Nurses understand and apply an evidence based conceptual and clinical framework to enhance their professional practice and guide how they collaborate, communicate, and develop professionally to provide the highest quality care for those served by North Hills Hospital.

### 2010 Preceptors and Coaches

Registered nurses are supervised by their assigned preceptor as they complete their orientation. The RN/preceptor role is to oversee and supervise the newly hired nurse during their daily patient care activities, while he or she is learning unit specific processes and patient care competencies are demonstrated. The clinical coach’s role is to support the process of critical thinking on the unit through coaching the nurse in areas that may need improvement.

### Rolling Out the Red Carpet for Student Nurses

Exemplary professional nursing practice is evident at North Hills Hospital. Exemplary means that our nurses show excellent professional practice behaviors that are worthy to be honored, imitated, respected, and admired by all. Nursing students are important to our facility because they are our future. Many nursing students use our hospital for their clinical education and have given feedback that their experience here has been outstanding. Most (96%) students stated that the patients received exceptional care by the nurses. Almost all (98%) stated they received excellent teaching by the nurses. Nurses as teachers is a hallmark of exemplary professional nursing practice.

The following nurses were specifically recognized by name:

- Stephanie Ariola
- Kelle George
- Amber Moose
- Dorie Bennett
- Evelyn Giorlando
- Hortence Novak
- Felicia Bessman
- Kim Grout
- Trudy Rex
- Bart Burgess
- Jamie Helenbrook
- Kumbah Saah-Snorton
- Neoly Casaquete
- Stacy Hodge
- Lisa Shada
- Brenda Clark
- Wen Li
- Jason Shultz
- Beth Claypool
- Jeri Long
- Eunice Valai
- Denise Cooper
- Bonnie Martin
- Dana White
- Jane Fontillas
- Curtis McLeroy
- April Zeller

The student nurses also said some wonderful things about our nurses:

“On the 5th floor Trudy and Jeri were very accessible...Trudy even gave us a tour on the first day.”

“Wen,Trudy, Eunice, and Denise were excellent when answering our questions. April and Stephanie on the night-shift were always very helpful in assisting us with patient selection.”

“In particular I would like to thank Dana in the CSU for being such an awesome preceptor and taking the time to help me understand things. She was very helpful and knowledgeable, she really made a difference. Also, Jamie in the Emergency Department was wonderful. I had many opportunities to perform skills with her, and she was very helpful and knowledgeable! In Outpatient Surgery, Felecia was a great nurse and preceptor, and she really made a difference. I appreciate everyone here. It was a good environment and provided many learning opportunities for me in my last semester.”
Clinical Practice

The TCU Fellowship is an evidence-based program (EBP) designed to educate nurses on the process of conducting an EBP project and/or research. The goal is to develop the fellows into the role of impacting clinical improvements for patients through their own projects and mentoring others.

Susan Duboskas, Julie Ragle, Dorie Bennett, and Amanda Robbins completed their fellowship last year, and Laura DeVage and Stacey Taylor are currently enrolled in the program.

At this year’s opening session, Susan Duboskas was chosen to serve on a panel of four fellows and share her story about her project and experience from last year. She also presented at a national conference earlier this year.

The fellowship commitment consists of a monthly eight hour workshop and four hours committed to project work. Hospital employees are paid for any time they spend in the workshop or working on their project. Employees who have completed their fellowship serve on the EBP and Research CV Council and present their projects at their TCU Fellowship graduation. They also present at our facility’s annual EBP and Research Day, which is held in January.

The Professional Practice Model is a schematic representing the North Hills Hospital nurse’s foundational beliefs about our profession and clinical practice. This model also demonstrates our strategic goal to be recognized by American Nurses Credentialing Center (ANCC) as a Magnet Hospital in 2013. Magnet-recognized organizations are in a unique position to become pioneers of the future and to demonstrate solutions to numerous problems inherent in our health care systems today. They may do this in a variety of ways through innovative structure and various processes, which include five domains.

The five domains of Magnet nursing are the framework on which nurses control their practice of nursing at North Hills.

Transformational Leadership supports the process and structure to sanction direct care nurses to improve patient care. Our leadership and governance is driven by the process of shared decision making. Hospital-wide and unit-based councils comprise the structure by which we share information necessary for decisions.

Structural Empowerment commits resources to professional and role development, and recognizes nurses for excellence.

Exemplary Professional Practice compels our nurturing care delivery, professional practice, interdisciplinary collaboration, and accountable competency. Our patient care delivery methods vary across units, with some units having only RNs and others having a mix of RNs and Patient Care Assistants. Patient and Family Centered Care (PFCC) is the framework of how we honor and collaborate with those we serve in order to deliver nurturing and exemplary patient care.

New Knowledge, Innovations and Improvements build current and future foundations of nurturing care based on evidence and research.

Empirical Outcomes demonstrate improvements and show that nurses at our hospital are making a difference for our patients.

Nurses at our facility base their professional practice of nursing on caring for the patient and their family as core. Caring at North Hills Hospital is defined as “a nurturing way of relating to our valued patient and family, toward whom one feels a personal sense of commitment and responsibility” (Kristen Swanson, 1993, IMAGE: Journal of Nursing Scholarship).