

At MedStar Good Samaritan and Union Memorial Hospitals, we care about our nurses.

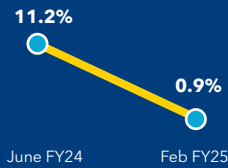
Staffing Support



In recent months, we've made significant progress in supporting our nurses to improve job satisfaction and reduce burnout. This includes adding more PRNs to our teams, giving the hospital greater flexibility to fill staffing gaps and respond to periods of high patient volume.

MGS

RN Vacancy Rate with PRN:
Decrease of 6.8%

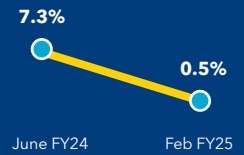


RN Headcount - Direct Care Staff Levels:
Increased 2.96%

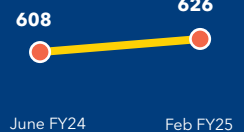


MUMH

RN Vacancy Rate with PRN:
Decrease of 10.3%



RN Headcount - Direct Care Staff Levels:
Increased 5.88%



Safety and Security



The safety and security of our nurses and patients are our highest priorities. We've taken proactive steps to mitigate potential risks and to respond swiftly and effectively in the event of a security breach.

- Patient Safety and Visitor Code of Conduct:** Clear guidelines were established to hold visitors accountable for their actions - failure to comply will result in removal, barring from facilities, and legal action
- Clear Signage for Visitors:** Clear signage throughout the hospital outlines the visitor code of conduct
- Blue Folder:** Quick access to Workplace Violence Prevention (WPVP) resources on every unit
- Increased Security Personnel:**
 - Security officers attend bed huddles to improve awareness and coordination around workplace violence and safety concerns
 - Added extra security to high-risk areas
- Evolv Weapon Detection System:** This system at the GSH ED entrance improves safety by enabling efficient weapon detection without delaying patient entry (coming soon to UMH)
- Wanding Protocol:** Implemented ad-hoc security measures for weapon detection
- Free and Secure Parking:** We offer free, convenient, and secure parking for our associates, making it easy for them to transition safely to and from the hospital
- Masada De-Escalation Training:** Course designed to equip staff with skills to peacefully and effectively resolve contentions or dangerous situations
- Support Staff & Care for Caregiver:** Additional support if an event occurs
- Purple Diamond Protocol:** Concise emergency response protocol to mitigate urgent or threatening events
- DHS 3D Mapping:** Mapping of hospitals to assist outside agencies with disaster or emergency response
- Security Debrief:** Following each security event, we conduct a through real-time debrief to assess the situation

Wellbeing



We believe it's essential to provide our nurses with benefits and services that support their health and wellbeing. When we care for our nurses, they can better care for our patients.

- Free mental health coaching
- Expedited mental health services
- Employee Assistance Program
- 24/7 mental health support
- Monthly wellbeing CEs
- Dedicated nurse wellbeing specialist

At MedStar Good Samaritan and Union Memorial Hospitals, we care about our nurses.

Professional Development, Education, and Support



We continue to offer career advancement and professional development opportunities to retain and attract talented nurses.

- Preceptor pay and charge nurse pay
- Education Assistance
 - Increased to \$5,250/year for full-time nurses
 - Can be used for conferences
- Remote Video Monitoring enhances patient safety and offers support to associates
- Clinical Advancement Program (CAP)

Clinical Nurse III:
5% hourly base
pay addition

Clinical Nurse IV:
11% hourly base
pay addition

- Mentorship Program with biannual celebrations
- Certification
 - Annual Certification Fair to promote certification
 - Certification Day and recognition board
- Dine and Discover and Nursing Grand Rounds (each occurs 4x per year)
- Community service projects (2x per year)
- MedConnent to streamline workflows and reduce documentation burden

Shared Governance and Nurse-Led Initiatives



Collaborative governance is essential to empowering our nurses and delivering quality patient care. We want our nurses to know that their voices matter and that they play an active role in shaping decisions made at our hospitals.

- Councils Led by Staff Nurses
 - Professional Development Council
 - Practice Council
 - Patient and Family Education Council
 - Night Shift Council
 - Nursing Informatics Council
 - Research Council
 - Nursing Quality and Safety Council
- Committees & Nurse Champion Programs

Communication and Transparency



Keeping our nurses informed is crucial for our success. We have established a standard of transparency that ensures our nurses are well-informed and have a voice in decision-making processes.

- Late Night with Leaders
- Frequent Leadership Rounding
- Katch Up with Karen
- Nursing Today (monthly newsletter from Karen)
- Nursing Notes (quarterly)
- Annual Nursing Report
- Associate Town Halls
- Leaders are Listening
- Associate Voice Survey (2x per year)
 - Collaborative meetings with associates to focus on actionable changes in response to survey results

Awards, Recognition, and Presentations



- Baltimore's Best RN nominations (multiple each year)
- Nurse & Tech of the Year Awards
- DAISY Awards
 - DAISY Award: 3x/year (increasing to 4x/year)
 - DAISY Leader Award: 1x/year
 - Team DAISY Award: 1x/year
- Impact Awards
- Make a Difference
- Nurses' Day Awards
- Unit celebrations
- Peri-Op Service Line Circle of Excellence
- MedStar Health HeRO Awards
- Certification Day recognition with a specialized gift
- Certification board to showcase certified nurses
- Multiple published nurses and poster presenters
- Magnet Journey