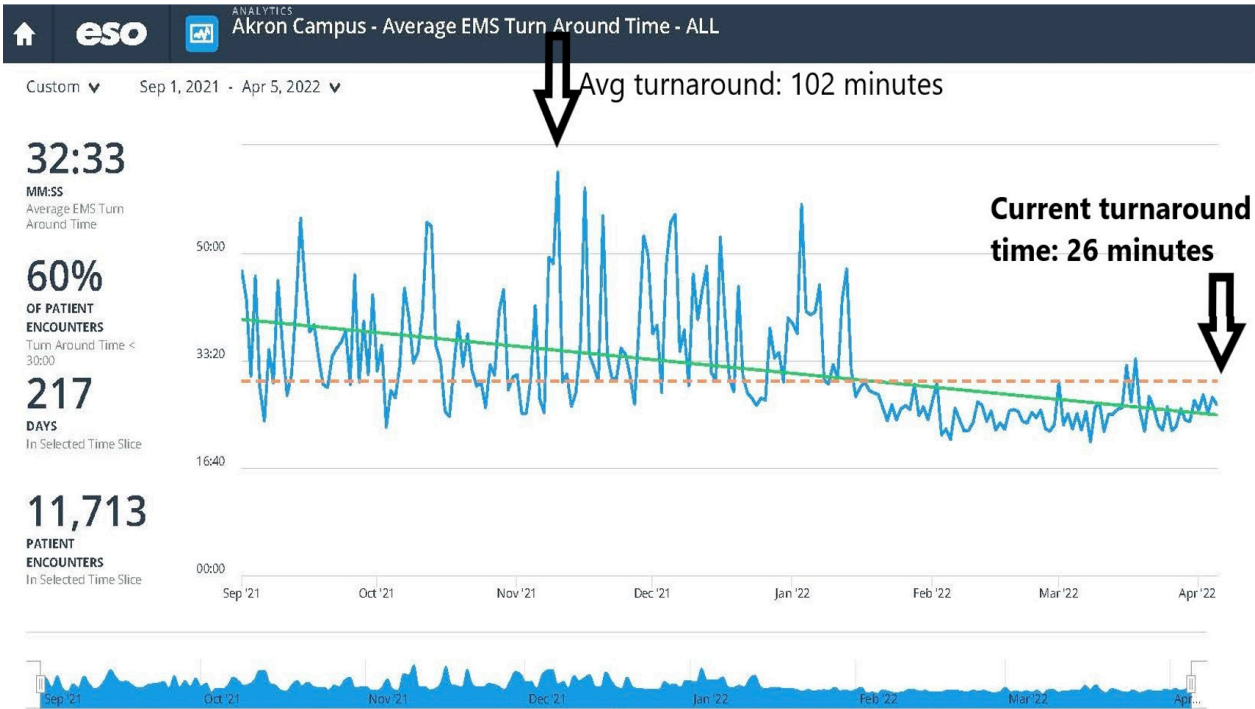
In August 2021, identification of patient offload areas and hours of operation were established. Target hours of operation were based on peak EMS traffic data, 11 a.m. to 1 a.m. Monday through Friday. In December of 2021, the COVID surge and continued staffing issues greatly

affected EMS turnaround time. These worsening delays continued to impact the community services provided by area departments and required reevaluation of Summa Health’s offload program. In response to increase need, the program was expanded to cover 24 hours a day, seven days a week. Summa Health currently has six full-time, three part-time and three per-diem offload paramedics for the Akron Campus.

The success of the Summa Health System – Akron Campus EMS offloading program has proven to be an integral part of operation. Offload paramedics have successfully helped our EMS turnaround times drop from an average high of 102 minutes to an average of 26 minutes. “If we don’t have 24-hour coverage, I’ll get a phone call or text asking if I can find an offload medic to work,” says Director of EMS-Paramedic Education Brian Tritchler, MBA, BSN, RN, EMT-P. “They’ve really become a valuable part of the department.”

A similar offload program for the Barberton Campus, launched August 1, 2022, with two full-time and one part-time paramedics to assist the ED during the peak hours of 11 a.m. to 11 p.m., seven days a week.

The EMS offload program has increased the satisfaction of our local EMS/fire services, as well as the nurses who work in our EDs. “Our trained paramedics and offload medics can now jump in and help cover the team while the RN is caring for other patients,” says Donel. “It’s helped take some of the burden off of nursing. We appreciate them so much.”





# Surviving Sepsis

Sepsis is a potentially life-threatening condition when the body's extreme response to an infection damages its tissues. When the infection-fighting processes turn on the body, septic shock can occur, where organs begin to function poorly and may start to fail. Bacterial infections cause most cases of sepsis. Sepsis also can be a result of fungal, parasitic, and viral infections including COVID and the flu.

Severe sepsis and septic shock are considered a medical emergency by the Center for Disease Control with millions of Americans affected yearly. While one in four individuals die from the syndrome, survivors can suffer long-term complications or even permanent disability. Similar to acute myocardial infarction or stroke, research has indicated that the speed of appropriate interventions administered during the initial and most critical hours after presentation greatly influences and improves outcomes.

Program Implementation

Summa Health aspires to be the leading sepsis care health system in Northeast Ohio. By incorporating national guidelines and evidence-based care into our treatment plans, Summa Health aims for the best outcomes for our septic patient population.

To assist in this mission, Summa Health formally implemented a sepsis program in January 2021. Under the guidance of a system-wide sepsis multi-disciplinary committee, the sepsis team developed a program charter that integrated prior work performed by the ICU, ED and Quality departments. Milestones of the action plan include developing the sepsis program infrastructure, providing staff awareness education, and creating a stronger inpatient sepsis identification and management process. While there are many other projects underway, the ultimate goal is obtaining sepsis certification from The Joint Commission, hopefully in 2023.

Education and Training

A nursing pathway with Epic "Best Practice Alerts" was piloted in the three ICUs and on two patient units (4N and 6W) on the Akron Campus. Education was provided through HealthStream, the Summa Health learning management system, as well as one-to-one in-person training and informational materials such as pocket cards, screensavers and emails.

Results of the pilot showed the need for further improvement, including a better way to screen and identify potentially septic patients. Additional analysis identified handoff as a major contributor for repeat lactate bundle fall-out. Therefore, the sepsis team created a "Sepsis Alert Checklist" to serve as a visual reminder to complete required sepsis bundle interventions within

the required time frames. The checklist was piloted in ED and Critical Care. Final analysis revealed that in cases where the checklist was used, bundle compliance showed statistically significant improvement. The goal for 2022 is to build the checklist into our new instance of Epic.

Multi-Discipline Approach

The Summa Health Sepsis Program, led by dedicated Program Coordinator Michelle Evans, MSN, RN, APRN, NP-C, involves the participation of a diverse and engaged team of healthcare professionals and clinical champions. This multi-disciplined approach ensures coordinated high-quality care, as well as improves patient outcomes, staff satisfaction and sepsis bundle compliance.

"There is a lot of collaboration that goes across disciplines. We have four physician champions that are very supportive," says Evans. "They help not only with our providers, but also with our nursing team."

Today's program benefits from a strong network of support, reinforcing accountability among staff. Evans, the sepsis program coordinator, performs audits of patient charts when a sepsis diagnosis is present. These charts are evaluated for total compliance, including the repeat lactate, and for use of the sepsis checklist. Providers and nursing staff receive emails outlining fallouts, or if the case passes, congratulatory emails. Leadership, including the physician sepsis champions and core sepsis team, the unit director of the specific area, and senior nursing leadership (as applies) are copied in the email. Evans also provides updates at least weekly during ED Nursing huddles and at various meetings (ED and ICU Departmental meetings, the Sepsis Committee, the Nurse Practice Council, and the Quality Council). During these meetings, Evans reports progress and presents outcomes with a focus on what is being done well, and what could be improved upon.

Future of Program

Since 2021, "Severe Sepsis/Severe Sepsis with Shock" mortality at Summa Health has decreased, with "Present on Admission" sepsis consistently reaching Ohio's sepsis mortality goal of less than 15%.

In an effort to acknowledge the great work being done around sepsis at Summa Health, the sepsis team has created the Dr. Bradley R. Martin Sepsis Excellence Award. Starting in 2022, an annual award is presented each September to recognize outstanding staff (physicians, APPs, nurses and ancillary staff) within the organization who have impacted sepsis care. Recipients may be from any facility or department within Summa Health. "There is a lot of opportunity for recognition," explains Evans. "For me, that's the biggest thing. While I have to send out fallout emails, I prefer to recognize people for doing a good job – for doing the right thing."

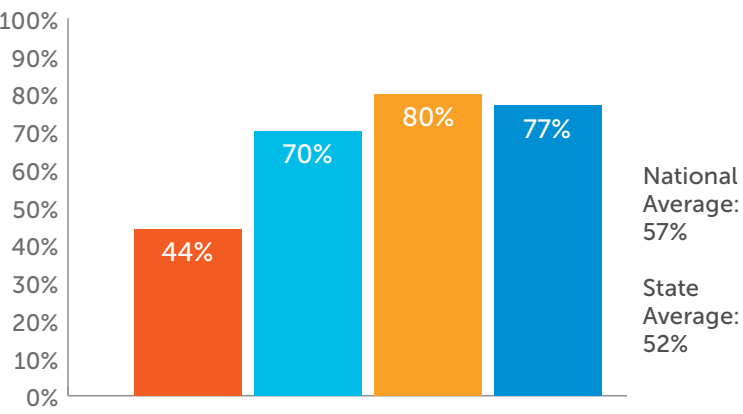
The sepsis team also commemorated a Summa Health Sepsis Awareness Week from September 27 through September 30 in 2022. Various events included a luncheon, a Sepsis Awareness Walk on the Summa Health System – Akron Campus, sponsored by Sepsis Alliance, and department "cookie" rounds at Akron and Barberton Campuses.

"We are now very connected with the national Sepsis Alliance. And with the program's expected growth, I can see Summa Health becoming one of their leaders – an organization that they can count on," says Evans. In 2022, the sepsis team was invited to present webinars for the Ohio Hospital Association and the Sepsis Alliance, highlighting the program's successes. "My goal is for us to become the one that everyone looks to for sepsis care."

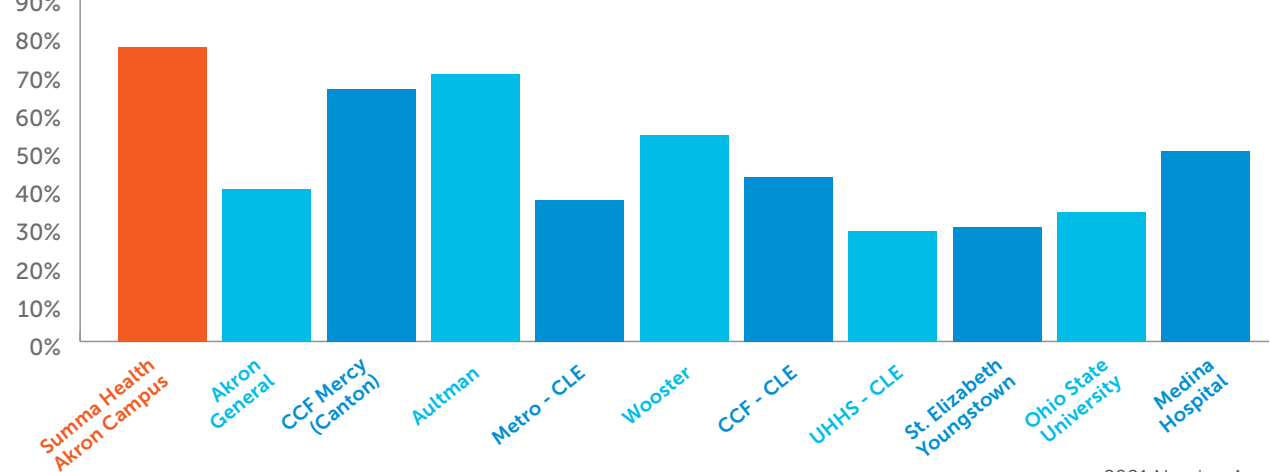
Summa Health – Akron Campus  
Present on Admission Mortality

	Severe Sepsis Incidence Rate	Severe Sepsis POA Rate
Q4 2019	4.05%	19.05%
Q1 2020	4.67%	15.69%
Q2 2020	4.39%	15.52%
Q3 2020	4.08%	11.11%
Q4 2020	6.07%	16.35%
Q1 2021	6.17%	12.50%
Q2 2021	5.77%	16.48%
Q3 2021	6.61%	14.68%
Q4 2021	6.61%	12.17%

CMS Hospital Compare Bundle Adherence:  
End 2019 – Quarter 4, 2021



CMS Hospital Compare Sepsis Care: Summa vs Other Facilities





# Supporting Our Baby-Friendly® Initiative

In 2015, Summa Health System – Akron Campus became the first hospital in the Akron-Canton area and one of just nine hospitals in Ohio to be awarded Baby-Friendly® status. This designation means that the Akron Campus delivers on our pledge to support a healthy beginning for mothers and babies by providing the best possible breastfeeding support.

Summa Health System – Akron Campus Maternity Services earned the prestigious Baby-Friendly designation from Baby-Friendly USA (BFUSA), the U.S. authority for the implementation of the Baby-Friendly Hospital Initiative, a global program sponsored by the World Health Organization (WHO) and United Nations Children’s Fund (UNICEF).

Since 2015, Summa Health System – Akron Campus has continued to seek re-designation as specified under BFUSA’s guidelines. It’s a rewarding journey that establishes Summa Health as a global leader in providing evidence-based maternity care practices to support optimal infant feeding. In 2021, Summa Health was dedicated to maintaining general Baby-Friendly initiatives, while preparing for re-designation in 2022. General initiatives include:

**Ten Steps to Successful Breastfeeding**

Initial designation as Baby-Friendly was awarded after a rigorous review based on the Ten Steps to Successful Breastfeeding, a specific set of evidence-based criteria that are proven to improve breastfeeding success and, ultimately, health outcomes. The Ten Steps are the broad framework that guide the Baby-Friendly Hospital Initiative. They were developed by a team of global experts and consist of evidence-based practices that have been shown to increase breastfeeding initiation and duration. All Baby-Friendly hospitals and birthing facilities must adhere to the Ten Steps to receive and retain their designation.

**Paced Bottle-Feeding**

While Summa Health encourages exclusive breastfeeding, there are times when an infant needs supplementation. Paced bottle-feeding is a technique that can be used to mimic breastfeeding and decrease the risks associated with bottle-feeding. Unlike regular bottle-feeding, the infant will eat more slowly and work harder to get the milk, just as if they were at the breast.

By ensuring patients are educated on paced feeding, Summa Health can reduce the problem of flow confusion and decreased breast feeding rates. “We’re much better now at educating moms on how to better feed from a bottle,” says Tiffany Kenny, MSN, RN, C-EFM, RN Systems Analyst Obstetrics.

**Skin-to-Skin Program**

Summa Health also is well-known for its Skin-to-Skin Program, wherein a newborn remains in close contact with the mother for the first hour after birth, which helps regulate body temperature, slows the baby’s heart rate and promotes a smooth transition for babies from the womb to the outside world. What’s more, Summa Health is a major advocate of 24-hour “rooming-in” with the mom and her newborn, providing a more family-centered experience that emphasizes bonding.

“Our Skin-to-Skin Program is a result of being Baby-Friendly – it really was one of their big pushes,” says Wendy Rickerd, MSN, RN, FNP-BC, APP Program Coordinator, Inpatient Obstetrics, who leads the Baby-Friendly initiative at Summa Health. “Everybody’s now realized how much better babies do when they’re with their moms. It stabilizes the baby’s temperature, heart rate and even blood sugars.”

**Staff Education**

In order to maintain Baby-Friendly designation, Summa Health also must provide annual education to all staff who have contact with breastfeeding moms, particularly obstetrics and family medicine residents. “Every new hire, whether it’s inpatient or outpatient, has to take a breastfeeding education course,” says Director of Inpatient Womens Health Services Connie Becht, MSN, RNC. “We make sure that they understand the benefits and importance of breastfeeding.”



Summa Health is dedicated to providing a healthy beginning for mothers and babies.

“In 2021, we really focused on making sure the staff was well versed on all of the Ten Steps,” adds Unit Director Stephanie Kempton, MSN, RN, CBC. “We also eliminated pacifiers on the unit, unless it was medically necessary.” The use of pacifiers has shown to cause difficulties with breastfeeding, such as latch and suck problems. “As a way to get staff to look at pacifiers as more of a medical device to be used for painful procedures or medical needs, we added the pacifiers to our Pyxis,” says Kempton.

In 2019, there were more than 600 Baby-Friendly designated facilities in the U.S, and the number continues to increase. “We want the best outcomes for our babies and our moms,” explains Rickerd. “And, time and time again, the benefits of breastfeeding have been proven.”



# Multiple Grants Help Expand First Step Program

In June 2018, amid the escalating opioid crisis, Summa Health launched an innovative addiction treatment program known as First Step within the Summa Health System – Barberton Campus Emergency Department (ED). As featured in the 2018 Summa Health Nursing Annual Report, the then fledgling program afforded individuals residing in Barberton and surrounding communities unprecedented 24/7 access to substance use disorder (SUD) services through the provision of medication-assisted treatment, RN-led care coordination, and peer recovery support. Due in large part to the successful outcomes achieved in Barberton, First Step subsequently entered a period of rapid expansion, beginning with the Akron Campus ED in 2019.

“When Summa Health started the program back in 2018, we received grant funding from the Ohio Department of Mental Health and Addiction Services (OhioMHAS) and the United Way of Summit County,” says Jaimie McKinnon, MBA, BSN, RN, NE-BC, Vice President, Behavioral Health Services. “We’ve continued to get grants every year since. In fact, in 2021, First Step received over three million in grants from federal and state agencies, as well as private donors.”

In addition to the OhioMHAS and United Way grants, Summa Health has also received generous support from the Ohio Department of Health (ODH) for the past three years. A primary goal of ODH funding is the enhancement of a statewide response to the opioid crisis via the establishment of a comprehensive system of care for patients who present in emergency departments with opioid use disorder (OUD). The health system has diligently committed to helping the state realize this ambition, evidenced by the successful extension of First Step services to the freestanding Green ED in 2021. The site now employs a RN Addiction Care Coordinator whose time is strategically apportioned at both the facility and within the community to facilitate an effective and seamless addiction treatment nexus throughout Northeast Ohio. Telehealth technology was also imbedded within the ED, widening the geographic reach of First Step personnel based at other sites, who can now provide comprehensive care coordination remotely.

While the COVID-19 pandemic has intermittently slowed initiatives aimed at programmatic growth, Summa Health continues to explore viable avenues of expansion and

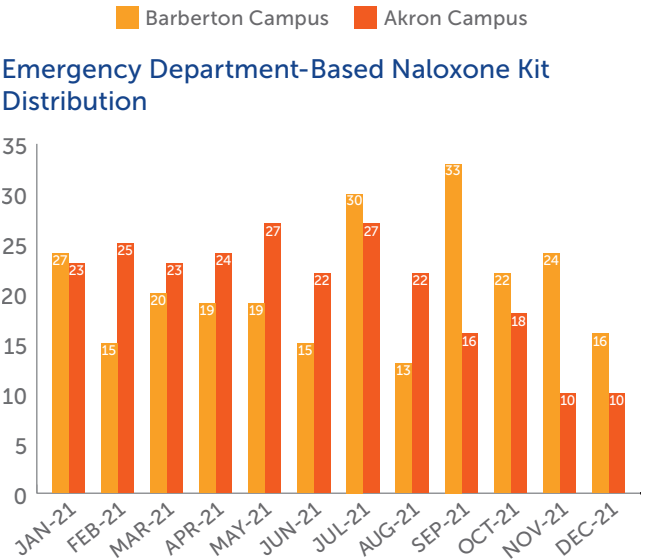
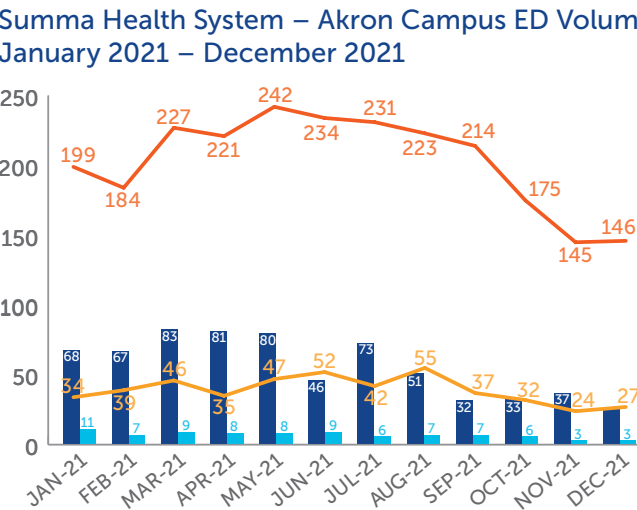
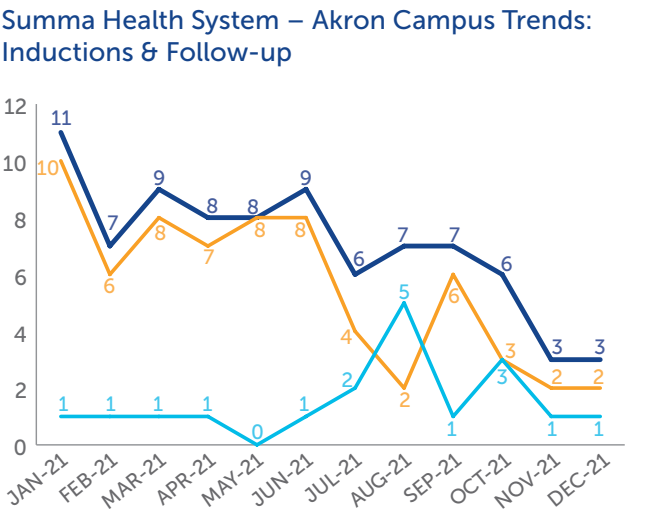
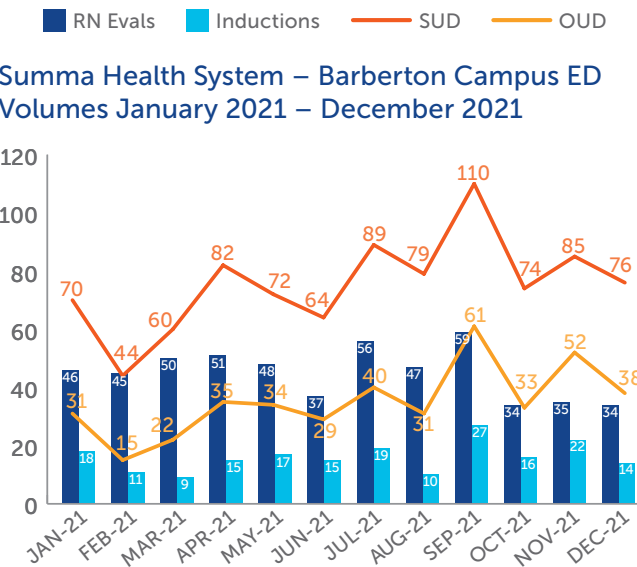
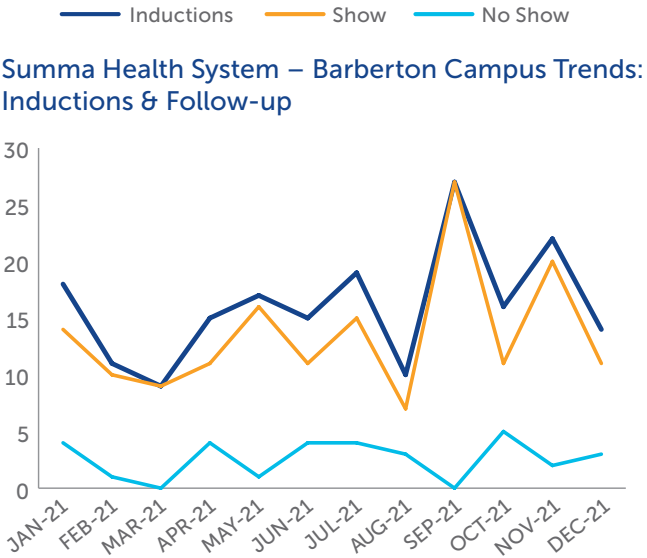
enhancement. Summa Health Wadsworth-Rittman ED and select acute care areas that regularly treat patients with comorbid chemical dependence issues have been designated as ideal First Step sites, and program protocols and processes are currently in the formative stages of implementation. Case management was initiated within the addiction intensive outpatient programs in 2021 to fill crucial gaps that other disciplines are unable to manage due to role constraints. Whereas care coordination guides the team process and facilitates provider collaboration, case management pilots the service needs of patients specific to their internally established treatment plans.

“Initially, the RN Addiction Care Coordinators (ACCs) were focused on follow-up appointments for addiction treatment,” says McKinnon. “Dedicated case management, however, is really about connecting patients with all the resources they need — from behavioral health- and primary care-related referrals to those within the community, such as transportation, housing, food and legal services.”

With emerging evidence correlating the pandemic with an increased prevalence of SUDs, the First Step team has focused extensively on various support initiatives, including peer recovery services and harm reduction interventions such as take-home naloxone kits. Peer recovery, offered through a longstanding partnership with Catholic Charities, remains a mainstay of First Step, and the extension of program services in the Green ED has allowed patients at the site to connect with certified peer recovery coaches who provide invaluable support and guidance along their recovery journeys. Naloxone kit distribution also continues to prove its worth as a cost-effective approach for reversing upward trends in overdose deaths in the community, with First Step dispensing nearly 500 kits at the Akron and Barberton sites in 2021. As these foundational program elements have developed, the RN ACCs have experienced a commensurate broadening of their role as well, with many of their patients receiving linkages to these vital services.

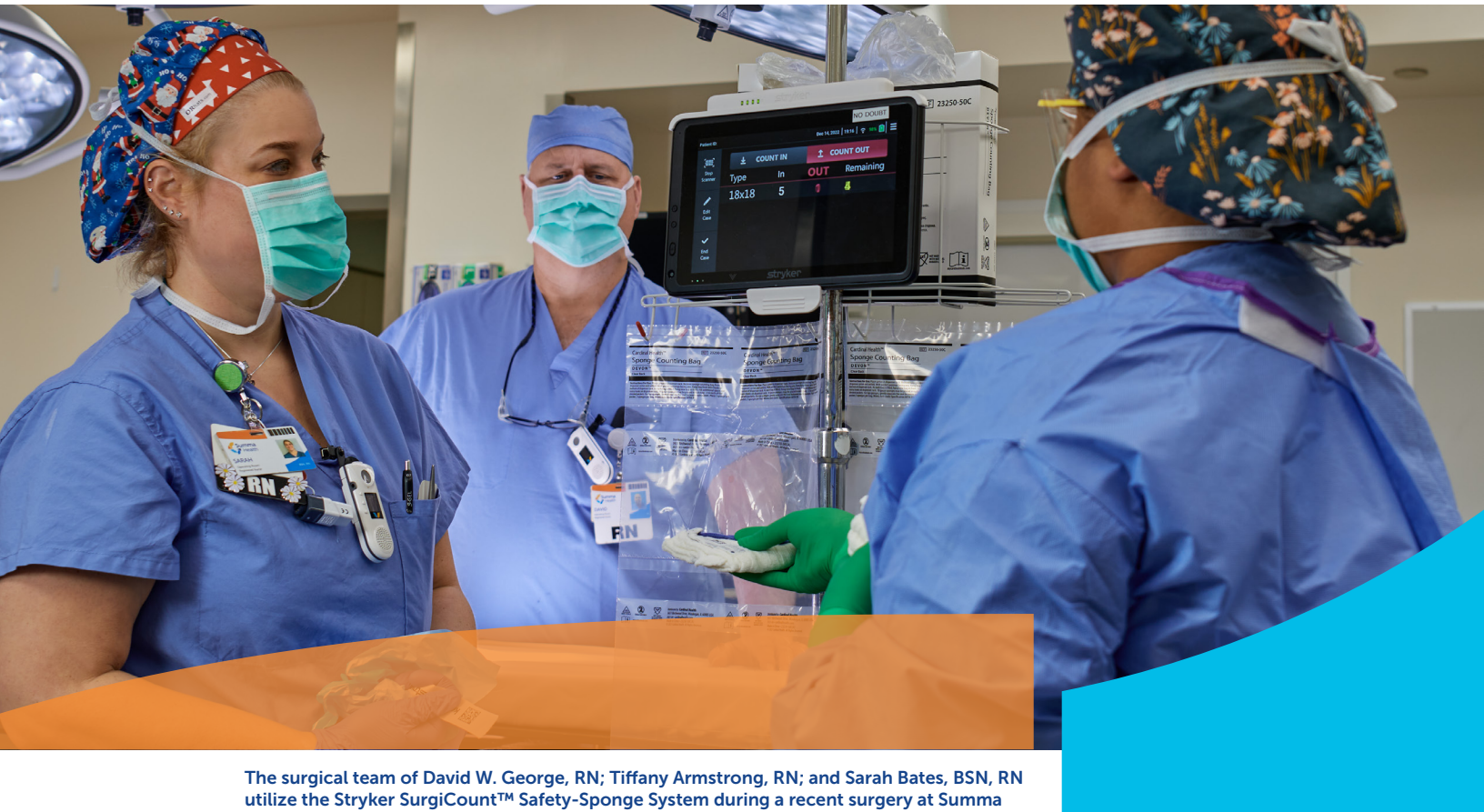
In the long, dark shadow cast by COVID-19, many individuals struggling with addiction found themselves engaged in a perilous struggle for their lives in 2021. As was the case in 2020, the pandemic imposed disruptive restrictions on an overburdened and historically splintered addiction services network, further exacerbating preexisting barriers to treatment entry and adherence.

Fortunately, Summa Health First Step was able to provide community members with a base of support and hope during a year beset by painful tribulation and continued uncertainty, providing addiction-focused evaluations to 1,220 patients and administering medication-assisted treatment to 277 individuals from this group. Emboldened by these successes, achieved in spite of significant adversity, First Step endeavors forward in its mission to forge a healthier, happier, and more humane tomorrow.





# Adjunct Technology Helps Reduce Risk of Retained Surgical Sponges



The surgical team of David W. George, RN; Tiffany Armstrong, RN; and Sarah Bates, BSN, RN utilize the Stryker SurgiCount™ Safety-Sponge System during a recent surgery at Summa Health System — Akron Campus.

An unintentionally retained foreign object (URFO) was among the top three most frequently reported sentinel events in the U.S. in 2021, according to the Joint Commission. Seventy percent of retained items were surgical sponges and 90% of retained surgical sponge cases had a “false correct” count.

While these events are rare, they can cause varying degrees of physical and emotional harm. A retained surgical item can result in permanent injury or even death to a patient and significant cost for the healthcare organization, as well as have a long-term negative impact on the staff involved in the procedure.

Studies show that the risk of URFOs is significantly reduced following improvements to counting procedures. By enforcing a standardized multidisciplinary count process, healthcare organizations can develop and sustain reliable practices that ensure all surgical items are accounted for and reconciled.

Summa Health has long had a Surgical Services Prevention of Retained Surgical Items policy, in which states that it is the responsibility of the registered nurse (RN) circulator, scrub person and surgical team to track and record items used during a surgical procedure. However, while the Summa Health surgical staff is diligent about following policy and ensuring no items are retained in our patients, failures can still occur. Sponges and swabs can be retained even when a documented count has been performed.

“Since Summa Health wasn’t having an issue with retained items, it was initially a difficult sell,” explains technology advocate Kelly Glendon MBA, BSN, RN, CNOR, Unit Director, Operating Room. “But, I didn’t want to wait until we had a retained item to implement a new system. I didn’t want it to be an after-the-fact correction. I wanted it to be something put in place as a prevention.” With this in mind, the Summa Health operating room’s unit-based clinical practice council recommended the implementation of safety-sponge technology to help ensure that no soft goods (ex. sponges, gauze or towels) are missed and retained during any Summa Health surgical procedure.

While there were some initial challenges to overcome, such as concerns over the significant system cost and possible disruption to the current workflow and efficiencies, Summa Health Surgical Services and Obstetrics Departments went live with the Stryker SurgiCount™ Safety-Sponge System beginning in July of 2021.



The SurgiCount system centers around three products: a comprehensive line of uniquely identifiable surgical sponges and towels (Safety-Sponges™), touch-screen scanning devices (SurgiCounters™), and a networked database application that allows for the review, management, and analysis of the count reports generated. Safety-Sponges are surgical sponges and towels that have a unique data matrix symbology tag tempered to the gauze. These tags are non-absorbent and latex-free polymer strips that repel blood and bodily fluids and display a serial number embedded in a bar code. All Safety-Sponges used in a procedure are scanned with the SurgiCounters before the case, as well as scanned out after the case to establish that the count is correct.

An intuitive, user-friendly tablet technology, the SurgiCount system is used on all of Summa Health’s surgical cases in the operating room (OR) and obstetrics (OB), as well as vaginal deliveries requiring a sponge count. Sponges are counted manually and electronically by the RN circulator and scrub person. The addition of the technology helps staff identify any deviation from best practice and allows for coaching and intervention when needed.

“There was a learning curve, but the staff understood and valued the need for the new system. While they have not been involved with a retaining sponge incident, at least while at Summa, they understand what impact it would have,” explains Glendon. “I was overall pleasantly surprised with the implementation and acceptance of the new technology into our workflow.”

Summa Health Surgical Services has been so pleased with the SurgiCount system that it is adding an upgrade – a wireless reader, or wand, for scanning, counting and finding sponges in the operating room. The additional component is expected at the end of 2022.

“There have been a few instances since we went live that, I think, may have resulted in a retained item if we would not have had this technology,” says Glendon. “These instances have made the staff thankful for this adjunct technology. I think it’s solidified the rationale that we really needed this additional support.”



# Awards, Honors and Achievements

## Cameos of Caring

**Shelby Berdella** – Outpatient Oncology Infusion, Akron Campus  
**Amanda Adorni** – 3 West, Akron Campus  
**Emily Crousser** – 4 South, Barberton Campus

## March of Dimes Ohio Heroes in Action Roosevelt Award

**Karen Frantz DeSeptis**

## Association of Women's Health, Obstetric and Neonatal Nurses Award of Excellence in Practice

**Karen Frantz DeSeptis**

## Sigma Theta Tau International, Delta Omega, Chapter (University of Akron) Recognition for Excellence

**Christine Benson** – Excellence in Nursing Research  
**Brenda Kovacik** – Excellence in Nursing Leadership  
**Elizabeth Protain** – Excellence in Utilization of Nursing Research  
**Ashley Sheppard** – Excellence in Nursing Practice

## Sigma Theta Tau International, Delta Omega Chapter (University of Akron) Award for Excellence in Nursing

**Molly George**  
**Crystal Gauder**

## Barbara Donaho Distinguished Leadership in Learning Award (Kent State University)

**Terri Alexander**

## DAISY Awardees

### January 2021 Barberton Campus

**Caleb Steidl** – ICU

### February 2021 Akron Campus

**Jackie Conrad** – CDU  
**Jennifer Hallock** – H2 Perinatal

### February 2021 Barberton Campus

**Krista Michaels** – ED

### March 2021 Akron Campus

**Rachel Taylor** – 4 North  
**Stacia Goode** – H6

### March 2021 Barberton Campus

**Katie Rizk** – OR

### April 2021 Akron Campus

**Corbin Griggs** – 3 West  
**Jessica Kachovec** – 7 East

### April 2021 Barberton Campus

**Mary Shriner** – 2 East

### May 2021 Akron Campus

**Alexis Donay** – 6 West  
**Jennifer Montgomery** – H4

### May 2021 Barberton Campus

**Laurie Garrett** – 2 East

### June 2021 Akron Campus

**Maryann Coudriet** – H2  
**Alyse Adams** – H5

### June 2021 Barberton Campus

**Ashley Mills** – 1 East

### July 2021 Akron Campus

**Denise Strole** – CDU  
**Teresa Stump** – Center 5, St. Thomas Campus

### July 2021 Barberton Campus

**Theresa Kenner** – ICU

### August 2021 Akron Campus

**Nicole Koli** – 5 West  
**Halle Kurtz** – T3 ICU

### August 2021 Barberton Campus

**Dawn Thompson** – HICU

### September 2021 Akron Campus

**Erin Filler** – Critical Care Float Pool  
**Kim Armentrout** – 5 West

### September 2021 Barberton Campus

**Madison Taylor** – 1 East

### October 2021 Akron Campus

**Dominique Rau** – 7 West  
**Sue Crossen** – H6

### October 2021 Barberton Campus

**Jack Costello** – 2 East

### November 2021 Akron Campus

**Carla Marszalkowski** – 5 North  
**Spencer Wheeler** – HLU  
**Suzanne Johnson** – H2

### November 2021 Barberton Campus

**Christy Black** – I East

### December 2021 Akron Campus

**Brian Franks** – 4 West  
**Krista Kline** – ED

### December 2021 Barberton Campus

**Debbie Kuhel** – 2 East

## Grants

United Way of Summit County. **McKinnon, J** (Behavioral Health). \$100,000 grant. Technology-enabled Transportation Pilot to Support Addiction Recovery. 2020-2021.

United Way of Summit County. **McKinnon, J** (Behavioral Health). \$125,000 grant. Substance Use Disorder ED Care Coordination. 2020-2021.

United Way of Summit County. **McKinnon, J** (Behavioral Health). \$125,000 grant. Substance Use Disorder ED Care Coordination 2021-2022.

Ohio Mental Health and Addiction Services/Substance Abuse and Mental Health Services Administration. **McKinnon, J** (Behavioral Health). \$58,813.17. State Opioid Response Grant for Medical Settings. 2020-2021.

Ohio Mental Health and Addiction Services/Substance Abuse and Mental Health Services Administration. **McKinnon, J** (Behavioral Health). Year 1 – \$596,259 grant, Year 2 – \$596,259. Innovation. 2021-2022.

Summit County Opiate Abatement Committee. **McKinnon, J** (Behavioral Health). \$999,980.68 grant. Innovation – ED for Medications for Opioid Use Disorder. 2021-2022.

Corbin Foundation. Palmieri, P and **McKinnon, J** (Behavioral Health). \$100,000 grant. Virtual reality treatment for trauma and addiction. 2021-2022.

Ohio Department of Health and Centers for Disease Control. Seaberg, D and **McKinnon, J** (Behavioral Health). \$399,701 grant. Sustaining ED Comprehensive Care for Opioid Use Disorder. 2021-2022.

## Poster Presentations

**Frantz DeSeptis, Karen** (Women's Health) Nurses' Evaluation of SNOOs treatment of infant for Neonatal Abstinence Syndrome (NAS). Ohio Association of Women's Health, Obstetric and Neonatal Nurses Conference. Berlin, Ohio, September 16-17, 2021.

**Frantz DeSeptis, Karen** (Women's Health) Comparing Postpartum Educational Modalities and Their Effect on Information Retention. Ohio Association of Women's Health, Obstetric and Neonatal Nurses Conference. Berlin, Ohio, September 16-17, 2021.

## Podium Presentations

Ballas, Derek, and **Grant, Valerie** (Surgical Services) Simulation Training in the Clinical Environment: How to Develop an In Situ Training Using the Example of "Fire in the OR". Ohio Consortium of Nursing Learning Labs Conference, Simulation Across the Curriculum. Jointly provided by Malone University and Aultman Health Foundation. Virtual, May 17, 2021.

**Brown, Robin** (EOC Safety & Emergency Preparedness) enABLE Yourself to Respond: Violence in Healthcare A Training Solution. 4th International Conference on Nursing Science & Practice, Virtual, June 28-30, 2021.

**Frantz DeSeptis, Karen** (Women's Health) Centering During COVID. Infant Mortality Quarterly Connection, Virtual, April 2021.

**Frantz DeSeptis, Karen** and **Davis, Jocelyn** (Women's Health) BUMP: The Best Care for Underserved Moms in Pregnancy. For the Bundle of Joy: Maternal and Infant Care Track. OACHC Infant Mortality Collaborative Webinar, April 20, 2021.

**Frantz DeSeptis, Karen** and **Davis, Jocelyn** (Women's Health) BUMP: The Best Care for Underserved Moms in Pregnancy. 2021 Premier Breakthroughs Conference, Virtual. June 15-18, 2021.

**Frantz DeSeptis, Karen** (Women's Health) Women with Substance Use Disorder. Panel Discussion. Kent State University, August 10, 2021.

**Frantz DeSeptis, Karen** and **Davis, Jocelyn** (Women's Health) Prenatal Care and Beyond for the Opiate Addicted Pregnant Woman. 2021 ANCC National Magnet Conference. Atlanta, Georgia, November 12, 2021.

**Inzetta, Sharon** (Breast Health) Get Screened and Know Your Risk. Summa Health's Breast Center's community outreach event with Sigma Theta Tau International, Delta Omega (University of Akron) and Delta Xi (Kent State University) Chapters. Virtual, May 10, 2021.

## Publications

Sittek, Michal, Arnold, Zachary, **Frantz DeSeptis, Karen** (Women's Health) and Pennington, Jared. Comparing Postpartum Educational Modalities and Their Effect on Information Retention. 2021. Volume 4, Issue 1 Journal of Public Health and Disease Prevention.

## Content Editors

Amy Dawson, Wolters Kluwer, Lippincott Procedures  
 Kylene Mesaros, Wolters Kluwer, Lippincott Procedures



# Nursing Professional Development

## Initial Certification

22 Registered Nurses achieved initial national specialty nursing certification in 2021:

**Accredited Case Manager**  
Julianne Smith, ACM

**Cardiac-Vascular Nursing**  
Debra Olinger, CV-BC

**Critical Care Registered Nurse**  
Matthew Heintz, CCRN  
Travis Talkington, CCRN

**Certified Perioperative Nurse**  
Miranda Clark, CNOR  
Kellie Terry, CNOR

**Certified Post Anesthesia Nurse**  
Lisa Racketa, CPAN

**Stroke Certified Registered Nurse**  
Hayley Anderson, SCRNP  
Jessica Davidson, SCRNP  
Jade Karnosh, SCRNP  
Elsa Kendrick, SCRNP  
Danielle Lapsins, SCRNP  
Courtney Masters, SCRNP  
Caitlin Peterson, SCRNP  
Karen Rogers, SCRNP  
Emily Stuhldreher, SCRNP  
Jessica Wright, SCRNP

**Psychiatric-Mental Health Nursing Certification**  
Jenna Dlugos, PMH-BC

**Nurse Executive Certification**  
Beth Inman, NE-BC

**Nursing Professional Development Certification**  
Whitney Ord, NPD-BC

**Oncology Certified Nurse**  
Jordan Dolence, OCN

**Trauma Certified Registered Nurse**  
Christina Breese, TCRN

## Recertification

Congratulations to the 51 nurses that recertified their national specialty nursing certification in 2021!

## Master in Healthcare Leadership

Trish Enos

## Bachelor of Science in Nursing

Alexandria Brewer  
Amanda Cranston  
Rebecca Davis  
Andrew Duplain  
Amanda Erhard  
Trina Griffith  
Judith Gray  
Leslie Hookey  
Katheryne Klemp  
Lyndsey Lovett  
Amber McKeown  
Lisa Nesline  
DeeAnna Price  
Susan Pugh  
Kristin Sine  
Michael Tipton  
Robyn Virag  
Jessica Wright  
Vanessa Zanders

## Clinical Ladder Recognition Program

### Akron & St. Thomas Campuses:

8 nurses achieved Clinical Nurse I  
7 nurses achieved Clinical Nurse II  
1 nurse achieved Clinical Nurse III

### Barberton Campus & Wadsworth-Rittman Medical Center:

12 nurses achieved Clinical Nurse I  
2 nurses achieved Clinical Nurse II

For more information and to see  
current job opportunities, visit  
**[summahealth.org/nursing](https://summahealth.org/nursing)**.

