



Nursing Update

DONOR IMPACT

2020-21 REPORT

MISSION

We Serve, Heal, Lead,
Educate and Innovate.

VISION

Ochsner will be a global medical and academic leader who will change and save lives. We will shape the future of healthcare through our integrated health system, fueled by the passion and strength of our diversified team of physicians and employees.

YEAR OF THE
NURSE

2020  2021

EXCEL • LEAD • INNOVATE

ANA  ENTERPRISE



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Connection: 2020, the Nursing
Annual Report, please scan this
code.



Ochsner Nurses

Nurses at Ochsner provide unmatched care to our patients through compassion and dedication to their craft. Your support of this exemplary team is truly making a difference. Please read on to learn more about how your gift has impacted patient care at Ochsner. This is just a snapshot of the results of your generosity. To learn more about how donors like you are improving patient care across Ochsner Health, please visit ochsner.org/donorimpact. Some photos in this report may have been taken before COVID-19.

COVID-19 UPDATE

Nurses across all departments of Ochsner Health answered the call to respond to communities in need during the extended World Health Organization Year of the Nurse. Both 2020 and 2021 were extremely challenging for those in the nursing profession, and your support made a difference by providing educational opportunities, state-of-the-art equipment and dedicated space for mental health.

Right: Chief Nursing Officer Deborah Ford presenting the award for Advanced Practice Registered Nurse of the Year to Leesa Suzanne Lanks, Hospital Medicine.



Amy Feehan, PhD

The Pandemic Response Research Fund was used for the Seroprevalence COVID-19 trial in New Orleans conducted by Amy Feehan, PhD. The study determined the true number of COVID-19 cases in a racially diverse municipality of Louisiana by pairing molecular and antibody testing for severe acute respiratory syndrome Coronavirus 2 infection. Ultimately, the study found that infections and risk of fatality varied significantly based on zip code, race and ethnicity. Infections were highly variable by zip code and differed by race/ethnicity. Overall, census-weighted seroprevalence was 6.9 percent, and the calculated infection fatality ratio was 1.61 percent.

589

Food Donors

206

PPE and Other
Equipment
Donors

Meet Ochsner Hero Marion Brewer, RN – Operating Room Circulator (below). Marion took call every night for the operating room so that her colleagues could better care for patients battling COVID-19.

Marion said, “I don’t consider myself a hero of any kind – I’m just doing what I was trained to do and called to do during a very unprecedented time. It has certainly been challenging, but everyone in my department, and throughout the hospital, did what was needed and pitched in to do what was right for our community. The best part of my job as a circulator is making my patients feel calm and safe and being a part of the experience of making them feel better. I am also incredibly proud of how our community and hospital leaders responded to the urgent situation and how we continue to rise above and move forward!”



Deborah Ford, RN, nursing leader, receiving the first COVID-19 vaccine administered at Ochsner and one of the first in the United States..

“When called upon to act, donors support and strengthen, uplift and champion, empathize and heal. Generous donors provide financial support, standing with our physicians, health professionals and patients during these unprecedented times. They remind us of our responsibility to the community, and play a crucial role in addressing the world’s biggest healthcare challenges.”

Warner Thomas
Ochsner Health President and CEO

NURSING EDUCATION

Westbank Nursing Education

In 2021, your support allowed Angellec Walker, a former Ochsner nurse, to attend Periop 101. In addition, your gift supported the LHA membership fee for Elizaeth Estevez, PI Coordinator.

Nathalie Gilder attended the NAHQ Virtual conference in June 2020.

Nathalie is originally from Baton Rouge and attended nursing school at Our Lady of the Lake College, graduating in the fall of 2000. She began working as a Tenet Emergency Room pool nurse in 2003 and has been at Ochsner West Bank since 2005. Nathalie completed her Bachelor and Master degrees in Nursing at Loyola University. Nathalie is currently a Performance Improvement Coordinator and has been in the Quality Department since 2012. "I appreciate the availability of the Nursing Education Fund that allowed for me to attend an NAHQ virtual conference that expanded my knowledge in Quality and is applied in this position to contribute to patient safety at our facility," Nathalie said.



Nathalie Gilder

Lori Berthelot attended the LHA Webinar in October 2020.

Ava Zebrick attended the Press Ganey online conference in October 2020. Ava was born and raised in the New Orleans area and has been an Ochsner Health patient since birth. Her father has been an Ochsner employee for more than 40 years, and her spouse has been with Ochsner for nine years. Besides family connections, Ava's own experience with challenging health conditions inspired her to work in healthcare – to help improve care and access to care for patients like herself. To do this, she obtained Master of Science in Health Care Management from the University of New Orleans. She became a patient partner on projects funded by the national Patient-Centered Outcomes Research Institute and is a proud advocate and member of the Obesity Action Coalition.

Ava joined the Ochsner family herself in September 2019 and uses her stakeholder engagement expertise to improve the patient experience. She is most proud of the Family Video Call Program she coordinated throughout the COVID-19 pandemic. The small team of



Ava Zebrick

redeployed staff that Ava led at OMC – West Bank connected more than 100 COVID positive patients with their families at the most critical moments, when in-person visits were impossible.

Jasmine Warren attended the AOCRN online webinar in November 2020.

Northshore Nursing Education

In 2021, your support provided resources for Northshore nurses to attend the NIH online course for the Primary Stroke Center Survey by the Joint Commission.

In 2020, the Northshore nursing team established a serenity room in memory of Cheryl Woods, the previous Chief Nursing Officer of the Northshore region. The room includes a new massage chair, relaxing lighting and a card swipe entry to ensure that nurses have private access to the room to recharge.

The Nursing Education fund on the Northshore allowed Tricia Overall to attend a virtual conference in 2020.

Nursing Education Grant Fund

The Nursing Education Grant Fund provided support for projects that allow frontline nurses who are uniquely positioned to identify and operationalize change at the bedside to do research into such

improvements. One project, Investing in Nurse Creativity, addresses this directly. The purpose of this study was to create a nurse leadership program that addresses frontline clinical problems. They used a structured curriculum to train nurses in leadership

topics, communication, change concepts, quality improvement methods, project management, and data management and analysis. Each nurse was supported to commit to 96 hours of non-clinical time to identify a specific clinical problem and solve the issue with a team.

Ten teams participated in the program from nine ICUs and one medical/

surgical unit. Four of the ICUs chose to look at emergency response, four teams implemented interdisciplinary rounds, one chose to tackle burnout and one looked at noise reduction. Each team demonstrated improvements to the patient and nurse experiences, as well as positive fiscal outcomes at the end of the one-year program. The total fiscal impact is estimated to be more than \$1 million.

This program demonstrates that staff nurses can make substantial contributions to their organizations in clinical and fiscal outcomes when provided with non-clinical time.



Cheryl Woods, RN



Hospital Medicine team at OMC-Jeff Hwy before Hurricane Ida.

THANK
YOU!