



Committed To Nursing Excellence

2018 Nursing Annual Report



*Mount Sinai South Nassau
Is Magnet Recognized by the American
Nurses Credentialing Center*



**Mount
Sinai
South
Nassau**



The Magnet Edition

In Honor of our Magnet Nurses

The year 2018 was a challenging and exciting one. Mount Sinai South Nassau submitted an application to the American Nurses Credentialing Center for redesignation as a Magnet organization.

Our application was approved and we submitted a comprehensive document detailing how nurses throughout our organization meet Magnet standards. We hosted a successful site survey of our three Magnet appraisers in July. On October 1, 2018, we received notification from the Magnet Commission that Mount Sinai South Nassau achieved our second Magnet designation. This milestone was the culmination of years of commitment by our clinical nurses and nurse leaders.

Our Journey of Excellence continues as we work together to ensure quality outcomes and build exceptional practice environments. Your strength, skill, and commitment to our patients and families is truly second to none. A genuine caring spirit and compassion epitomize Mount Sinai South Nassau's dedication to our communities and colleagues.

As we leave 2018 behind, we continue our Magnet journey, bidding farewell to an inspirational leader, Dr. Sue Penque, and welcoming our dynamic new Chief Nursing Officer, Stacey Conklin, to Mount Sinai South Nassau. Together, we look forward to making a meaningful difference in our patients lives, and each other's.

Nursing Mission

To provide quality, compassionate nursing care based upon mutual respect for our patients, their families and each other.

Nursing Vision

To empower nursing staff to practice innovatively, influence exceptional clinical outcomes, learn continuously, and to create an environment where nurses choose to work and patients want to receive care.

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Transformational Leadership

At Mount Sinai South Nassau, our nursing leaders are responsive, innovative, flexible and passionate about nursing. We empower our employees toward innovation and excellence in patient care. Nursing leadership is present and engaged in creating an atmosphere where employees thrive.

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Members of the 2018 Nurse Executive Council.

Strategic Planning Sessions



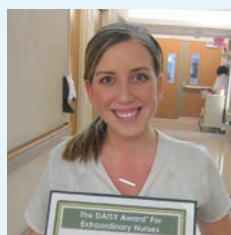
Nursing leaders participate in the Leadership Café Strategic Planning Workshop.



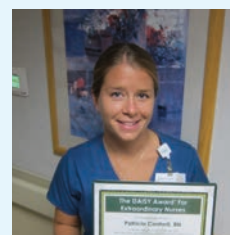
Nursing staff join leaders in our March 2018 strategic planning session.

2018 Nurse Recognition

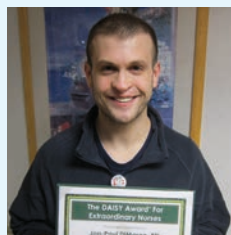
The Daisy Award is an international program that rewards and celebrates the extraordinary, compassionate, and skillful care given by nurses every day. Mount Sinai South Nassau is proud to be a Daisy partner. In 2018, we recognized four of our nurses with this special honor.



Jessica Walberg
RN, D-1



Patricia Conforti
RN, Critical Care



Jon-Paul Dimarco
RN, ED



Trudy Didomenico
RN, ANM D-1

Exemplary Advance Practice Nurses



Through nursing's self-governance structure, Mount Sinai South Nassau's Advanced Practice Nurses (APRNs) established an Advanced Practice Innovation Care Committee to provide nurses with peer support and to offer peer review and a forum for sharing best practices. The Committee's vision for APRNs is to assume a greater role in the decision-making process within the hospital and to continue to practice at the highest level of autonomy. Under the direction of the senior APRN, the committee holds an annual seminar and awards ceremony to recognize the contributions of APRNs in advancing patient care. During our Magnet survey, our APRN model was highlighted as an exemplar, exceeding Magnet expectations.

Nurse Practitioner of the Year



Cheryl Rosner was recognized as the 2018 Nurse Practitioner of the Year.



Celebrating Magnet Redesignation

On October 1, 2018, Chief Nursing Officer Sue Penque, PhD, RN, and Magnet Program Director Eileen Mahler, RN, received a phone call from the Magnet Commission notifying us that Mount Sinai South Nassau received our second Magnet designation.



Mount Sinai South Nassau celebrates Magnet redesignation.

Structural Empowerment

At Mount Sinai South Nassau, our nurses are confident professionals involved in shared decision-making and structures. We support our nurses in seeking ongoing opportunities for education, professional development and clinical advancement. Superior job performance is acknowledged and rewarded.

Bolstering Our Nurses with Education

Our nurses play a key role in the delivery of patient and family-centered care, so we are dedicated to supporting our staff in expanding their knowledge and skills throughout their careers. Helping to transition graduate nurses to the work environment occurs in many ways. Among them are:

- Affiliations with more than 20 colleges and universities
- Numerous onsite learning opportunities
- Clinical rotations for nursing students
- Eight-week summer Student Nurse Extern program

The Department of Patient Care Services supports and encourages continuing nursing education and provides financial support for ongoing formal academic preparation, seminar attendance, and specialty certifications.



The Mount Sinai South Nassau 2018 Student Nurse Externs pose with Program Coordinator Joan Gallagher, far left, and Eileen Mahler, RN, Director, Professional Development, Practice and Research. Marybeth Ryan, PhD, RN, Nurse Scientist, is far right.



Our 2018 RN graduates celebrate academic milestones with Eileen Sino, RN, and Hempstead Town Supervisor Laura Gillen.

Recognition of Nurses at Mount Sinai South Nassau

Our Magnet designated nursing staff members are key to excellence in patient care and vital to our hospital's success. We had the chance to formally honor our exceptional nurses on National Nurses' Day with special recognition of nursing award recipients, senior nursing staff, and nurses who have achieved academic degrees over the prior year. Throughout the week there were other celebrations, among them the pinning of nurses on each patient care unit, unit-based Nurses' Week-themed contests, and a nursing leadership tea.

Nurses honored in 2018 for distinguished contributions and commitment to nursing practice included:

- Excellence in Clinical Nursing Practice Award: Christine Flood, RN, D2W
- Excellence in Advanced Nursing Practice Award: Meghan Costigan-Kraus, RN, NP
- Excellence in Nursing Leadership Award: Allison Gelfand, RN, ANM, Staffing Office
- Excellence in Nursing Education Award: Madeline Cozzi-Gottlieb, RN, Nursing Education
- Excellence in Nursing Research Award: Janice Campbell, RN, Lactation Coordinator
- Excellence in Community Service Award: Catherine Miranda, RN, Home Care
- Excellence in Quality Award: Shivani Young, RN, Performance Management
- Novice Nurse Award: Tasleema Ahmadi, RN, OPI, and Charley Rottcamp, RN, Labor and Delivery
- LPN of Excellence Award: David Eve, LPN, Float Team
- Mount Sinai South Nassau's nominee for the Nassau Suffolk Hospital Council Nurse of Excellence: Eileen Sino, RN, Outpatient Oncology

Councils on the Move

Our Nursing Council structures at Mount Sinai South Nassau are built on the premise of teams coming together to create and implement actions that move us toward our vision to empower nursing staff to practice innovatively, influence exceptional patient outcomes, learn continuously and create an environment where nurses choose to work and patients want to receive care. They are the foundation for a commitment to shared vision and collaborative practice.

Our Councils include:

- Nurse Executive Council
- Nursing Practice Council
- Nursing Education and Professional Development Council
- Nursing Research and Evidence-Based Practice Council
- Holistic Council
- Unit-Based Councils



Members of the 2018 Nursing Education Council.

Nursing Education and Professional Development Council

- Hosted Certified Nurses Day. This year, 45 percent of our eligible nurses have professional certification in their specialty – our highest rate ever.
- Hosted Support Staff Appreciation Day
- Assisted Honors Council in implementing DAISY Award program
- Developed annual Learning Needs Assessment survey to plan future educational programs for RN staff

Nursing Practice Council

- Revised standards of care and practice for all specialty areas
- Reviewed and revised policies and procedures
- Revised RN peer review
- Conducted evaluation of Professional Practice Model
- Implemented Results Council Forum
- Collaborated with unit-based councils on specialty-specific projects

Holistic Nursing Council

- Twelve nurses attended Integrative Nurse Coach education. An Integrative Nurse Coach acts as a facilitator to assist patients in identifying health goals and changing behaviors to promote a healthy lifestyle and manage disease
- Council members promoted self-care practices, such as meditation, on various units.



Members of the 2018 Holistic Council.

Nursing Education: Professional Development, Practice and Research

- **People:** Provide programs that support individuals in their professional development.
- **Service:** Evaluate the educational development needs of the nursing department and implement programs designed to address those needs.
- **Quality:** Collaborate with staff and leaders to support nursing department and organizational goals through implementation of programs and processes to improve outcomes.
- **Growth and Finance:** Implement programs supporting South Nassau's growth and achievement of targeted goals. Evaluate programs to optimize resources/decrease waste.
- 378 Patient Care Services employees were hired and oriented
- 110 new graduate RNs successfully completed transition training programs.
- 92 RNs were trained as RN preceptors.
- Affiliations with 18 schools of nursing.
- Nursing student placements included 888 undergraduate placements, 60 capstone students, 21 graduate nursing students and 10 RN refresher students.
- Two biannual mandatory education sessions for RNs, LPNs, and support staff
- Two on-site TCAR programs to support Trauma Service Education
- Continuing education programs to meet staff development needs in the following areas: dysrhythmia, CPI, stroke, pediatric update class, portfolio workshops, and varied specialty education programs.

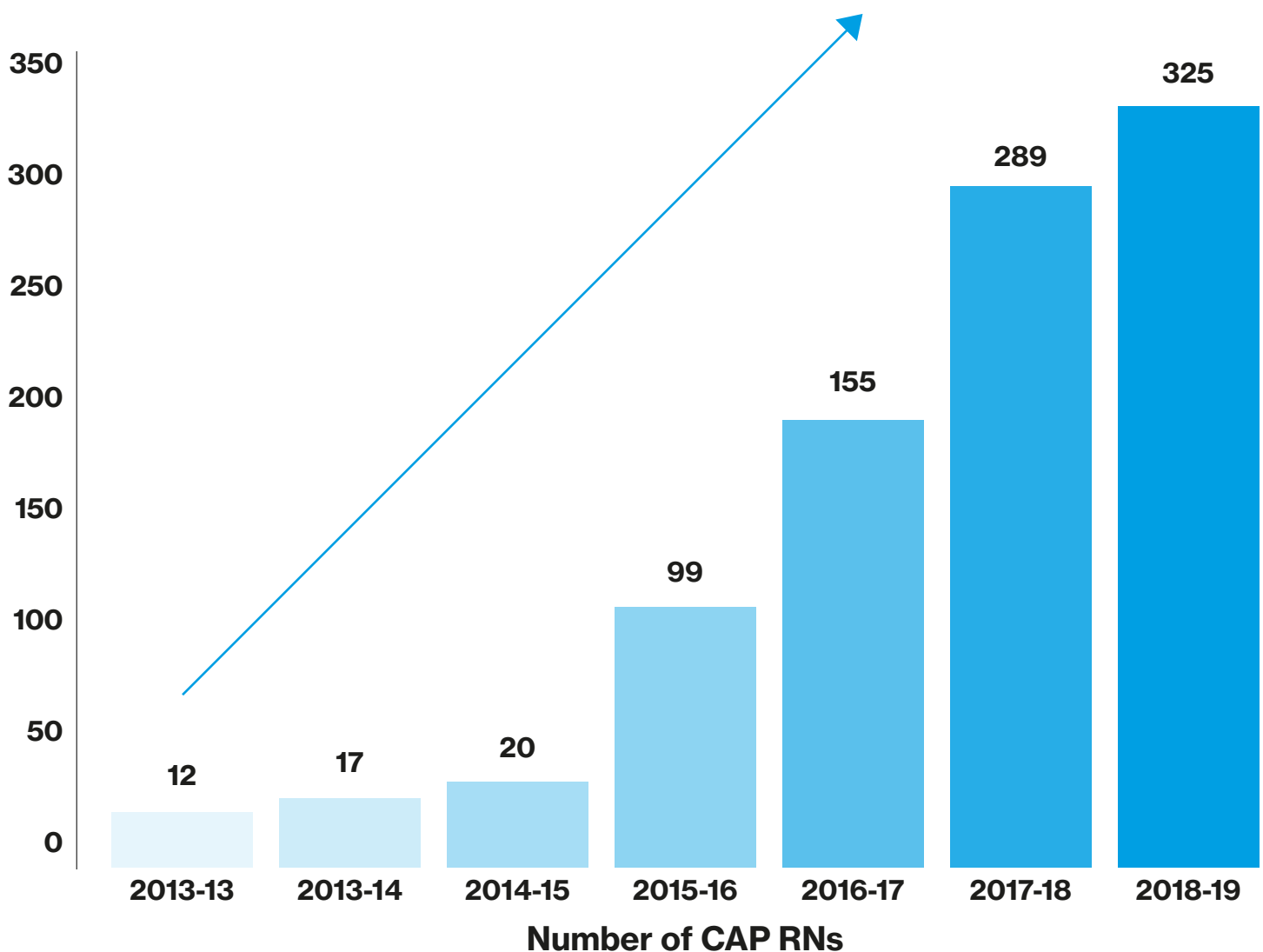


Members of the Nursing Education Team.

Nurses Make Progress in Clinical Advancement Program (CAP)

Mount Sinai South Nassau's Clinical Advancement Program saw 277 RNs advance in our program, which is based on Patricia Benner's conceptual model "From Novice to Expert." Reward and recognition is provided for professional accomplishments, engagement, and contributions. The program benefits patients, nurses and our organization because it supports our clinical nurses with the resources required to develop ongoing expertise and advancement within the nursing profession.

Mount Sinai South Nassau Clinical Ladder - RN Participation 2012-2019





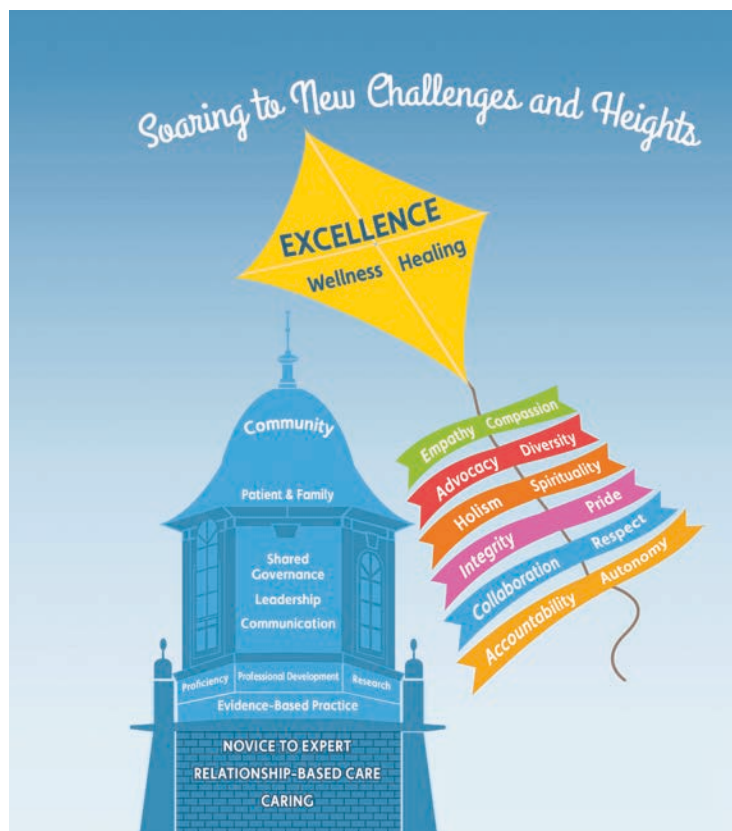
Mount Sinai South Nassau nurses held a fundraising breakfast at a local Applebee's to benefit the Nurses Education Fund in partnership with Mount Sinai South Nassau Auxiliary.

Mount Sinai South Nassau Nurses in the Community

Mount Sinai South Nassau's nurses are integrally involved in community service. Nurses collaborate with our Community Education Department, participating in local health fairs, flu PODS, community screening events, public education, and community fundraising activities. These include events hosted at Mount Sinai South Nassau or by community partners at churches, civic organizations, senior centers, schools and libraries throughout our service area.

Exemplary Professional Practice

A top priority and core goal of our nurses is to provide patients with comprehensive, quality care in a safe, healing environment. Our Magnet nurses focus on teamwork, collaboration, communication and relationship building, not only with their outstanding health care colleagues, but also with their communities, patients, and their patients' families.



Our Professional Practice Model is a dynamic system which supports registered nurse control over the delivery of nursing care and the environment in which care is delivered. Subsystems of the Professional Practice Model include core values, professional relationships, the patient care delivery model, leadership/governance structures, and recognition and reward. Nurses in our Practice Council and clinical advancement program joined forces in 2018 to conduct surveys of clinical nurses. The surveys revealed that nursing staff overwhelmingly endorsed our existing professional practice model as we continue to soar to new challenges and heights.

Unit Highlights

Emergency Department in Oceanside and at Long Beach

Significant Achievements

- Implementation of code throughput
- Added a new 10-bed Annex area
- Decreased throughput times from clean to occupied for ED/D-1/F-3/G-2
- Expanded laboratory testing at Long Beach campus to meet appropriate timelines and provide full service to patients.
- Fully implemented and hardwired daily briefs at change of shift and intermittent huddles in ED incorporating all members of the ED Team
- Completion of 2 ED RN resident programs
- The Press Ganey 'overall rating' scores for patient satisfaction at Long Beach (for the roll-up of the third and fourth quarters of 2018) was 67.5, which puts the ED at Long Beach in the 99th percentile for New York State.



Critical Care

The Critical Care Units continue to increase their volumes and find creative ways to accommodate the needs of our patients. In 2017, volume rose to 1,985. We have increased our ability to perform bedside procedures, including tracheostomy, PEG tube placement, and bronchoscopy. We continue to grow and educate our staff on new and innovative procedures. Ongoing residency and fellowship programs continue to meet the staffing needs of Critical Care.



Significant Achievements

- Ten new graduates completed the nine-month residency program and have successfully integrated into critical care.
- Fellowship programs continued.
- Physician Assistant coverage expanded to 24/7.
- Critical Care Registered Nurse Certification (CCRN) incentive programs continued.

Telemetry

In 2018, both D2-East and D2-West realized successful disease-specific surveys by the Joint Commission for heart failure and stroke. Mount Sinai South Nassau retains designation as a Stroke Center, and a Gold-Plus member by the American Heart Association.

Progression of the endovascular neurosurgical treatment processes and policies is ongoing. The discharge packet for stroke was expanded to include evidence-based community stroke rehabilitation pathways to reinforce the education of the discharged stroke patient.

Significant Achievements:

- D2-East exceeded the target goal (2.72 percent) for fall reduction with a decrease in year-end rate of 2.58 percent.
- D2-West exceeded their targeted decrease in C-diff cases.
- Both units worked with IT to enhance unit communication. The telemetry team revitalized use of Vocera, as well as Avasys technology to improve patient care.
- Both units had incremental improvements in scores for nurse communication. For the second half of the year, we switched to Press Ganey. Each unit's scores were above 65 percent, with the highest score of 77.8 percent.



The staff of D2-West.



The staff of D2-East.



D-1 staff celebrate Jessica Wahlberg, a recipient of the Daisy Award. D-1, Mount Sinai South Nassau's designated NICHE unit, has continued to drive the components of clinical excellence to improve the care of our geriatric patients.



G-2/RCU transitioned the RCU to a closed unit with oversight by the intensivist service.



The F-1 staff celebrate during 2018 Nurses' Week theme contest.

F-1 and E-2, our Surgical Step-down units continue to expand the surgical patient population to include orthopedic, neurology, colorectal, bariatric, and gynecology. Both units work closely with the STICU team and care for patients with breast flaps, laryngectomy, and acute trauma. F1's thoracic volume has increased with new devices like pneumostat valves and mini-pleurovacs that allow the patients to be discharged home or to secondary care facilities. The F1 nursing staff have been instrumental in developing a team accountability approach to patient safety by decreasing falls that has expanded house-wide. F-1 continues to be recognized for their service excellence and innovative work on strategies to improve pain management.

- Services on E-2 included the care of the CHIARI patient as well as trauma and neurosurgical patient populations.
- The Enhanced Recovery after Surgery (ERAS) program was implemented. F-1's patient-centered, evidence-based, multidisciplinary team developed pathways for a surgical specialty and facility culture to reduce the patient's surgical stress response, optimize their physiologic function, and facilitate recovery.



The F-3 nursing staff welcome Magnet appraisers to their unit.

Cardiovascular Services

During our Magnet survey, Cardiovascular Services was highlighted as an exemplar, exceeding Magnet expectations in patient outcomes that include door-to-balloon time in the treatment of ST segment elevation myocardial infarction. This is faster than the national standard of 90 minutes, recommended by the American College of Cardiology and American Heart Association.



Cardiovascular Services staff pass the Mount Sinai South Nassau Olympic flame.

Staffing Office

Significant Achievements:

- A new restructured leadership team developed with FT/PT and PD ANSs committed to the Journey of Excellence and staff engagement while enhancing throughput efforts 24/7, including weekends and holidays.
- Presented Best Practice Telesitter project at Avasure Symposium in Grand Rapids, Michigan.
- Further expansion of Telesitter program through education of staff, data collection and document metric creation (fall tracking tool, monitoring hours, stat alarms, saves and OT/safety-watch reduction).
- Onboarded 68 new hires to the Float Team (15 RNs).
- Standardized scheduling process in accordance with ANA principles of staffing. Created the online staffing sheets, eliminating the need for paper sheets/corrections.
- Established Float Team Unit-Based Council.
- Float Team staff represented on Service Excellence committees; Office Coordinator represented on Leadership Development Committee.
- Collaborated with D-4 to create orientation sheet for all floats who gain CPI and go to D-4 for the first time (from Spotlight report red to green).
- Student Nurse Club membership maintained. Presentations included resume writing and interview skills.
- Collaborated with Service Excellence Department and developed Sweet Dream Team rounds on F-3 with float Comfort Squad Team. Goal: to improve the patient experience on F3 during the night shift.



The Staffing Office was developed to centralize the Float Team and PD staff, which continues to play a significant role in supporting Nursing Services and providing quality patient care in a safe and cost-effective manner.

Perioperative Services

The Ambulatory Surgical Unit (ASU) and Pre-Surgical Evaluation Unit (PSE) initiated advance directives as a Performance Improvement project for surgical patients in 2018. Data revealed that only 10 percent of patients who were reporting to the preoperative department had an advanced directive. The team plans to increase compliance began in the PSE, with nurses educating patients on how to initiate an advance directive. A form was provided to each patient and they were instructed to bring it back their day of surgery. During the pre-operative phone call, nurses reminded the patient to bring their form to ASU pre-op. Each month compliance increased. At the end of 2018, the number of patients having completed an advanced directive rose to 60 percent.



Team members of the Ambulatory Surgical Unit (ASU) and Pre-Surgical Evaluation Unit (PSE).

Significant Achievements:

- The OR reduced turn-over time, from 44 minutes to 35 minutes
- Perioperative Services welcomed new nursing staff and surgeons to the team
- All perioperative units implemented Sunrise Surgical Electronic Medical Record and Enterprise Scheduling System

Women & Children's Services

Women & Children's Services provides care to a diverse obstetric and gynecological, neonatal and pediatric patient populations on Pediatrics, Level II Neonatal Intensive Care (NICU), Labor and Delivery (L&D) and Mother-Baby units. In 2018 L&D and Mother-Baby Units accommodated 1,839 deliveries and 2,686 outpatient visits (4,525 perinatal patients total). In addition, Mother-Baby staff cared for 135 postoperative gynecological patients and 83 high-risk antepartum patients in 2018. Level II NICU had 251 admissions, with average daily census of 4.45 patients. In 2018, the Pediatrics Unit had 409 pediatric and adolescent patient admissions, 108 ambulatory surgery pediatric patients and 108 adult admissions.



The Pediatric Team greets their Magnet Surveyor as "Super-heroes" during July site survey.

Significant Achievements:

- Obtained Joint Commission Perinatal Center of Excellence Certification in July 2018.
- Achieved an increase in exclusive breastfeeding rates during hospital stay to 47.4 percent.
- Achieved a 41.1 percent increase in the number of timely discharges on D3-East before 1 pm.
- Achieved an improvement in initiation of skin-to-skin contact within the first 60-minutes of life of a newborn to 44 percent of all cesarean sections.
- Increased the opportunity for admitting pediatric patients requiring higher levels of care by improving pediatric RNs' competencies in caring for CPAP pediatric patients (100 percent of the nursing team was educated).
- Established a Special Care Unit (SCU). Pediatric patients that do not fit ICU criteria, but require higher frequency of assessments/interventions (e.g. patients on CPAP, BiPAP, ICP bolt placement, post-op pediatric patients after discharge from PACU) are cared for in SCU.

Dialysis Service

Outpatient Dialysis (OPD) greeted their Magnet appraiser in the lobby as she walked into the unit. She was impressed with their mascot, Maui, a fish who survived Hurricane Sandy. The OPD team explained how the hurricane flooded the facility, requiring the evacuation of staff and patients. The team shared pictures of the devastating effects of the storm and discussed the challenges they faced until the OPD was operational again. Impressively, 95 percent of all OPD patients returned to the unit for their treatments.



We brought her to our Magnet and Quality boards and explained how we surpass expectations expected by CMS standards.

Nurses discussed service excellence, patient safety and OPD quality outcomes, including:

- Quality indicators for dialysis adequacy, anemia management, mineral bone disease, and how vascular access met or exceeded national benchmarks in OPD.
- Ten patients received successful kidney transplants.
- NYS grant approval for Dialysis RNs to pursue Certified Dialysis Nurses (CDN) Certification.

Significant Achievements

- 100 percent of OPD staff and 87 percent of patients received flu vaccination (patient outcome exceeds national benchmark of 74 percent).
- Initiation of the first research project in the OPD setting focused on hyperphosphatemia management.
- OPD received the highest ICH CAHPS award in NYS for facility census of greater than 100.
- Outpatient and Inpatient Dialysis units maintained the 5 Diamond Safety recognition.

Outpatient Infusion

The skilled and compassionate Infusion Services nursing team provides a comfortable, quiet and patient-focused environment for patients receiving infusions. The staff at the center works with a diverse population of patients and patient needs. This dedicated team specializes in intravenous (IV) treatments, such as chemotherapy and blood transfusion administration.



IV Team

The Infusion and Vascular (IV) Department continued to provide excellence in the delivery of IV care to the patients of Mount Sinai South Nassau, as well as continued education to staff, patients and families.

TCU: Transitional Care Unit



The TCU Team shared the successes of their 5 Star CMS rating during their site visit.

A Magnetic Visit to Mount Sinai South Nassau's Home Care

We had a great experience during our Magnet visit with the surveyors in Home Care. The Home Care clinical staff met with the Magnet surveyors as a group. The staff nurses shared their clinical experiences, opportunities for educational support, clinical advancement and specifically showcased our telehealth program. The goal for Home Care is to keep our patients safe and in their homes. We want to spot trends and declines in their health before they end up with exacerbations that need emergency medical attention.

Home Care's Telehealth program was highlighted in our Magnet document. Our Telehealth nurse located at the main office, surveys patient statistics daily and can identify deviations from the baseline and follow up immediately with patients by phone. In some cases, all that is needed is repeat testing. However, sometimes a call to the physician can result in an alteration in dosage or medication. Our Telehealth program helps keep patients safe and at home while reducing readmission rates. Since this program has been implemented, we have

seen a decrease in hospital readmission rates. The program also provides opportunities for education, clinical advancement, peer support and training resources.

Preceptors take part in the orientation program and offer supervisory support to make sure our training needs and goals are provided and kept on track. We now have a nurse educator that develops programs based on our needs. Nurses are engaged and attend seminars, conferences for certifications, and provide monthly in-services in a group setting. We take pride in professional development and discussed our clinical advancement program with the surveyors.

We highlighted our Unit-Based Council, where staff nurses come to together to seek solutions and implement strategies to improve the quality of nursing care. Additionally, we presented our HCAHP rating for customer satisfaction, which has been 92 percent for more than 10 years.

Mount Sinai South Nassau's advancement is driven by our outstanding nurses. Our staff takes the lead in acquiring new nursing knowledge, implementing evidence-based practice, and conducting innovative nursing research. Our nurses' enthusiasm, passion for learning, and willingness to share findings with colleagues ensure a culture where a spirit of inquiry and scholarship thrives.

2018 Podium and Poster Presentations

Dena Alberti
MSN, RN-BC

Transforming Healthcare Through Innovative Partnerships, Integrative Healthcare Symposium, Co-Presenter, February 22-24, New York City - **Podium Presentation**
Integrative Nurse Coaching: Illuminating the Journey toward Organizational Change, One Nurse, One Patient at a Time. Co-Presenter, American Holistic Nurses Association National Conference, June 7 and 9, Niagara Falls, New York - **Podium Presentation**

Jacki Rosen
MSN, RN, PMHCNS-BC

Creating Initiatives That Engage and Inspire: A Virtual Nursing Journal Club and Nursing Research Fellowship Program, Co-Presenter, New York Organization of Nurse Executives and Leaders, 2018 Annual Leadership Conference, March 18-20, Tarrytown, New York - **Poster Presentation**

Madeline Cozzi-Gottlieb
MSN, RNC-OB

The Effects of Oral Intake of Clear Fluids During First Stage Labor on Maternal Satisfaction and Neonatal Hypoglycemia, Mount Sinai South Nassau's Nursing Research Conference, April 5, 2017 - **Podium Presentation**

Marybeth Ryan
PhD, RN

Creating Initiatives that Engage and Inspire: A Virtual Nursing Journal Club and Nursing Research Fellowship Program, Co-Presenter, New York Organization of Nurse Executives and Leaders, 2018 Annual Leadership Conference, March 18-20, Tarrytown, New York - **Poster Presentation**

Eileen Skehan
MSN, RNC-EFM,
RNC-OB

The Effect of the Birthing Peanut Ball on Reducing Cesarean Section Rate Adelphi College of Nursing and Public Health/Alpha Omega Chapter, Sigma Theta Tau International Annual Leadership Conference, April 12, 2018, Garden City, New York - **Poster Presentation**
The Effect of the Birthing Peanut Ball on Reducing Cesarean Section Rate, 2nd Annual AWHONN-NY Conference, September 26, 2018, Tarrytown, New York - **Poster Presentation**



Members of the Nursing Research and Evidence-Based Practice Council.





**Mount
Sinai
South
Nassau**

One Healthy Way
Oceanside, NY 11572
1-877-SOUTH-NASSAU (877-768-8462)
southnassau.org/nursing