CONTINUING ON OUR PATHWAY TO EXCELLENCE

Redesignation for Pathway to Excellence® is underway at Renown Regional Medical Center and Renown South Meadows Medical Center. Both hospitals were named American Nurses Credentialing Center (ANCC) Pathway to Excellence® Hospitals for the past three years. This designation is awarded to healthcare organizations that demonstrate a dedication to nursing excellence and confirms what Renown nurses have always been committed to — providing the best patient care possible. During the last designation period, Renown Regional and Renown South Meadows were just two of 132 hospitals nationally — and the only two hospitals in Nevada — to have earned the

ABOUT OUR NURSING ANNUAL REPORT

Nurses at Renown Health demonstrate commitment to patients and their families through the integration of caring, clinical expertise, education, evidence-based practice and the pursuit of quality patient outcomes. We are caring and compassionate. We demonstrate respect and integrity. We collaborate with our patients, families, doctors and communities. We strive for excellence in all we do.

This dedication is reconfirmed through the many accomplishments of nursing teams at Renown Health from July 2014 to June 2015.

Ten miles. Ninety-four runners. One goal. Our nurses made the trek (on foot!) from Renown Regional Medical Center to Renown South Meadows to build excitement for the Pathway to Excellence reaccreditation survey earlier this summer.
This last year has been filled with many exciting changes at Renown. Our mission statement has been updated to reflect how we engage and care for the people in our communities, our ongoing focus of wellness, and keeping our community safe. The Shared Governance Interdisciplinary Committee played a key role in reidentifying our key values and vision for the health system: caring, integrity, collaboration, excellence and inspiring better health.

Throughout the year, we have seen record numbers of patients, all the while working with our interdisciplinary teams to achieve superior patient outcomes in hospital acquired pressure ulcers (HAPRU), falls with injuries, catheter associated urinary tract infections (CAUTI), and central line associated blood stream infections (CLABSI). Our Intensive Care teams (ICU) are leading the way nationally through early mobilization of ventilated patients and we have the only Beacon designated ICU in the State of Nevada. Renown Skilled Nursing earned a five-star quality rating from the Centers for Medicare and Medicaid Services and a Nevada Health Care Association Perry Foundation Endeavors Bronze Award. Our Renown Rehabilitation Hospital was awarded a three-year reaccreditation from the Commission of Accreditation of Rehabilitation Facilities in general rehabilitation, stroke and case management.

Additionally, we are in the process of redesignation of Pathway to Excellence at Renown South Meadows Medical Center and Renown Regional Medical Center. Our Pathway to Excellence journey did not begin over the recent years, but was established by the thousands of caregivers who dedicated their lives for the service of others.

We take tremendous pride in our profession and we are truly in awe of the work each of you do every day to make a genuine difference in the health and well-being of our community.

Thank you for choosing to practice at Renown!

Jeff Stout, MSN, RN, NEA-BC
Renown Health Vice President
Chief Nurse Officer, Acute Care Services

Melodie Osborn, BSN, RN, MBA
Renown Health Vice President
Chief Nurse Officer, Transition Care Services

ABOUT RENOWN HEALTH

Renown Health is a locally governed and locally owned, not-for-profit integrated healthcare network serving a 17-county region comprised of northern Nevada, Lake Tahoe and northeast California. Renown is one of the region’s largest private employers with a workforce of more than 5,700. It comprises three acute care hospitals, a rehabilitation hospital, skilled nursing, the area’s most comprehensive medical group and urgent care network, and the region’s largest and only locally owned, not-for-profit insurance company, Hometown Health. Renown has a long tradition of being the first in the region to successfully perform leading-edge medical procedures. For more information, visit renown.org.
EXCELLENCE –
OR RN TRAINING PROGRAM

Surgical Services RN Training Program

We provide the training. You provide
the passion.
Renown Health offers a training program for
registered nurses that gives nurses the tools
and skills they need to become an operating
room registered nurse. As part of the training
program, nurses shadow OR nurses, complete
reading and didactic time followed by three
months with a preceptor on each of Renown’s
three services including general, orthopedic and
neurology. During the program, nurses will work
about 2,000 hours in the operating room before
testing to become a certified OR nurse.
Surgical Services registered nurses from Renown
Regional and Renown South Meadows have a
passion for patients in the operating room. From
being patient advocates to helping with healing,
these nurses take pride in what they do.

“The OR RN training program helped me be a better
leader by teaching me how to prioritize, think and
plan ahead, and to look at the whole picture. The
ability to prioritize and plan ahead allows me to guide
my co-workers toward the united goal of providing
our patients with the best care.”

- Janette Munoz, BSN, RN, Manager of Surgical Services
  Renown South Meadows Medical Center
Renown Regional Medical Center is home to the largest Graduate Nurse Residency Program in the state and is one of the largest in the nation. Twice a year, newly graduated nurses can apply to the program for a spot in one of the three tracks: Maternal-Child, Medical-Surgical and Telemetry.

Residency programs are proven to provide nurses with a well-rounded knowledge base and an understanding of how a hospital functions.

Nurses who have completed residency programs feel more confident in the skills they have obtained in their first year of nursing and are adaptable to change within the work environment. Since our nurse residents get to see so many different units within a module, they are more likely to find their niche at the end of their first year when they commit to one unit.

“The Graduate Nurse Residency Program allowed me to experience a broader range of patient populations as well as the different cultures of the various nursing units. I was given the opportunity to become very familiar with different patient populations and make an informed decision on where my aptitudes would best fit.”

- Melissa Cunning, BSN, RN, Orthopedics
Renown Regional Medical Center
Seven nurses took part in the second round of the Supervisor Residency Program at Renown Regional Medical Center, furthering their skills to be successful nurses and leaders.

The Supervisor Residency program is a six-month course devised to provide support and professional development to up-and-coming leaders through a variety of activities such as shadowing nursing directors; attending conferences and meetings; and reading materials pertaining to the job.

“The Supervisor Residency Program was designed to grow new supervisors into strong and competent leaders. The residency incorporates shadowing experiences with leaders from other departments, weekly meetings with senior leadership and a hospital-wide quality improvement project. The supervisor residency is unique to Renown and the leaders who are chosen to participate in it receive valuable training and leadership development.”

- Taralynn Bassham, BSN, RN, Supervisor, Cardiac Intensive Care Renown Regional Medical Center
INTEGRITY –
CLINICAL LADDER PROGRAM

Additional Avenue for Nurses to Affect Change

Through their everyday duties, nurses are constantly impacting the lives of their patients and families. The Clinical Ladder program, a two-tier program aimed at allowing nurses to lead and direct change, can help nurses make an even further difference in the lives of their patients through activities such as conducting in-service classes for fellow nurses and projects that allow nurses to improve processes and patient care.

There are two Clinical Ladder programs, II and III. Requirements for nurses to participate in the Clinical Ladder II program include being a full- or part-time Registered Nurse, earning required qualification points for items such as mentoring or committee participation, and developing and leading two in-service classes of differing topics. Nurses who have completed the Clinical Ladder II program can then pursue the Clinical Ladder III program. Additional requirements include earning required qualification points, manager approval to participate and a written proposal for a project that supports at least one of Renown’s values. Candidates have one year from their annual review date to complete each of the program requirements.

Candidates who successfully complete the Clinical Ladder programs are eligible for a bonus.

“My favorite part of our annual cancer conference, which I put together with Daun Russell as part of our Clinical Ladder III project, is listening to our great speakers and watching the audience listen, too. We have been able to get some amazing speakers on a variety of topics that pertain to caring for patients with cancer. Overall, the Clinical Ladder program has allowed me to become more engaged as a Renown employee and I have a larger sense of ownership in my nursing career at Renown Health.”

- Ericka Bjorum-Nelson, OCN, RN, Infusion Services
Renown Regional Medical Center
OUR NURSES

On a daily basis, our more than 1,600 Registered Nurses live our mission: to make a genuine difference in the health and well-being of the people and communities we serve.

And while they don’t do it for the recognition, their efforts are rewarded by patients and colleagues alike. From our DAISY winners to our Northern Nevada Nurses of Achievement winners to our nurses who are named Employees and Leaders of the Year, our nurses are leaders in the industry.

We take pride in our nurses outside of work as well. Whether they are inspiring health by earning their first-degree black belt, or serving as a Captain in the Nevada Air National Guard or volunteering time and resources to feed the needy in our community, our nurses embody what it means to be a leader.

“I always wanted to achieve a high goal for myself but the process of achieving my black belt took a little bit longer with two knee surgeries. I really feel like it set me up for life because it taught me about perseverance and integrity. I think it ties into nursing as well, since it’s hard to get into nursing school and I had to really persevere to make that a reality as well.”

- Amanda Thomas, BSN, RN, Infusion Services, Renown Regional Medical Center

“As a leader you are always growing and learning. And with my military experience I’ve learned how to be a charge nurse, supervisor and now a manager. Being able to delegate, prioritize and deliver crucial conversations — all things I learned in the military — has helped make this job easier.”

- Jennifer James, MSN, CNL, CMNL, Manager of Nursing, Roseview ICU, Renown Regional Medical Center (left) pictured with MSgt Jessica Bean

“We do this to help our fellow man or woman who need a hand up, not a handout — we are in a field that takes care of other people because those are the types of people that we are.”

- Kathi Morsher, RN, Surgical Services, Renown Regional Medical Center (right) pictured with Renown volunteer, Rachel Dulco, technician, Surgical Services
“Being recognized by a patient and their family is the biggest honor a nurse can receive. To have the people that you provide care for during one of the most difficult times in their lives stop and recognize you makes everything you do as a nurse worth it. I consider myself part of an amazing team of nurses that I am privileged to work with. In all that I do, I keep in the forefront of my mind that I am caring for a human life and it is always and only about the patient. There is nothing that can give you more satisfaction than loving what you do.”

- Kristen Cleveland-Ceballos, RN, CPN, Supervisor of Clinical Nursing, Pediatric ICU, Renown Regional Medical Center
Recognizing the need to shine a spotlight on a profession founded more than 150 years ago by nurse Florence Nightingale, the Northern Nevada Nurse of Achievement Committee was formed in 1999. The goal of this committee of dedicated nurses is to honor their colleagues and to increase awareness of nursing as a profession.

Each May, during Nurses Week, a celebration is held to name nurses in 15 categories as Northern Nevada Nurses of Achievement winners. Categories range from critical care, education, and innovation, to leadership and lifetime achievement. During this year’s ceremony, Renown Health nurses won in six categories in addition to having a facility winner at Renown Regional Medical Center and Renown South Meadows Medical Center.

**NORTHERN NEVADA NURSE OF ACHIEVEMENT WINNERS**

- Cristin Peterson – Critical Care, Renown Regional, Pediatric ICU
- Nate Chitwood – Emergency Nursing, Renown Regional, ER
- Nichole Alvarez – Innovations, Renown Regional, Neonatal ICU
- Ruth Stone – Lifetime Achievement, Renown Regional, Surgical Services
- Andrea Holman – Medical-Surgical, Renown South Meadows, Medical-Telemetry
- Jana Jensen – Rookie of the Year, Renown Home Care
- Rachel Likes – Facility Winner, Renown Regional, Pediatric ICU
- Betsy Demarest – Facility Winner, Renown South Meadows, Medical-Telemetry

“To me, a great leader brightens their circle of influence. I genuinely want my co-workers and patients to feel happy. People do better in everything if there is some laughter or some smiles. Serving others is another leadership attribute I strive to achieve. I do see myself as a great leader when it comes to these things because I know my heart is in the right place.”

- Jana Jensen, RN, Renown Home Care
2015 Northern Nevada Nurse of Achievement winner
Rookie of the Year
There is no higher calling than supporting the well-being of another person, community or an entire region. Employees like those nominated for Employee of the Year are committed to making a genuine difference and inspiring health for their patients, their team and their community.

Each month at Renown Health, four employees are named Employee of the Month based on our four values — excellence, integrity, collaboration and caring. Those employees are then nominated to be named Employee of the Year. From being patient advocates to showing compassion to going above and beyond for their patients, our nurses make a genuine difference. During the past year, three of our nurses were recognized as Employees of the Year while one nurse was honored as a Leader of the Year.

**LEADER OF THE YEAR**

Elizabeth Mead, Director of Surgical Services

**EMPLOYEES OF THE YEAR**

Angi Dyette, Sierra ICU, Renown Regional, Overall Employee of the Year  
Brian Pratt, ICU, Renown South Meadows, Excellence  
Shannon White, Lead Cancer Research Nurse, Renown Institute for Cancer, Collaboration

“To be recognized as a nurse for my work with my patients is truly amazing! I love my patients and to have my work appreciated is outstanding. I try to be a good role model for my peers by examining how I would wish my family to be treated and treating my patients accordingly. I also enjoy teaching and raising awareness of clinical trials.”

- Shannon White, RN, OCN, Lead Cancer Research Nurse  
Renown Institute for Cancer
Congratulations to our nurses who were honored as Employees of the Month throughout the last year. Each month, four employees are selected as employees of the month for exemplifying Renown Health’s four values — caring, collaboration, excellence and integrity. Listed below are nurses who were named Employee of the Month from July 1, 2014 to June 30, 2015.

Julie Wenzel, RN, Charge Nurse, Renown Rehabilitation Hospital
Raven Burdoin, RN, Telemetry, Renown Regional
Lori Conner, RN, Surgical Services, Renown South Meadows
Angi Dyette, RN, Intensive Care Unit, Roseview Tower, Renown Regional
Daun Russell, RN, Lead Outpatient Infusion Center Nurse, Renown Institute for Cancer
Becky Poertner, RN, Telemetry, Renown Regional
Sabrina Oliver, RN, Resource Team, Float Pool, Renown Regional
Jennifer Langham, RN, Intensive Care Unit, Renown South Meadows
Jeff Yarr, RN, Advanced Wound Care Specialist, Renown Regional
Shaena Fisk, RN, Emergency Room, Renown South Meadows
Kenna Donley, RN, Pediatric Intensive Care Unit, Renown Regional
Jackie Guerra, RN, Intensive Care Unit, Roseview Tower, Renown Regional

“I love working at Renown, and have often said Infusion Services is the best place to work. I wouldn’t call myself a leader per say, I call myself the butterfly who flits around helping the staff and the patients as needed. I tell our patients who come back to say ‘hi’ after treatment that seeing them living their lives is the ultimate reward and why I do what I do.”

- Daun Russell, RN, BSN, Lead Outpatient Infusion Center Nurse, Renown Infusion Services
MAKING A GENUINE DIFFERENCE IN THE LIVES OF OUR PATIENTS

BY THE NUMBERS

On our busiest day, Renown Regional Medical Center ER cared for 334 patients, treating a patient every 4.31 minutes.

We cared for over 95,000 patients in the emergency room at Renown Regional Medical Center.

Renown Rehabilitation Hospital provided patients with 40,767 hours of therapy.

We provided 158,841 days of hospital care (including newborns).

Our ER at Renown South Meadows Medical Center cared for a record number of patients 23,730.

Renown South Meadows Medical Center cared for more than 2,600 surgical patients and performed more than 4,000 procedures while maintaining a surgical site infection rate of 0%.

We employ more than 1,500 registered nurses systemwide.

Renown Health is one of the region’s largest private employers, with a workforce of more than 5,700.

Renown Health is one of the region’s largest private employers, with a workforce of more than 5,700.

BY THE NUMBERS

WE ARE COMPRISED OF

three acute care hospitals, a rehabilitation hospital, skilled nursing, the area’s most comprehensive medical group and urgent care, and the region’s largest and only locally owned not-for-profit insurance company, Hometown Health.
The award signifies exceptional care through improved outcomes and greater overall satisfaction for patients and families. For nurses, a Beacon Award signals a positive and supportive work environment with greater collaboration between colleagues and leaders, and higher morale in the state to receive the Silver Beacon Award.

Sierra ICU became the first ICU in the state to receive the Silver Beacon Award. The award signifies exceptional care through improved outcomes and greater overall satisfaction for patients and families. For nurses, a Beacon Award signals a positive and supportive work environment with greater collaboration between colleagues and leaders, and higher morale.

Amy McCombs, BSN, RN, CCRN, CNML, was awarded the Circle of Excellence Award presented to nurses who achieve excellent outcomes in the care of acutely and critically ill patients and their families.

Our Trauma Services

We have three adult critical care floors at Renown Regional Medical Center— the Sierra ICU (trauma ICU), the Roseview ICU and the Cardiac ICU as well as an eight-bed ICU at Renown South Meadows Medical Center.

At Renown Regional, we cared for patients for a total of 25,229 days in our three adult Intensive Care Units.

80% of ventilated patients receive early mobility in our ICUs, helping patients with their rehabilitation.

Certified Nurses:

5 in Roseview ICU
8 in Sierra ICU
10 in Cardiac ICU

Certified nurses are nurses who have earned additional certifications in their specific area of nursing.
Renown Children’s Hospital is the only dedicated children’s hospital in northern Nevada and offers a variety of programs and services focused on helping patients heal.

Our Children’s Hospital has the region’s only Children’s ER, Pediatric ICU and low-dose children’s imaging.

Renown Children’s Hospital offers programs and services specifically focused on helping patients heal, including a healing garden, age-appropriate therapy rooms, and Child Life specialists.

Our Children’s Specialty Care program provided the only Synagis program for our community caring for 147 infants. The program provides shots to children who are at a high risk for developing severe respiratory virus, RSV.

3 of 8 Northern Nevada Nurse of Achievement winners from 2015 work at the Children’s Hospital – Cristin Peterson, Rachel Likes, and Nichole Alvarez.

We helped welcome 4,146 babies into the world, including 422 in July 2014.

We have 5 Registered Nurses trained as Certified Lactation Educators.

Our Neonatal ICU has 200 graduates each year.

Making a genuine difference in the lives of our patients.

Our Children’s Hospital – Cristin Peterson, Rachel Likes, and Nichole Alvarez.

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MAKING A GENUINE DIFFERENCE IN THE LIVES OF OUR PATIENTS
CARRYING FOR OUR COMMUNITY

Our Infusion Services team cares for approximately 14,100 patients and provides care for over 1,180 patients a month.

Our cancer and heart and vascular nurse navigators guide patients every step of the way providing support 24/7.

We are one of only 35 hospitals in the country to take part in the American College of Cardiology’s Patient Navigator Program. The goal of the program is to improve the hospital experience and reduce preventive readmissions for acute myocardial infarction and heart failure.

All 4 of our oncology nurse navigators have an oncology nursing certification.

Renown Health provides a Full Continuum of care — skilled nursing, rehabilitation, hospice care, palliative care and home care.

Our skilled care team at the Institute for Heart & Vascular Health performs in the 90th Percentile with a median door-to-balloon time of 42 minutes — improving outcomes for heart attack patients.

We are the first & only hospital in Northern Nevada to have a ‘Dedicated Stroke Unit.’ Nurses receive specialized training on acute stroke management and are committed to better patient outcomes for stroke patients on this eight-bed unit.

Renown Regional is a Primary Stroke Center certified by the Joint Commission.

Our average door-to-CT scanner time for acute stroke patients is 5 minutes which means patients have a much better outcome after stroke.

Renown Regional Medical Center orthopedic nurses and staff played a key role in securing a first for Renown — earning the organization’s first Gold Seal of Approval® for its Hip and Knee Replacement from The Joint Commission.

We are making a genuine difference in the lives of our patients by caring for our community.
MAKING A GENUINE DIFFERENCE IN THE LIVES OF OUR PATIENTS

CARING FOR OUR COMMUNITY

Our dedicated Renown Institute for Robotic Surgery teams and doctors performed 738 robotic surgeries last fiscal year, a 25 percent increase over the prior year.

Among our 26 NURSES in Home Care, we have Certified Wound and Ostomy specialists and OASIS-C certified RNs.

Renown Skilled Nursing earned a FIVE-STAR quality rating from the Centers for Medicare and Medicaid Services.

Renown Skilled Nursing ranks in the TOP 3 in the state for Quality and has earned a Nevada Health care Association Perry Foundation Endeavors Bronze Award.

Renown South Meadows Medical Center earned the 2015 Patient Safety Excellence Award from Healthgrades, which means that we are among the TOP 10% in the nation for providing excellent patient safety.

We are a CERTIFIED state and federal home care agency and are accredited by the Joint Commission.

Renown South Meadows Medical Center is ranked in the top 1 PERCENT nationwide for quality care based on measures for heart attack, heart failure, pneumonia and surgical care.

Renown Rehabilitation Hospital achieved a THREE YEAR reaccreditation from the Commission of Accreditation of Rehabilitation Facilities (CARF) for our Case Management, Inpatient Rehabilitation Program and Stroke Specialty Program. We are the only hospital in the state with these three accreditations, confirming our commitment to quality patient care.

Renown South Meadows Medical Center earned the 2015 Patient Safety Excellence Award from Healthgrades, which means that we are among the TOP 10% in the nation for providing excellent patient safety.
Renown Regional Medical Center is the only trauma center between Sacramento and Salt Lake City. We are also home to the region’s only children’s hospital and ER, a leading robotic surgery institute, groundbreaking brain and nerve care, and comprehensive heart and cancer services.

Renown Children’s Hospital is the only dedicated children’s hospital in northern Nevada, and offers a variety of programs and services designed specifically to care for our community’s families. It has the region’s only Children’s ER, Pediatric ICU and low-dose children’s imaging.

Renown South Meadows is ranked in the top one percent nationwide for quality care based on measures for heart attack, heart failure, pneumonia and surgical care. It’s also home to south Reno’s only ER.

Renown’s Rehabilitation Hospital is the region’s only CARF-accredited hospital. Thanks to the team of dedicated specialists, our patient outcomes exceed national benchmarks, meaning our patients have shorter hospital stays and leave with a higher level of functionality and independence.

Renown Skilled Nursing has 160-beds providing care for families loved ones who require nursing care and therapies such as physical, occupational and speech before returning home.

Renown Health Home Care is a Medicare-certified agency that has earned health accreditation given to less than one percent of home care agencies nationally. Our goal is to help patients achieve independence and improve physical health and well-being.

Renown Medical Group is comprised of more than 20 primary care offices, 10 urgent cares and more than 250 medical professionals and specialists. Providers coordinate checkups, immunizations, referrals to specialists, lab and X-ray services, and hospital admissions.

The Palliative and Supportive Care program provides specialized medical care for patients with serious illnesses and diseases, involving the patient, their family and their care team. Renown Hospice Care provides compassionate expertise to meet the emotional, physical and spiritual needs of patients and families in our community, offering a special way of caring for patients and families facing end-of-life issues.
ABOUT THE REGION

• Home to the top-ranked University of Nevada School of Medicine
• 300 Days of sunshine a year
• 18 Ski resorts within 90 minutes of Reno
• Over 50 golf courses within 90 minutes
• Cosmopolitan culture with a small-town atmosphere
• Close to major west-coast cities
• No state income tax