

MEMORIAL HERMANN GREATER HEIGHTS HOSPITAL NURSING ANNUAL REPORT

FY 2020-2021



MEMORIAL[®]
HERMANN
Greater Heights

TABLE OF CONTENTS

01 Message from the Vice President and
Chief Nursing Officer

02 Professional Nursing Practices

03 About Our Nurses

04 Transformational Leadership

06 Exemplary Professional Practice

08 Structural Empowerment

10 New Knowledge, Innovations and Improvement

12 Empirical Outcomes

13 Excellence in Nursing



Message from the Vice President and Chief Nursing Officer

Allow me to present the FY2020-2021 Nursing Report for Memorial Hermann Greater Heights (MHGH) Hospital. This report is a comprehensive summary of the achievements and advancements of our care teams over the past year.

We are proud to have achieved Magnet® designation for excellence in nursing in May of 2017. Our culture promotes safety, quality, service, learning and evidence-based practice. We consistently recognize the excellence our nurses and teams provide through Daisy® individual and team awards. To foster our culture of safety, we also recognize staff with “Good Catch” awards through our Safety Ambassador program. Our unwavering commitment to nurse empowerment is demonstrated through our mature shared governance model.

This past year has been one of great challenge and adversity. MHGH was designated as one of two COVID cohort hospitals in our system. At one point, nearly 60 percent of our patients had a COVID diagnosis. We are pleased to share that our teams stepped up with courage and compassion, and demonstrated their dedication to our patients and to the community. To support our staff during this unprecedented time, we addressed staff burnout, stress as well as resiliency through our Greater Heights “Roadmap to Resilience” program, and participation in the system initiative “Well Together.”

Through it all, we have continued our strategic planning process to prepare us for the future of healthcare reform, and to ensure we continue to meet the needs of our community now-and for generations to come.

I hope you enjoy learning more about the amazing work our nurses and healthcare team do every day. They make a difference in the lives of our patients and families, and I am proud to be a part of the Greater Heights family.

Sincerely,

Ann Szapor



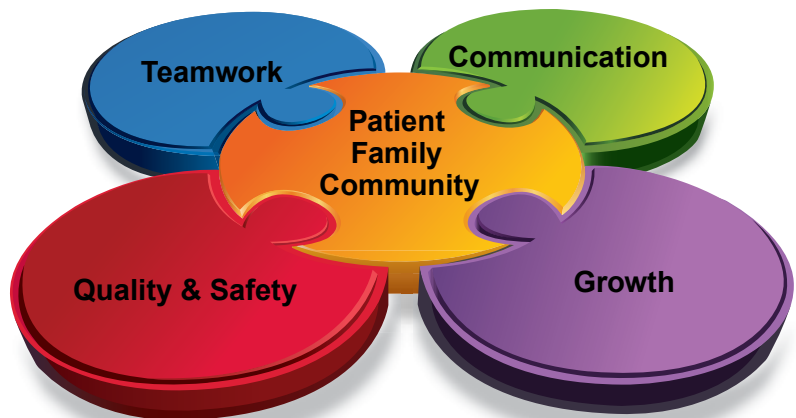
Ann Szapor, MBA, BSN, RN, NEA-BC
Vice President and Chief Nursing Officer
Memorial Hermann Greater Heights Hospital

Memorial Hermann Greater Heights Professional Nursing Practice

Greater Heights Professional Practice Model (PPM) is a conceptual framework for nurses, nursing care and interprofessional patient care which aligns with the vision, values and philosophy of Memorial Hermann Health System. The schematic design describes how nurses practice, collaborate, communicate and develop professionally to provide superior quality, cost efficient, innovative and compassionate care for the people of Greater Heights and surrounding areas.

The PPM is reviewed by Shared Governance Shared Leadership Council for its relevancy and consistency each year. This beautiful design was also a focal point of one of our IRB approved research projects at Greater Heights.

Professional Practice Model





About Our Nurses



639/633

FY2020/FY2021

Number of Nurses



29%/30%

FY2020/FY2021

Percentage of Certified Nurses



26/24

FY2020/FY2021

Number of PNAP Participants



81%/85%

FY2020/FY2021

Percentage of Clinical Nurses
with BSN/Higher Degree



18/14

FY2020/FY2021

Number of EBP/Research
Projects



55/51

FY2020/FY2021

Number of NRPs

ACCOLADES



- The Family Birthing Center (FBC) received the Level II maternal facility designation as an intermediate care facility from the Department of State Health Services (DSHS).
- FBC was re-designated as a Texas 10 Step facility based on the successful implementation of policies and quality measures to improve maternal and newborn outcomes. The designation from the DSHS is for 5 years, and focuses on patient education and support.
- MHGH received certification from the Joint Commission for Joint Replacement (Hip & Knee), Chest Pain and the Primary Stroke Center.
- MHGH was recognized as Level III Trauma Designation without Contingencies from the DSHS.
- MHGH received Vascular Center of Excellence from the Surgical Review Corporation.
- MHGH received Beacon Award recognition for Unit 6 North's successful improvement in patient outcomes and excellent nursing practices from the American Association of Critical Care Nurses.
- MHGH received PRISM Award recognition for exceptional nursing practice, leadership and outcomes in a hospital medical-surgical unit on 3 South from the Academy of Medical-Surgical Nurses and the Medical-Surgical Nursing Certification Board.

Transformational Leadership

Transformational Leaders empower nurses to be innovative, accountable, collaborative, compassionate and results-oriented by advocating for resources, enhancing partnerships and achieving positive outcomes.

Chief Nursing Officer (CNO)

- **Clinical Connections** – Clinical Connections is an electronic newsletter that is distributed house-wide quarterly. It highlights a message from the CNO that provides nursing accomplishments from the previous quarter and major nursing activities and events for the coming quarter. It also contains the latest news on clinical care and nursing practice, and individual recognition of nurses internally and externally.
- **Lunch with the CNO** – Established about three years ago, the CNO and other nursing leaders have lunch together with invited nurses and patient care assistants/technicians during the Clinical Nurse Orientation. This monthly activity provides an opportunity for the nursing staff to communicate openly with the CNO and other leaders related to ideas and concerns. Other topics discussed include Magnet, nurse empowerment and growth opportunities.
- **Work Place Violence (WPV) Committee** – Ensuring safety in the workplace environment remained a key focus by the CNO. The CNO spearheaded the formation of the WPV Committee that developed action plans to reduce violent/disruptive behaviors. The Committee conducted a survey to listen to the voice of the workforce, especially the nurses. Through emails, newsletters and attendance to meetings, the CNO listened to the nurses' concerns, resulting in action plans. These action plans include: hospital-wide training on how to identify WPV and disruptive behaviors, via attendance to TEAM Essentials; Code Lilac, a crisis intervention tool; and the creation of safer rooms at ED, facility changes to secure entrances and installation of panic buttons.
- **Combined Nurse Executive Council including Chair of Shared Governance** – This is a monthly meeting of the expanded Nursing Leadership Team including the Chair of Shared Leadership Council. The meeting agenda covers the different strategic initiatives of the organization and allows a two-way communication among the leaders.
- **Shared Leadership Council** – The CNO regularly attends the meetings of the Shared Leadership Council, which is composed of clinical nurse representatives from all the units. The meeting is led by a chair who is also a clinical nurse voted from among the unit representatives. The CNO gives an update from the Nurse Executive Committee (NEC) and conducts roundtable dialog with every unit-based council representative. Two Nursing directors, **Judy Ho, DNP, APRN, ACNS-BC, CPHQ, NEA-BC and Kham Thai, MSN, RN-BC, CVRN-BC, NE-BC** serve as advisers of the Shared Leadership Council.

Mentoring for the Future

- **Memorial Hermann Health System Robust Process Improvement Green Belt:** Alexis Vo, MBA, BSN, RN, ONC
- **Women Leaders of Memorial Hermann Mentoring Circles:** Judy Ho, DNP, APRN, ACNS-BC, CPHQ, NEA-BC; Rowena Chona O. Sano, MSN, BSChE, RN, CNL, CPHQ, CAQ(ASQ), CLSSBB; Brenda Stewart, MSN, RN, CEN, NPD-BC; Jean Gaines, BA, BSN, RN-ACM, FAACM; Monica Dunaway, BSN, RN; Ashley Lyon, BSN, RN, MEDSURG-BC; Brittany Lloyd, BSN, RN, MEDSURG-BC; Chikodili Asuzu, BSN, MEDSURG-BC; Kara Edwards, MSN, RN, CEN



- **Informal mentoring agreement:** Bailey Hart, BSN, RN received mentorship from her Director Danyell Taylor, MSN, RNC-OB, NEA-BC and became a Clinical Coordinator and obtained certification as RNC-OB.

Multidisciplinary Discharge Rounds (MDDRs)

Memorial Hermann Greater Heights continues to implement the MDDRs, an organizational strategy advocated by the Chief Nursing Officers (CNOs). MDDRs continues to be the driving force in managing the care progression of its patients. MDDRs provide a forum for the care team to clearly understand and define what action items should be implemented in the next 24 hours, to achieve the overall patient's plan of care, key clinical goals and their discharge plan. By recognizing the barriers to performing outstanding procedures, lab tests and other planned interventions, the care team can support the patient to help them safely progress to the next level of care.

Beacon Award for Excellence - 6 North

Memorial Hermann Greater Heights' 6 North Medical Surgical Unit received the Silver-Level Beacon Award for Excellence from the American Association of Critical-Care Nurses. The unit has demonstrated successful improvements in patient outcomes, and aligned its practices with the association's rigorous standards. This award also confirms the unit is continuously learning and achieving optimal patient care based on the

following evidence-based criteria: Leadership Structures and Systems, Appropriate Staffing and Staff Engagement, Effective Communication, Knowledge Management, Learning and Development, Evidence-Based Practice and Processes as well as Outcome Measurement.

This award places 6 North as only the seventh unit to receive this honor within the entire Memorial Hermann Health System, and the second acute care unit in the system.

PRISM Award - 3 South

Memorial Hermann Greater Heights' Unit 3 South received the prestigious PRISM Award® from the Academy of Medical-Surgical Nurses (AMS) and the Medical-Surgical Nursing Certification Board (MSNCB). It is a recognition of the team's exceptional nursing practice, leadership and outcomes in hospital medical-surgical units. PRISM stands for Premier Recognition In the Specialty of Med-surg. This elite award makes 3 South the only recipient within the Memorial Hermann Health System, and the second acute-care unit in Houston. This award recognizes that the 3 South team has achieved and sustained excellence in the areas of effective leadership, recruitment and retention of competent staff members, evidence-based practice, positive patient outcomes, healthy practice environment as well as lifelong learning of unit staff members.

Exemplary Professional Practice

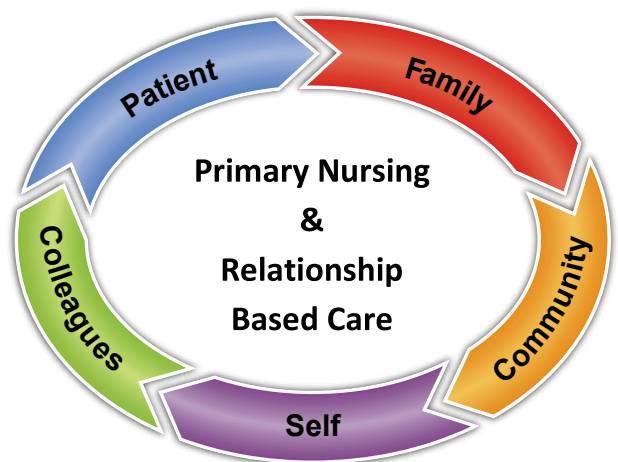
Strive to promote exemplary professional practice by collaborating with physicians, nurses, patients and communities to identify healthcare needs, using resources to deliver high-quality patient care and achieve operational excellence while advancing health outcomes.

Professional Practice Model

Memorial Hermann Greater Heights' Professional Practice Model is aligned with the mission, vision and values of Memorial Hermann Health System. The model is based on a commitment to improve the healthcare of patients, families and communities of Southeast Texas by providing superior quality, cost efficient, innovative and compassionate care. The Professional Practice Model is the driving force for nursing practice, collaboration, communication and professional development. The model is used to help guide nurses in providing the highest quality of care to the population served.

Care Delivery System

The Care Delivery System at Memorial Hermann Greater Heights is an integration of Primary Nursing Care and Relationship Based Care principles. The principles of the system promote continuous, consistent, efficient and accountable delivery of nursing care. The sum of these relationships is a healing environment enacted through compassionate care, competent clinical interventions, listening as well as seeking to understand each person's experience.





In Primary Nursing, the registered nurse manages all patient care, and is both accountable and responsible for coordination, provision, evaluation and advocacy of care along with relevant decision-making. Decision-making is collaborative between nurses and other members of the health care team. It may occur across multiple units as determined by patient needs and episodes of care, and it may be escalated to a higher leadership level if beyond the scope of the primary nurse.

RN Satisfaction and Patient Satisfaction

Improvements in nursing satisfaction and patient satisfaction are a strategic priority here at Memorial Hermann Greater Heights.

The RN Satisfaction survey in July 2020 showed improvement on areas compared to the last survey. The following are areas to celebrate: adequacy of resources and staffing, autonomy, interprofessional relationships, leadership access and responsiveness as well as professional development. The areas to improve include RN to RN teamwork collaboration and fundamentals of quality nursing care.

The CNO and nurse leaders have conducted a Nursing Symposium and continued to implement the Donna Wright Competency Program to improve these two areas.

Patient satisfaction has been a challenge for FY20 and FY21 with the COVID-19 pandemic. The hospital was designated as a cohort hospital and has managed up to 60 percent COVID-19 positive patients during the pandemic. Early into the pandemic, the hospital—with direction from the system—changed the visitation policy, limiting it to virtual visitation only. Strategies were developed to ensure ongoing communication with the patient, family and care providers. Some of the strategies included the provision of iPads with Zoom accounts to facilitate real time and face-to-face communication and the use of two nurses working as liaisons between the patients' families and the caregiver team. The Patient Experience team worked with the two nurses who attended the daily MDDRs, taking note of information that can be shared with the patients' families. Another strategy was the use of virtual meetings by the physicians with the patients' families to provide updates about their family member.

Structural Empowerment

Create a positive culture of nurses advancing practice through shared decision making, professional development and advancing the health of the community.

RN Certification

Memorial Hermann Greater Heights offered nurses two programs for certification reimbursement: the American Nurses Credentialing Center (ANCC) Success Pays Program and the Voluntary Auxiliary Program via the Volunteer Scholarship Program. Certifications of interest under the ANCC can be reimbursed using the Success Pays Program; otherwise, nurses can request reimbursement through the Volunteer Scholarship Program. Since its inception in September 2020, a total of 40 nurses have initiated requests for reimbursement. These programs have supported some of our nurses to successfully attain certification, at no cost to the nurse. At the end of FY21, 30 percent of the hospital's nurses were certified.

Advancing Degrees

Memorial Hermann Greater Heights values nurses who continuously develop professionally by advancing their degrees to optimize their potential. One of the strategies to support the nurse to obtain a BSN or higher degree in nursing is working with the nurse's schedule to accommodate their school schedule to support work-life balance. As of FY21, we have met our goal of achieving a 2 percent annual increase of our nurses attaining BSN or higher degree in nursing across the organization. Approximately 85 percent of the hospital's nurses have achieved a BSN and higher degrees by end of FY21.



Competency Validation and Continuing Education

At Memorial Hermann Greater Heights, accommodating the continuing education needs of the nurse is an ongoing process, assessed through multiple pathways to ensure both self-identified issues and gaps in the nurse's knowledge, skills and abilities. Opportunities are identified and addressed to promote professional development of the nurses and staff. We provided a total of 1391 CEs for FY20 & FY21.

MHGH continues to utilize the Donna Wright methodology for competency assessment every 6 months. Competency needs are assessed through input by nurses at all levels within the organization. Prioritization is given to those needs that are classified in more than one category, are time sensitive and impact measurable outcomes and patient care outcomes.

Professional Nurse Advancement Program (PNAP)

The Professional Nurse Advancement Program (PNAP) is a clinical advancement-incentive program available to our Full-Time (FT) and Part-Time (PT) registered nurses (RNs), that have direct patient-care responsibilities for greater than 50 percent of their shift/day. In November 2020, the PNAP Letter of Intent (LOI) was made available electronically. The process allows the applicants to create online submissions and facilitates leaders' review and approval of LOIs, as well as enables local PNAP Council's review of submissions and approvals. For FY20 and FY21, a total of 50 direct care RNs participated in the program.

Nurse Residency Program

The Nurse Residency Program (NRP) at Memorial Hermann Health System is a comprehensive transition-to-practice program for New Graduate Registered Nurses. The NRP has achieved the ANCC Practice Transition Accreditation Program designation in 2019. NRP utilizes the Vizient/AACN Nurse Residency Program and the Memorial Hermann Clinical Development Specialty Core Curricular. Our one-year NRP retention rate is 93 percent for FY20 and FY21, out of four cohorts and 75 residents.

RN Fellowship Program

The RN Fellowship program offers opportunities to nurses for career advancement within Memorial Hermann. It provides a framework of support, for the new as well as for the specialty nurse in the ED, ICU or Cardiac Cath Lab, by providing participants with knowledge, tools and training to bridge the gap and transition to a higher acuity care area. A total of eight nurses and two cohorts have transitioned through this program to Cath Lab, ICU and ED.

Shared Leadership Council

Shared decision making promotes an organizational model that encourages nurses to have a voice over their professional practice. The model empowers involvement of the nursing staff in decision making, with the purpose of improving the staff's professional practice, work environment and professional development. Principles include engaging all staff and recognizing that all roles are important.

New Knowledge, Innovations and Improvement

Advancing quality health care, nurse engagement and community health by promoting awareness, communication of EBP, research and new technology to create innovative solutions.

Evidence-Based Practice and Research

Nursing-led Evidence-Based Practice (EBP) and Research projects help us to advance health and improve the quality of nursing care. MHGH hosted a series of EBP courses and events for FY 20 & FY21. Eight nurses and leaders participated and successfully completed the program.

There are five nurse-led studies at Memorial Hermann Greater Heights currently approved by the Memorial Hermann Health System Clinical Innovation and Research Institute (CIRI) and The University of Texas Institutional Review Board (IRB) Committee for Protection of Human Subjects (CPHS). Completed and ongoing IRB approved nurse-led studies at Memorial Hermann Greater Heights in FY20 & FY21 include:

Completed:

- Registered Nurse Certification and Education: Impact on Nursing Sensitive Quality Indicators
- Determining Best Fit Hiring

Ongoing:

- The 2018 Nurse Survey Pilot Study: Press Ganey Nurse Engagement
- Effects of Educational Interventions on Nurses' Evidence Based Practice (EBP) Beliefs, Practice, Self-efficacy and Patient Outcomes
- National Database of Nursing Quality Indicators
- COVID-19 Related Stigma and Healthcare Workers

Conference Presentations

- **Anna Szapor, MBA, BSN, RN, NEA-BC & Frank Caldwell, PharmD.** presented: Implementing a Drug Diversion Prevention Program at the Magnet Conference, October 2019 (Poster).
- **Judy Ho, DNP, APRN, ACNS-BC, CPHQ, NEA-BC** presented: Should Nursing Utilize the Baldrige Excellence Framework? at the Houston Organization of Nurse Executives, January 2020 (Podium).
- **Kham Thai, MSN, RN, CVRN, NE-BC; Tracye Sweet, MBA, MHA, BSN, RN-BC; Edmar Jimenez-Adarme, BSN, RN-BC** presented their project: Care Zone Staffing Model to Improve Patient Experience at a local conference called Memorial Hermann RPI Expo on February 7, 2020 in Houston, TX (Poster Presentation).
- **Danyell Taylor, MSN, RNC-OB, NEA-BC; Anna Barrios, MSN, RN, NE-BC; Bailey Hart, BSN, RNC-OB; Jamie Lowe, MSN, RN; Heather Leal, BSN, RNC-OB; Terquillia Lester, BSN, RNC-OB** presented their project: Reducing Cesarean Delivery Surgical Site Infection Rates at a local conference called Memorial Hermann RPI Expo on February 7, 2020 in Houston, TX (Poster Presentation).
- **Juan Sanchez, MBA, BSN, RN, NEA-BC; Jean Gaines, BA, BSN, RN-ACM, FAACM; Ann Szapor, MBA, BSN, RN, NEA-BC; Lisa Kendler CFO; Judy Ho DNP, APRN, ACNS-BC, CPHQ, NEA-BC ; Shannan Dillard, BS; Rowena Sano, MSN, BSCHE, RN, CNL, CPHQ, CQA(ASQ), CLSSBB** presented their project: Mitigating Risk: reducing Readmission Rates Through Early Identification of Readmitted Patients at a local conference called Memorial Hermann RPI Expo on February 7, 2020 in Houston, TX (Poster Presentation).

- **Judy Ho, DNP, APRN, ACNS-BC, CPHQ, NEA-BC; Kham Thai, MSN, RN, CVRN, NE-BC; Frank Caldwell, Pharm D; Christy Su, Pharm D; Kim Morrison, RRT** presented their project: Achieving Operational Excellence with Clinical Care Redesign on Pulmonary Patients at a local conference called Memorial Hermann RPI Expo on February 7, 2020 in Houston, TX (Poster Presentation).
- **Anna Szapor, MBA, BSN, RN, NEA-BC** presented: Implementing a Workplace Violence Prevention and Response Program at the 2020 American Organization of Nursing Leaders Conference, September 2020 (Virtual Podium).
- **Judy Ho, DNP, APRN, ACNS-BC, CPHQ, NEA-BC** presented: Our Roles in Providing Quality and Safe Care in a COVID World, Texas Gulf Coast Association of Healthcare Quality, November 2020 (Virtual Podium).
- **Anna Szapor, MBA, BSN, RN, NEA-BC** presented: Caring for Yourself While You Care for Others at the hospital's Nursing Symposium, May 13, 2021 (Virtual Podium).
- **Morgan Fischer, BSN, RNC-OB and Leah Baylis, PA-C** presented: Sex Trafficking for the Health Care Provider at the hospital's Nursing Symposium, May 13, 2021 (Virtual Podium).
- **Judy Ho, DNP, APRN, ACNS-BC, CPHQ, NEA-BC and Rowena Chona O. Sano, MSN, BScE, RN, CNL, CPHQ, CQA(ASQ), CLSSBB** presented: From Fighting Fires to Systematic Improvement at the World Conference on Quality and Improvement, American Society for Quality, May 28, 2021 (On-demand Session).
- **Shamara Bruce, DNP, RN** presented: the Qualitative Research Study on Experiences of Direct Care Registered Nurses Using a Professional Practice Model by Rhonda Kitchen, PhD, RN, CPHQ at the MHGH EBP and Research Forum on June 14, 2021 (Virtual Podium).
- **Sara Noelle On, BSN, RN** presented: the Study on Implementation of Obstetric Emergency Simulation Events for Improvement in Nurse Self-Confidence and Learning by Claudia Chavana, DNP, RN, NPd-BC, CPHQ at the MHGH EBP and Research Forum on June 14, 2021 (Virtual Podium).
- **Andrea Medina, MSN, RN and Keyla Campbell, MSN, RN, NPd-BC** presented their EBP Project: Introducing Graduate Nurses into the Float Pool at the MHGH EBP and Research Forum on June 14, 2021 (Virtual Podium).
- **Iqra Rehman, BSN, RN; Shirley Camac, BSN, RN; Sharian DeJean, BSN, RN; Sreyech Hak, BSN, RN and Emma Thayer, BSN, RN** presented their EBP Project: Medication Adherence in Critical Care Settings at the MHGH EBP and Research Forum on June 14, 2021 (Virtual Podium).



EBP and Research Council

Formed in late fiscal year 2019, the EBP and Research Council was established to create both a culture of inquiry as well as to promote and oversee EBP and Research projects. It has become a robust council that meets monthly with a modest number of active members from Nursing staff and leaders. The EBP and Research Council collaborates with the MHHS Nurse Scientist **JoAnn Mick, PhD, RN-BC, NEA-BC** in providing education on EBP to MHGH nurses and leaders. There is a total of 21 completed and ongoing EBP projects. The council sponsored its first EBP and Research Forum on June 14, 2021, and was attended by nurses and other multidisciplinary team members from Memorial Hermann Greater Heights and other facilities.

Performance Improvement (PI) Projects from the Shared Leadership Council

With the objective of empowering clinical nurses by providing them with PI project skills, a total of 12 PI projects were initiated by members of the Shared Leadership Council in the Summer of 2020. The PI projects were focused on improving the different patient-related process and outcome metrics. At the end of FY21, 83 percent of the projects were completed. Examples of the PI projects include: Decreasing Fall Rates, Improving Staff Responsiveness, Improving Compliance Rates to Interactive Voice Response, Improving Compliance Rates to Use of the Language Line and Reducing Turnaround times from ED to Room Arrival. The different PI teams were facilitated by Judy Ho, DNP, APRN, ACNS-BC, CPHQ, NEA-BC, Claudia Chavana, DNP, RN, NP-BC, CPHQ and Rowena Chona O. Sano, MSN, BSChE, RN, CNL, CPHQ, CQA(ASQ), CLSSBB.

Empirical Outcomes

The focus of our collective efforts in nursing contributing to positive outcomes in patient satisfaction, nursing satisfaction and nursing sensitive quality indicators.

Decreased Falls Through the Falls Committee

The Falls Committee supports the hospital's Professional Practice Model by ensuring that our nurses practice with quality and safety in mind. The committee has embarked on several initiatives such as assigning Fall Champions in every unit per shift, updating the white board with fall risk status per shift and as needed, audits by Fall Champions, review of fall Variance Reporting System (VRS) reports as well as meetings with unit managers for specific action plans. Unit-based councils have also conducted unit performance improvement on reducing falls. Our falls with injury rate decreased from 8.16 in 2019Q2 to 2.78 in 2020Q4.

Decreased Rate of Caesarean Section Surgical Site Infections

The Family Birthing Center (FBC) caters to a wide area of the urban Houston community and sees

pregnant patients with various co-morbidities and different socio-economic backgrounds. Surgical site infections (SSIs) after cesarean section (CS) surgeries are complications that can lead to mortality and morbidity, higher costs of care, increased length of stay and dissatisfaction in patient care. The FBC Nursing leadership team and the Unit-Based Council (UBC) embarked on performance improvement (PI) and implemented evidence-based action plans such as use of the PICO Single Use Negative Pressure Wound Therapy System (PICO) and use of a risk assessment checklist. Through communication and unit-wide education, the PI team achieved engagement and buy-in from physicians and staff. After the interventions were implemented, the CS SSI rates decreased from 0.2 in February 2019 to zero in May to July 2019.



Excellence in Nursing

Nursing Awards and Recognition is a significant part of professional development. As our nurses continually strive to excel in their profession, we want to acknowledge and celebrate their many achievements along the way.

DAISY Award for Extraordinary Nursing Winners FY20 & FY21

The DAISY™ (Diseases Attacking the Immune System) Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. The DAISY Award is presented each month to recognize the skill and compassionate care exemplifying the kind of behaviors that our patients, their families and our staff recognize out of an outstanding role model.

DAISY Nurse Leader Award

Memorial Hermann Greater Heights awarded two DAISY Nurse Leader Awards in FY20 & FY21: **Terquillia Lester, BSN, RN, RNC-OB** in August 2019, and to **Robert Pinon, MSN, RN, CMSRN** during the Nursing Week Awards Ceremony in May 2021.

Excellence in Nursing Award Winners FY20 & FY21

Our Hospital's Excellence Awards FY20

- Daisy Team Award to **CVICU** for providing personalized and exceptional care to patients while maintaining a work environment that is supportive, encouraging and community-oriented.

Our Hospital's Excellence Awards FY21

- Outstanding Clinical Coach of the Year: **Sara Guerrero, BS, RN** for mentoring, supporting and nurturing staff by guiding and providing feedback to help staff achieve their goals.
- Courage and Compassion Award: **Breanna Kumar, BSN, RN** for acting bravely to innovate

and achieve work-class experiences and outcomes for patients, partners and community; also for demonstrating strength and practicing the values of kindness and respect for people.

- Direct Care Nurse Leader: **Brittany Lloyd, BSN, RN, Medsurg-BC** for guiding her peers and taking the initiative to improve processes and easing the workload of the frontline staff.
- Pandemic Nurse Hero Award: **Barbara Russell, BSN, RN** for demonstrating strength, calmness, ability to juggle daily changes and sacrificing own personal needs to support staff, patients and families.
- Outstanding Team Award (2021): **3 South** for working together and accomplishing many great things through collaboration and great attitude.
- Department Friend of Nursing Award: **Environmental Services** for always willing to help with direct patient care and as a support system to the nursing units.

External Awards

- **Juan Sanchez, MBA, BSN, RN, NEA-BC** was awarded one of 20 Outstanding Nurses of 2019 by the Texas Nurses District 9 Foundation.
- Houston Chronicle's Top 150 Nurses in Houston awarded: **Debra Mott, MSN, RN, CVRN, CCRN** in May 2020, and **Ray DeAnda, DNP, MBA, RN, CEN, Ashley Jones, BSN, RN, CVRN** and **Shelby Lavicky, BSN, RN, CVRN** in May 2021.
- **Juan Sanchez, MBA, BSN, RN, NEA-BC** and **Kham Thai, MSN, RN, CVRN, NE-BC** received the Good Samaritan Foundation Excellence in Nursing Award – Bronze Category in June 2021.



1635 North Loop West
Houston, TX 77008

memorialhermann.org
713.222.CARE (2273)