



2024
Nursing
ANNUAL REPORT

Norton Hospital



NORTON
HOSPITAL

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Message from the chief nursing officer

As I reflect on the extraordinary work happening across Norton Hospital, I'm filled with pride and deep gratitude. Each day, you demonstrate compassion, excellence and unwavering dedication to our patients and to one another. Norton Hospital is privileged to serve not only our local community, but also our region as a tertiary referral center. From complex surgical procedures to behavioral health and women's services — just to name a few, you deliver top-notch care across a remarkable array of specialties.

Thanks to your commitment to our zero harm mission and your consistent focus on patient experience, we've achieved measurable improvements in outcomes — faster recoveries, fewer complications and many truly healing experiences. At the same time, your dedication to each other has created an environment where nurses choose to stay and grow. Our turnover has declined, retention has strengthened and our team continues to show impressive resilience. Your passion is the heartbeat of our mission at Norton

Healthcare — and now, together, we're beginning an inspiring new chapter.

We are officially embarking on our Magnet journey: our goal of achieving Magnet Recognition Program status from the American Nurses Credentialing Center. This path not only celebrates the outstanding care you already provide, but also pushes us to continually grow, innovate and lead. Magnet status is more than recognition; it reflects a nursing culture built on excellence, collaboration and empowerment. And because of your tireless efforts, we are ready.

The Magnet model, rooted in Swanson's Theory of Caring — *maintaining belief, knowing, being with, doing for and enabling* — captures what we see in practice every day. It is anchored by five core components: transformational leadership; structural empowerment; exemplary professional practice; new knowledge, innovation and improvements; and empirical outcomes.

A cornerstone of this journey has been elevating our professional



Jennifer Thornsberry, DNP, R.N., NEA-BC

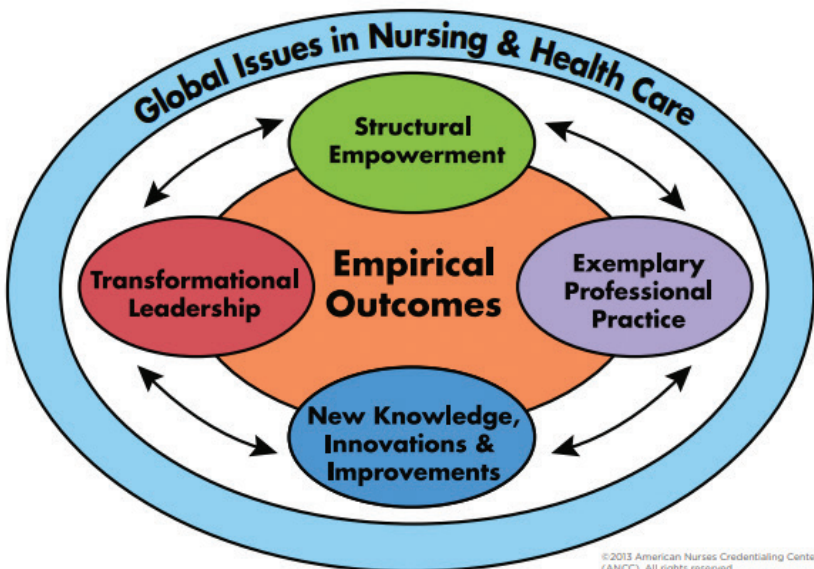
Vice president, patient care services, and chief nursing officer, Norton Hospital

governance model. We've amplified the voice of nursing through a strengthened Nursing Congress, robust unit-based councils and actively engaged facility councils. This structure goes beyond meetings; it creates a dynamic platform where Norton Hospital nurses lead change, share solutions and shape the future of our practice. You're not only caregivers — you're leaders and agents of change, and your voice matters deeply.

Because of you, nursing at Norton Hospital is not just thriving — it's leading. The stories featured in this report highlight your practice and impact. From advancing clinical quality and safety, to improving access and patient/family experiences, your work has made a meaningful difference every single day. Our system strategic plan, the CARE model — clinical quality and safety, access, retention and ease of use — fully align with and support your remarkable efforts.

Thank you for your passion, brilliance and unwavering commitment to our profession and our patients. I am truly honored to walk this journey alongside each of you.

The Magnet Model



Nursing Professional Practice Model

At Norton Healthcare, caring is more than a concept. It's a practice rooted in Swanson's Theory of Caring, which serves as the foundation for the Nursing Professional Practice Model. Adopted more than a decade ago, the model continues to guide nurses in delivering high-quality, compassionate care.

Nursing is a profession that is both challenging and deeply rewarding. It also evolves constantly. The Nursing Professional Practice Model provides a framework of core concepts that support nurses in adapting to change while maintaining excellence in patient care.

Swanson's Theory is built on five fundamental processes: maintaining belief, knowing, being with, doing for and enabling. These principles help nurses build meaningful relationships with patients and deliver personalized, holistic care.

Maintaining belief encourages nurses to stay positive and hopeful for themselves and for their patients. Knowing goes beyond understanding a medical condition; it involves active listening and learning about a patient's preferences and values. Nurses advocate for those wishes, ensuring that care is aligned with what matters most to the patient.

Being with is one of the most powerful acts a nurse can offer. In moments of pain, uncertainty or fear, presence alone can provide comfort and reassurance. *Doing for* reflects the daily work nurses perform to meet patients' basic needs, especially when illness limits their ability to care

for themselves.

When nurses listen, support and maintain a positive attitude, they create the conditions for enabling patients to become active participants in their own care. These relationships are essential to achieving high-quality outcomes.

As Norton Healthcare begins its journey toward Magnet designation, the organization has taken a closer look at its nursing practices. The Magnet Steering Committee recently reviewed and refined the Nursing Professional Practice Model, affirming its value and adding guiding principles that reflect the evolving landscape of care.

These principles — evidence-based practice, advocacy, integrity, empowerment, respect, and equity and inclusion — are represented in the outer blue ring of the model's framework. Norton Hospital nurses strive to uphold these values every day, practicing at the highest level of clinical excellence.

Nurses support one another and speak up for their patients and themselves. They act with integrity and hold themselves to high standards. Through nursing professional governance structures, Norton Hospital empowers clinical nurses and amplifies their voices, fostering collaboration and teamwork across units.

Mutual respect strengthens nurse-patient relationships, and a commitment to equity ensures that every patient is welcomed and treated with dignity. These values reflect both Swanson's Theory and Norton Healthcare's broader mission to



Stacia Lenahan BSN, R.N., CNOR

Nurse, surgical services

President, Norton Hospital Nursing Congress

provide inclusive, compassionate care.

Norton Hospital invests in its nurses, supporting professional growth and development at every stage. When nurses thrive, patients benefit. While the foundation of nursing is built on skill and science, it is the commitment to caring that truly defines the profession.

At the heart of the Nursing Professional Practice Model at Norton Healthcare is a simple but powerful motto: *There is no limit to what our care can do*. Norton Hospital nurses live out Swanson's Theory every day, delivering exceptional care with patients always at the center.

Transformational leadership

Jackie Timperman, R.N.

Nurse manager, surgical services, Norton Hospital

At Norton Hospital, our chief nursing officer embodies transformational leadership through a deep commitment to nurse well-being — particularly through thoughtful recognition programs that validate our team's dedication. These initiatives aren't just about rewards; they're powerful expressions of our organizational values that foster professional fulfillment and emotional well-being.

During Employee Appreciation Month in 2024, our chief nursing officer brought creativity and joy to our workplaces with memorable events, including therapeutic candle-making workshops, an energizing glow party and surprise tasty treat carts visiting every unit. These carefully planned experiences did more than celebrate our nurses — they created moments of respite, connection and rejuvenation during demanding shifts. I watched as teams bonded over crafting personalized candles, danced together under black lights and shared smiles over sweet treats, their camaraderie and morale visibly strengthened.

The Good Catch of the Month award program exemplifies our belief that well-being includes feeling safe to speak up. By publicly celebrating nurses who identify potential safety concerns, our chief nursing officer builds a culture where vigilance is valued and team members feel psychologically secure. These recognitions — often accompanied by stories shared across our organization — don't just honor individual nurses; they strengthen our collective commitment to patient safety and professional excellence.

Perhaps most touching are our service anniversary recognitions. When nurses receive their milestone gifts — carefully selected to reflect their years of dedication — it's never just about the item itself. It's about the profound message behind it: "We see you. We remember your journey. We're grateful you chose to grow with us." As a nurse leader, I've seen how these moments of recognition rekindle purpose and reinforce nurses' sense of belonging.

Our chief nursing officer's recognition philosophy understands a fundamental truth: When nurses feel genuinely appreciated, their professional well-being flourishes. These programs create visible proof that Norton Hospital doesn't just employ nurses — we honor them, celebrate their growth and cherish their contributions to our mission. That's transformational leadership at its most powerful and personal.

As a transformational leader in Norton Hospital's surgical department, my primary focus is nurturing my team's professional well-being through meaningful growth opportunities. In our high-intensity environment, I know that supporting nurses' development isn't just about skills — it's about fostering fulfillment, confidence and a sense of purpose in their vital work.

This philosophy drives my approach to certification support. When nurses pursue credentials like certified perioperative nurse, they're not just studying — they're growing as professionals. That's why we provide comprehensive preparation courses and full exam reimbursement. These investments do more than build competence; they show our team that

we value their expertise and believe in their potential. I've watched nurses transform through this process, gaining not just certifications but renewed pride in their practice.

Our specialized training initiatives, like Norton Leatherman Spine's Spine Symposium, serve a dual purpose. While they ensure leading-edge patient care, they also reignite my team's passion for nursing. There's nothing more rewarding than seeing nurses return from these experiences energized, full of new ideas and eager to share knowledge with colleagues. This continuous learning culture directly impacts job satisfaction and professional fulfillment.

Leadership development opportunities — from unit-based council participation to the Aspiring Leaders Program — are ultimately about well-being. When nurses see clear pathways for growth within our organization, they experience greater engagement and purpose in their work. As a transformational leader, my greatest satisfaction comes from watching team members discover their leadership potential and thrive in new challenges.

True transformational leadership recognizes that our team's well-being is the foundation for excellence. By investing holistically in nurses' growth — professionally, intellectually and as leaders — we're not just building a stronger department; we're creating an environment where nurses feel valued, supported and excited about their futures in surgical nursing.

Structural empowerment

Kasen Meek, R.N.

Nurse, neurology intensive care unit, Norton Hospital

At Norton Hospital, earning Magnet recognition isn't just an honor — it's a reflection of a workplace where nurses thrive and patients receive exceptional care.

Research shows that nurses at Magnet-recognized hospitals are 18% less likely to feel dissatisfied and 13% less likely to experience burnout. These hospitals also foster stronger collaboration between nurses and physicians, offer safer work environments and provide more opportunities for education and professional growth.

The difference? Nurses help lead the way.

Through shared governance and meaningful decision-making, nurses at Norton Hospital play a direct role in shaping how care is delivered. It's a model built on structural empowerment — a commitment to supporting nurses' growth, amplifying their voices and recognizing their impact.

Your voice matters

Shared governance is a cornerstone of nursing at Norton Hospital. Nurses participate in unit-based councils and the Norton Hospital Nursing Congress, ensuring that decisions are made with them — not for them.

From the bedside to the boardroom, every voice is heard. Chief nursing officers and nurse leaders are actively involved in collaboration that shapes policies, improves care and drives change at the unit level.

Starting strong and growing with purpose

From day 1, new nurses at Norton Hospital receive the mentorship, training and support needed to succeed. Whether you're a recent graduate or new to the organization, smooth transitions are a priority. Tailored onboarding and a team-based approach help nurses feel confident and capable in their roles.

The culture emphasizes lifelong learning. Nurses are encouraged to grow academically and professionally, with access to skill-building programs, leadership training and regular assessments to guide their development. Early in their careers, nurses are given opportunities to engage with leadership and step into decision-making roles.



Recognition that resonates

Nurses at Norton Hospital are regularly celebrated — by peers, leaders and the community. Their contributions are visible and valued, both inside and outside the hospital walls.

Support for joining professional organizations and participating in community outreach is part of the culture. Nurses extend their influence beyond the hospital, advancing health and elevating the image of nursing in powerful ways.

At Norton Hospital, nurses aren't just part of the team — they help lead it. Through structural empowerment, shared governance and a culture of recognition, they're building a better future for themselves and the patients they serve.



Exemplary PROFESSIONAL PRACTICE

Chelsey Stouder, R.N.

Nurse, cardiac intensive care unit, Norton Hospital

To me, exemplary professional practice in nursing means bringing not only clinical expertise but also compassion, integrity, and accountability to every patient interaction. It's about upholding the highest standards of care while continuously growing, collaborating and advocating — for patients, for colleagues and for the profession itself. This practice is rooted in commitment to excellence, a spirit of service and a dedication to making a meaningful difference in every moment of care.

At Norton Hospital, our team consistently integrates evidence-based interventions into clinical practice to enhance patient outcomes and foster a supportive, high-performing work environment for our staff.

One notable example of how evidence-based practice has improved

patient care is the implementation of medication teaching cards for neuro/spine and neuro/stroke patients. The care team identified a critical need to standardize the medication education process to ensure patients have a clear understanding of their prescribed medications — particularly their indications, dosing and potential adverse effects.

These teaching cards, developed collaboratively by nursing, pharmacy and provider teams, serve as accessible and easy-to-understand tools that support:

- Improved patient engagement: Empowering patients to actively participate in their recovery and self-management
- Enhanced medication safety: Reducing confusion and errors during transitions of care, especially at discharge

- Streamlined communication: Allowing care team members to deliver consistent education and reinforce key information
- Staff confidence and satisfaction: Equipping caregivers with reliable tools to educate patients effectively and efficiently

Norton Hospital fosters a culture of lifelong learning and professional growth. We are committed to equipping our nurses with the knowledge and resources needed to identify opportunities for improvement and implement meaningful actions. These efforts positively impact the communities that we serve and strengthen the teams we support. Though ongoing education and support, our nurses are empowered to lead with confidence, compassion and excellence.



New knowledge, innovation and improvements

Inpatient acute specialty care virtual nurse pilot

Kelly Moriarty, MSN, R.N., PCCN

Nurse manager, operations, Norton Hospital

In September 2024, Norton Hospital launched its virtual nursing initiative with inpatient acute specialty care patients, following months of planning, process development, standard work creation and staff training. The pilot began on two inpatient acute specialty care units (4MRS and 2 Giles), identified as having the longest discharge times (4.00 and 4.12 hours, respectively), compared to the target of two hours from discharge order to patient departure.

To ensure success, the operations team engaged unit leadership early to secure buy-in for this innovative approach. Once aligned, the team transitioned into training and implementation.

Admission, discharge, transfer (ADT) nurses received hands-on training from a system representative, who also provided technical support during the rollout. These ADT nurses then trained

bedside staff on the use of telehealth equipment and the notification process, which included Epic secure chat and a follow-up via Vocera badge. The pilot's kickoff was celebrated with doughnuts on the units to build excitement and foster engagement.

Initial resistance from bedside staff, whether due to unfamiliarity or reluctance to relinquish patient interactions, was addressed through a structured escalation process. This protocol involved timely engagement of assistant nurse managers and managers, which helped ease concerns and improve collaboration. One ADT nurse noted that the escalation process significantly reduced friction and improved workflow.

The virtual ADT nurses report that the program allows them to spend more focused, uninterrupted time with each patient during discharge. They are able to provide more detailed

instructions and foster a more personalized experience, which is expected to positively impact patient satisfaction and potentially reduce readmission rates.

In January 2025, the pilot expanded to include admissions. While adoption has been slower, the team continues to partner with unit-based leadership to promote the benefits. By shifting admission responsibilities to virtual nurses, approximately 20 minutes per patient is returned to bedside nurses — time they can reinvest in direct patient care.

The long-term vision is to make virtual admissions and discharges the standard across Norton Hospital, with minimal exceptions. Virtual nursing is viewed not just as a trend, but as a vital evolution in care delivery that will continue to grow and enhance nursing practice.

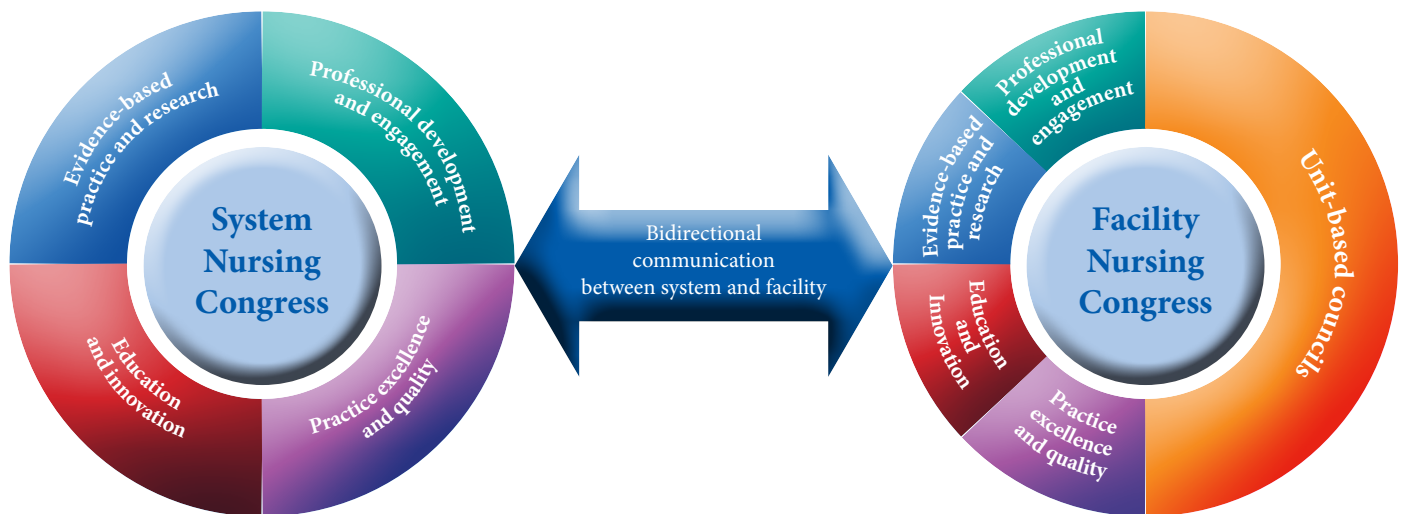
Nursing professional GOVERNANCE

The Nursing Congress is the empowering structure for nursing professional governance, which is the foundation for professional nursing practice at Norton Hospital. The Norton Hospital Nursing Congress ensures nurses hold the authority, accountability and autonomy to make decisions about

clinical practice within legal and ethical boundaries and in collaboration with interprofessional teams. The professional governance structure provides a forum for nurses at all levels to partner in decision-making regarding the professional work environment, nursing professional practice and care delivery.

Norton Hospital has a professional governance structure which functions within our hospital, mirrors the Norton Healthcare system model and reports to the system Nursing Congress. As illustrated below, there is bidirectional communication between the facility and system.

Nursing Congress Model



Facility-level councils

Professional Development and Engagement Council



Benjamin Selby – Chair
Brittany Vannis, R.N. – Co-chair

Education and Innovation Council



Catherine Hesselbach, R.N. – Chair
Jessica Sibbie, R.N. – Co-chair

Quality and Practice Excellence and Evidence-based Practice and Research



Annette Newkirk – Chair
Kaitlynn Flowers, R.N. – Co-chair

Norton Hospital Registered Nurse Satisfaction Pulse Survey results

2024 Registered Nurse Satisfaction Pulse Survey

Participation rate	84.2%
Units outperforming the mean (number outperforming/total reporting units)	
Categories	Units outperforming
Fundamentals of quality nursing care	27/30
Leadership access and responsiveness	22/30
Autonomy	29/30
Interprofessional relationships	28/30
Nurse-to-nurse teamwork and collaboration	24/30
Professional development	28/30
Adequacy of resources and staffing	25/30
2024 categories meeting measures	7/7 categories met

AWARDS and RECOGNITIONS

2024 DAISY Award honorees

The DAISY (Diseases Attacking the Immune System) Foundation was established in 1999 by the family of J. Patrick Barnes, who died at age 33 from complications of idiopathic thrombocytopenic purpura, or ITP. The nursing care the patient received during his hospitalization profoundly moved his family and inspired them to create a way to honor nurses for the extraordinary compassion they provide. Since its founding, more than 2,900 health care facilities across all 50 states and in 18 countries have committed to recognizing nurses with the DAISY Award.

Many DAISY honorees humbly say, “But I didn’t do anything special. I was just doing my job.” What’s often overlooked is that when nurses are “just doing their job,” they make a meaningful and lasting impact on the lives of countless people — far beyond their patients alone.

The parents who founded the award wanted nurses to see in themselves what patients, families and colleagues see in them and to help them understand the behaviors that make such a powerful difference in the lives of others.

Below are the 2024 DAISY Award winners at Norton Hospital:

January

Joclyn Yarbrough, R.N.
3 Giles acute specialty care unit

February

Jessica Gipson, R.N.
4ACJL acute specialty care unit

March

Stephanie Akers, R.N.
Mother/baby unit

April

Glenda Yat, R.N.
2 Giles acute specialty care unit

May

Charity Hubbard, R.N.
5K acute specialty care unit

June

Alyssa Drury, R.N.
Mother/baby unit

July

Keshia Craven, R.N.
Labor and delivery unit

August

Megan O’Berry, R.N.
2 Giles acute specialty care unit

September

Nicholas Hayes, R.N.
5BF cardiac intensive care unit

October

Soukaina Tracy, R.N.
Emergency department

November

Hannah Smith, R.N.
5BF cardiac intensive care unit

December

Gursimran Johal, R.N.
4BF neurology intensive care unit



Good Catch Award

April 2024 – Gena Thurston, R.N., registered nurse in the catheterization lab, demonstrated the Reaching for Zero strategy of **stop and resolve**, which prevented a medication error that would have resulted in the patient getting 10 times the dose of a medication.

.....

June 2024 – Ariana Ensley, R.N., registered nurse in the cardiac transitional care unit, demonstrated the Reaching for Zero strategies of **stop and resolve** and **know why and comply**, which prevented delay in care.

.....

July 2024 – Lisa Carder, R.N., registered nurse on 4MRS acute specialty care unit, demonstrated the Reaching for Zero strategies of **stop and resolve** and **know why and comply** and identified a potential safety event involving the identification of a patient.

.....

November 2024 – Mackenzie West, R.N., registered nurse in the mother/baby unit, demonstrated the Reaching for Zero strategies of **stop and resolve** and **QVV** (qualify, validate and verify), which prevented a patient from going home with unnecessary medication.

.....

Good Catch of the Year – Gena Thurston, R.N., registered nurse in the catheterization lab, showed exceptional diligence as a Reaching for Zero “Zero Hero” by identifying incorrect medication instructions and escalating the issue before it could reach our patients.



Clinical Nurse Educator of the Year Achievement Award

This prestigious honor recognizes an outstanding nurse educator who has demonstrated exceptional dedication, leadership and innovation in the field of nursing education. This award celebrates nurse educators who have gone above and beyond in shaping the future of nursing by educating and empowering the next generation of health care professionals. It reflects a deep commitment to teaching, mentorship, lifelong learning and professional development.

Each facility nominated several employees. Of those nominees, three finalists were selected for the entire organization, and then one winner was chosen.

Janna Bauer, manager, facility nursing education, received two nominations from Norton Hospital and she was chosen as the Norton Healthcare system winner. Below are comments from the nominations:

“Janna goes above and beyond in her areas that she covers as the educator. She is always rounding on the units to ensure that the staff have what they need to be successful. She is a great source of knowledge and expertise in the surgical services areas, as well as being a support system for the leadership team and the staff. Janna is a vital part of the surgical services team, and I truly don't know what we would do without her.”

“When I first started in my role, Janna was a huge help to me! I was new to the clinical education role and had a lot of questions! Over a year into this position, Janna has walked alongside me and encouraged me in my role. She is the go-to person for our entire team and truly is the glue that holds us all together. Janna is dedicated to the professional growth and development of not only the staff members in the areas she supports, but also of the other members of her team. Janna works tirelessly to



ensure her new hires feel welcome, comfortable and prepared to function in their new roles. Often when I run into her during the day, she is on her way to check in with a new hire. When she is teaching new hire onboarding, she quickly helps the new hires feel at ease by welcoming them with a warm smile and a gentle demeanor. She jumped right in to offer to be the Encompass lead at our facility because of her love for new grads! Janna sits on multiple committees throughout the week, doing her best to digest communication that is being passed on, so that she can then communicate concisely and effectively with her team. She is often the go-between for multiple disciplines, collaborating with all parties involved to develop plans that are not only effective, but also feasible. Over the past year, I have seen Janna involved in the everyday life of the staff she supports. There have been multiple occasions where I have seen her stop her daily workflow to

help decompress the [post-anesthesia care unit] because the nurses were overwhelmed. I have seen her interact with her staff and have seen trust between them that she has diligently tried to facilitate and prove through her willingness to always say, ‘Yes, I’m here to help.’ Janna deserves to be the Clinical Nurse Educator of the Year because she is dedicated to continuing education, to the professional growth and development of her staff, and to the overall well-being of those she encounters. There is not a time when she says, ‘No, I’m too busy to help.’ She continually uses her wealth of knowledge and resources to promote others. She truly is a role model for what a clinical educator should be and look like, and I hope that as I continue to grow and develop in my own role that I am able to emulate even a fraction of her kindness, devotion and commitment to the continued growth and development of staff.”

Clinical Nurse Preceptor of the Year Achievement Award

This award is a distinguished recognition given to an exceptional nurse who has demonstrated outstanding dedication to mentoring and guiding new nurses, students or transitioning staff. This award spotlights a nurse preceptor who goes above and beyond in fostering a supportive learning environment, ensuring that the next generation of nurses is equipped with the knowledge, skills and confidence to provide high-quality patient care. This nurse preceptor is a compassionate and influential mentor who exemplifies professionalism, exceptional mentorship and clinical excellence.

Charles J. "CJ" Corsiglia received a nomination from a new graduate that he as preceptor for, and he was chosen as the system winner. Below is what the nomination said about CJ:

"I would recommend CJ as Preceptor of the Year, because he engaged me in the orientation process by helping me to identify my learning needs. He sat me down on my first day and gave me an orientation pep talk, ensuring I knew that he expected me to ask any and all questions I had to make sure I learned as much as I could during my time on orientation. He set the expectation from day 1 that I would use him as a resource for any of my needs. CJ also always formulated questions to encourage my development of critical thinking skills. Any new patient illness, device or medication that we came across, [he] would take time to educate me on and then push me to think about why we were doing those interventions. For example, anytime I had a new medication to learn I would ask about how the medication works, he would



explain it to me and then ask why my patient specifically needed that medication. This really helped me to grow and develop my critical thinking skills as a new grad in the ICU. Finally, he created a culture of learning by using constructive criticism. If I did anything that he would have done differently he would tell me what he would have done in that situation and why. An example of this is when learning my time management skills, if I did something in an inefficient order he would explain what he would have done to manage his time more effectively. He always did this in a way that was encouraging and understanding and never made me feel less than but instead uplifted. CJ was a great preceptor, taught me more than I could have imagined during my orientation and always supported me throughout the process."

2024 Culture Champion

Employee experience and patient safety teams honored leaders who are making a huge impact at Norton Healthcare through positive outcomes and employee retention and fulfillment.

Leaders were carefully selected through aggregated results from the February 2024 Employee Experience and Safety Survey, and intentional actions through Cipher leader rounding and the N Recognition of You employee recognition program.

Congratulations to the Norton Hospital 2024 champions for their dedication to creating great culture with their teams.

Employee Experience Culture

Champion: Emily Lyons, R.N., nurse manager, labor and delivery, Norton Hospital

Safety Culture Champion: Katie White, R.N., nurse manager, mother/baby unit, Norton Hospital



Matthew P. Ayers, chief administrative officer, Norton Hospital, and associate chief hospital officer, Norton Healthcare; Emily Lyons, R.N.; Katie White, R.N.; and Jennifer Thornsberry, chief nursing officer, Norton Hospital

Nurses Week celebrations



Registered nurse professional certifications

Certified nurses at Norton Hospital

Knowledge is power — and at Norton Hospital, more than 150 nurses have earned specialty certifications, demonstrating their expertise and commitment to excellence. Certified nurses validate their specialized knowledge to both employers and patients, reinforcing trust and quality care. Congratulations to all our newly certified nurses! By achieving this milestone, you join a distinguished group of professionals who exemplify continued competence and dedication to their field.

Name	Certification and abbreviation
Alexander, Eve	Certified Neuroscience Registered Nurse (CNRN)
Anderson, Chandra	International Board-Certified Lactation Consultant (IBCLC)
Autry, Agnes	Registered Nurse-Board Certified (RN-BC)
Bagaipo, Consuelo "Kay"	Certified Clinical Documentation Specialist (CCDS)
Bauer, Asa	Critical Care Registered Nurse (CCRN)
Bauer, Jenna	Certified Post Anesthesia Nurse (CPAN)
Benkert, Nicole	Registered Nurse-Board Certified (RN-BC)
Blanchard, MaryAnn	Certified Wound Care Nurse (CWCN)
Bonilla, Laura	Certified Neuroscience Registered Nurse (CNRN)
Bossmeyer, Sarah	Certified Certification in Electronic Fetal Monitoring (C-EFM)
Bowman, Susie	Certified Pediatric Hematology/Oncology Nurse (CPHON)
Bradley, Samantha	Certified Certification in Electronic Fetal Monitoring (C-EFM)
Briggs, Bobbie	Certification in Electronic Fetal Monitoring (C-EFM)
Broderick, Guinevere	Certified Neuroscience Registered Nurse (CNRN)
Brown, Eric	Certified Neuroscience Registered Nurse (CNRN)
Brown, Hannah	Certification in Electronic Fetal Monitoring (C-EFM)
Bruner, Suzi	Certified Clinical Documentation Specialist (CCDS)
Buckingham, Alyssa	Critical Care Registered Nurse (CCRN)
Bumpus, Paige	Certification in Electronic Fetal Monitoring (C-EFM)
Burns, Paige	Sexual Assault Nurse Examiner (SANE)
Campbell, Megan	Certified Certification in Electronic Fetal Monitoring (C-EFM)
Choi, Yuna	Critical Care Registered Nurse (CCRN), Psychiatric-Mental Health Nursing Certification (PMH-BC)
Chris, William	Certified Emergency Nurse (CEN), Critical Care Registered Nurse (CCRN), Cardiac Surgery Certification (CSC)
Clay, Brandon	Critical Care Registered Nurse (CCRN), Certified Flight Registered Nurse (CFRN), Certified Emergency Nurse (CEN)
Clements, Haley	Certified Nurse-Operating Room (CNOR)
Collings, Joey	Critical Care Registered Nurse (CCRN)
Cooper, Chelsea	Trauma Nurse Core Course (TNCC)
Corsiglia, Charles	Critical Care Registered Nurse (CCRN)
Cottner, Terri	Progressive Care Certified Nurse (PCCN)
Crady, Danielle	Certification in Electronic Fetal Monitoring (C-EFM)
Craven, Keshia	Certification in Electronic Fetal Monitoring (C-EFM)
Cundiff, Amanda	Certified Certification in Electronic Fetal Monitoring (C-EFM)
Cyr, Deric	Certified Nurse-Operating Room (CNOR)
Dachille, Catherine	Certified Certification in Electronic Fetal Monitoring (C-EFM)
Davis, Debbie	Critical Care Registered Nurse (CCRN), Registered Cardiovascular Invasive Specialist (RCIS)
Davis, Emily	Certification in Electronic Fetal Monitoring (C-EFM)
Davis, Tamara	Certified Medical-Surgical Registered Nurse (CMSRN)
Dean, Caitlin	Certification in Electronic Fetal Monitoring (C-EFM)
Delaney, Gabrielle	Certification in Electronic Fetal Monitoring (C-EFM)
Deutsch, Stacie	Certified Ambulatory Perianesthesia Nurse (CAPA)
Dobson, Riayn	Critical Care Registered Nurse (CCRN)
Doolittle, Wendy	Critical Care Registered Nurse (CCRN), Certified Certification in Electronic Fetal Monitoring (C-EFM)
Doyle, Lindsey	Certified Neuroscience Registered Nurse (CNRN)
Eddins, Cayce	Certification in Electronic Fetal Monitoring (C-EFM)
Edelen, Avalena	Certified Professional in Healthcare Quality (CPHQ)
Evans, Samantha	Certified Nurse-Operating Room (CNOR)
Farison, Rachel	Stroke Certified Registered Nurse (SCRN)
Fellows, Jessie	Oncology Certified Nurse (OCN)
Fisher, Jennifer	Certified Certification in Electronic Fetal Monitoring (C-EFM)
Fogarty, Michael	Certified Post Anesthesia Nurse (CPAN)
Freiberger, Brandon	Trauma Nurse Core Course (TNCC), Certified in Executive Nursing Practice (CENP)
Frommeyer, Sophia	Trauma Nurse Core Course (TNCC)
Garcia-Lingad, Rose	Certified Certification in Electronic Fetal Monitoring (C-EFM)

Certified nurses at Norton Hospital *(continued)*

George, Betty	Certified Gastroenterology Registered Nurse (CGRN)
Grass, Olivia	Certification in Electronic Fetal Monitoring (C-EFM)
Gullett, Connie	Certified Certification in Electronic Fetal Monitoring (C-EFM)
Hall, Labreea	Certification in Electronic Fetal Monitoring (C-EFM)
Hamilton, Rachel	Certified Certification in Electronic Fetal Monitoring (C-EFM)
Harrison, Kena	Oncology Certified Nurse (OCN)
Hays, Nicholas	Critical Care Registered Nurse (CCRN)
Henson, Alexis	Critical Care Registered Nurse (CCRN)
Henson, Brittini	Certified Certification in Electronic Fetal Monitoring (C-EFM)
Hill, Janice	Registered Nurse Certified in Inpatient Obstetric Nursing (RNC-OB)
Hinkle, Bethany	Certification in Electronic Fetal Monitoring (C-EFM)
Hughes, Carolyn	Oncology Certified Nurse (OCN)
Huiet, Stefanie	Certified Neuroscience Registered Nurse (CNRN)
Huntsman, Olivia	Critical Care Registered Nurse (CCRN)
Janes, Cheryl	Registered Nurse-Board Certified (RN-BC)
Joiner, Fran	Progressive Care Certified Nurse (PCCN)
Jones, Chelsea	Certification in Electronic Fetal Monitoring (C-EFM)
Katherine, Mary	Certified Post Anesthesia Nurse (CPAN)
Keeler, Aimee	Certified Wound Ostomy Nurse (CWON)
Kellerman, Mallory	Progressive Care Certified Nurse (PCCN)
Kelty, Debbie	Certified Nurse-Operating Room (CNOR)
Kostecki, Bailey	Critical Care Registered Nurse (CCRN)
Kriel, Amy	Registered Nurse Certified-Maternal Newborn Nursing (RNC-MNN)
Laferty, Anna	Critical Care Registered Nurse (CCRN)
Lawson, Tiffany	Certified Hospice and Palliative Nurse (CHPN)
Lenahan, Stacia	Certified Nurse-Operating Room (CNOR)
Long, Dawn	Certified Clinical Documentation Specialist (CCDS)
May, Allison	Certified Post Anesthesia Nurse (CPAN)
McCabe, Michaela	Critical Care Registered Nurse (CCRN)
McCarty, Brittany	Registered Nurse Certified-Maternal Newborn Nursing (RNC-MNN)
McDonald, Lindsey	Certification in Electronic Fetal Monitoring (C-EFM)
Merante, Cheryl	Certification in Electronic Fetal Monitoring (C-EFM), Registered Nurse Certified in Inpatient Obstetric Nursing (RNC-OB), Registered Nurse Certified in Inpatient Antepartum Nursing (RNC-IAP)
Micka, Lindsey	Certification in Certification in Electronic Fetal Monitoring (C-EFM), Registered Nurse Certified in Inpatient Obstetric Nursing (RNC-OB)
Miller, Devin	Certification in Electronic Fetal Monitoring (C-EFM)
Mills, Holly	Certified Medical-Surgical Registered Nurse (CMSRN)
Mock, Brooke	Nurse Executive-Board Certified (NE-BC)
Montano, Brooke	Critical Care Registered Nurse (CCRN), Cardiac Surgery Certification (CSC)
Moriarty, Kelly	Progressive Care Certified Nurse (PCCN)
Mount, Karen	Accredited Case Manager (ACM)
Nordquist, Maya	Electronic Fetal Monitoring (C-EFM)
O'Keefe, Christy	Certified Certification in Electronic Fetal Monitoring (C-EFM)
Organ, Victoria	Certification in Electronic Fetal Monitoring (C-EFM)
Pattengale, Cathy	Certified in Infection Control (CIC)
Patterson, Sarah	Certification in Electronic Fetal Monitoring (C-EFM)
Patton, Brittny	Registered Nurse Certified in Inpatient Obstetric Nursing (RNC-OB), Certification in Electronic Fetal Monitoring (C-EFM)
Pitchford, Alyson	Certification in Electronic Fetal Monitoring (C-EFM)
Restle, Anjelica	Critical Care Registered Nurse (CCRN)
Reynolds, Carter	Critical Care Registered Nurse (CCRN)
Reynolds, Michellene	Nursing Case Management Certification (CMGT-BC), Registered Nurse-Board Certified (RN-BC)
Rhodes, Carmen	Healthcare Accreditation Certified Professional-Centers for Medicare & Medicaid Services (HACP-CMS)
Robinson, April	Critical Care Registered Nurse (CCRN)
Ronda, Jennifer	Registered Nurse-Board Certified (RN-BC)
Roush, Stephanie	Stroke Certified Registered Nurse (SCRN)
Rumbaugh, Sarah	Certification in Electronic Fetal Monitoring (C-EFM)
Russell, Samuel	Critical Care Registered Nurse (CCRN), Cardiac Medicine Certification (CMC)
Schabel, Paige	Certified Nurse-Operating Room (CNOR)
Schweiger, Bethany	Certified Neuroscience Registered Nurse (CNRN)
Seewer, Alicia	Certified Neuroscience Registered Nurse (CNRN)
Sego, Michael	Critical Care Registered Nurse (CCRN)
Shartzler, Tammy	Certified Neuroscience Registered Nurse (CNRN)
Shepherd, Autumn	Certified Post Anesthesia Nurse (CPAN)
Shields, Brooke	Certified Nurse-Operating Room (CNOR)

Certified nurses at Norton Hospital *(continued)*

Simmons, Jessica	Certification in Electronic Fetal Monitoring (C-EFM)
Smith, Devin	Certified Post Anesthesia Nurse (CPAN)
Smith, Heather	Certified Nurse-Operating Room (CNOR), Nurse Executive Advanced-Board Certified (NEA-BC)
Smith, Susan	Certified Nurse-Operating Room (CNOR)
Sorg, Kyley	Certification in Electronic Fetal Monitoring (C-EFM)
Spencer, Libby	Certified Certification in Electronic Fetal Monitoring (C-EFM)
Stark, Lindsey	Certified Neuroscience Registered Nurse (CNRN)
Steinmetz, Abigail	Certification in Electronic Fetal Monitoring (C-EFM)
Stoess, Brittany	Certified Certification in Electronic Fetal Monitoring (C-EFM)
Stouder, Chelsey	Certified Neuroscience Registered Nurse (CNRN)
Sullivan, Josephine	Certified Nurse-Operating Room (CNOR)
Thacker, Paige	Critical Care Registered Nurse (CCRN)
Thomas, Patricia	Certified Post Anesthesia Nurse (CPAN)
Thompson, Michelle	Oncology Certified Nurse (OCN)
Thornsberry, Jennifer	Nurse Executive Advanced-Board Certified (NEA-BC)
Thurston, Gena	Certified Emergency Nurse (CEN)
Tinnell, Amanda	Certified Medical-Surgical Registered Nurse (CMSRN)
Tuggle, Samantha	Critical Care Registered Nurse (CCRN)
Turner, Nicole	Certification in Electronic Fetal Monitoring (C-EFM)
Udovicic, Semir	Certified Nurse-Operating Room (CNOR)
Underwood, Paula	Certified Neuroscience Registered Nurse (CNRN)
Vazquez, Kiara	Certification in Electronic Fetal Monitoring (C-EFM)
Voils, Ashley	Certification in Electronic Fetal Monitoring (C-EFM)
Washington, Christy	Certified Neuroscience Registered Nurse (CNRN)
West, Mackenzie	Registered Nurse Certified-Maternal Newborn Nursing (RNC-MNN)
Wheatley, Matt	Certified Post Anesthesia Nurse (CPAN)
White, Katie	Registered Nurse Certified-Maternal Newborn Nursing (RNC-MNN)
Whitehouse, Rachel	Certification in Electronic Fetal Monitoring (C-EFM)
Wilson, Kimberly	Certified Neuroscience Registered Nurse (CNRN)
Wilson, Lindsay	Trauma Nurse Core Course (TNCC)
Wong, Vicki	Critical Care Registered Nurse (CCRN)
Worley, Dave	Critical Care Registered Nurse (CCRN)
Wray, Joann	Nurse Executive Advanced-Board Certified (NEA-BC)
Wright, Tabatha	Certified Nurse Manager and Leader (CNML), Nurse Executive Advanced-Board Certified (NEA-BC)
Young, Lynne	Certified Nurse-Operating Room (CNOR), Registered Nurse Certified in Inpatient Obstetric Nursing (RNC-OB), Certified in Certification in Electronic Fetal Monitoring (C-EFM)
Zeller, Liz	Sexual Assault Nurse Examiner (SANE)

Nurses who earned an academic degree in 2024

Avera, Shelby	Bachelor of Science in Nursing	Kristiansen, Elyse	Bachelor of Science in Nursing
Breit, Ava	Bachelor of Science in Nursing	Mix, Kelsey	Bachelor of Science in Nursing
Coffey, Madison	Bachelor of Science in Nursing	Rector, Molly	Bachelor of Science in Nursing
Dotson, Maya	Bachelor of Science in Nursing	Rodriguez Garay, Lazara	Bachelor of Science in Nursing
Durand, Emily	Bachelor of Science in Nursing	Sharma, Somya	Bachelor of Science in Nursing
Durant, Sadie	Bachelor of Science in Nursing	Stidham, Kennedy	Bachelor of Science in Nursing
Eldredge, Malory	Bachelor of Science in Nursing	Thomas, Aleena	Bachelor of Science in Nursing
Festervan, Lakin	Bachelor of Science in Nursing	Thomas, Brooklyn	Bachelor of Science in Nursing
Forrest, Makenli	Bachelor of Science in Nursing	Tretter, Brooklyn	Bachelor of Science in Nursing
Ilesanmi, Onileola	Bachelor of Science in Nursing	Vest, Emily	Bachelor of Science in Nursing
Ingham, Crystal	Bachelor of Science in Nursing	Best, Rebekah	Master of Science in Nursing
Jahal, Gursimran	Bachelor of Science in Nursing	Schulz, Taylor	Master of Science in Nursing
Johnson, Jasmine	Bachelor of Science in Nursing		
Jordan, Casey	Bachelor of Science in Nursing		
Kaiser, Kaylee	Bachelor of Science in Nursing		
Kannapell, Carter	Bachelor of Science in Nursing		
Koch, Lily	Bachelor of Science in Nursing		

Norton Hospital GRANTS

Norton Hospital has been awarded over \$1 million in direct and indirect supporting grants, significantly enhancing the quality of care we provide our patients.

Child and family life

- Adult facility dog program

CPA Lab

- Validation of myeloid mutation panel by next generation sequencing

Emergency services

- Certified emergency nurse review course
- Trauma nursing core course for emergency department nurses

Health equity

- Community health worker, third year of grant

Medical library

- Orthopedic resources

Norton Cancer Institute

- Lymphedema certification for coverage – lymphedema program
- 2024 Nixon Lectureship
- Norton Cancer Institute comprehensive psychosocial oncology care program: national networking and education – behavioral health
- Oncology certification exam, renewals and study materials
- Oncology-related conferences
- 29th Gail Klein Garlove Lectureship

Norton Healthcare Center for Nursing Practice/ Norton Healthcare Institute for Education & Development

- Norton Healthcare operating room registered nurse program textbooks
- Operating room simulation lab surgical scrub sink
- Surgery instrument tables for operating room simulation lab

Nursing administration

- Nursing education and certifications
- Scholarship funds for Magnet conference attendees (three registered nurses)

Pastoral care

- Chaplain residency program

Security

- New security bike

Speech and language pathology

- Tracheoesophageal puncture management: experiential learning program provided by Atos Medical

Sterile processing department

- Healthcare Sterile Processing Association system certification preparation course – two manuals
- Surgery
- Pintuition Surgical Marker Navigation system

Women's services

- Association of Women's Health, Obstetric and Neonatal Nurses conference
- Refrigerated medications cart for labor and delivery unit/women's services
- Norton Women's Doula Program
- Obstetrics intensive care unit care course (Association of Women's Health, Obstetric and Neonatal Nurses)
- Obstetrics intensive care unit equipment and surveillance camera
- Obstetrics intensive care hemispheric lobby camera
- Spinning Babies – labor and delivery unit

Norton Leatherman Spine

- Bone health education program
- Sensor study
- Watkins gift – data analysis

Awards and achievements

The Beacon Award for Excellence

The Beacon Award indicates outstanding care in an intensive care unit that puts patients and their families foremost. The unit sets the standard for excellence through evidence-based care resulting in positive patient outcomes. The Beacon Award program encompasses three components: patient outcomes, work environment and nursing workforce. Norton Hospital is proud to announce that in 2024, two intensive care units received the Beacon Award.



4BF, the neurology intensive care unit, received the Silver Award – American Association of Critical-Care Nurses (AACN) Beacon Award for Excellence.



5BF, cardiac intensive care unit, received the Bronze Award – AACN Beacon Award for Excellence.

Awards and achievements *(continued)*

Primary Stroke Center certification

This certification is for medium to large capacity hospitals that admit most of the patients cared for in the facility and serve as a receiving hospital for patients that cannot be treated at other facilities.

A Primary Stroke Center (PSC) has essential staffing, infrastructure and programs to treat the most emergent stroke patients. The PSC can treat a wider range of stroke conditions and provide various acute therapies and admit to a designated stroke unit providing specific stroke care.

A PSC may act as a resource and transfer center for other facilities. This may include providing guidance of patients, including triage, management of cases, making diagnostic tests and treatments available and initial treatment at the outlying hospital, and being an educational resource to other facilities in the region.



American Heart Association Get With The Guidelines Gold Plus

The award recognized hospitals that demonstrate at least 85% compliance in each of the seven Get With The Guidelines – Stroke Achievement Measures for the past 24 consecutive months or more.



Quality and Patient Safety Accredited

This DNV accreditation includes the National Integrated Accreditation for Healthcare Organization standards, which include the ISO 9001 standards that ensure compliance with Medicare conditions of participation and endorse continuous quality improvement.



Certification as an Advanced Orthopedic & Spine Center of Excellence

The DNV requirements are based on the guidelines, recommendations and practices recognized by the American Academy of Orthopaedic Surgeons and the North American Spine Society. DNV orthopedic certification is recognized as meeting the qualification requirements for the Blue Cross Blue Shield Blue Distinction Specialty Care Center for spine surgery and knee and hip replacement, and the Aetna Institutes of Quality Orthopedic Care Network for hip and knee replacement and spine surgery designations.



Accredited Chest Pain Center Primary PCI

Chest Pain Center accredited hospitals have achieved a higher level of expertise when dealing with patients who arrive with symptoms of a heart attack. Accreditation improves clinical processes for early assessment, diagnosis and treatment within facilities.



Projects, publications and presentations

Author/Presenter	Presentation or publication	Title	Organization/ Location
Alyssa Drury, BSN Deidre Jordan, ADN Barbara Smith, BSN Taylor Thompson, MSN, RNC-MNN MacKenzie West, BSN, RNC-MNN Katie White, BSN, RNC-MNN Joann Wray, DNP, MBA, R.N., NEA-BC	Poster	Implementing Structured Postpartum Discharge Education Via Virtual Nurse: A Qualitative Review of the Impact on Length of Stay	Research!Louisville
Joann Wray, DNP, MBA, R.N., NEA-BC Brittany McCarty, MSN, R.N.	Podium	Association of Women's Health, Obstetrics and Neonatal Nurses (AWHONN) Respectful Maternity Care	AWHONN Kentucky Conference
Joann Wray, DNP, MBA, R.N., NEA-BC	Podium	Postpartum Screening and Substance Use Disorder Screening: Implementation and Outcomes	Kentucky Symposium for Maternal and Infant Outcomes

