





# At MSMHC, we care about our nurses.

## Safe staffing and support



At MSMHC, we recognize the demands of nursing and appreciate the dedication and care our nurses provide for our patients. We have made significant progress to ensure that our nurses have the staffing support they need through lowering vacancy rates, hiring new nurses, and expanding our float pool. New and enhanced support roles—including mobility tech, Vascular Access Team, and a Wound PCT pilot in the ED—are providing critical assistance when it's most needed.




- Expanded partnerships with other academic organizations including Bowie State University.
- Onboarded 234 new associates, including 102 RNs and 59 CNAs/PCTs, focusing on recruitment and retention.
- Boosted nurse residency program retention to 91% in FY25.

	<b>Operational Vacancy</b>	<b>DOWN 15%</b>
	<b>New Nurses in FY25</b>	<b>53 NEW</b>
	<b>Enhanced Flexibility with Float Pool</b>	<b>NEARLY 20% INCREASE</b>
	<b>Improved NRP Resident Retention Rate</b>	<b>UP 28%</b>

## Wellbeing



At MSMHC, we recognize the importance of nurse wellbeing. We've achieved remarkable improvements in nurses' wellbeing over the past year, and we are proud to share the progress we've made through our dedicated initiatives and support systems. We understand that supporting our nurses boosts their wellbeing and fulfillment, reduces burnout, and lowers turnover rates, resulting in a more stable workforce and improved patient care.

	<b>Increased Professional Fulfillment</b>	<b>UP 12%</b>
	<b>Reduced Burnout</b>	<b>DOWN 11%</b>
	<b>Greater Intent to Stay</b>	<b>UP 13%</b>

These metrics reflect our commitment to creating a rewarding, fair, and fulfilling healthcare environment for all our nurses, fostering a positive workplace culture, enhancing job satisfaction, and ensuring our nurses feel heard, valued, and supported.

## Honors and Awards

### Pathway to Excellence Designation

This designation serves as an international recognition of our commitment to maintaining a supportive work environment, where our nurses feel valued and empowered. Pathway nurses report higher job satisfaction, high levels of engagement, and improved safety. We are proud to be the only hospital on the Southern Maryland peninsula to have been awarded this designation.



### 2025 Magnet/PTE Conference

MSMHC was selected for a 1-hour podium presentation at the upcoming conference.

**Maryland Patient Safety Center Minogue Circle of Honor Award (2025)** for work on hospital-acquired pressure injuries.

### NICHE Exemplar Status

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### Recognition



Honoring the dedication and hard work of all our nurses is crucial to creating a team that feels valued, fulfilled, and genuinely happy in their roles. For this reason, we have established the following awards and recognitions.

- Quarterly CNO Awards
- Leadership Impact Award winner for CAUTI-CLABSI Team Leadership
- Leadership Impact Award winner for work on code blue
- DAISY Awards

### Engagement



Employee engagement is vital to the success of our hospital. By communicating with and actively involving our nurses in decisions, we are creating a culture where everyone feels valued and respected, and where we are unified in our effort to care for our patients. Our efforts are paying off.

- **We listen to our nurses!**
  - Ongoing Town Halls with senior hospital leadership
  - Executive leadership rounds
  - “Kickin’ it with Karen” (quarterly nursing associate forums with Karen Wyche Latham)
- **We rebooted our Collaborative Governance by adding several specialty councils.**

These focus groups give our nurses a voice on a range of important issues that impact our hospital, patient care, and nurses’ day-to-day activities. This includes:

– Falls and Safe Patient Handling Champions	– NICHE Champions
– Mortality Committee	– Journal Club
– Sepsis Committee	– Resident Advisory Committee
– Code Blue Committee	– Wellness Committee
– Skin and Wound Champions	– Patient Experience Committee
– Stroke Committee	– Hospital Throughput Committee
– CNA/PCT Council	– Professional Development Council
– Night Shift Council	– Quality & Safety Committee
– CAUTI/CLABSI Committee	– Nursing Practice Council
– Pain Champions	– Research and EBP Council



**Increased Nurse Engagement**

**UP 7%**



**At MSMHC,  
we offer our nurses:**

- Scheduling flexibility
- Tuition reimbursement
- Professional nurse ladder with five steps
- Hospital-sponsored educational advancement activities
- Breastfeeding suites

## At MSMHC, we care about our nurses.

### Safety and security



Our commitment to nurse safety is reflected through various proactive measures aimed at minimizing risk and enhancing security across the hospital.

- Increased external patrols
- Security escort service
- Deployment of Evolv weapons detection equipment
- Upgraded digital security cameras
- Acquisition of new security vehicle
- Campus lighting assessment
- Access control review
- Introduction of new security officer position, focused on advanced de-escalation techniques and managing complex behavioral health patients
- Daily interdisciplinary review of high-risk patients
- Strengthening police partnerships
- Associate parking lot security

### Excellence in quality and safety



#### Clinical Achievements:

- Opened 3W heart failure unit (August 2024)
- Launched independent RR-RN led rapid response team
- Opened discharge hospitality center
- Achieved 14 months without a CLABSI
- Achieved 37 months without a CAUTI
- Fall-free in the IMC and ICU
- CAUTI-free in ICU and IMC
- 33.33% decrease in ICU HAPI rates

### Professional growth and development



Becoming a nurse is not a destination – it's a journey. And we're here to support you every step of the way with financial and educational assistance. We understand the importance of offering nurses opportunities to advance in their careers, and we're proud that our number of certified nurses—122—continues to increase.

- Med/Surg review course: 22 nurses attended
- WNC-RNC-OB: 2 nurses attended
- Critical Care/CCRN/PCCN: 5 nurses attended
- Perioperative CAPA/CPAN: 2 nurses attended
- Emergency Department CEN: 7 nurses attended
- Scholarships
  - **This year, 14 MSMHC nurses were awarded scholarships totaling \$22,500**
- Nursing externship
- Graduate nurse program
- Vizient Nurse Residency Program
- Clinical Advancement Program (CAP)
  - **CAP nurse representation increased 42% from FY24 to FY25**
  - **Total of 54 nurses pursuing CAP**
- Lippincott Procedures & Advisor, UpToDate, OVID, and MedStar Health elective learning platforms
- Tuition assistance program through Bright Horizons

- Preceptor and charge nurse workshops
- Expanded nursing leadership with new roles, including ICU ADON, 2E ADON, clinical specialist, and nursing professional development specialists. These additions enhance support across all shifts and provide specialized focus on academic partnerships and clinical development.

#### CNA to PCT Conversion

- Converted 99% of CNAs to PCTs.

#### Conference Support

- Invested more than \$20,000 in our nurses' participation in professional conferences.

#### Tiered Skills Acquisition Model (TSAM)

- Rolled out the TSAM model in all specialty areas (pending submission of a manuscript for the incredible results of TSAM success in the ICU).