



Tree of Hope

LIGHTING

KAMINSKI PARK & GARDENS



WEDNESDAY, DECEMBER 6TH

ROSWELL PARK • ELM & CARLTON STREETS • BUFFALO, NY

4:30 - 6:30 PM

or watch the Tree Lighting and other live coverage
on **WGRZ-TV Channel 2 News** from 4- 6:30 p.m.

for more details, visit
RoswellPark.org/TreeofHope

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Nursing News & Updates from

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PhD, DNP, RN, NP-C, FAANP
Chief Nursing Officer

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The Roswell Park Nurse
Committed to Our Patients . . . Committed to Each Other

Advancing Patient Safety through the Cultivation of a “Just Culture”

Dear Nursing Staff,

Nursing, a dynamic and multifaceted profession, frequently necessitates abstract thinking and the capacity to devise innovative solutions for intricate scenarios. Conversely, it also demands adherence to stringent procedural protocols to establish an unwavering commitment to patient safety. In a world where medical errors rank as the third leading cause of death following cardiovascular diseases and cancer, the healthcare landscape emerges as an intricate, multidimensional, and inherently imperfect arena. I firmly believe that the nursing community, alongside our interprofessional teams, harbors the potential to pioneer an environment characterized by the utmost safety and efficacy — a model that can inspire other organizations.

In our relentless pursuit of the safest possible environment for both our patients and ourselves, it is imperative that we foster a culture where the reporting of errors and near-miss incidents is encouraged without the fear of retribution. We acknowledge that errors are often the result of systemic shortcomings rather than malicious intent. As members of the Roswell Park community, we must remain steadfast in our commitment to continually scrutinize and enhance our systems to bolster safety. This commitment entails learning from past mistakes and instituting systemic changes to avert future occurrences, constituting what is commonly referred to as a “Just Culture.”

To evolve into a “Just Culture,” we must:

1. Acknowledge the profound significance of our work, where verification of accuracy by a peer before administration of a therapy to a patient is regarded as an honor.
2. Cultivate an atmosphere conducive to learning, encouraging each other to promptly report near misses and errors.
3. Perpetually innovate and explore avenues for enhancing patient safety, patient experiences, efficiency, and employee engagement.
4. Share the responsibility for nurturing a safe environment, holding each other accountable for fundamental safety checks such as patient identification, labeling, KBMA medication administration, bedside shift reports, and blood product administration.

I take great pride in my clinical work, but I too, acknowledge that mistakes are an inherent part of our profession. Roughly a year ago, while assisting on a nursing unit, I encountered a situation where I was going to administer antibiotics. Although I followed the “five rights” and verified the patient, I unintentionally overlooked one crucial aspect — I failed to unclamp the antibiotics, leading to an inadvertent bolus of saline and lack of antibiotic administration. For several days, the weight of the possibility that my mistake could have resulted in sepsis, suffering, and unfavorable outcomes weighed heavily on my mind. Fortunately, those consequences did not transpire, but the incident continues to serve as a poignant reminder of the profound impact even a minor misstep can have in our line of work. I challenge each of us to embrace the privilege of cross-checking and, in doing so, collectively protect our patients from preventable harm as we embark on our journey toward a “Just Culture.”

Andrew Storer,
PhD, DNP, RN, NP-C, FAANP
Chief Nursing Officer



It is important to recognize the extraordinary work and compassion of the Roswell Park nursing staff. Congratulations to the following individuals who were recently honored:



JULY
Jennifer Russel
AAS, RN, CMSRN
8 West



AUGUST
Alexa Gallo
BSN, RN
6 East



SEPTEMBER
Lara Smith
BSN, RN, CCRN
Resource Pool

DAY OF PROGRESS

Take advantage of the opportunity to use your voice to improve nursing practice, patient outcomes, and your workplace by attending Day of Progress (DoP). **DoP is held the first Wednesday of the month.** If you are interested in joining a council or committee, please reach out to Pam Pichon after speaking with your manager.



Lab Quality Council
Renee De Wald, Chair
1 - 1:50 p.m.
Meir Wetzler Conference Room,
CSC 9th floor

Nurses asked for freezers on their units to store ice packs for lab specimens. This would mitigate the phone calls to lab to send an ice pack to the unit. The freezers are now available in the soiled utility rooms on all inpatient floors and in the ATC.

Nurse Elective Council (NEC)
Jennifer Russel, President
1 - 1:50 p.m.
GCDC 230

- Working with administration and managers to implement a version of Task Nurse in the ambulatory clinics.
- Working on a project with Nurse Resident from 8 West on prioritizing time away from unit for break

Patient Education Council
Sean Smith, Chair
11 - 11:50 a.m.
Meir Wetzler Conference Room,
CSC 9th floor

- Created a badge buddy with the QR code to the Patient Portal. This is helpful for staff to encourage patients and caregivers to sign up for and use the MyRoswell Patient Portal.
- Developing and refining new signage for public areas to decrease falls and improve patient safety.

Patient Satisfaction Council
Alexandra Sanders and Adam Carnes,
Co-Chairs
10-10:50 a.m.
Jacobs Conference Room,
Main Hospital, 1st floor

- Creating a patient satisfaction video for staff training to help understand patient satisfaction domains and questions in ambulatory areas, and explain what patients request.
- Looking to see an increase in use of Universal Discharge Bundle for inpatients, so that all patients have standard discharge materials sent home and have access to them on the portal.

Project United Nurses
Mary Leah Bartolome, Chair
7:20 - 7:50 a.m.
CSC 601 Conference Room,
6th floor

- On the Transcultural Nursing page on i2, you can find helpful tools to assist you in caring for patients from a variety of cultures and religions. Language Point Cards are available in 10 different languages and have 36 common words/phrases.
- Roswell Park Room Service Menu is translated and available in eight languages including a picture menu.
- A new language video, Language Service Associates, is up and running. Instructions on how to access can be found on i2, and on the Transcultural Nursing i2 page.



Clinical Research Champions
Cindy Samborski, Chair
10 - 10:50 a.m.
ASB K240

- Clinical Trials Nurse (CTN) successfully taught leukemia nurses on the basics of clinical research and are working with the inpatient nurses when a research patient is on their unit.
- ECOG and Karnofsky score both pulled up in EHR and contradicted. This was corrected by IT and completed.

Systematic Cancer Therapy Council
Erica Mossop & Megan Menon,
Co-Chairs
11 - 11:50 p.m.
Linda Dobmeier Conference Room,
CSC ground floor

- EPOCH Crystallization. In order to prevent crystallization in the tubing, the primary tubing must be changed with each bag to decrease the risk.
- Short set primary tubing will arrive in the fall to the inpatient units to accommodate 24-hour chemotherapies. To watch a video of this, scan the QR Code.



Medication Safety Council
Megan Menon, Chair
2 - 3:30 p.m.

- PCA flush rate, until a change can be officially made in the policy, the Opioid Stewardship Pharmacist requests that the default rate will be 20 mL/hour, unless the provider specifies 10 mL/hour. This will ensure that the patient actually receives the opiate and it isn't sitting in the tubing.
- Nurses asked for an alert in MAR for when there is a partial dose of a medication. While the pyxis alerts for wasting of doses, this alert will be at the point of scanning with the patient and remind the nurse that the dose is partial, therefore leading to fewer medication errors with partial doses.

Nursing Excellence: Magnet

Magnet is the floor, not the ceiling

This means that once we achieve this designation, we **Do. Not. Stop.** It isn't the top; it isn't the end. It is just another step on an ever-ascending path to nursing excellence and recognizes the work that we continuously do to provide quality and safe care for our patients.



Patients first

- Patients choose to come here, to a place that emphasizes safety first, fewer injuries from falls and pressure injuries, fewer infections (CAUTI and CLABSI), fewer wrong site surgeries and surgical burns and less severe extravasations.
- Nurses have firsthand involvement in improving the care they provide.
- Patients are more satisfied with the care we provide, have better compliance and involvement in their care, and are more likely to return to Roswell Park for their cancer care, and to refer their family members here. This ultimately leads to lower rates of readmissions and mortality.

Benefit for nursing staff

- Pride in the excellent care that you provide to our patients.
- Share your ideas for improving patient outcomes in shared governance meetings.
- Retain top talent, keep our nursing knowledge here at Roswell Park.
- Support to increase your knowledge by getting a professional nursing certification, more classes requested by you, built for you, and even by you.
- Support for professional development and advancement through NCAP, mentoring, and shadowing opportunities.

Benefit to the organization

- Organizations attract talent, nurses, doctors, researchers (all disciplines); resulting in less cost in onboarding overall, building a well-oiled machine that provides efficient and safe patient care.
- People working in the organization, a voice is given to those who are closest to the patient, using knowledge and expertise of those to make effective improvements.

For the Western New York community

- Sends a message to patients and families and the wider community that the organization is committed to providing the best care possible.
- Insurance companies and payors who pay for healthcare are recognizing Magnet as a valid indicator of quality patient care.

Project United Nurses

If you are interested in Project United Nurses, please join us every first Wednesday for Day of Progress. Please contact Mary Leah Bartolome for more information.

HERSTORY: Sheila Tighe Advance Practice Provider, Leukemia Unit

Project UN is proud to shine a spotlight on Sheila Tighe, a remarkable nurse practitioner who makes a significant impact in the healthcare field. Sheila's journey in nursing is not only a testament to her dedication, but also to the power of personal experiences that shape one's professional path.

Hailing from Polish descent, Sheila's family history is marked by strength. Her father, a Polish orphan, embarked on a challenging journey to the United States with his two sisters, where they lived in a nunnery until Sheila's father turned 18. Sheila learned a deep appreciation for the importance of family and the value of hard work from her father.

However, it was an event in Sheila's childhood that truly ignited her passion for nursing. At the tender age of five, she was struck by a pick-up truck, an incident that could have been catastrophic. Miraculously, Sheila survived and was rushed to the hospital. Her family lovingly referred to her as a "miracle child," and this experience left an indelible impression on her young mind. From that moment forward, Sheila knew that she wanted to devote her life to nursing and healing others.

Sheila's educational journey began at Niagara University and continued at Trocaire College for her undergraduate studies. Upon graduation from nursing school, she faced the common challenge of finding employment as a new graduate. Undeterred by the initial obstacles, Sheila remained determined to pursue her passion. She commuted to Rochester and worked at Strong Memorial Hospital, where she gained valuable experience and honed her skills.

During her time at Strong, Sheila seized a life-changing opportunity. She applied for

a position at Roswell Park Comprehensive Cancer Center, renowned for its groundbreaking work in cancer treatment and research. Sheila was offered a role on the leukemia unit, where she found herself under the guidance of Dr. Wetzler, a mentor who recognized her potential. Driven by a desire to make a difference in the lives of cancer patients, Dr. Wetzler encouraged Sheila to further her education and become a nurse practitioner.

Sheila embraced this advice and embarked on her journey to pursue her advanced degree. She remained grounded in her commitment to provide exceptional bedside care to her patients. Sheila believes that compassion is at the heart of nursing and recognizes the importance of teamwork within the healthcare interdisciplinary team. She exemplifies these values daily, strives to ensure the well-being of her patients, and works collaboratively with her colleagues to deliver the highest standard of care.

Today, Sheila Tighe stands as an inspiration to both her peers and the wider community. Her personal journey, marked by strength, compassion, and a commitment to lifelong learning, serves as a shining example of the transformative power of nursing. Project UN is proud to highlight Sheila's incredible accomplishments and her unwavering dedication to improving the lives of those for whom she cares.

Her service has contributed to Roswell Park's overall excellence and is another example of how diversity makes Roswell Park Comprehensive Cancer Center a stronger institution.

Sheila Tighe

...an inspiration to both her peers and the wider community. Her personal journey, marked by strength, compassion, and a commitment to lifelong learning, serves as a shining example of the transformative power of nursing...

Magnet Timeline

OCTOBER 11-14, 2023

15 Roswell Park nurses attended the ANCC Magnet Conference in Chicago to gather information on how to improve shared governance and unit-based councils, nursing sensitive indicators, and leadership, and how to have a successful site visit from Magnet surveyors.

FEBRUARY 1, 2024

Magnet document submitted. This is essentially a really long invitation for them to come and witness firsthand all the great work you are doing.

SPRING-SUMMER, 2024

Potential site visit from Magnet Surveyors.

Recruitment

Attracting top nursing talent

Summer nursing/PCT orientations were very busy and successful! Many of our internal Patient Care Technicians and nursing student interns have graduated and were offered nursing positions here at Roswell Park. There were agency nurses working here who were offered Roswell Park positions. Their interest in joining us permanently is a powerful testament to how wonderful this place is to work! We also had a few nurses who worked here previously who were rehired back.



Number of new nurses oriented by month:



We plan to recruit for our winter nursing student internship program in December and a few job fairs will take place at local colleges during the fall months.

Our New Roswell Park Nurses

Ambulatory Float Pool

Destiny Medley, PCT

ATC

Lance Moore, PCT

Dermatology Clinic

Mikayla Moore, LPN
Emily Wieckowski, LPN

Chemotherapy & Infusion Center

Charmaine Bartolomei, Nurse II
Mariska Hertel, PCT
Alexandra Licastro, Nurse II

Jared Jardina-Kish, Nurse II
Kaylie Schifferle, Nurse II
Emily Pericozzi, Nurse II

ICU

Caterina Covelli, PCT
Ange Ineza, PCT
Elizabeth Lobrutto, Nurse II
Abigail Slyman, Nurse II

IMCU

Kyle Wilson, PCT
Pheresis
Latina Abram, Nurse II

PCU

Christine Flowers, Nurse II
Noelle Gushlaw, Nurse II

OR

Bailey Dlugosz, Nurse II

Resource Pool

Allison Dena, PCT
Jake Maresca, Nurse I
Bethany Montroy, PCT
Vy Nyguen, PCT
Thoracic Center
Emily Czechowski, Nurse II

5 North

Destiny Anglada, PCT
Kellen Clements, Nurse I
Lisa Gali, Nurse I
Jillian Piccirilli, Nurse I
Mia Tirabassi, Nurse I

5 East

Danielle Bruno, Nurse I
Taylor Dawidowicz, PCT
Stephanie Mitchell, PCT
Taylor Snyder, Nurse I
Logan Sullivan, Nurse I

5 West

Anna Emmerling, Nurse I
Alexia Kaplan, Nurse II
Julie Sciolino, Nurse II

6 East

Chloe Bukowski, Nurse I
Jaheem Burke, PCT
Kaseadra Carthon, PCT
Laura Gillforte, Nurse I
Elena Kalyanova, Nurse I
Rebecca Myers, Nurse I
Quajohn Prude, PCT
Alycia Sawyer, Nurse I

6 West

JuliaMaria Acosta, PCT
Dananir Arafat, Nurse I
Jessica Leipler, Nurse I
Christie Kerr, Nurse II
Shealyn Rowle, Nurse I
Emily Schilling, Nurse I
Brigite White, CCA I

7 North

Dai'ara Anderson, PCT
Tahmina Aktar, Nurse I
Morgan Breindel, Nurse I
Joseph Capuano, Nurse I

Nora Dublino, Nurse I
Goodman Gato, Nurse I
Ayesha Javed, Nurse I
Samantha Kinnaird, Nurse I
Emilee Lanzerio, Nurse I
Abigail Ochs, Nurse I
Rebecca Reuther, Nurse I
Kristina Roustum, Nurse I
Zakia Samia, Nurse I
Megan Tedlie, Nurse I

7 East

Kennedi Robinson, PCT

7 West

Jason Steward, PCT

8 West

Alexander Batt, Nurse II
Kaitlyn Bruce, Nurse I
Krystal George, Nurse II
Krissandra Lewis, Nurse II
Katherine O'Brian, Nurse II
Natalie Quillin Nurse II
Kelsey Scime Nurse II

Nursing Student Interns – Spring/Summer 2023 Cohort

Kamal Allen
Muna Alsadam
Moe Aung
Victoria Becker
Luisa Lopez Briceno
Hanna Grucza
Nakeedah Perry
Heather Sargent
Owen Smith
Autumn Wildey
Sharafat Zaid



Kimberly Sweeney, MBA, RN

Named Vice President of Patient Care Experience

A shining beacon of care, warmth and hope to the patients and families who encounter her, Kimberly Sweeney, MBA, RN, has been appointed Vice President of Patient Care Experience.

Spanning a nearly two-and-a-half-decade tenure at Roswell Park, Sweeney has worn many hats — starting with nursing.

Since joining Roswell Park in 1999, Kim has held numerous roles and responsibilities — working bedside with patients undergoing bone marrow transplants, high-dose chemotherapy and leukemia and lymphoma care, as leukemia research nurse coordinator, in case management, patient access, and most recently, as the leader of the Medical Concierge Office — created under her leadership.

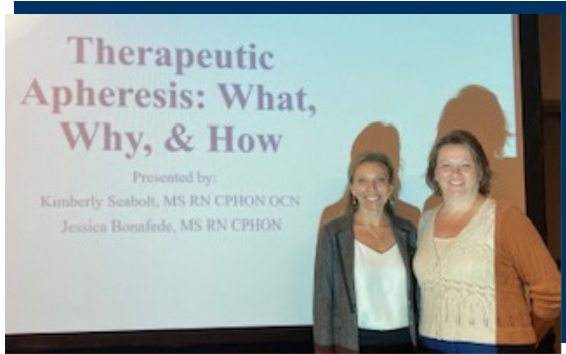
In this newly-created role, Sweeney will collaborate extensively with hospital leadership to research, develop, implement and support initiatives to improve patient and caregiver experiences across the center. She will oversee all aspects of Patient Advocacy and Patient Access and continue to guide critical and supportive Roswell Park services such as the 11 Day Power Play Cancer Resource Center, Elevate Salon, Courage of Carly Fund and Medical Concierge.

Roswell Park
nurses present at
APHON

Kimberly Seabolt, MS, RN, CPHON, Nursing Staff Development Instructor, Pediatrics and Jessica Bonafede, MS, RN, Nurse II, Therapeutic Apheresis, presented at the Association of Pediatric Hematology/Oncology Conference at the Huntington Convention Center in Cleveland, OH held September 21 to 23.

Their presentation, entitled “Therapeutic Apheresis: What, Why, and How,” focused on automated red cell exchange in the sickle cell population and collecting cells for BMT, CAR-T and donor lymphocytes.

APHON is the professional organization for pediatric hematology/oncology nurses and other pediatric hematology/oncology healthcare professionals. Its members are dedicated to promoting optimal nursing care for children, adolescents and young adults with cancer and blood disorders, and their families.



You Said,
We Did

There are multiple methods that we use to get information and recommendations from the nursing staff at Roswell Park. “You Said, We Did” (YSWD) is a way to close the loop and let you know what is being done with the information you have shared. Some items take more time and more stakeholder involvement — but rest assured, progress is being made! As we make more changes, we will continue to share the updates through YSWD.

For more YSWD examples of improvements made based on feedback from our nurses, search “You Said, We Did” on i2!

You said...

Staff were frustrated over the different rules for masking in patient care areas.

the Endoscopy Team identified and reported issues with effective and accurate paging.

In APEC , the team expressed concerns related to clinical traffic and security.

RNs seeking professional nursing certification reported that it was expensive up-front costs.

The nurses asked for a more consistent place for research kits and reliable points of contact.

We did...

Maegan Chmura collaborated with ICS to help develop a protocol that is preferable and realistic.

Leadership worked with IT and HR to allow RNs and Techs to have paging on their personal phones.

A badge reader has been procured and installed.

The contract with Oncology Nursing Certification Corporation (ONCC) has been renewed for another year of OCN FreeTake.

The CTNCs worked with the Biospecimen team to identify the ideal place for the units to place the orange research bin/folder. So, on every unit that sees research patients, they just need to look for the orange research container. Some units opted for folders because of limited desk space, while some opted for bins on a central area desk. The bins have contact numbers posted so they know who to reach out to in case the kits are missing, or if they have general questions about what needs to be drawn.

Another Great Catch!

By Carly Gerretsen, MSN, DNP, FNP-C, RNFA



We know that one of the leading causes for system failures that leads to errors is culture. A culture of safety has multiple components including prevention, detection and correction. We prevent errors by implementing best practices, and use of technology and evidence. Detection happens when we identify system weaknesses, maintain competency, use critical thinking, and pay attention to details. Correction may sometimes be a simple fix or may require multiple disciplines and levels of leadership to determine the potential for or cause of an error. On average, healthcare workers only report one out of every seven errors. Half report they do not feel free to question the decisions of those in authority (such as managers or providers), and a third are afraid to ask questions when something doesn't seem right. How do we change this culture? **By supporting those who speak up for safety.**

You not only have a right to speak up, but it is also expected that you speak up. If you suspect that an error may occur or has occurred, you should feel free to act — stop and ask — and question. Trust that your leadership will protect you. Make sure any potential errors are reported in RL Datix (Quantros, RLD), as well as actual errors. A near-miss safety event will not reach the patient and will be caught by a detection process or barrier (you). Assessment of near-miss safety events can bring forth correction and reduce the likelihood of future serious safety events.

This quarter’s great catch goes to a CCA. While a patient was checking in at one clinic, the CCA identified that they had a wrist band on already from a previous clinic visit earlier that day. The CCA looked at the armband the patient had on and noticed it was for the wrong patient. They promptly removed the incorrect armband, replaced it with the correct patient information and notified their manager of the near-miss error. Everyone is responsible to ensure the safety of our patients, and everyone can have a great catch!

Learn more about our journey to creating a High Reliability Organization by searching HRO on i2



Share your Safety Story - Speak Up for Safety

As we further our Commitment to Safety and continue becoming a High Reliability Organization, you'll be hearing safety stories shared more and more frequently. A safety story is a short (2 minutes) 3-part statement or story typically about patient or employee safety. Here is an example about speaking up for safety.

"I would like to share a message about the importance of speaking up for safety.

I awoke from a medical procedure with a throbbing headache with red eyes. The immediate nurse dismissed it and said I would be ok. They wanted to administer more meds for the pain I was experiencing. Another nurse came in and I told her the same thing - I had a horrible headache and my eyes were red. I told her I felt something was wrong. She immediately reviewed my chart and asked me if I have had Percocet before, to which I replied, no. She went on to say that it has been known to cause a reaction of elevated blood pressure in some patients after surgery. She immediately called the doctor, and they gave me something to counteract the reaction. Turns out, I was allergic to Percocet.

And that's why it's important to speak up for safety, and pay close attention to patient vitals after surgery, and take any signs of distress seriously."

Have a safety story to share with the entire organization? Submit it on our Committed to Safety i2 page!

HRO Training Has Begun

We kicked off the first round of training for our leaders in Leadership Skills of HRO in September, furthering our Commitment to Safety and becoming a High Reliability Organization. Sessions were led by representatives from Press Ganey, an outside company that has worked with Roswell Park leaders to design this training over the past 18 months.

To build high reliability across Roswell Park, we will learn and adopt skills and tools for effective communication, learning and accountability, allowing everyone to anticipate and avoid safety events that impact patients and staff. This is our goal — for every staff member to adopt these skills in their day-to-day work to create a culture of safety and reliability. This training of more than 400 Roswell Park leaders will continue through January 2024 for those in leadership roles. Every employee of Roswell Park will eventually participate in and benefit from similar training in the Universal Skills of HRO beginning in early 2024.

Nursing Satisfaction Survey

By Andrew Storer, RN, PhD,DNP, NP-C, FAANP, Chief Nursing Officer

One of the most effective tools in measuring and improving workforce engagement is the utilization of survey data. These surveys provide a structured mechanism to gather invaluable feedback directly from employees, allowing organizations to gain insights into their perceptions, needs and concerns. Your insights provide the roadmap for our actions, helping us fine-tune our strategies to make this workplace an even better one. By participating in these surveys, you contribute directly to shaping your work environment.

I want us to be a workplace where everyone can thrive. To make that happen, myself and other senior leaders from the organization are committed to translating feedback into tangible actions to drive continuous improvements. The 2021 survey resulted in an investment in an employee resiliency program that is aimed at ensuring that we take care of ourselves so that we can take care of each other and our patients.

By now, your managers should have shared the survey data for your specific unit. If you have not seen your data, reach out to your manager or me and I will be happy to review it with you. Over the coming months, we will delve deeper into this data, diligently working to create a meaningful action plan that propels us forward. A preliminary review reveals that we’ve made significant strides in some areas, outperforming benchmarks and delivering substantial improvements. In contrast, there are opportunities for us to focus and prioritize employee satisfaction in other areas.

Nursing Satisfaction Survey

Department	2021	2023
Perioperative Services	3.60	3.78
Ambulatory Services	3.79	3.64
Inpatient	3.81	3.94
Other departments with Nurse	4.24	4.13

- Red: Below National Benchmark
- Green: Above National Benchmark
- Orange: Significant improvement but still below National Benchmark

As the table shows, we have made remarkable progress in inpatient and perioperative departments, where our engagement scores have not only improved but inpatient scores now surpass national benchmarks. Outside of nursing, in areas like Clinical Research Center, Lab Medicine, Radiation, Radiology, Quality and Patient Safety, and more, our nurses continue to excel, consistently exceeding benchmarks. While these achievements are commendable, we acknowledge the decline in nursing engagement and satisfaction in ambulatory settings over the past two years. I am committed to exploring measures to significantly enhance this aspect of our workplace, ensuring that every member of our team feels valued, supported, and empowered to excel.

Focus Groups being held to better understand Nursing Satisfaction Survey results

The last Nursing Satisfaction Survey was conducted in March 2023. We are continuing with focus groups to dig deeper into the questions asked in the survey. Likert scales rarely show us all we need to see to make necessary improvements.

We have held two focus groups, and many of you answered a short survey on “What tasks consume your day?” This was a follow up to Adequacy of Staffing and Resources. The purpose of the survey was to find out what tasks are keeping you from working to the top of your license and preventing you from accomplishing your nursing tasks.

A post-focus group subcommittee is working on sorting through the responses. We have the responses broken down to six themes:

- Contact List/i2 Resource Page for nursing resources, contacts, and who to contact for issues with equipment
- Roles, Responsibilities and Delegation
- Supplies
- Equipment
- Information Technology
- Unknown/Communication

The subcommittees will report at the October meeting regarding the accomplishments and next steps. The upcoming groups are as follows. Please consider signing up and helping us continue to improve the nursing profession at Roswell Park.

- November 13, 2023 – Interprofessional Relationships
- December 11, 2023 – Professional Development
- January 8, 2024 – RN to RN Teamwork
- February 12, 2024 – Autonomy

Please contact Pamela.Pichon@RoswellPark.org if you are interested in joining one of the focus groups.

Patient Education

Introducing Shontoya Wilson and Taking the Lead



In the world of oncology care, where compassion meets science, the role of an Oncology Patient Educator is one of profound significance. It’s a role that Shontoya Wilson, BSN, RN, OCN, has proudly embraced since beginning at Roswell Park in 2014. Patient Education is thrilled to introduce Shontoya Wilson and the program that has become her passion and mission—Taking the Lead.

About Shontoya’s journey

Her path in the field of oncology care started at Roswell Park in 2014, when she took her initial steps as a Patient Care Technician. Over the years, she progressed to serve as a registered nurse in both inpatient and outpatient settings, gaining invaluable experience on 5 East and in the Chemo-Infusion Center. Her most recent role as an Oncology Nurse Coordinator in Urology deepened her understanding of the complexities and challenges patients face during their cancer journey.

Introducing “Taking the Lead”

Taking the Lead is not just a program; it’s a patient-centered education model designed to make a difference in the lives of newly diagnosed cancer patients who are embarking on the path of chemotherapy or biotherapies. The core goals of this program are as follows:

- Empowering patients: At the heart of Taking the Lead is the commitment to empower patients as active partners in their care. We believe that knowledge is power, and our program is tailored to provide patients with the information and tools they need to navigate their cancer journey with confidence.
- Enhancing patient satisfaction: We are dedicated to improving the overall experience of cancer patients at Roswell Park. By offering comprehensive education and support, we aim to enhance patient satisfaction and ensure that every individual feels heard and cared for.
- Increasing adherence and quality outcomes: Education plays a pivotal role in treatment adherence and quality outcomes. Through Taking the Lead, we strive to equip patients with the knowledge to follow their treatment plans effectively, leading to better outcomes in their cancer care.

A holistic approach to education

Our program takes a holistic approach to cancer drug therapy education. Partnering with The 11-day Power Play Cancer Resource Center, Shontoya holds classes on Mondays, Wednesdays and Fridays from 10 a.m. to noon. We understand that flexibility is key, which is why we offer both in-person and virtual options for participation.

During the first hour of each session, patients are provided with comprehensive education on cancer, chemotherapy, and immunotherapy. Topics also include what to expect at the Chemo-Infusion Center, the significance of lab tests, and when and whom to call for support. We engage patients interactively, demonstrating how to use the Taking the Lead book, and every patient receives their own copy to review before beginning cancer drug therapy.

The session is concluded by the resource center coordinators, who provide patients with a chemotherapy support kit, including a cookbook, water bottle and essential information. They also introduce patients to the wealth of resources available within Roswell Park and the broader community. For those interested, tours of the Chemo-Infusion Center can be arranged upon request.

Expanding our reach

In addition to the core program, Shontoya has established a strong presence in the GI Clinic and is working to fully establish the program in Head and Neck, where she connects with newly diagnosed patients. Furthermore, she created a specialized training and competency program for patients who require the use of elastomeric pumps at home. This program empowers patients to disconnect the pump and de-access their own port at home, granting them greater independence in managing their treatment.

Due to recent developments, including the closure of the agency Coram and supply challenges, we’ve had to establish our own CIVI (Continuous Intravenous Infusion) program. The centerpiece of this program is the elastomeric pump. Unlike other pumps, it doesn’t require batteries or an electrical connection. Instead, it’s a small rubber ball pre-set to release medication over 48 hours. To enhance patient independence, we teach patients to safely disconnect the pump at home if they can do so.

In conclusion, Taking the Lead embodies our commitment to providing comprehensive education, support, and empowerment to cancer patients. It is a program rooted in compassion, knowledge, and the unwavering belief that every patient deserves to be well-informed and confident in their cancer journey. We look forward to continuing to expand our reach and make a meaningful difference in the lives of those we serve at Roswell Park.

Shontoya is excited to embark on this journey with you all. Together, we can truly make a positive impact on the lives of our patients.

ANA Code of Ethics for Nurses with Interpretative Statements (2015)

By: Suzanne Carroll, RN, MS, AOCN

Did you know that the ANA Code of Ethics sets the ethical standard for the nursing profession and provides a guide for nurses to use in ethical inquiry and decision making?

The origins of the Code of Ethics for Nurses dates back to the late 1800s in the foundation of the ANA. The code was formally adopted by the ANA in 1950. It applies to nurses in all roles, in all forms of practice and in all settings. As nurses we are obliged to follow the code, but how many of us have read the Code of Ethics for Nurses?

There are nine provisions in the revised 2015 Code. Before reviewing the provisions, it is essential to preface the foundations of nursing practice and review some definitions. Nursing encompasses the protection, promotion and restoration of health and well-being;

the prevention of illness and injury; and the alleviation of suffering in the care of individuals, families, groups, communities and populations. Nursing is committed to the welfare of the sick, injured and vulnerable in society and to social justice. Nurses historically have acted to change the aspects of social structures that detract from health and well-being.

The code deliberately uses the word “patient” rather than “client.” The term “patient” has ancient roots in suffering and refers to a person receiving medical treatment. The root of the word “client” implies one that listens and leans upon or follows another. It denotes more of an advisory relationship and is often associated with consultation or business.

Morality is used in the code to refer to personal values, character, or conduct of individuals or groups within society or communities. Ethics addresses issues and questions about morality in human choices, actions and character.

Metaethics examines the nature of ethics and moral reasoning. “Why be good?”

Normative ethics speaks to the questions of the “ought” and the four fundamental terms of right, wrong, good and evil.

Applied ethics grapples the questions of right, wrong, good and evil in a specific domain of human actions (such as nursing). Applied ethics applies moral guidance for nurses in terms of what they ought to do, be and seek.

The terms should and must often replace the ethical term ought. **Ought** denotes a moral imperative. **Must** implies an obligation, duty or necessity, although not intrinsically a moral one. **Should** expresses an obligation or expediency that is not necessarily a moral imperative.

In future issues, we will review and discuss the specific provisions of the Code and how they apply to our nursing practice.

Reference: *Code of Ethics for Nurses with Interpretative Statements, ANA, Silver Spring, Maryland (2015).*

Environmental Sustainability: the impact of paper

By: Suzanne Carroll, RN, MS, AOCN



Leaders of our Information Technology Department Kimberly Blossom, Paul Visco and Thomas Furlani are currently investigating how to reduce print costs and volumes as a component of the Environmental Stewardship and Sustainability Committee at Roswell Park. Soon, a new printing policy will be implemented so we can be more environmentally sustainable, reduce printing costs and move towards paperless processes throughout the organization.

Currently Roswell Park prints over one million paper copies per month. The printing cost for fiscal year 2023 was \$456,534! There are also hidden costs of printer support and maintenance, toner and other printer supplies. Roswell Park prints/purchases more than 15 million pages annually!

Environmental consequences to all the paper we consume:

- The US has < 5% of the earth's population but consumes 30% of the paper
- One sheet of paper requires two to 13 liters of water
- 50% of business waste is comprised of paper
- Paper accounts for about 26% of waste in landfills
- It takes 16 trees to make one ream of paper (500 sheets)

<https://www.theworldcounts.com/stories/paper-waste-facts>

Transitioning to digital makes environmental sense. Meanwhile, nurses can take action to reduce overall printing. The first thing is to think, “Does this really need to be printed?” If you do have to print, print double-sided. Also, all patient education documentation is now available electronically and can be provided through the MyRoswell patient portal. That way, patients will always have the material available to them to reference.

Outlined below are copy paper usage for the nursing departments for fiscal year 2022-2023. Review your area and think about what you can do to decrease paper usage and reduce the environmental impact of paper in our healthcare organization.

Cost Center	# Reams of Paper	Sheets of Paper
657 Ambulatory Services Breast	560	280,000
550 Thoracic Center	550	275,000
720 Radiation Oncology	527	263,500
556 GI Center	454	227,000
553 Dermatology	430	215,000
568 Ambulatory Services Urology	380	190,000
559 Pediatric Center	330	165,000
560 Ambulatory Services Head & Neck	330	165,000
555 Ambulatory Lymphoma & MM	310	155,000
565 TCT Center	287	143,500
564 Amherst Center	261	130,500
572 Survivorship and Supportive Care	254	127,000
554 Leukemia Clinic	250	125,000
531 Nursing 7 East	240	120,000
561 Outpatient Infusion	240	120,000
575 Operating Room	225	112,500
574 PCU	220	110,000
541 ICU	215	107,500
521 Nursing 8 West	210	105,500
533 Nursing 7 West	210	105,500
523 Nursing 6 East	170	85,000
566 Niagara Falls Satellite	160	80,000
511 Nursing 5 East	159	79,500
525 Nursing 6 West	148	74,000
552 Ambulatory Neuro	143	71,500
513 Nursing 5 West	141	70,500
770 Ambulatory ATC	139	69,500
776 Nursing Endoscopy	130	65,000
515 Nursing 5 North	104	52,000
775 Nursing OR	100	50,000
537 Nursing 7 North	24	12,000
738 Pheresis	21	10,500

Roswell Park Scott Bieler Amherst Center Defines Vision for Community Cancer Care

Williamsville hub opened Sept. 11, 2023, to expand cancer services for WNY's northern suburbs

Eighteen months ago, Roswell Park Comprehensive Cancer Center announced a plan to build a new freestanding location in Amherst, NY, that would extend convenient access to outstanding cancer care and services for patients in Buffalo's northern suburbs. On September 7, we welcomed patients, cancer survivors and community members into that center — Roswell Park Scott Bieler Amherst Center — for the first time at a grand-opening event.

The 30,000-square-foot space at 203 Park Club Lane features two floors of state-of-the-art equipment and clinical space with a calming color scheme and aesthetic throughout. Roswell Park's new Williamsville hub will offer appointments and consultations with experts in breast medicine, dermatology, genitourinary medicine, gynecology, lymphoma, thoracic medicine, thoracic surgery and cancer survivorship. In addition, patients will have onsite access to a full-service pharmacy, comprehensive infusion center, phlebotomy and laboratory testing as well as an array of imaging services.

These services will also be available to patients of the 199 Park Club Lane Roswell Park Care Network practices in the same plaza — Roswell Park Hematology Oncology Northtowns and Breast Care of Western New York, providing a complete system of care for cancer patients in the region.

"We are overjoyed to open the doors on this beautiful building and offer Roswell Park patients even more convenient access to our world-class experts and quality care," says Candace S. Johnson, PhD, President, CEO and M&T Bank Presidential Chair in Leadership at Roswell Park. "We are forever grateful to Scott and Kathy for their generosity and commitment to making sure the people of this community have access to outstanding cancer care close to home."

The Scott Bieler Amherst Center is Roswell Park's first new-build outside of its downtown Buffalo campus, showcasing a vision of community care with a full complement of



A grand opening and ribbon cutting event at the Roswell Park Scott Bieler Amherst Center was held on September 7.

Erie County. Its name recognizes the significant personal contributions of Scott Bieler, President and CEO of the West Herr Automotive Group.

"I am so moved by the Western New York community — they are the driving force behind everything we do," says Bieler. "We are blessed to have met so many wonderful people through the West Herr family, and we have watched countless customers, neighbors, employees and family members face a cancer diagnosis. Just hearing that word, brings immediate emotion, uncertainty and fear to any family that is told their loved one has been diagnosed with cancer. The purpose of this new facility is to bring hope and provide a solution to that diagnosis, it was built to hopefully extend life to all who enter it."

Bieler has been a dedicated supporter of Roswell Park for 20 years. He has served on the Roswell Park Alliance Foundation board since 2002. His significant contribution to Roswell Park's 2015 capital campaign led to the naming of the Scott Bieler Clinical Sciences Center, which opened its doors in May 2016 on Roswell Park's downtown campus.

Have a patient who would benefit from services closer to home at the Scott Bieler Amherst Center? Be sure to offer them the opportunity when appropriate.

Learn more about the center at RoswellPark.org/AmherstCenter

Pinnacle of Excellence

Roswell Park earns 2022 Press Ganey Award for Patient Experience

In recognition of the superior experience it has provided for patients over several years, Roswell Park was designated by Press Ganey as a 2022 Human Experience (HX) Pinnacle of Excellence Award winner. The award reflects consistently positive patient experience and is based on Press Ganey's multiyear survey of Roswell Park inpatients.

"By putting their patients and workforce first each and every day, Roswell Park is demonstrating their unwavering commitment to their employees and to the communities they serve," says Patrick Ryan, Chairman and Chief Executive Officer of the international survey and research organization. "Their caregivers have inspired us with the compassion, empathy and human connection they bring to the clinical healthcare setting. We are honored to partner with them as we celebrate their achievement."

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.

"Press Ganey represents the voice of our patients, and this award affirms that the interprofessional team provides the level and quality of care we strive to for this group day in and day out," says Andrew Storer, PhD, DNP, RN, Chief Nursing Officer and Senior Vice President for Patient Care Services.

2022
HX Pinnacle
of Excellence
Award®

PressGaney

That's a wrap on another Mammoth Week

The Marketing Department partnered with the Breast Imaging, Patient Access, Community Outreach and Engagement, and Roswell Park Care Network teams for its 4th annual Mammoth Week. From Oct. 2 – 5, 2023, 502 women scheduled their annual mammograms thanks to the effort! The week featured two full days of live interviews and inspiring stories on WIVB Channel 4 with our experts, along with many other outreach initiatives.

Remember, as an employee of Roswell Park, you are eligible to receive up to 4 hours of paid time off for any cancer screening. Express appointments are available on our main campus, and mammogram appointments are also available at our Breast Care of WNY location in Williamsville. Both locations are convenient and offer discrete services staffed by highly-trained teams.



Appointments can be scheduled online at RoswellPark.org/mammo

Gobble, Gobble!

Roswell Park's annual Turkey Drive to kick off Nov. 14

Roswell Park will once again be supporting our community and neighbors in need this holiday season with a turkey drive at Roswell Park. *Please save the date – and mark your shopping list – if you are able to donate a turkey.*

NOVEMBER'S Turkey Drive

We will be
collecting
125
FROZEN
TURKEYS



Help us fill the sleigh Our annual toy drive begins Nov. 27

Your generosity helps provide a wonderful holiday season to hundreds of children in our community.



BLS & ALS Updates

Beginning in June 2023, BLS, ALS and PALS certifications will be managed through HealthStream, partnered with The American Red Cross, for the Department of Nursing. Nursing is working to offer this service to other clinical roles within Roswell Park.

Say goodbye to wondering when you are due to renew or have to search for a class that fits into your schedule!

What does this mean for you?

All nurses and PCTs with HealthStream accounts who either do not have an active credential on file or who are due within 60 days will automatically be enrolled in BLS, ALS and/or PALS, depending on what is required for their clinical specialty.

If you receive an assignment, but have an active certification, email Nursing Professional Development a copy of your active certification. Once it is uploaded, the assignment will be removed from your account.

Users must complete the online course, which takes approximately 45 minutes for BLS and 2.5 hours for ALS or PALS. Courses can be paused and resumed.

If you require non-clinical time to complete, coordinate with your manager and educator. Laptops are available for use in Center for Nursing Excellence.

Once the online course is complete, users must practice skills on the resuscitation mannequin in the Center for Nursing Excellence - Resuscitation Room (Nursing Professional Development -ASB First Floor). The mannequin provides real-time feedback on compressions and breaths. The skills take approximately 15 minutes and are self-directed.

Hours of Operation:

Monday - Friday from 6 a.m. - 5 p.m. Alternate skill drop-in times, such as night shift, can be scheduled by emailing NursingProfessionalDevelopment@roswellpark.org.

In-person classes with the American Heart Association will still be available through December 2023 as we transition to the online platform. Staff who are already signed up for a class and prefer to take the course online can email Enroll@wnyhe.com with least 48 hours notice to cancel.

We strongly believe that every patient deserves the best possible care, delivered by staff that has the competence and confidence to act during a sudden cardiac arrest. The American Red Cross Resuscitation Suite™ for BLS, ALS, and PALS focuses on improving responses to real-word resuscitation events. The American Red Cross Resuscitation Suite is the new choice for driving resuscitation excellence across the country and emphasizes high-quality CPR as the foundation of every successful cardiac arrest event.



**A New Choice in Advancing
Resuscitation Competency is
NOW AVAILABLE**

The American Red Cross
Resuscitation Suite™

HealthStream. 

Career Development Program

Shadow Opportunity

Roswell Park's Shadow Program allows employees the opportunity to learn about career options



Requirements

1. Must be in good standing in current position
2. Available to all Roswell Park Employees
3. One shadow experience per quarter



Explore

Learn more about available career pathways at Roswell Park:

- | | | |
|---------------------------|-----------------------------|--------------------------------|
| -Registered Nurse | -Nurse Manager | -WOC Nurse |
| -Licensed Practical Nurse | -Nurse Educator | -Research Nurse |
| -Patient Care Technician | -Oncology Nurse Coordinator | -Clinical Research Coordinator |
| -Nurse Practitioner | -Nurse Supervisor | -Operating Room |
| -Physician Assistant | -Radiology Tech | -Infection Prevention |
| | -Surgical Tech | -Quality Specialist |
| | -Pharmacy | -Phlebotomy |
| | -Laboratory & Blood Bank | ... and more! |



Scan QR code to complete application form!
From The Professional Development Council

NursingProfessionalDevelopment@RoswellPark.org



CALLING ALL: NURSES, PCTS & NURSE PRACTITIONERS!

- Do you enjoy supporting and offering professional guidance to others? Do you have a need for professional guidance from a trusted peer?
- Can you dedicate 15 minutes to 1 hour of your time each month for 6 months to chat with a new staff member, or someone interested in learning a new role within the department of nursing?
- This program can be helpful for those thinking of moving into leadership roles, changing departments within nursing or continuing education, or for new employees/graduates. Once mentors are available, you will be able to choose a mentor based on your specific learning needs.

HAVE REMOTE ACCESS?



Want to be a mentor?

Scan the QR Code to take the 15-minute Mentor Course.



Want to be paired with a mentor?

Scan the QR code for a brief questionnaire.



EMAIL: NursingProfessionalDevelopment@RoswellPark.org for further questions.