



Stormont Vail Health

## 2016 Nursing Report

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## Message from the Chief Nursing Officer



*"I am proud of the patient care that we provide at Stormont Vail. It is because of each of you and the accountability and expertise you bring to our health care setting that we make a difference for patients and families"*

- Carol Perry, MSM, BSN, RN, FACHE  
Vice President and Chief Nursing Officer

While nurses at Stormont Vail Health met professional challenges and opportunities the past year with a caring and competent approach, we are at the cusp of new ways of providing care to our community. As our organization evolves from its foundation of clinical integration into a population health organization that focuses on the wellness and health of individuals, we will be redefining our roles as members of the health care team. There may be new alliances and collaborations, new models of care, but above all, nurses will continue to be patient-focused and integral to the delivery of care.

This evolution of care delivery will impact all of us, from the bedside nurse balancing many responsibilities and managing the care of patients with complex health issues to the clinic nurse who works with an interdisciplinary team to care for the whole patient.

I am proud of the patient care that we provide at Stormont Vail. It is because of each of you and the accountability and expertise you bring to our health care setting that we make a difference for patients and

families. I am proud that you have been the force behind Stormont Vail being designated as an ANCC Magnet® facility twice, with our third renewal on the horizon.

Nurses within our organization are at the forefront of helping make decisions about its future, instituting new policies and practices, and meeting goals for high quality patient care. Nurses are involved in every facet of the organization through interdisciplinary committees and councils, and Nursing Shared Governance.

These types of activities not only serve to empower the nurse individually, but also as a whole. Your voices are important, and as you will find in the following report, they are also heard.

We have the unique opportunity to help people in our community during the worst of times and times of joy, such as the birth of a child. Some tragedies our community has suffered the past year have not only impacted our staff professionally, but also personally. Those times are a chance to reflect on how closely interwoven we are with the community we serve. We are connected.

Thank you for your contributions.

Carol Perry, MSM, BSN, RN, FACHE  
Vice President and Chief Nursing Officer

*On the cover: Zane White, RN, reviews a patient care plan on 3/4-Pavilion where he provides nursing care.*



## Philosophy of Care

Stormont Vail Health nurses are centered on key concepts of nursing: person, environment and health. They focus on providing patient-centered, high quality care. The Stormont Vail nursing philosophy is reflective of the organization's mission, vision and values.

## Mission

The professional nurses at Stormont Vail Health are committed to providing the highest level of care and customer service to improve the health of our community.

## Vision

Stormont Vail nurses actively support:

- Professionalism in relationships
- Recognition for achievement beyond quality standards
- Improving health in our community and throughout northeast Kansas
- Distinguishing our organization above all other health care facilities

## Transformational Leadership ANCC Magnet® Designation

Stormont Vail Health is working toward its third Magnet® designation as part of the American Nurses Credentialing Center's (ANCC) Magnet Recognition Program®. The program recognizes health care organizations for quality patient care, nursing excellence and innovations in professional nursing practice. Stormont Vail is one of 444 Magnet® health care organizations worldwide.

## Midwest Transplant Network (MTN)

Carol Perry, MSM, BSN, RN, FACHE, vice president and chief nursing officer, was honored by the Midwest Transplant Network with an "I Am Key" pin by the MTN administration and staff for consistent leadership and support on donor cases.

The Midwest Transplant Network "You Are Key" recognition program was designed to highlight the hospital staff who go above and beyond to provide excellent care to potential donors and their families. Because of them, MTN is able to save lives through organ, eye and tissue donation.

## Excellence in Nursing Awards

The 2016 Excellence in Nursing Awards recognized outstanding professional work by Stormont Vail patient care staff for the ninth consecutive year. Sixteen staff members were named award winners in nine categories from a large number of nominations.

### Excellence in Nursing Leadership



*Jana Tenbrink, BSN, RN,  
Medical Critical Care*

### Excellence in Nursing Practice



*Natalie Roeder, BSN, RN,  
Post-Acute Care*



*Lisa Sylvester, BSN, RN,  
Neonatal Intensive Care*

### Excellence in Nursing Mentorship



*Steve Peterson, BSN, RN-BC,  
5-North*



*Jon Quanstrom, BSN, RN,  
EP Lab*

*Excellence in  
Nursing Preceptorship*



*Amy Baker, BSN, RN,  
EP Device Clinic*

*Excellence in  
Nursing Research*



*Ruth Ohm, PhD, APRN, RN,  
Baker School of Nursing*

*Distinguished  
Community Service*



*Jean Pope, RN,  
Post-Acute Care*

*Excellence in Licensed Practical Nursing*



*Trishelle Alexander, LPN,  
Diabetes Support Services*

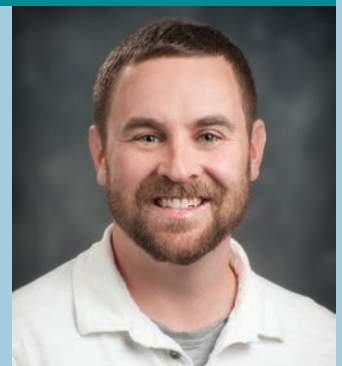


*Linda Wiese, LPN, Birthplace*

*Rising Star*



*Jamie Andrews, LPN,  
Rheumatology*



*Nicholas Schneider, BSN, RN,  
Surgery*

*Excellence in Patient Care*



*Nikki Picotte, PCT,  
Pediatrics*



*Teresa-Renee Fred, PCT,  
Emergency Department*



*Teresa Hernandez, CST,  
Surgery*



*Josh Witt, PCT,  
Medical Critical Care*

## March of Dimes Nurses of the Year

Michelle Clark-Galvan, RN, BSN, CCRN, Critical Care, and Lisa Quilling, RN, Emergency, were named Nurses of the Year in the March of Dimes' Kansas and Greater Kansas City Chapter 2016 recognition program. There were more than 1,000 nominations for the awards.

Michelle received the honor in the Critical Care category, and Lisa received the award in the Emergency/Transport category.

In addition, four other Stormont Vail nurses were named finalists for the Nurse of the Year recognition program. They were:

- Jean Pope, RN, PACU – Surgical Services Category
- Alicia Criger, RN, Patient-Centered Medical Home – Public Health/Ambulatory Care Category
- Sue Legino, RN, Neonatal Intensive Care – Neonatology Category
- Jackie Koch, RN, Pavilion – Medical/Surgical Category

## KSNA Awards

Stormont Vail received the 2016 KSNA Florence J. Nelson Outstanding Nurse Employer Award from the Kansas State Nurses Association, and a Stormont Vail nursing leader, Nicki Bradbury, MSN, RN, NE-BC, was recognized with the 2016 KSNA Nursing of the Year Administration Award. Nicki serves as a department director for Stormont Vail's Level III Neonatal Intensive Care, Pediatric Intensive Care, Pediatric and Young Adult Departments, along with the Infusion Center, IV and Enterostomal Therapy, and has 230 employees under her leadership. She has worked at Stormont Vail for 39 years.

The Florence J. Nelson Outstanding Nurse Employer Award is given to employers who provide a good atmosphere for the practice of nursing and meet specific criteria for nursing policies and practices.

## DAISY Award

The DAISY Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. DAISY stands for Diseases Attacking the Immune System. The DAISY Foundation was established by the family of J. Patrick Barnes after he died from complications of the auto-immune disease ITP in 1999. It was started at Stormont Vail in 2016 as a way for patients, families and staff to recognize care received and to say "thank you" to extraordinary nurses.

## 1st Quarter 2016

- Tanya Bender, RN, Heart Center
- Elizabeth Piper, LPN, Pediatric Care
- Sally Jennings, APN, Neonatal Intensive Care
- Julie Ashley, RN, Birthplace
- Lisa Sylvester, BSN, RN, Neonatal Intensive Care
- Marley Baum, BSN, RN, Patient Flow

## 2nd Quarter 2016

- Joshua Adams, RN, ADN, CPEN, Emergency
- Jaime Maine, RN, Surgery
- Sue Legino, RN, Neonatal Intensive Care
- Cheryl Gales, RN, Cardiac Rehabilitation
- Enedina Patch, MBA, BSN, RN, CHC, Palliative Medicine & Supportive Care
- Shannon Gregg, APN, Neurology

## 3rd Quarter 2016

- Amber Judd, RN, Cath Lab/Special Procedures
- Judy Purkey, RN, Perioperative Services
- Jamie Kidwell, RN, Post-Surgical
- Cameron Rickel, RN, Trauma Critical Care
- Rhonda Hale, RN, Cotton O'Neil Digestive Health
- Jodi Andruss, RN, 7-North

*The 2016 Excellence in Nursing Awards recognized outstanding professional work by Stormont Vail patient care staff for the ninth consecutive year.*

## Persons of the Moment

The Stormont Vail Health Person of the Moment award is an opportunity to recognize staff at Stormont Vail Hospital and Cotton O'Neil Clinics. The recognition program is part of the "Small Moments" culture change that is occurring at the organization. Five nurses were among those individuals honored as a Person of the Moment in 2016.

- Susan Huntsinger, LPN, Cotton O'Neil Emporia, December
- Ali Hanna, RN, Quality Coordinator, 5-North, August
- Paige Wynne, RN, Critical Care, May
- Abbe Waun, RN, Charge Nurse, 5-North, March
- Enedina Patch, RN, Nurse Manager, Palliative Medicine & Supportive Care, February





## ***Structural Empowerment***

### **Shared Governance**

Nursing staff participate in seven Nursing Shared Governance Councils at Stormont Vail. Shared governance provides the structure for nurses to identify and integrate best practices.

Shared governance promotes a culture of nurse empowerment, providing bedside nurses with an environment that fosters autonomy, accountability and evidence-based decision making. Shared governance is also vital to the recruitment and retention of highly qualified nurses who value professional development – and to the mentorship of the next generation of nurses.

### **Professional Development Council**

The Professional Development Council serves as role models and facilitators for nursing education and professional development. The council reviews nursing retention, reviews and maintains the Ethics Statement, the Professional Practice Model and the Nursing Shared Governance Bylaws. The council recognizes and celebrates nurses' success by promoting activities during National Healthcare Decision Day, Certified Nurses Week, Nurses Week and assists with organizing the Nursing Symposium. The council also launched the DAISY nurse recognition program.

- Certified nurses at Stormont Vail were recognized on March 19 for Certified Nurses Day™. A registered nurse (RN) license allows nurses to practice. Certification affirms advanced knowledge, skill and practice to meet the challenges of modern nursing.
- Nurses Week, May 6-12, included a “Giving Back to Our Community Campaign,” when nursing sponsored a Food and Basic Necessities Drive for the community. Pediatrics/Young Adult Center/Pediatric Intensive Care was the winning hospital department with 457 items donated and the winning clinic area was Cotton O’Neil Pediatrics with 345 items donated. The winners asked for the chief nursing officer (CNO) to walk a day in their shoes, giving the CNO a chance to learn from front-line experts.

*Shared Governance  
creates a culture of  
empowerment for nurses.*

*Morgan Ogden, Patient Care Technician, 3/4-Pavilion,  
checks a patient's blood glucose level.*

### Goals for 2016-2017 include:

- Strengthen/revise Nursing Care Delivery Model
- Ensure DAISY award program is sustained
- Continue to develop preceptor program
- Grow Nursing Symposium
- Promote in-house certification review courses

### Research Council

The Research Council facilitates nursing research and findings. The council establishes nursing research priorities, serves as a resource for conducting nursing research and utilizing findings, and promotes nurses' participation in workshop, or organizations focused on nursing research.

- All RNs were provided the opportunity to participate in a study being conducted by Youngstown State University called "STATS 101."
- Topics of civility, bullying and violence in the workplace were discussed at the 2016 Stormont Vail Health Nursing

*The Shared Governance councils provide nurses with opportunities to make an impact on the nursing environment and better patient outcomes.*

*Research Council provides oversight and education about nursing research opportunities at Stormont Vail Health.*

Symposium. The symposium was held April 29 in partnership with Sigma Theta Tau, Eta Kappa Chapter-at-Large, with the Research and Professional Development Councils working jointly.

- CSI: Stormont Vail Research, a new initiative, was launched in fall 2016. This project is investigating civility and incivility at Stormont Vail Health. It launched with a continuing education event in August, with Cynthia Clark, PhD, RN, on "Promoting a Culture of Civility in Nursing Education." Dr. Clark is the national expert in nursing civility.

- Journal Clubs at Stormont Vail have grown and now number 33, with some now multi-disciplinary.

### Research Studies Ongoing or Approved:

- Super Utilizer Focus on Pediatric Asthmatics
- OB Nurse Navigator and Breastfeeding
- Palliative Care Study
- Nurses Attitudes About Video Monitoring for Patient Safety

### Goals for 2016-2017 include:

- Implement CSI Research Education offerings
- Revitalize nursing research development and efforts through collaboration
- Prepare for Magnet® redesignation
- Promote and support ongoing nursing research that aligns with the Nursing Strategic Plan







*Justin Barnes, RN, charge nurse in the Emergency Department, discusses data on the visual management board in the department. Nurses utilize the LEAN process to measure and standardize processes to create a better care environment.*

*Patient care and nursing practices are regularly reviewed through quality outcomes and benchmark data.*

## Nursing Performance Improvement Council

The Nursing Performance Improvement Council provides a coordinated system that continuously assesses and evaluates quality in patient care and nursing practices through a regular review of quality outcomes and benchmark data. Members develop, implement and evaluate performance improvement efforts, identifying care issues that benefit from these efforts based on high-risk, high-volume and problem-prone areas.

In 2016, the council standardized data reports for nursing departments and collaborated to create a report for critical test results evaluation. It also worked with administration to develop a committee to review fall incidents with injury, and developed a collaboration to review and reduce hospital-acquired pressure ulcers.

### Goals for 2016-2017 include:

- Standardize tracking tools for department action plans
- Re-evaluate current indicators to ensure they are nursing related and address high risk areas
- Utilize LEAN systems for action plan development and initiatives
- Increase efficiency and communication in the central data hub

## Nurse Practice Council

The Nurse Practice Council is tasked with providing safe, high-quality and value-driven care. The council continues to review and update policies and procedures to reflect current evidence-based practice, and to standardize the method that council members use to communicate information to their clusters.

### Goals for 2016-2017 include:

- Continue to review and update policies and procedures to reflect current evidence-based practice
- Host speakers to discuss patient care issues
- Promote the “Pause” program throughout the hospital – where staff take a “pause” or moment of silence to honor lives lost

## Communication Council

The Communication Council develops and implements nursing communications. The committee develops plans and guidelines to include more nurse-driven articles for the Nursing Now newsletter and NursingNet intranet. It also developed information for the Stormont Vail website about recruitment and retention of nurses.



### Goals for 2016-2017 include:

- Collaborate to improve intranet for nursing communications
- Collaborate with education on new communication device, Vocera

### Management Council

The Management Council organizes and provides resources. The council provides appropriate human resources necessary to meet the standards of practice in all areas of care, carries out the fiscal responsibility, determines operational systems that support management, and ensures that decisions are communicated, implemented and carried out. The council reviewed and analyzed the Nursing Strategic Plan, reviewed the Shared Governance structure and established the Magnet Steering Committee to prepare the Magnet® document.

### Goals for 2016-2017 include:

- Review and analyze the Nursing Strategic Plan to align with the Organizational Strategic Plan
- Review Shared Governance Council structure
- Review professional practice and care delivery models

### Foundation & Auxiliary Support

The Stormont Vail Foundation and the Stormont Vail Health Auxiliary provide generous financial support to nurses through Continuing Education Grants. The Stormont Vail Foundation, through gifts it receives, also provides scholarships to students at the Stormont Vail campus of the Baker University School of Nursing for both spring and fall semesters.

### Celebrating 25 Years with Baker

Baker University School of Nursing celebrated its 25th anniversary in October. The school, which partners with Stormont Vail, was founded in 1991 and offers Bachelor of Science in Nursing and Master of Science in Nursing degrees. Since its inception, the Baker School of Nursing has graduated 1,533 BSN students. The master's program, which was launched in 2016, offers two tracks: nursing education and nursing administration. Both master's tracks are offered online.

*The Stormont Vail Foundation and Stormont Vail Health Auxillary support nurses through Continuing Education grants and scholarships.*

*Jake Callahan, Baker School of Nursing student, enjoys making a pediatric patient smile.*



## Exemplary Professional Practice

### Focus on Falls

A fall prevention program at Stormont Vail resulted in a total fall reduction of 36 percent in the past year, with a 53 percent reduction in falls with injury. Standardized Safety Rounding was implemented in hospital departments where falls with injury are most prevalent, with oversight from an injury fall leadership group that includes Chief Nursing Officer Carol Perry. Fall prevention education is now included in the Patient Care Service orientation process. Fall Prevention Awareness Day on Sept. 22 was planned by the Fall Committee and 450 day and night shift staff members pledged their support to fall prevention efforts by

*Fall prevention has been a focus of both hospital and clinic settings to keep patients safer.*

signing “Ready, Steady, United We Stand for Falls Free” posters. A patient-family partnership initiative to encourage patients to call for assistance, so they remain fall-free, was also instituted.

### Technology Advances

A pilot video monitoring system was developed for 4-Pavilion to assist the care team in monitoring patients for fall safety through a video system. The system allows staff to monitor up to six rooms simultaneously to create a safer patient environment.

The Vocera communications system, which uses voice recognition, began implementation through a phased roll-out in patient care areas. Vocera provides a secure, integrated communication system to help care teams collaborate and communicate.

Patient Care Services began implementation of the API Staffing and Scheduling module, which provides for online self-scheduling, open shift notifications and other features for staff to manage their schedules.

*Ashley Toyne, RN, nurse manager on 3/4-Pavilion, demonstrates a pilot video monitoring system to enhance patient safety.*





## Mayo Clinic Care Network

Patient care at Stormont Vail is enhanced through the connection between nursing staff and the Mayo Clinic Care Network (MCCN). Chief Nursing Officer Carol Perry participates in nursing leadership with other CNOs in the MCCN. She presented on a panel for chief nursing officers at Mayo's Clinical Leadership Symposium in October.

Nursing staff has been involved in the Mayo Surgical Engagement project at Stormont Vail, and hosted two Mayo nursing leaders for the 2016 Nursing Symposium to present on the topics of civility, bullying and violence in the workplace.

Stormont Vail nurses have attended Mayo webinars on nursing core curriculum, child abuse, facilitated nurse mentoring, empathetic communication and enhancing early recognition of the deteriorating patient. They have also utilized health care consulting with Mayo experts concerning restraints, behavioral health, breastfeeding, retention, infection control, education and staffing/acuity.

## Mission Initiatives

Baker School of Nursing faculty and students traveled to Kenya during the summer for a medical mission for Streams of Hope International (SOHIM). Ephanthus Kimori Mwangi and Hotensiah Kimori established SOHIM after graduating from the Baker School of Nursing in 2008. The team, along with other health care professionals and community volunteers, provided care to people in remote areas.

Scrubs2Share, a scrubs donation event to benefit Medical Missions Foundation, a Lenexa-based organization that does medical missions to India, Uganda, Guatemala and Romania, was held in October. Stormont Vail staff donated 11 boxes of gently used scrubs. The Medical Missions Foundation was very appreciative and will use the scrubs for six mission trips they have planned in 2017.

*Stormont Vail's involvement in the Mayo Clinic Care Network has led to collaborations and expertise that have improved patient care and safety.*



*Amy Cripe, BSN, RN, quality control coordinator on Post-Surgical, assists a patient utilizing the enhanced recovery pathway on 7-South. Developed through a collaboration with the Mayo Clinic, the enhanced recovery for certain surgical procedures has resulted in reduced length of hospital stay.*



*Baker School of Nursing faculty and students provided care to people in remote areas of Kenya during a summer mission trip. (Photo credit: Kaitlyn Enochs, Baker School of Nursing student)*



*Jessica Carroll, RN, 6-North, represents a nursing area on the Research Council.*

## ***New Knowledge, Innovations and Improvements***

Stormont Vail employees Angie Gamber, MBA, BSN, RN, NE-BC, FACHE, and Brooke Oxandale, MSN, RN, CNL-C, along with Les Sperling and Kim Spencer of the Central Kansas Foundation (CFK), presented at the Eighth Annual Summit on Quality. Both organizations collaborated to reduce emergency department (ED) recidivism for patients with substance use disorders. A strategic, brief intervention and referral to treatment model produced effective interventions in the ED. Reduced recidivism, improved engagement and identification of persons at risk of substance misuse were accomplished.

Linda Brown, BSN, RN, CPN, nurse manager, Pediatrics and Adolescents, and Serena Laird, MBA, RRT, director of Pulmonary Services, Sleep Center and Allergy, had a poster accepted in the Evidence-Based Practice track at the 2017 Society of Pediatric Nurses 27th Annual Conference, SPN: A Bright Future for Pediatric Care. Entitled “Caring for Kansas Kids: Outpatient Bronchiolitis Clinic,” the poster details the quality improvement project at Stormont Vail Health. Following the implementation of a standardized bronchiolitis scoring tool and identification of patients who only

needed suctioning during the previous two seasons, a bronchiolitis clinic was developed to provide suctioning for outpatients. The Outpatient Bronchiolitis Clinic (OBC) provided care for 391 patients during the 2015 season, who might otherwise have visited the Emergency Department or been hospitalized.

Angela Dechand, MSN, BSN, RN, nurse manager, Neurology Clinic, had a proposal accepted for the 2017 Critical Care Congress, entitled “Improving Patient-Family Centered Care in the Medical Intensive Care Unit.” Angela was joined in the project by Christy Rooks, pharmacist; Dr. Salah Najm; and Austin Jackson, statistician. A second project, “Pain Sedation and Delirium in Patients in the Medical ICU,” was also accepted to the conference.

An article entitled “Nursing Student Coaches for Emergency Department Super Utilizer” by Della Anderson, MSN, MBA, RN, Enedina Patch, MBA, BSN, RN, CHC, Brooke Oxandale, MSN, RN, CNL-C, Amy Kincade, MBA, BSN, RN, Angie Gamber, MBA, BSN, RN, NE-BC, FACHE, and Ruth Ohm, PhD, RN, was accepted for publication by the Journal of Nursing Education.



Della Anderson, MSN, MBA, RN, Baker School of Nursing, had an article published in Creative Nursing, Vol. 22, No. 3, entitled "Servant Leadership, Emotional Intelligence: Essential for Baccalaureate Nursing Students." Publication was Aug. 1, 2016.

Gillian Trotter, BSN, RN, Critical Care, had an article, "Reducing the Trend and the Stigma of Obesity," published in the October 2016 Kansas Nurse Journal.

An article, "Hypertension Management in the Oldest Old: Findings from a Larger Long-Term Care Facility," was published in the September 2016 Journal of the American Association of Nurse Practitioners. Authors include three Stormont Vail Health staff members: Susan Schwinn, MSN, APRN, AGNP-C, Cotton O'Neil Post-Acute and LTC; Robin McKay, MSN, APRN-C, OCN, CHPN, Cotton O'Neil Internal Medicine; and Brooke Faria de Cunha, MSN, APRN, FNP-BC, Stormont Vail Inpatient Diabetes. The purpose of the quality improvement project was to evaluate hypertension management in patients 80 years of age and older who reside in a large, long-term care facility. Additional authors include Shirley Dinkel, PhD, APRN, FNP-BC, ANP-C, FAANP, and Bobbie Mansfield, DNP, APRN-BC, both of Washburn University; Savanna Cummins, MSN, APRN, FNP-C, Konza Prairie Community Health Center, Junction City; and Krystal Brunin, MSN, APRN, FNP-C, Pediatric Associates.

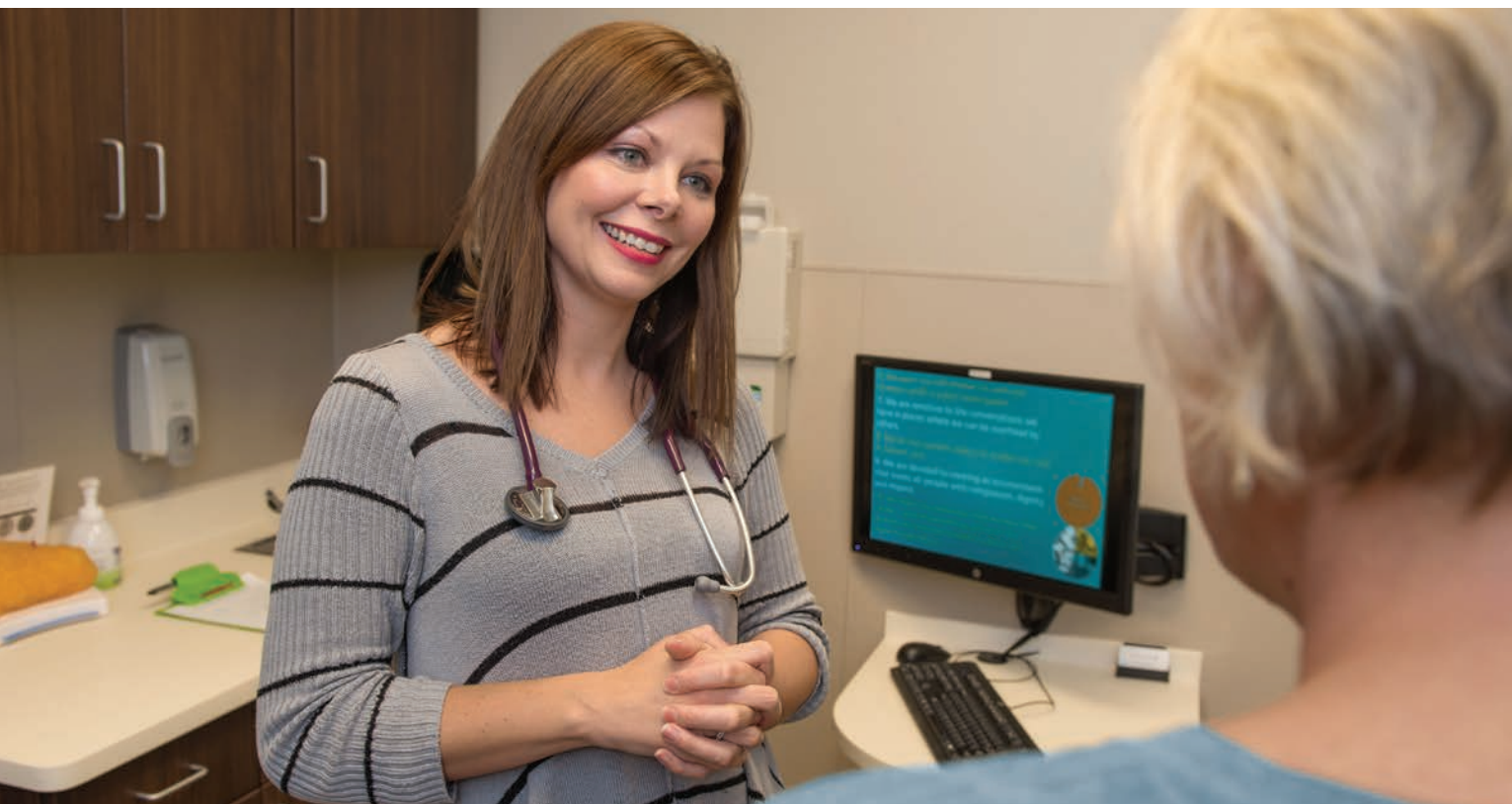
Ashley Toyne, MHCL, BSN, RN, nurse manager 3/4-Pavilion, was featured in an article in The Topeka Capital-Journal, about a Washburn University pilot mentoring program in which she is involved. Ashley mentored a freshman, first-generation Washburn student who wants to be a pediatric nurse. The program is part of the Washburn Success Institute.

Kristin Perez, APRN, CNM, was interviewed by WIBW-TV for a To Your Health news segment about the new childbirth options available in the Birthplace. Kristin told about the hydrotherapy available for moms who are in labor via whirlpool tubs in the Birthplace.

*Nurses at Stormont Vail seek better patient care through new knowledge and staying abreast of evidence-based practices.*

***Emergency Department nurses mentor each other in providing quality nursing care.***





*Piper Hower, APRN, at Cotton O'Neil North, is one of the nurse practitioners who provide care to patients at Cotton O'Neil clinic locations.*

## About Stormont Vail Health

Stormont Vail operates a 586-licensed bed, not-for-profit acute care regional hospital and a network of primary and specialty clinics throughout northeast Kansas. In conjunction with Baker University, Stormont Vail operates a nursing school on its Topeka campus and works closely with the Washburn University School of Nursing as well as other nursing programs in the region. Multiple Stormont Vail staff members serve as adjunct faculty or actively lecture at academic institutions in the region.

*To learn more about professional nursing at Stormont Vail, visit [stormontvail.org](http://stormontvail.org).*

## Stormont Vail Nursing by the Numbers (Fiscal Year 2016)

- Advanced Practice Nurses - **130**
- Registered Nurses - **1,225**
- Licensed Practical Nurses - **320**
- Patient Care Technicians/Medical Assistants - **591**
- Licensed Mental Health Technicians - **10**
- Certified Registered Nurses - **291**
- FY2016 RN Turnover Rate - **9.34%**  
(Kansas City Metro 10.09%)
- FY2016 RN Vacancy Rate - **3.41%**  
(Kansas City Metro 8.6%)

## Stormont Vail by the Numbers (Fiscal Year 2016)

- Clinic Visits - **664,386**
- Express Care Visits - **42,774**
- Emergency Department Visits - **65,436**
- Admissions - **21,625**
- Surgeries - **15,917**
- Births - **1,868**



## Stormont Vail Health Distinctions

- Accredited by the Joint Commission and additionally certified by the Joint Commission as a Primary Stroke Center, and has certified programs in Chest Pain, Joint Replacement-Hip, Joint Replacement-Knee and Prematurity
- Received the 2016 Pinnacle of Excellence Award for Clinical Quality from Press Ganey. The award recognizes top performing organizations on the basis of extraordinary achievement. The award recognizes a Press Ganey client who has maintained consistently high levels of excellence over three years in patient experience, employee engagement, physician engagement or clinical quality performance.
- Recognized in U.S. News & World Report 2016-17 Best Regional Hospitals rankings. Stormont Vail achieved the highest rating possible in eight procedures or conditions, including abdominal aortic aneurysm repair and aortic valve surgery, chronic obstructive pulmonary disease (COPD), colon cancer surgery, heart bypass surgery, heart failure, hip and knee replacement, and lung cancer surgery.
- Received Blue Cross Blue Shield of Kansas Blue Distinction for Maternity, Hip and Knees, and Cardiac.
- Received 2016 CareChex Quality Awards for Medical Excellence and Quality.
- Received the Get With the Guidelines®-Stroke Gold Plus Quality Achievement Award with Target: Stroke<sup>SM</sup> Honor Roll Elite Plus and also a Get With the Guidelines®-Heart Failure Gold Plus Quality Achievement Award for heart failure care.
- Earned an “A” in The Leapfrog Group’s national patient safety ratings program. The Leapfrog Group is an independent hospital watchdog.



*Carol Frazee, MBA, RN, manager in the Cardiac Rehabilitation area of the Cotton O'Neil Heart Center, provides compassionate care to patients.*



Stormont Vail Health is proud  
to be recognized as a Magnet®  
organization by the American  
Nurses Credentialing Center.



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