



2021 NURSING ANNUAL REPORT



**ROSWELL
PARK**
COMPREHENSIVE CANCER CENTER

one
roswell
ONE TEAM. ONE VISION.



Dear Colleagues and Friends,

In my 30+ years of nursing experience, I have learned that an oncology nurse is a special person, one that not only possesses certain medical and technical skills, but also someone who can think on their feet. The oncology nurse also possesses special qualities such as limitless amounts of patience, compassion and resilience. If 2021 has demonstrated anything, it is that oncology nurses make a significant difference in the lives of patients and their families. Nurses were challenged by the peaks and valleys that the pandemic brought, both in the work setting and also in their personal lives.

At a recent Victory Bell celebration, I had an epiphany how oncology patients and their nurses share similar experiences. A Victory Bell celebration at Roswell Park often designates the completion of therapy. It is an emotional occurrence as it represents the end of an arduous journey or reaching another treatment goal. Patients and nurses are both engaged in a battle with cancer, a deadly adversary. Yet they continue to travel a road that is unpredictable, with unexpected ups and downs and frequent forks in the road. Challenges can present themselves around each corner.

While there are care plans and roadmaps for how to proceed, there is no guarantee that the journey will end with a positive outcome. But yet there are celebrations along the way as well as disappointments. Both of these experiences are shared by the nurses, the patients and their families. The bonds formed often endure beyond the journey and lifetime friendships are formed.

It is my distinct pleasure to present Roswell Park Comprehensive Cancer Center's Nursing Annual Report entitled "Destination Excellence." The year 2021 was a banner one for us in nursing as we developed and initiated many exciting programs including a Career Ladder for nurses, began renovations on space for nursing education that includes simulation of inpatient and ambulatory care areas and received an Accreditation with Distinction for our Nursing Residency Program from the American Nurses Credentialing Center (ANCC).

By the end of FY 2021, we employed 193 specialty-certified nurses, a testament to the skill and experience of our RNs.

Roswell Park's nurses wear many hats including that of caregiver, confidant, friend and advisor, but there is a single purpose that returns nurses to Roswell Park on a daily basis. That purpose is the patient, and the goal for our nurses is to provide quality, comprehensive care with compassion and respect during a most vulnerable time of their lives.

Should you ever find that your personal journey brings you to Roswell Park, you will discover your own version of Destination Excellence. You will find the Roswell Park values of compassion, respect, teamwork and commitment – in the faces and actions of our staff.

Sincerely,



Mary Ann Long, MS, RN
Senior Vice President of Nursing, Chief Nursing Officer





ABOUT ROSWELL PARK





ABOUT ROSWELL PARK



Roswell Park Comprehensive Cancer Center has served its community for more than 120 years with care characterized by its compassion, innovation and effectiveness.

Founded in 1898, Roswell Park was the first institution in the world to focus exclusively on cancer research. Eminent surgeon, Dr. Roswell Park, sought to create a powerful force against cancer by bringing together the knowledge and skills of pathologists, chemists, biologists, surgeons and other experts — all in one center. That vision has fueled more than a century's worth of medical discoveries and breakthroughs. Among the first to be designated a comprehensive cancer center by the National Cancer Institute (NCI), we pioneered the standard for today's multidisciplinary approach to cancer care, scientific research and the development of new therapies and technologies. Today, we set ourselves apart as a leader in transplant and cellular therapies, personalized medicine, cancer vaccines, immunotherapy, and robotic surgery.

Roswell Park today operates from a 29-acre campus on the Buffalo Niagara Medical Campus (BNMC) in Buffalo, New York, is one of only four NCI-designated comprehensive cancer centers in all of the state and remains the only one in Upstate New York. In the past year, Roswell Park teams cared for more than 46,000 patients. Roswell Park helps set international standards in cancer care through its role as a founding member of the National Comprehensive Cancer Network, and consistently earns patient-satisfaction scores that are among the highest in the country.



Why Roswell Park Stands Out

- » Newsweek’s World’s Best Specialized Hospitals for Oncology
- » Designated a Comprehensive Cancer Center by the National Cancer Institute
- » Employs nearly 4,000 individuals
- » Collaborated on landmark studies of the Human Genome Project
- » Developed the world’s first chemotherapy research program in 1904
- » Pioneered the Prostate-Specific Antigen (PSA) Test
- » Joint Commission Palliative Care Certification
- » Foundation for Accreditation of Cellular Therapies (FACT) Certification
- » Blue Distinction® Center for Cancer Care
- » Blue Distinction® Center for Cellular Immunotherapy—CAR-T
- » Blue Distinction® Center for Transplants
- » Press Ganey Pinnacle of Excellence Award for Patient Experience

Roswell Park

VITAL STATISTICS

Fiscal Year 2022

3,935

Total Employees
(845 nurses)

5,176

Hospital Admissions

288,758

Outpatient Visits

37

Patient Origin
(number of states)

142

Number of Beds

8.56

Average Length of Stay (days)

\$100.2

Grants/Contracts
(million)

573

Funded Research Projects

104

License Agreements

88

U.S. Patents



» Mark Jackson, CCA » Vernon Clinton, BSN, RN, Head & Neck » Suzanne Brady, BSN, RN

ABOUT ROSWELL PARK



» Wanda Humphrey, AOS, Pediatrics

Roswell Park compared to other Magnet® Hospitals of same size

Measure	Roswell Mean	Hospitals with Magnet® Designation Magnet® Mean (Hospitals with 100-200 beds)*
Average daily census	112	93.89
Clinical nurse turnover percent	7.56%	12.93%
Percent of clinical nurses certified by a nationally recognized organization	37.1%	36.60%
Bachelor/university degree or higher, percent	74.9%	67.82%
Associate degree, percent	24%	28.53%
Diploma nursing, percent	1%	3.65%

*76 out of 496 Magnet® Hospitals

Magnet® Recognition Program

The Department of Nursing at Roswell Park is working to consistently improve in all areas designated by the Magnet® Recognition Program. Created by the American Nurses Credentialing Center (ANCC), the model is designed to improve patient and nurse safety and satisfaction.

This model provides a framework for nursing practice and research in the future and serves as a roadmap for organizations seeking to achieve Magnet® recognition. The new model configures five Model Components. **They include:**

- » **Transformational Leadership**
- » **Structural Empowerment**
- » **Exemplary Professional Practice**
- » **New Knowledge, Innovation and Improvements**
- » **Empirical Outcomes**

In pursuit of becoming an ANCC-recognized facility, Roswell Park is solidly grounded in core Magnet® principles and constantly strives for safety, discovery and innovation.



» Alexa English, BSN, RN, CCRN, ICU



» Tabatha McCabe, LPN, Radiation » Michael Castanza, Radiation » Rebecca Higgins, RN, Radiation



TRANSFORMATIONAL LEADERSHIP



TRANSFORMATIONAL LEADERSHIP

» Kelly Kern, AAS, RN, 8W » Diane Kessler, BSN, RN, 8W

Roswell Park provides various opportunities for our nursing staff to develop transformational leadership skills to meet the demands of the future, encourage personal development and influence the culture of the organization.

The Nursing Continuous Advancement Program (NCAP)

Roswell Park has various initiatives underway to provide incentive for experienced nurses to stay at the bedside and use their experience to improve care. This clinical ladder program debuted in Fall 2021 and includes:

- » **Bronze, Silver and Gold Levels**
- » **The Bronze level debuted in 2021; Silver and Gold will be rolled out in 12 and 24 months**
- » **Nurses can choose to participate in one of three tracks (clinical, professional development or leadership)**
- » **Nurses who achieve Bronze status receive a differential of \$2,500 per year AND are allotted 40 hours annually to work on the program**



» Megan Hayes, AAS, RN, CMSRN, 7E



The Marie Bogner Center for Nursing Excellence *(Opening Fall 2022)*

The Marie Bogner Center for Nursing Excellence includes new classrooms, simulation labs for inpatient and ambulatory skills teaching, and a lounge area for respite and general nurse well-being.



Town Halls

Town Halls are an important venue for opening the lines of two-way communication between nursing leadership and employees. **Mary Ann Long, MS, RN**, Senior Vice President of Nursing and **Andrew Storer, PhD, DNP, RN**, Deputy Chief Nursing Officer, have been conducting nursing town halls with nurses from inpatient, ambulatory, perioperative services, radiation medicine, diagnostic radiology and the Amherst and Niagara Falls satellites.



Mentorship Program

Roswell Park has developed a formal mentorship program for experienced nurses who are new to the hospital. Our new nurses get mentoring through our Nurse Residency Program, and we wanted to provide something for those with experience who seek to advance or elevate in their nursing practice.



Employee Health

The COVID-19 pandemic resulted in seismic changes in the operations of Roswell Park's Employee Health Center, but our nursing staff rose to the challenge. They scheduled COVID testing and vaccination clinics and coached and educated employees on COVID safety protocol. Their efforts to help ensure the health and safety of our staff were much appreciated during an extremely difficult time.



» Amy Case, MD, FAAHPM

Maintaining the Calm

Resiliency is the ability to bounce back or cope successfully despite adversity. Being a nurse in an oncology environment creates stress. But when you add the uncontrollable factors of a worldwide pandemic and school closures or sick parents or children, life can feel unmanageable. Those who learn to overcome difficulties and develop coping mechanisms can create a better work-life balance for themselves.

Knowing this, **Amy Case, MD, FAAHPM**, Chair of Supportive Care, the Lee Foundation Endowed Chair of the Department of Palliative and Supportive Care, and the Roswell Park Resilience Committee Chair, started an "Adopt a Unit" Nursing Support Group to address the moral distress our nurses feel in an inpatient setting. Trained volunteers are facilitators, doing short rounds to debrief challenging cases with different units around campus.

TRANSFORMATIONAL LEADERSHIP



» Mary Williams, BSN, RN, OCN Resource Pool » Jessie Reardon, BSN, RN 7E » Paul Carbrey BSN, RN 7E



» James Class, AAS, RN, 5W » Jamie Henwood, MSN, RN, CMSRN



Roswell Park Workforce Hires and Promotions

The Roswell Park team continued to grow this year, with the addition of talented individuals across all areas of operations, from clinical care and education to leadership and administration.

Promotions

- » **Maegan Chmura, MSN, RN, CMSRN,**
to Director, Inpatient Surgical & Acute
Care Services
- » **Jamie Henwood, MSN, RN, CMSRN,**
to Clinical Nurse Manager,
7 West
- » **Sara Schneller, BSN, RN, CMSRN,**
to Nursing Supervisor
- » **Andrew Storer, PhD, DNP, RN, NP-C, FAANP**
to Vice President & Deputy Chief
Nursing Officer
- » **Pamela McLaughlin, MS, RN, OCN,**
to Manager, Nursing Excellence
and Magnet® Program
- » **Mary Williams, BSN, RN, OCN,**
to Nursing Professional
Development Instructor
- » **Jessica Schultz, BSN, RN,**
to Nursing Professional
Development Instructor

New Hires in Leadership

- » **Rachel Silverman, BSN, RN, OCN,**
to Clinical Nurse Manager, Amherst
and Niagara Falls Centers
- » **Allison Otto, BSN, RN,**
to Nurse Recruiter
- » **Carly Gerretsen, DNP, RN,**
to Director of Patient Care Services
for Ambulatory Nursing
- » **Claudia Diamonte, BSN, RN,**
to Director of Patient Care Services
for Clinical Research Services



» Nancy Schmitz, AAS, RN, 7W » Karen Williams, AAS, RN, 7W



» Heather Igielinski, BSN, RN, 7W » Sarah Reger, BSN, RN, CMSRN, 7W » Jessica Welker, AAS, RN, 7W » Maegan Chumura, MSN, RN, CMSRN



STRUCTURAL EMPOWERMENT

» Brianna George, BSN, RN, 7W » Caitlin McNall, AAS, RN, 7W » Lauren Betzig, BSN, RN » Morgan Ebert, BSN, RN, 7W



STRUCTURAL EMPOWERMENT

» Clair Wittlinger, RN, 8W » Ashley Colan, BSN, RN, ICU » Ann Dutchess, BSN, RN, CMSRN » Tammy Meyer, BSN, RN, ReU » Rose Yartz, BSN, RN, Reu



» Melinda Klubek, BSN, RN, OCN, Nursing Professional Development

Transition-to-Practice Nurse Residency Program



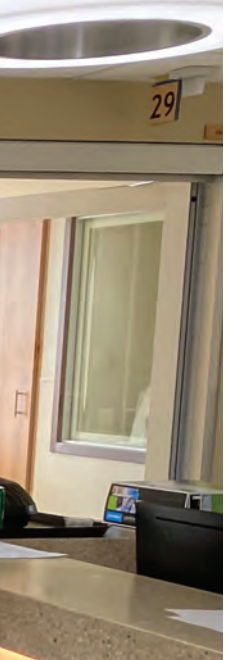
A Nurse Residency Program (NRP) is an important recruitment and retention tool for newly graduated nurses.

Nurses who have completed residency programs have a retention rate of 91.5% compared to the national average of 82.5%. NRPs

help participants fulfill the third recommendation set forth by the Institute of Medicine — that healthcare organizations should take proper action to support nurses' completion of a transition-to-practice program.

Launched in 2018, the Roswell Park Nurse Residency Program has had more than 10 cohorts and 100 people successfully complete the program. Upon the one-year completion of the program, members of senior nursing leadership, nursing professional development and residency program alumni attend the graduation ceremonies as graduates present evidence-based practice projects which mark the culmination of their residency.

In 2021, The Roswell Park Nurse Residency Program received Accreditation with Distinction from the American Nurses Credentialing Center. Considered the highest recognition given for Transition-to-Practice programs by ANCC, the designation is noted as a global standard for residencies and fellowships in the nursing profession.



Patient Care Technician Title Change and Education Efforts

The Patient Care Technician (PCT) Council was re-engaged in March 2021 for the first time since 2017. Through discussions in the meetings, the name of the position was officially changed from Hospital Clinical Assistants to Patient Care Technicians. Roswell Park is developing a mechanism for Patient Care Technicians to promote from PCT-1 to a higher level. The Senior PCT will be nationally certified as a PCT or medical assistant.

The hospital offers training and certification to existing PCTs to elevate their practice. We have put seven individuals through training and are on our second cohort with increased admission to the program. The first Senior PCTs began their new role by the end of the first quarter of 2022.

Telemetry Technician Program

Roswell Park has traditionally had difficulty recruiting Telemetry Technicians and no local training programs previously existed. We developed a three-month hybrid training program for existing employees with patient care experience. A cohort of five employees completed the training during first week of July 2021 and were eligible to apply for telemetry technician openings.



Feedmore WNY Fundraiser

In 2020, the medical staff and Patient Care Services at Roswell Park donated \$11,000 to Feedmore of WNY. This was a show of gratitude from Roswell Park for all the support we received from the Buffalo community early in the pandemic.



Buffalo Community Fridge

The Buffalo Community Fridge is a colorful and joyful fridge plugged in on the sidewalk on Buffalo's Ferry and East Welker Streets. Founded by **Jessie Reardon, BSN, RN** the concept is simple – it provides free food to the community by the community. Take what you want, leave what you don't. Inspired by work in New York City, this refrigerator is the first of its kind in Buffalo. The goal of this project is to eliminate food waste and insecurity in our communities. While achieving mutual aid, we will spread peace and love to our neighbors.



Roswell Gives Back During Holiday Turkey and Toy Drive

When the holiday season comes upon us, the nurses at Roswell Park are pleased to join the entire hospital staff to make Thanksgiving and Christmas a little brighter for those in need in our community.

Each year, Roswell Park hosts a turkey drive in the Scott Bieler Clinical Sciences Center Lobby. All food collected is donated to the families of Buffalo Public School #53.

Throughout December, patients, families and staff are encouraged to fill the giant sleigh located in Roswell Park's main lobby with toys. These drives are so successful that we are able to share the donations with more than a dozen community centers and groups in Buffalo, as well as law enforcement agencies in support of broader initiatives.

STRUCTURAL EMPOWERMENT

Roswell Nurses Strive for Distinction with

SPECIALIZED CERTIFICATIONS

Congratulations to the following staff who obtained additional certifications:

CMSRN®

Certified Medical-Surgical Registered Nurse

- » **Theresa Colin, BSN, RN**
Ambulatory
Gynecology Clinic
- » **Stephanie Wheeler, BSN, RN, OCN, CIC**
Infection Prevention and Control
- » **Anne Dutchess, BSN, RN**
8 West

CNOR

Certified Nurse Operating Room

- » **Colleen Olsen, BSN, RN**
Operating Room

OCN®

Oncology Certified Nurse

- » **Timothy Thomas, BSN, RN**
Ambulatory Infusion
- » **Margaret Hayek, BSN, RN**
Gynecology Clinic
- » **Erica Mossop, MSN, RN**
Nursing Professional Development
- » **Emily Mule, BSN, RN**
7 East
- » **Lisa Seifert, BSN, RN**
Diagnostic Radiology

MEDSURG-BC™

Medical-Surgery Nursing Certification

- » **Danielle Sachman, BSN, RN**
Infusion
- » **Valerie Smith, BSN, RN**
Perioperative Unit

CCRN

Certified Critical Care Registered Nurse

- » **Rebecca Wajda, BSN, RN**
ICU

CHTC

Certified Hematopoietic Transplant Coordinator

- » **Karen Dubel, BSN, RN**
TCT
- » **Patricia Lipka, BSN, RN**
TCT
- » **Colleen Warren, AAS, RN**
TCT
- » **Lora Yoerg, BSN, RN**
TCT

CCRP

Certified Clinical Research Professional

- » **Kathleen Arena, BSN, RN**
Clinical Research Center

CHPN

Certified Hospice & Palliative Nurse

- » **Anna Bernas, BSN, RN**
Survivorship and Supportive Care
- » **Kristin House, RN**
Case Management

AOCN

Advanced Oncology Certified Nurse

- » **Suzanne Carrol, MSN, RN**
5 West

CPN

Certified Pediatric Nurse

- » **Kristopher Kavanagh, MS, RN**
Operating Room

CPHON

Certified Pediatric Hematology Oncology Nurse

- » **Angelica Zachara, BSN, RN, OCN**
Pediatric Clinic

CCM

Certified Case Manager

- » **Kevin Lennon, BSN, RN**
Case Management
- » **Michele Silsby, BSN, RN**
Case Management



» Alexandria Krier, BSN, RN » Jessica Bonafede, MS, RN » Marianne Jerla, RN » Doreen O'Malley, RN » Elizabeth McCabe, BSN, RN » Bridget Olsen, RN



» Tiffani Coleman, PCT, 7W



» Katie O'Hearn, MSN, RN, CWOCN, Enterostomal Therapy

Roswell Park Supports Continuing Education

Thanks to generous support from the Roswell Park Alliance Foundation, we now provide partial reimbursement for tuition and full reimbursement for certifications. Roswell Park nurses obtaining their Bachelor of Science in Nursing (BSN) degrees can request \$500 per semester in reimbursement for a maximum of three semesters per year (\$1,500). LPNs and RNs may request partial reimbursement in a professional organization, such as the Oncology Nurses Society. Reimbursement is limited to \$50 annually. For those nurses working on obtaining or renewing certifications (such as OCN), nurses can submit for full reimbursement. These funds are limited to availability and rely on the support of our generous donors.

A Revamped Decision-Making Council for Nurses

The Nursing Elective Council (NEC) is a decision-making body that is comprised of nursing staff who have been chosen by their peers to participate in discussions regarding concerns and issues that affect nursing practice. The vision of the NEC is to empower nurses to have a voice in the process of making changes that enhance patient and employee outcomes.

Concerns regarding patient care practice within the scope of nursing practice are presented to the Council by staff members through a specialized platform. NEC will discuss the issues and concerns and propose possible solutions that will be professionally presented to senior nursing leadership.

STRUCTURAL EMPOWERMENT



- » Barbra Dodds, BSN, RN
- » Candace Johnson, PhD, President & CEO
- » Anne Courtney, AAS, RN, OCN
- » Mary Ann Long, MS, RN, CNO



Roswell Recognizes Staff Excellence with Awards and Distinctions

Roswell Park's nursing staff goes above and beyond on a daily basis. It is important to acknowledge these efforts. Congratulations to the more than two dozen individuals who were honored during 2021.



The DAISY Award®

The DAISY Award® For Extraordinary Nurses was originally created in 1999 by The Daisy Foundation honoring nurses internationally in memory of J. Patrick Barnes. The Daisy Foundation was started by Patrick's family to honor the kindness and compassion that nurses showed Patrick during his eight-week hospital stay with autoimmune disease.

- » **Paul Carbrey, BSN, RN**
7 East
- » **Andrea Wesolowski, AAS, RN**
Chemo-Infusion Center
- » **Melissa Taylor, BSN, RN**
6 East
- » **Mary Ellen Ross, BSN, RN**
Chemo-Infusion Center
- » **David Epolito, AAS, RN**
6 West
- » **Meganne Conrad, BSN, RN, CWOCN**
Wound, Ostomy and Continence (WOC) Nurse

ROSE Award (Nurse Manager)

The Award, which stands for Recognition of Service Excellence, was initially established by the Mary Lanning Nursing Champions' Council, to reward and celebrate the extraordinary efforts and compassion of their employees.

- » **Laura Markel, BSN, RN, OCN**
5 North

Patient Care Technician Awards

- » **Jason Pennington,**
5 North
- » **Demetrius Harper,**
Neurosurgery Clinic
- » **Barbara Pangburn,**
Survivorship and Supportive Care
- » **Kasandra Smith,**
Gynecology Clinic
- » **Van Bucsko,**
7 East

Nurse of the Month

- » **Molly Webster, MS, RN**
Intensive Care Unit
Mary Leah Bartolome, BSN, RN
6 West
 - » **Nicole Mierzwa, BSN, RN**
Operating Room
 - » **Faye Kifner, BSN, RN, OCN**
8 West,
 - » **Anne Courtney, AAS, RN**
Head and Neck Clinic
 - » **Jessie Reardon, BSN, RN**
7 East
 - » **Jessica Roche, RN**
5 East
 - » **Kelly Watson, BSN, RN, CGRN**
Endoscopy Clinic
 - » **Vincent Paluch, AAS, RN**
Diagnostic Radiology
- ## Nurses Week Awards
- » **Renee Thompson, RN, OCN**
Amherst Infusion Center, nominated for Nurse of Distinction
 - » **Kathleen O'Hearn, MSN, RN, CWOCN**
Nominated for Nurse of Distinction in Education
 - » **Kymmarrie Knose-Weibel, AAS, RN**
Winner 2022 Community Recognized Distinguished Nurse
 - » **Maureen Rogers, AAS, RN**
Nominated for Outstanding Staff Nurse

STRUCTURAL EMPOWERMENT



» Ashley Kerr, BSN, RN, CNOR » Amy Chapel, PA » Steve Nurkin, MD » Andrea Messmer, Surgical Tech

Classes Offered by Nursing Professional Development (NPD)

New Nurse Orientation

(oriented 139 new hires)

New Nurse Orientation is a week-long set of classes that covers topics designed to familiarize new RN/GN employees to their roles on the floors. Offered monthly.

Systemic Cancer Therapy

Systemic Cancer Therapy is a three-day course for new Nurse I/II for education on radiation/chemotherapy/biotherapy/immunotherapy, and how to help patients manage side effects of these therapies. Continuing Education Units (CEUs) are provided for this class. Offered monthly.

End-of-Life Nursing Education Consortium

(120 nurses completed the course)

End-of-Life Nursing Education Consortium (ELNEC) is a national and international education initiative to improve palliative care. The ELNEC project gives nurses and other healthcare professionals the knowledge and skills to provide this specialized care and to positively impact the lives of patients and families facing serious illness and/or the end of life. Continuing education units are provided for this class.

Cardiac Class

Cardiac Class is a four-hour class designed for the Nurse I/II. In this monthly class, students will learn basic cardiac physiology, cardiac electrophysiology, normal ECG waveforms and intervals, rate calculation on rhythm strips, and specific complexes, waves, and intervals are detailed. Hemodynamic effects and treatments, and vasoactive medications are also reviewed.

Critical Care Class

This class builds on the Cardiac Class. A two-day course, day one covers respiratory emergencies, ABG interpretation and other urgent situations that may arise such as stroke or seizure. The class reviews cardiac output, and vasopressors available for use on certain floors, medications used in code situations and oncologic emergencies that RNs may come across in their daily routines. Day two covers more intensive care and step-down topics such as invasive lines, drains and ventilators. Offered monthly.

IV Conscious Sedation

IV Conscious Sedation is a two-hour class that instructs the Registered Nurse on how to safely administer procedural sedation to a patient and to return the patient to their pre-procedural state. It also reviews how to manage emergencies during the sedating procedure.

PCT Orientation

(60 new hires)

Patient Care Technician (PCT) Orientation is a two-day class designed for new hires to learn the role of a patient care technician. This involves learning how to obtain vital signs and report what's out of range as well as how to safely use equipment and move patients in and out of bed.



» Janean Bauer, RN » Jessica Pontius, AAS, RN, 8W » Daniel Gadawski, BSN, RN, ICU

TCT Overview Orientation

(22 nurses completed the course)

Transplant and Cellular Therapies (TCT) Overview is a day-and-half class for the Nurse I/II that delves into the therapy patients receive as they navigate cancer treatments. This includes the differences between autologous, allogeneic and a t-cell transplant. There are also topics on symptom management, radiation treatments, graft vs. host disease and management, as well as a practice hands-on case study component for nurses.

Preceptor Course

(85 RNs completed the course)

This course for the Nurse II, defines the roles and responsibilities of preceptor and preceptee and describes three learning styles. In the course, participants learn to identify personality style; strategies to work effectively with other personality styles; specific qualities/skills that make an effective preceptor; effective communication skills for working with adult learners; the principles of adult learning; how to identify beginner behaviors; and other tools for effective precepting.

PCT Advancement Course

(7 PCTs completed)

PCT 2 is an accredited online course designed to increase the skills available to the PCT. They learn phlebotomy, how to obtain a 12-lead ECG and other patient-related skills.

Nursing Students Onboarded

(206 potential new Roswell hires)

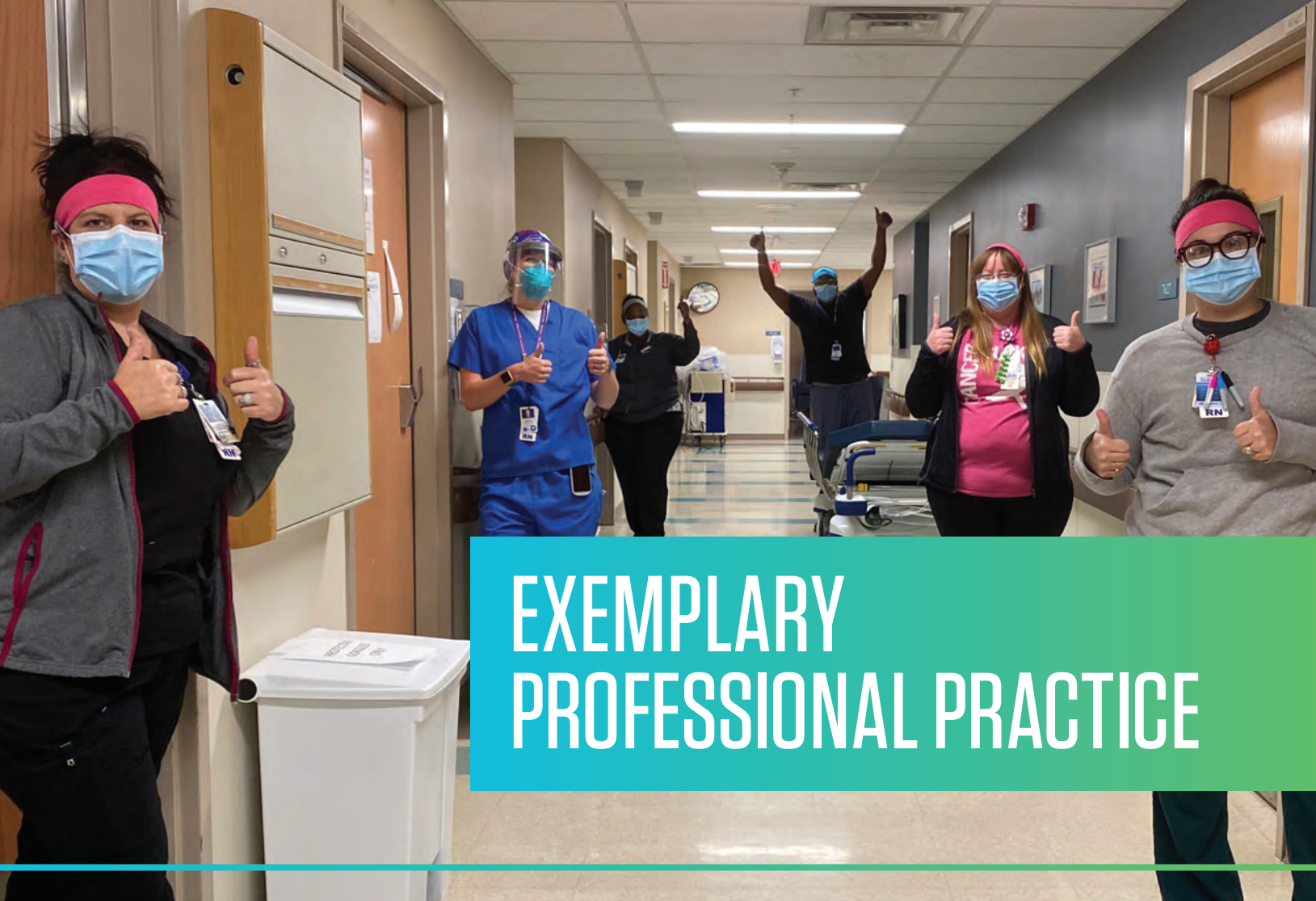
Nursing students come in through their respective schools to learn the basics of nursing and oncology nursing. These students range from 1st semester nursing students to seniors completing a capstone project (1:1 with an RN for approximately 120 hours) to interns who are also 1:1 with an RN but for an 8-week time frame.



» Sarah Gerard, BSN, RN Pediatrics



EXEMPLARY PROFESSIONAL PRACTICE



EXEMPLARY PROFESSIONAL PRACTICE

» Nicole Calderella, BSN, RN, 7E » Megan Hayes, AAS, RN, CMSRN, 7E » Tiara Williams, PCT, 7E » Jalil Renfro, PCT, 7E » Kristen Knecht, BSN, RN, 7E » Karla Kirbis, AAS, RN, CMSRN, 7E

NURSING BY THE **NUMBERS**

830

Registered Nurses

96

Advanced
Practice Nurses

11

Certified Registered
Nurse Anesthetists

623

Bachelors degree
or higher (75%)

21

Licensed
Practical Nurses

8

Nurse
Educators

193

Specialty
Certification (31%)

16

Case Managers



» Ann Dutchess, BSN, RN, CMSRN, 8W » Rose Yartz, BSN, RN, REU » Ashley Colan, BSN, RN, 8W » Claire Wittlinger, MS, RN, 8W

Professional Practice Model and Nursing Mission, Values

The Professional Practice Model that represents nursing practice at Roswell Park is best described as patient-, family- and community-centered. The inclusion of nursing values that are aligned with Roswell Park's values demonstrated an understanding and agreement in the culture of caring. The addition of advocacy and education for nursing personalizes the model and gives meaning to the symbolism. Throughout the process, nurses found the values representative of their care and are deeply enculturated at Roswell Park.

This model was introduced in 2014 and still has relevance today. Towards the end of calendar year 2022 and beginning of 2023, the Nursing Excellence Team will be charged with evaluating the professional practice model and either maintaining as is, editing to fit the new vision of the department, or choosing a new model.



The current model demonstrates Roswell Park's nursing professional practice with shared values:

Advocacy: to be the consistent support for the patient, family and community

Commitment: is demonstrated in the devotion to achieving extraordinary progress on behalf of those we serve

Compassion & Respect: are enriched by the diverse cultures, needs and expectations of our coworkers and the communities that we serve

Education: to provide the most up-to-date, evidence-based education to our patients while ensuring our own personal education is current

Integrity: is the commitment to making each decision, whether related to patient care, research, education or administration, based on standards that are thoughtful, informed, honest, transparent and always respectful of privacy

Innovation: promotes a healthcare delivery system that cures and comforts, research that informs the world and education that enlightens and enables future endeavors

Teamwork: is valuing viewpoints and constructive opinions of all people and disciplines and recognition of all contributions that strengthen the results that we achieve



» Holly Poniatowski, BSN, RN, OCN, 7N » Michelle Kraska, BS, RN, 7N » LaQueshia Feaster, PCT, 7N » Carleen McCarthy, BSN, RN, 7N » Jaime Otto, BSN, RN, OCN, 7N



NEW KNOWLEDGE, INNOVATION AND IMPROVEMENT



NEW KNOWLEDGE, INNOVATION AND IMPROVEMENT

» Jamie Henwood, MSN, RN, CMSRN, 7W » Rose Kumpf, BSN, RN, Pediatrics » Thomas Furlani, PhD, CIO » Andrew Storer, PhD, DNP, RN, Deputy CNO
 » Maegan Chumura, MSN, RN, CMSRN » Nicole Smith, MSN, RN, CMSRN » Kathy Arena, BSN, RN, Clinical Research

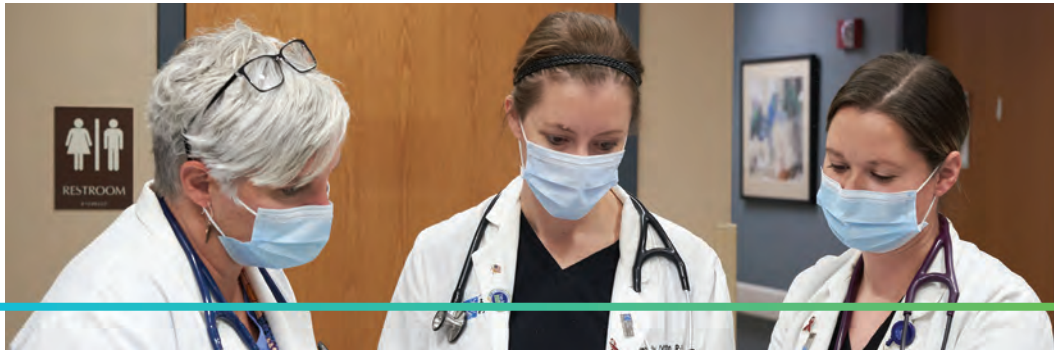


Nursing Staff Ensures Quality and Safety

At Roswell Park, we believe quality and safety must be at the forefront of all of our decision-making.

Kayla Denea, BSN, RN, is an experienced nurse on 5 West night shift caring for patients with a primary diagnosis of acute leukemia. Kayla is a strong and capable nurse who is confident in her assessment skills.

Recently she encountered a patient who was targeted for discharge but somehow did not look good to her. She initiated an assessment which included obtaining vital signs. Even though the patient's vital signs were within normal limits, Kayla continued assessing the patient, and when the patient was unable to respond to commands, she notified a physician. While vital signs, including body temperature had been assessed using technology available in the room, due to the patient's declining condition, a Foley catheter was placed. A temperature probe was attached to the Foley, which indicated that the patient's temperature was acutely elevated. This was in contrast to the temperature that had been taken earlier. Kayla brought the issue of discrepancy in temperature forward. A research study is under way to evaluate the most accurate means of taking temperatures for patients.



» Cherie Rondeau, MSN, NP, Myeloma » Kimberly Celotto, NP, Transplant & Cellular Therapy » Megan Schaefer, PA, Myeloma



» Tiara Williams, PCT, 7E

Project United Nurses

Built by **Mary Leah Bartolome, BSN, RN** of 6 West, Project United Nurses (Project UN) aims to highlight Roswell Park's diverse nursing staff by sharing their lifestyles, cultures, languages — and favorite foods. In addition, the newsletter offers tips and advice in providing appropriate cultural approaches in caring for the diverse patient population at Roswell Park.

Project UN is a platform to encourage diversity and inclusion within our career center. We aim to form a committee that enables staff to learn, appreciate and understand the multitudes of backgrounds we represent, while building a support network and community for ALL who seek it.



» Anita McCabe, AAS, RN, Pediatrics

Summer Research Programs in Cancer Science

Roswell Park welcomed its inaugural group of nursing research interns in the summer of 2021. The overarching goal of the Summer Research Experience Programs in Cancer Science and Oncology is to encourage students at different stages in their education towards a career path in cancer research and oncology. This program creates capacity and diversity to address cancer research and oncology workforce needs and to provide the cancer workforce of the future by encouraging students at key career decision points to pursue careers in cancer research, oncology, and academic medicine.

After a competitive application process, three students were selected for the summer research experience. The students, who completed their junior year of a Bachelor of Science in Nursing program, worked on the entirety of the research process — concept, study initiation, analyzing results and disseminating findings. Their research topics included: temperature measurement in hypo, normo and hyperthermic oncology inpatients; use of virtual reality to decrease anxiety during chemotherapy; and moral distress in oncology nurses.

The Significance of Nursing Research

Sharing evidence-based practice and research to other nurses and facilities only improves patient care in the long term. Nurses are involved in improving patient outcomes and the initiatives that they develop are worthy of sharing so that nurses all over the world can also make changes and improve their own nursing care and patient outcomes. Nursing research looks at overall patient health, restoration, rehabilitation, meeting patient and family needs in multiple environments.

NEW KNOWLEDGE, INNOVATION AND IMPROVEMENT



» Jennifer Missland, MSNEd, RN, CCRN, OCN, Nursing Professional Development



Podium Presentations

47th Annual Oncology Nursing Society Congress, Anaheim, California

Andrew Storer, PhD, DNP, RN, NP-C, FAANP, Vice President and Deputy Chief Nursing Officer, whose oral presentation on Roswell Park's unique Summer Nursing Research Education Program won a Best of Oral Abstracts in Leadership/Management/Education award. The competitive eight-week program recruited four top senior undergraduate nursing students and offered them a financial subsidy so that they could devote their time to exploring the role of nursing research in the advancement of cancer science. Students were mentored as they focused on an original research project and a final capstone presentation. The goal of the program is to spawn interest in nursing research and increase the number of nurses obtaining their PhD.



Western New York Professional Nurses Association, Podium Presentation, November 2021

Melissa Hiscock, BSN, RN, OCN, CWOCN, CPPS and **Pamela McLaughlin, MS, RN, OCN** presented the results from two studies on Moral Distress in Oncology nurses.

Posters

Unit-based Mid-shift Huddles to Improve Outcomes: Feasibility & Implications

Team huddles traditionally happen before a nurse shift begins, and these quick group meetings have been proven to improve safety by increasing communication and improving overall team performance. A pilot project by **Nicole Smith, MS, RN, CMSRN**, Nurse Manager, and presented by **Katlynn O'Keefe, BSN, RN** from 7E, aimed to evaluate whether unit-based huddles in the middle of a shift were feasible and effective. The mid-shift huddles, which focused on assessing the workload and stress levels of staff members, as well as obstacles to providing patient care, were overwhelmingly supported by staff, and longer-term results are currently being collected to assess the impact of mid-shift huddles on employee engagement and nursing satisfaction.

Using Therapy Dogs to Decrease Levels of Acute Workplace Stress in Oncology Nurses

Although there are programs available to patients experiencing acute anxiety/stress during cancer treatment, including certified and highly trained and vetted therapy dogs, such programs aren't available to nurses, who often experience high levels of compassion fatigue and burnout while caring for patients. **Madeline Rogowski, BSN, OCN**, reviewed the literature to compile evidence supporting the design of a therapy dog program to reduce stress and anxiety among nurses during working hours. This program would recruit nurses through emails and flyers and then ask them to complete the 6-Item State Trait Anxiety Inventory before and after visiting with a therapy dog.

Nurse Perception of Anxiety Management of Oncology Inpatients

Patients with cancer often experience anxiety and stress related to their treatment, especially those undergoing aggressive therapy or long hospital stays. A team of Roswell Park nurses led by **Thomas Ippolito, BSN, MS, RN**, and including **Julie DeLuca, BSN, RN**, **Kali Bosinski, BSN, RN**, and **Joseph Stabile, BSN, RN**, sought to identify how oncology nurses working on a dedicated hematopoietic stem cell transplantation (HSCT) inpatient unit perceive a patient's anxiety and then determine potential ways to incorporate evidence-based mindfulness practices that decrease physiological distress and anxiety levels. The team found that all nurses who participated in the study reported that their HSCT patients suffered from increased anxiety during their hospital stay, which was compounded by isolation and stress related to the COVID pandemic. Most nurses reported that this anxiety is undertreated during the inpatient stay and that they would like to integrate nonpharmacologic nursing interventions such as aromatherapy, meditation and mindfulness to treat inpatient anxiety in their everyday practice.

Moral Distress in Oncology Nursing, a Cross Sectional Study of Nurses in a Comprehensive Cancer Center

While caring for patients with cancer, nurses often experience moral distress when seeking to find a balance between administering often aggressive therapies and preserving a patient's quality of life. To better understand the level of moral distress and its effects in cancer care, Roswell Park nurses **Pamela McLaughlin MSN, RN, OCN**, and **Melissa Hiscock, BSN, RN, CWOCN, OCN, CPPS**, surveyed 100 nurses from nine inpatient oncology units and found that more than 50% of respondents experienced moderate to high levels of distress. Their study suggests that measuring and addressing moral distress among nurses will support an organization to mobilize resources to areas where nurses are experiencing a high level of distress and alleviate costly gaps in staffing.

Development of an Oncology Specific Nurse Residency Program

Having an oncology-specific nurse residency program is crucial for new nurses who are beginning or transitioning to cancer care. Roswell Park nurses **Jennifer Missland, MSN, RN, OCN, CCRN**, and **Heather Huizinga, MSN, RN, OCN**, evaluated the impact of the six-month Nursing Professional Development residency program, which enrolls all newly hired nurses with less than one year of experience in oncology, and found demonstrated improvements in nursing satisfaction and nursing retention. New nurses who graduated from the program reported that it eased their transition to practice and increased their comfort in caring for cancer patients.

Nursing Experience with Patients Receiving Sotorasib for KRAS G12C-Mutated Solid Tumors: Follow-up from the Phase 1/2 CodeBreak 100 Study

Askia Dozier, MS, BSN, RN, CCRC, and **Victoria Fitzpatrick, FNP-BC**, will present on their experience caring for patients receiving sotorasib, a novel targeted therapy recently approved for non-small cell lung cancer. They found that nurses can help prevent serious adverse events of therapy by helping patients to identify and manage the effects of treatment, including the use of antidiarrheals, bland diet, and fluids for diarrhea, and antiemetics for nausea and vomiting. Their experience has shown that nurses are uniquely positioned to educate and support patients to facilitate continued sotorasib treatment for optimal clinical benefit.

Chapter Review

Monoclonal Antibodies

Melinda Klubek, BSN, RN, OCN and **Erica Mossop, MSN, RN, OCN**, NCI Collaborative

Biosimilars

Melinda Klubek, BSN, RN, OCN and **Erica Mossop, MSN, RN, OCN**, NCI Collaborative



» Suzanne Wischerath, BSN, RN, CMSRN



WHAT TO LOOK FORWARD TO IN 2022



WHAT TO LOOK FORWARD TO IN 2022

» Kerri Moore, Derm » Jennifer Cherkis, BSN, RN, Derm » Michelle Frei, LPN, Derm » Marianne Sibiga, CCA, Derm » Francesco Strangio, RN, Derm
» Evelyn Benjamin, PCT, Derm » Shirley Thompson, RN, Derm » Megan Weber, Derm » Jasmine Williams, Derm » Jeanette Jackson Rose, BSN, RN



» Shreena Aryal, PCT, Breast Clinic

Day of Progress: Professional Governance

Day of Progress (DoP) started in May 2022 and occurs on the first Wednesday of the month and runs from 6:30 a.m. to 4:00 p.m. with the culmination of a final report to nursing leadership of all the accomplishments and needs discussed throughout the day. The DoP will eventually have up to 65 councils and committees including Unit Based Councils (UBC) in every nursing unit. DoP meetings develop interventions to improve Nursing Sensitive Indicators related to infections and injuries as well as those that help to build evidence-based practice and nursing research.

Examples from recent DoP meetings are nurses working to improve how we manage patient falls with review of current interventions and using current research and evidence to improve our processes; nurse-driven standardization of central line procedures to decrease CLABSIs; review and revision of the nursing Professional Practice Model; collaboration with Pharmacy on revision of hypersensitivity policy and practices; expanding patient menus to other languages for patients that may not speak or read English language.



Scan this code for a description of the Day of Progress Councils & Committees



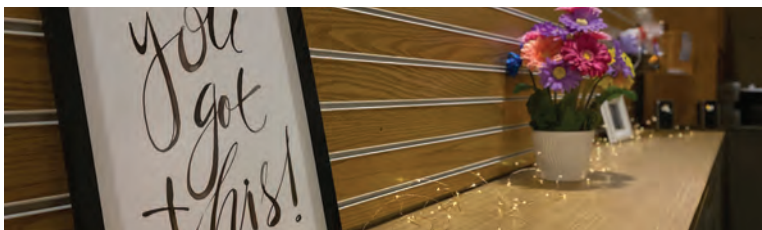
Nursing Professional Development Revision of Competencies

This past year, Nursing Professional Development (NPD) team completely overhauled how annual competencies are completed with a focus on the end user, the nurses at the bedside. NPD had a goal of making the endeavor easier to navigate and relevant to their practice. With a new format, specific skills were assigned based on clinical location and patient population. Nurse educators made detailed Nursing Skill Reference (NSR) sheets so nurses can have a step-by-step guide available at all times. With certain skills, educators also made Vimeo videos, which allowed nurses to watch the skills being performed in condensed and updated sketches. The change in format for the competencies significantly increased compliance and completion among nurses while also giving them resources readily available for skills they do not see often.

NPD has also fostered a consistent alliance with educators that are outside of the Nursing Department; Radiology, Pediatrics, and Perioperative Services. The collaboration has led to organization-wide standardization in nursing practices and solidified the relationship between various units and removed some long-standing silos and barriers to patient care.

Job Fair

To combat the vacancies at Roswell Park we have had two job fairs to bring new staff members to patient care. On-site interviews were conducted as well as presentations from current staff members who were able to answer questions from the potential employees.



Roswell Park Wins Pinnacle of Excellence Award

Roswell Park was designated by Press Ganey as a 2021 Pinnacle of Excellence Award Winner in recognition of the superior experience it has provided for patients. Press Ganey annually recognizes high-performing healthcare organizations. The Pinnacle of Excellence Award highlights Roswell Park's sustained commitment of offering top-rated cancer care and patient-centered programming for three years.

Provider of Continuing Education Units at Roswell Park

The Nursing Professional Development team applied to be Providers of Continuing Education Units and are awaiting approval from the ANCC. The end goal is to be able to provide more oncology related CEUs to our nurses and to attach CEUs to more of the courses we provide.

New Competency and Learning Management System

We are working towards implementation of a new learning management and competency system that would replace Mosby's. The new system is more user-friendly, provides one platform for many education needs, and is widely used throughout healthcare.

Nurses Working Collaboratively to Create the Mandated NYS Staffing Plan

Nurses from all over Roswell Park have been gathering since December 2021 to build a staffing plan that is appropriate for our patient population and our nurses. Throughout the process the group has developed acuity assignment tools for various units and are working to implement and revise them according to nurse's input.



roswellpark.org/nursing