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# 2023 NURSING ANNUAL REPORT



**ANDREW STORER**, PhD, DNP, RN, NP-C, FAANP  
 SVP for Patient Care Services, Chief Nursing Officer

In addition to coping with the pandemic, we also achieved several milestones and recognitions that showcase our nursing excellence and innovation, *including*:

- » **Achieved the Pinnacle of Excellence Award for Inpatient Satisfaction. We are the only organization in the country to achieve this award three consecutive years in a row.**
- » **Celebrated the opening of the Marie Bogner Center for Nursing Excellence. This more than 5,000 square-foot space houses smart classrooms, flexible skills learning areas, a lactation room and the first high-fidelity simulation area dedicated to oncology nursing professional development in the country.**
- » **Achieved historically low vacancy and turnover rates.**
- » **Continued to advance our nurse residency program, one of the only nurse residency programs accredited with distinction in Upstate New York.**
- » **Offered an unprecedented number of continuing education content as an accredited provider of nursing professional development.**
- » **Implemented our new competency and education learning management system (saving more than 40,000 sheets of paper annually, just by eliminating those laborious paper checklists).**
- » **Implemented HealthStream’s Resuscitation Suite, shown to improve proficiency in BLS, PALS, and ACLS.**
- » **Expanded our nursing education and professional development opportunities, including the Nurse Leadership Academy, the Nurse Preceptor Program and the Nursing Simulation Lab.**
- » **Increased our nursing engagement and satisfaction scores, as measured by the Press Ganey survey, to the 90th percentile nationally.**
- » **Enhanced our nursing diversity and inclusion initiatives, such as the Nursing Diversity Council, the Nursing Mentorship Program and the Nursing Scholarship Program.**

These are just a few examples of the many achievements and successes that our nursing team accomplished in 2023. I am immensely proud of each one of you for your contributions to our mission of caring for cancer patients and advancing cancer research. Thank you for your service and dedication to our patients and colleagues. You are the heart and soul of our organization, and you make a difference every day.

Sincerely,

**Andrew Storer**, PhD, DNP, RN, NP-C, FAANP

**“Thank you for your service and dedication to our patients and colleagues. You are the heart and soul of our organization, and you make a difference every day.”**

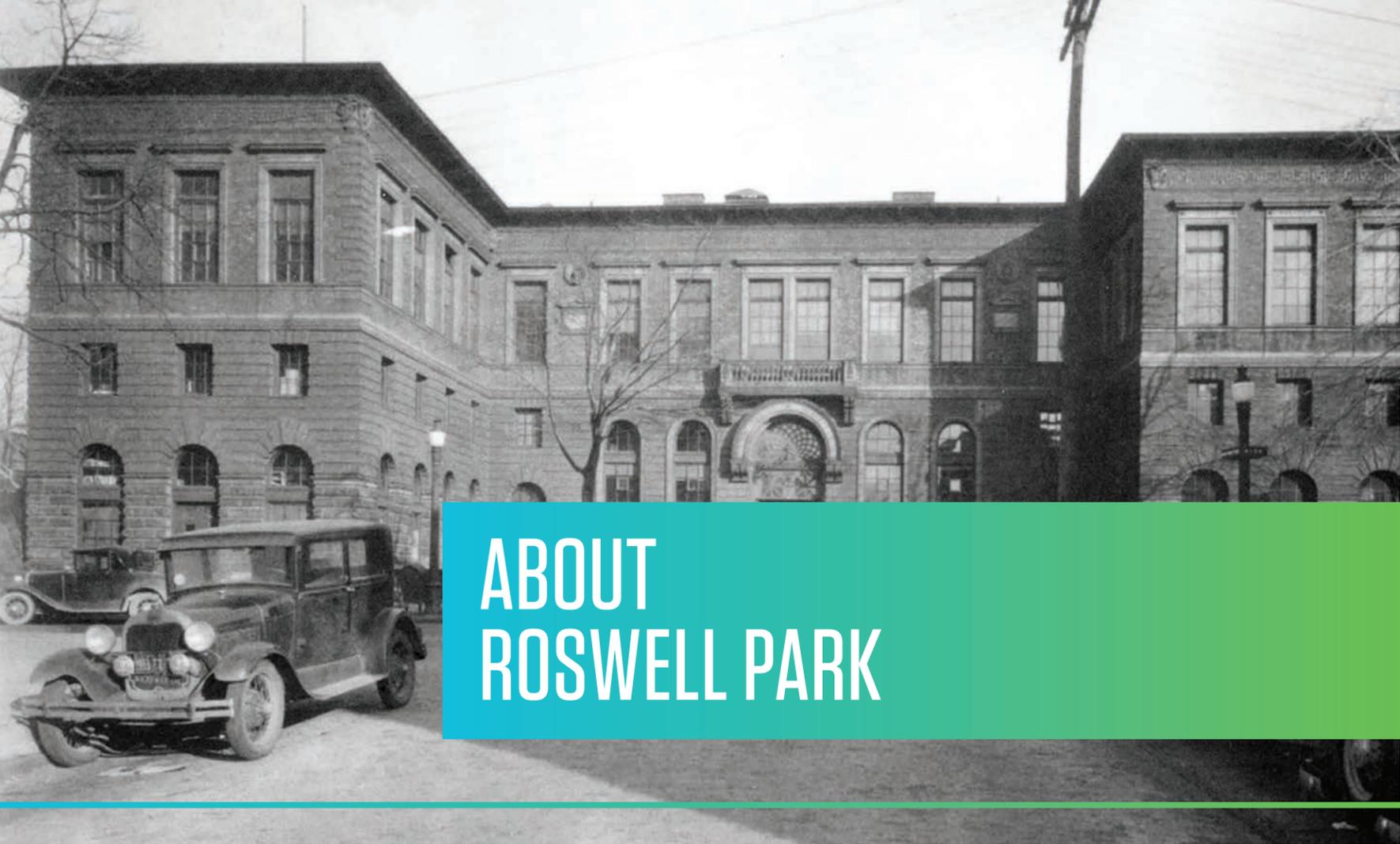
## Dear Colleagues and Friends,

I am honored and proud to reflect back on the highlights and accomplishments of the past year — truly a year of excellence in nursing at Roswell Park Comprehensive Cancer Center.

In 2023, we faced challenges that tested our resilience, adaptability and compassion. Despite the difficulties, our nurses rose to the occasion and demonstrated their commitment to providing the highest quality of care and safety to our patients and their families. I am grateful for your daily courage, dedication and professionalism.



# ABOUT ROSWELL PARK



# ABOUT ROSWELL PARK

» What started as a laboratory in three small rooms, is now a world-leading, nationally designated comprehensive cancer center.



Roswell Park Comprehensive Cancer Center has served its community for more than 125 years with care characterized by its compassion, innovation and effectiveness.

**Founded in 1898, Roswell Park was the first institution in the world to focus exclusively on cancer research.** Eminent surgeon Dr. Roswell Park sought to create a powerful force against cancer by bringing together the knowledge and skills of pathologists, chemists, biologists, surgeons and other experts – all in one center. That vision has fueled more than a century's worth of medical discoveries and breakthroughs. Among the first to be designated a comprehensive cancer center by the National Cancer Institute (NCI), we pioneered the standard for today's multidisciplinary approach to cancer care, scientific research and development of new therapies and technologies. Today, we set ourselves apart as a leader in cellular therapies, transplants, personalized medicine, cancer vaccines, immunotherapy and robotic surgery.

Roswell Park today operates from a 29-acre campus on the Buffalo Niagara Medical Campus in Buffalo, New York, as one of only four NCI-designated comprehensive cancer centers in all of the state and remains the only one in Upstate New York.



## Roswell Park Fiscal Year 2024 VITAL STATISTICS



<b>4,244</b> Total Employees	<b>364</b> Faculty Members
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<b>RNs</b>	<b>1,031</b> Registered Nurses
<b>NPs</b>	<b>113</b> Nurse Practitioners
<b>LPNs</b>	<b>33</b> Licensed Practical Nurses

	<b>5,576</b> Hospital Admissions	<b>302,957</b> Outpatient Visits	<b>49,953</b> Patients Under Active Care
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Patient Origin: 44 States | 1 Foreign Country | 2 U.S. Territories

	<b>157</b> Number of Beds		<b>8.01</b> Average Length of Stay (Days)		<b>\$135.6 M</b> Grants/Contracts	<b>94</b> U.S. Patents
						<b>409</b> Funded Research Projects
						<b>134</b> License Agreements



## MARKS OF DISTINCTION



### National Cancer Institute "Exceptional" Rating

Roswell Park Comprehensive Cancer Center has continually earned designation by the National Cancer Institute (NCI) for five decades as the country's first Comprehensive Cancer Center – an honor held today by less than 4% of cancer centers.

In its most recent renewal, Roswell Park earned the highest possible "Exceptional" rating from the NCI, distinguishing itself as the best of the best.



### Nurse Residency Program

Western New York's only Accredited Practice Transition Program with Distinction from the American Nurses Credentialing Center

### Nursing Continuing Professional Development

Accredited through the American Nurses Credentialing Center

## HISTORICAL FIRSTS



» Dr. T. Ming Chu's groundbreaking development of the PSA test at Roswell Park has saved millions of lives by enabling early detection of prostate cancer worldwide.

- » First institution dedicated to cancer research
- » Multidisciplinary cancer center model replicated by centers across the country
- » Collaborated on landmark studies of the Human Genome Project
- » Developed the world's first chemotherapy research program in 1904
- » Pioneered the Prostate-Specific Antigen (PSA) Test



- » Newsweek's America's Best Cancer Hospitals
- » Newsweek's World's Best Specialized Hospitals for Oncology
- » Joint Commission Palliative Care Certification
- » Forbes America's Best-In-State Employers 2023
- » Blue Distinction® Center for Cancer Care
- » Blue Distinction® Center for Cellular Immunotherapy – CAR-T
- » Blue Distinction® Center for Transplants
- » Press Ganey Pinnacle of Excellence Award for Patient Experience
- » Foundation for Accreditation of Cellular Therapies (FACT) Certification

# ABOUT ROSWELL PARK



» Tina Alabisi, Felecia Shongo, AAS, LPN; Michael Mallabar, BSN, RN; and John Syposs, AAS, RN

## ROSWELL PARK NURSING



### Destination: Excellence

The Department of Nursing is on a Journey to Magnet — seeking validation of the high quality care our nursing staff provide on a daily basis. Magnet is a significantly important designation for a hospital and a community because it demonstrates that the center has met or exceeded rigorous patient care standards. The nurses at Roswell Park stand out in many ways, including out-performing our peer group on many elements of the Nursing Sensitive Indicators and patient satisfaction scores. Patients under our care leave with fewer injuries and infections in comparison to other specialty, Magnet and teaching organizations. When we do better, our patients win. They receive the optimal patient care they deserve.

### Roswell Park compared to other Magnet® Hospitals of same size

Measure	Roswell Park Mean (2023)	Hospitals with Magnet® Designation Magnet® Mean (Hospitals with 100-200 beds)*
Average daily census	123	93.83
Clinical nurse turnover	8.7%	12.93%
Percent of clinical nurses certified by a nationally recognized organization	37.1%	36.6%
Vacancy	6.6%	7.7%

\*2022 data; 76 out of 496 Magnet Hospitals



» Tahmina Aktar, BSN, RN



### Professional Practice Model

#### Integrity

Integrity is an essential characteristic for healthcare professionals. It fosters trust, improves patient outcomes, and contributes to a positive work environment.

#### Innovation

In healthcare, innovation is about finding novel ways to improve patient outcomes, enhance the quality of care, and address emerging challenges.

#### Commitment

In healthcare, commitment extends beyond the dedication of individual carers within their roles. It also involves a willingness to continuously develop skills and knowledge.

#### Teamwork

Teamwork is a dynamic process that requires ongoing effort and commitment from all team members. By embracing the principles of teamwork, healthcare professionals can collectively achieve better outcomes for patients and contribute to a positive work environment.

#### Professional Governance

Professional governance empowers nurses to own the outcomes of their practice and advocate for the resources necessary to improve patient care and the work environment.

#### Compassion & Respect

In healthcare, compassion is about showing kindness, empathy, and understanding toward patients and their families. Compassionate care can help reduce patient anxiety, improve satisfaction with care, and enhance overall well-being.

Respect in healthcare involves treating patients with dignity, acknowledging their autonomy, and upholding their rights. It also involves respecting the cultural beliefs, values, and preferences of patients and their families.

#### Quality & Safety

We believe quality and safety must be at the forefront of all our decision making. We integrate quality and safety into all that we do. We deliver care that seeks to eliminate all harm from patients and employees.



» Jennifer Ruiz, AAS, RN; Heather Wypij, MSN, RN, OCN; and Aubrey Bauso, BSN



**LATEYA JACKSON, BSN, RN**

**Lateya Jackson, BSN, RN**, always knew she wanted to be a nurse. “My mom was a nurse, so I watched her. Also, I always wanted to take care of people. At first, I thought I wanted to be a doctor, but doctors don’t have the patient contact like nurses do.”

Initially, she worked on 6 West at Roswell Park Comprehensive Cancer Center as part of a close-knit environment with her team. But after two years, Lateya felt like it was time for a change. She left Roswell Park to take a job at another facility, one where she’d always dreamed of working.

## Lateya Jackson

However, a few months later, Lateya realized she wasn’t as happy as she’d been at Roswell Park.

“The overall experience wasn’t what I thought it would be,” she says. Thanks to a good relationship with her previous manager, she was able to return to Roswell Park.

“I felt way more comfortable here. It just feels like home,” she says. “Even going from floor to floor, everyone is super helpful, trying to figure out what you need to get done. It’s nice. Everyone’s willing to jump in and help.”

The short trip away from Roswell Park reminded Lateya why she liked working here in the first place.

“The patients are here so much longer, or they come in so often, that we get to know them. Just like how the nurses are treated by the hospital, it’s more like a close-knit family than just an organization.”

### Support from educators and patients alike

Even as a brand-new nurse, the management and staff at Roswell Park offers additional support and training to help ensure the success of the nursing team, she says.

“Nursing school doesn’t really teach you how to be a nurse, it teaches you the basics,” Lateya says. “When you get on the job, that’s when you really learn. I had amazing preceptors here who took the time to teach me how to do things and why. Even after my first orientation, I was able to go to my preceptor and ask her a lot of questions. She took the time to explain things. It’s the same with the educators – they have a nurse residency program which is a year-long for newer nurses. That helps to make you feel a lot more prepared on the job.”

### Nursing careers at Roswell Park

Whether nurses are just getting started on a nursing career or are looking to their next chapter, Roswell Park prides itself on helping nurses achieve personal and professional goals.

For new or seasoned nurses considering joining the team at Roswell Park, Lateya wants them to know their misconceptions about working in a cancer hospital will be corrected right away.

“It’s not a dark and dreary place at all. There’s a lot of hopeful feelings here, a lot of resiliency. Even the patients are encouraging you,” she says. “Being a nurse is such a rewarding feeling. It’s rewarding when you see a patient and they say, ‘I had a terrible night but you made a difference,’ even if I felt like nothing went right. It’s the very little things we sometimes don’t think about that make a big difference for our patients. That’s what makes the job, even when it’s so hard, very rewarding.”

**“I felt way more comfortable here. It just feels like home. “Even going from floor to floor, everyone is super helpful, trying to figure out what you need to get done. It’s nice. Everyone’s willing to jump in and help.”**



# TRANSFORMATIONAL LEADERSHIP

» Adam Carnes, BSN, RN, Nursing Quality Analyst



» Zakia Samia and Tahmina Aktar, BSN, RN

Roswell Park provides various opportunities for our nursing staff to develop transformational leadership skills to meet the demands of the future, encourage personal development and influence the culture of the organization.

### The Marie Bogner Center for Nursing Excellence

The Marie Bogner Center for Nursing Excellence, opened in January 2023, includes classrooms, simulation labs for inpatient and ambulatory skills teaching and a lounge area for respite and general nurse well-being.

**High-fidelity simulation (HFS)** has dramatically transformed pre-licensure nursing education over the last decade. The use of HFS in nursing professional development improves recognition of clinical deterioration and can consequently improve clinical judgment, skills and knowledge. The simulation area houses an exact replica of a Roswell Park inpatient room, complete with standard Roswell Park equipment and the HFS mannequin. It can simulate such things as medication administration, dressing changes or emergency changes in patient condition.

The HFS has been used for escape room activities for new nurse residents, classes that teach hypersensitivity reactions, proning for the critical care patients, moderate sedation skills, mock code scenarios, chemotherapy spills, as well as for orientation of new nurses and patient care technicians and presentations to community student groups interested in healthcare.



» A calm and inviting lounge and breakroom allow staff a moment to relax or work on projects.



» An exact replica of a Roswell Park inpatient room, the high-fidelity simulation room is a first of its kind within a freestanding cancer center.



» Alexis Delbrune



» Joseph Capuano, RN, 7 North



» Charlene Weiss, RN, PACU

### The Nursing Continuous Advancement Program (N-CAP)

Roswell Park has various initiatives to incentivize experienced nurses to stay at the bedside and use their experience to improve care.

The purpose of the N-CAP is to:

- » Recognize and promote the retention of nurses who provide direct care to patients.
- » Recognize the outcomes that accurately demonstrate the expertise of the clinical nurse.

This clinical ladder program includes:

- » Bronze, Silver and Gold Levels
- » Three tracks: clinical, professional development or leadership

N-CAP was revised in January 2023 to a user-friendly points-based system. In 2023, eight nurses successfully obtained their BRONZE-level N-CAP, and two of the eight nurses received promotions. Accomplishments are acknowledged through the upward movement within the program, providing financial and professional rewards. The N-CAP promotes professionalism in nursing practice and autonomy in the individual nurse who assumes responsibility for his/her own professional growth and development.

# TRANSFORMATIONAL LEADERSHIP

## Nurse-Initiated Process Innovation Creates Shared Value for Roswell Park

The Department of Nursing's Roswell Park Care Network Care Coordination Team has worked since June 2021 to establish efficient workflows to streamline access to Roswell Park's diverse array of cancer care services and locations. The effort creates shared values and goals across all stakeholder groups involved, while prioritizing the patient every step of the way.



» Day of Progress meeting

Through strong interdisciplinary relationships across our organization, the team successfully implemented numerous process innovations that improve access to many comprehensive cancer care services at Roswell Park, including:

- » Virtual Visits
- » Second Opinion Pathology Reviews
- » Multidisciplinary Conferences
- » Interventional Radiology Procedures
- » Clinical Research Trials
- » New Patient Consultations



## Mentorship

Roswell Park's Nurse Residency Program provides formal mentorship for experienced nurses who are new to the hospital and want to advance or elevate their nursing practice. Our Nurse Residency Program is Western New York's only Accredited Practice Transition Program with Distinction from the American Nurses Credentialing Center.

» The 2023 Nurse Residency Program graduated 70 new nurse residents and initiated 60 new nurse graduates.

**70**  
New Nurse Residents Graduated

**60**  
New Nurse Graduates Initiated

### APP Mentorship Program

The APP Mentorship Program is offered to new and experienced APPs to build professional development, facilitate leadership advancement and develop their critical thinking skills. APPs meet with their mentor monthly for up to one hour for at least six months.



» Anjelica Sherfield and Colleen Wilkie, BSN, RN, MEDSURG-BC

## Career Development Program: Shadow Opportunity

The Professional Development Committee began a Shadow Opportunity Program in March 2023 to allow employees to explore career options at Roswell. Fifty-seven Roswell employees applied, and 26 employees were successfully placed in shadow experiences following a review of their applications by committee members with input required from the employee's manager/supervisor.

» Fifty-seven Roswell employees applied, and 26 employees were successfully placed in shadow experiences.



» Kristina Kaptur, CST, Senior Surgical Technologist

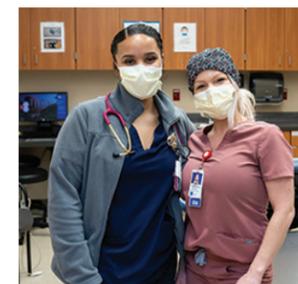
**57**  
Roswell Applicants Applied

**26**  
Roswell Employees Placed

## Roswell Park Nursing Student Internship Program

The nurse student internship is a full-time paid internship for nursing students in their final semester before senior year of nursing school. The program provides students the opportunity to work one-on-one under the supervision of a Roswell Park registered nurse. After successful completion of the internship, the nurse student intern continues to work on a unit of their interest until graduation. The Roswell Park Student Internship Program places nearly 100% of its participants as full-time nurses.

» The 2023 Nursing Student Internship Program graduated 26 nurse interns, mentored by 30 nurses.



» Raequel Graham, RN, Ambulatory Float (Left)

» Shirley Thompson, RN, Dermatology (Right)

**26**  
Nurse Interns Graduated

**30**  
Nurse Mentors

## Jessica Schultz

“Roswell Park puts their patients first,” she says. “Patients choose to come here for their care. Our nurses really care about their patients. A Roswell nurse not only cares for a patient’s basic needs, but has to go that extra mile and needs to fully understand the impact of cancer.”

As Oncology Clinical Nurse Educator, Jessica serves as nurse educator for ambulatory clinics, manages the Nursing Student Internship and Shadow Opportunity programs and assists with the high-fidelity simulation (HFS) lab.

The use of HFS in Nursing Professional Development improves recognition of clinical deterioration and can consequently improve clinical judgment, skills, and knowledge.

“Our high-fidelity simulation mannequin is incorporated into our new nursing education program and our nurse residency program,” says Jessica. “We can do any variation of simulation experiences, such as medication administration, dressing changes, or emergency change of patient condition.”

She adds that the mannequin reacts in real time just as a patient would. It speaks with pre-programmed responses such as “Ouch, that hurts!” or “I am having trouble breathing!”

“If the learner does not perform the correct intervention, then the ‘patient’ would continue to decline,” says Jessica.

She also leads two important educational programs: the Nursing Student Internship Program and the Shadow Opportunity Program.

“Our nurse student interns work one-on-one with a designated unit nurse over the course of the 4-week winter or 8-week summer internship,” says Jessica. “Once they are back in school, they remain active on our employee roster in a supportive patient care role.”

She adds that nearly 100% of the interns are retained as full-time nurses once they graduate from nursing school and pass their nursing school boards.

The Shadow Opportunity Program, developed by the Professional Development Council, is open to all eligible Roswell Park employees.

“Once accepted into the program, the employee is matched with a Roswell Park employee in their area of interest to shadow for a day,” she says. “For example, we had an employee from Patient Transport shadow a dental hygienist for the day.”

In 2023 (its inaugural year), Jessica says she placed 26 Roswell Park employees in the Shadow Opportunity Program. While no one has yet to change careers because of it, interest in the program is growing.

Just as any hardworking Roswell Park nurse, Jessica needs work/life balance. A self-proclaimed “Disney Adult,” Jessica and her family take a two-week vacation to Disney World every spring. She says she also loves gardening and cooking in her free time.

“If I won a million dollars, I would have my own cooking show,” says Jessica. “I would have my friends and family on it and we would just cook, bake, tell stories, and laugh!”

**“Roswell Park puts their patients first. Patients choose to come here for their care. Our nurses really care about their patients. A Roswell nurse not only cares for a patient’s basic needs, but has to go that extra mile and needs to fully understand the impact of cancer.”**

## JESSICA SCHULTZ, MSN, RN, OCN

Oncology Clinical Nurse Educator, Department of Nursing Professional Development, Practice and Research

Jessica Schultz, RN, BSN  
Nursing Staff  
Development Instructor

When Jessica Schultz, MSN, RN, OCN, decided to relocate from Baltimore, MD, to Buffalo in 2012, she was laser focused on working at Roswell Park.

“I knew that I wanted to work at the best hospital in Buffalo, so that is why I chose Roswell Park,” she says. “My background is in oncology, so I felt working at an oncology center would be the best place for me.”

Jessica started her career at Roswell Park on 6 East, which was the Intermediate Care Unit at the time. After three years, she moved to the Endoscopy Outpatient Department, before taking on her current role in the fall of 2021.



# STRUCTURAL EMPOWERMENT

» Maureen Coyne, MS, Clinical Education Coordinator



# STRUCTURAL EMPOWERMENT

» Falls Committee members Mary Williams, BSN, RN; Carolyn Miller; Shannon Baldo, BSN, RN, Nursing Quality; Megan Hayes, AAS, RN, CMSRN; Delaney Finewood, BSN, RN, CMSRN

Structural empowerment is a concept where the organization has structures to empower nurses to collaborate professionally with disciplines outside of nursing and take part in shared professional governance at all levels. The organization values education, and knowledge building and knowledge sharing are prioritized to improve patient and staff outcomes.



» 7 North Staff

## Transcultural Nursing: Project United Nurses

**Project United Nurses (Project UN)** is guided by the key strategic priority to promote and improve cultural awareness in nursing practice. Project UN does this by sharing real-life experiences of those from diverse backgrounds in the quarterly Nursing Newsletter and ensuring updated, relevant, and accessible educational i2 content for all Roswell Park employees to improve cultural competency, awareness, and inclusion.



» Megan Hayes, AAS, RN, CMSRN, and Lauren Betzig, BSN, RN

## Day of Progress

In May 2022, Roswell Park Nursing held its inaugural Day of Progress (DoP), which is a method to give control of nursing practice back to the nurses at the bedside. **The DoP consists of 32 different councils and committees** aimed at improving patient care and staff outcomes at Roswell Park and supporting the greater Buffalo community. Throughout the last year, the clinical nurse involvement in DoP has led to a number of accomplishments.

- 1 The **Twilight Day of Progress (TDoP)** developed a self-care page on Roswell Park's intranet, i2, titled Health Promotion for Night Shift Workers. This page includes tips and tricks that nightshift nurses use to sleep, parent, how to drive home safely after a long shift, and team building.
- 2 **Project United Nurses (UN)** developed a page on i2 with resources for End-of-Life care for a variety of cultures and religions, as well as dietary menus translated into multiple languages and photos without words.
- 3 **Recruitment and Retention Committee** developed an exit interview process and form for staff members transferring internally. This will help to identify reasons that staff members move from one unit to another and assist in devising methods to retain staff.
- 4 The **Nursing Elective Council** developed the Task Nurse role so that nurses could pick up short four-hour overtime shifts to cover nursing skills and tasks on the units. This allows for short time slots with no official patient assignment while allowing the nurses working on the unit to focus their attention on their patient assignments when delegating tasks to the Task Nurse.
- 5 The **Ambulatory Quality Committee** implemented the Evidence-Based Practice project utilizing stickers for patients with an accessed port. This allows the clinic staff to know when a patient has an accessed port to remind the staff members to de-access the port before discharge.
- 6 **Ambulatory Falls Prevention Committee** added notification to the patient portal, implementation of wheelchairs throughout the hospital for patients, increased the wheelchair inventory for the hospital, and posted signs throughout Roswell Park with transport phone numbers for easy patient access and safety.
- 7 The **7 West Unit-Based Council** worked to implement the Quiet Noise Channel (3) on the televisions. Earplugs and earbuds are used with the call lights to improve patient satisfaction with noise in and around the room at night.
- 8 The **7 West Unit-Based Council** decided to take over the Patient Safety rounds from Nursing Quality and conduct them as peers on their unit. For six months while the direct-care nurses conducted the patient safety rounds, there were no central line associated bloodstream infections (CLABSIs), catheter associated urinary tract infection (CAUTIs) or hospital acquired pressure injury (HAPIs) recorded on the unit.
- 9 The **Professional Development Committee** developed a Shadowing Program for all staff members at Roswell Park. More than 50 employees have completed the shadow opportunity from many departments and levels of the organization, many outside the nursing department.

# STRUCTURAL EMPOWERMENT



» Roswell Park leadership and staff proudly attend the Buffalo Black Nurses, Inc., gala.

## Buffalo Black Nurses Annual Gala & Scholarship Dinner

Roswell Park Comprehensive Cancer Center is proud to support the Buffalo Black Nurses, Inc. The organization has hosted an Annual Gala and Scholarship Dinner since 2017, where the first scholarship recipient was a Roswell Park employee. The gala is the primary fundraiser for the organization, but also is an opportunity to award students funds for their nursing education. Roswell Park has been a title sponsor for the gala for five consecutive years and has collaborated with them on many initiatives — a job fair for nurse recruitment, annual book bag giveaway, Thanksgiving turkey drive and a toy drive.



» Roswell Park nurses build beds with Sleep in Heavenly Peace.



» Roswell Park nurse signs a wall at the Sleep in Heavenly Peace.

## Nursing Volunteer Committee

Active throughout the year, the Nursing Volunteer Committee gives back to cancer patients and the broader Buffalo community in a big way. Beneficiaries have included:

- » **Kevin Guest House.** Our nurses prepared and served a soup potluck dinner for guests of the Kevin Guest House, the first independent healthcare hospitality house in America, on February 10, 2023. Roswell Park nurses provided thank you cards to donors of Kevin Guest House, to express gratitude for what they make possible for our patients' families.
- » **Friends of the Night People of Buffalo.** Our nurses prepped, served and cleaned up from dinner for their guests.
- » **Sleep in Heavenly Peace.** Roswell Park nurses built more than 20 beds for children in the city of Buffalo on November 16, 2023, with Sleep in Heavenly Peace. This group of volunteers builds, assembles and delivers top-notch bunk beds to children and families in need, a prime example of why Buffalo is "the city of good neighbors."



» Magnet Champions 2023 Victoria and Jen

## Nursing Job Fairs and New Hires

2023 was a busy year for nursing recruitment at Roswell Park. Several local nursing schools visited the Roswell Park campus to learn about professional development and career opportunities.

**Roswell Park nursing was represented at 15 job fairs, including SUNY Brockport, Trocaire College, Erie Community College and Jamestown Community College.**

### Department of Nursing hires included:

- » **95 Nurses** (Nurse I and Nurse IIs, Nurse Coordinators, Nursing Supervisors and Clinical Nurse Managers)
- » **56 Patient Care Technicians**
- » **4 LPNS**

## Nurse Residency Program



The Nurse Residency Program is a comprehensive training for new graduate oncology nurses as they transition during their first year of professional practice using standards from the Practice Transition Accreditation Program.

Roswell Park's Nurse Residency Program is Western New York's only Accredited Practice Transition Program with Distinction by the American Nurses Credentialing Center.

Residents are enrolled into a Nurse Residency Program cohort during their orientation. Each cohort meets in small groups monthly for 12 months during scheduled work time to cover the curriculum, participate in clinical reflections and team-building exercises and work on a nurse-driven evidence-based practice project.

Innovative, game-based educational material develops decision-making skills related to clinical judgment and performance. Successful candidates can apply for a promotion upon program completion.

At the end of the program, each resident presents an Evidence-Based Practice project on graduation day. The projects are focused on improved patient care and experience.



One of the nurse residents completed a project that would provide a Comfort Care sign on the outside of a patient's door that has been identified as comfort care.

The patient's nurse or the unit charge nurse places a laminated symbol outside the patient's door when a personal event is taking place. The symbol informs the healthcare team of the need to be more aware of conversations, to give the patient and family privacy, and to check with the patient's assigned clinical nurse before entering the room. An exemplary example of empathy, compassion and having the patient's best interest at heart with every interaction.





» Mary Miller-Kotrys, AAS, RN, Case Manager

Recognizing Staff Excellence with

## AWARDS & DISTINCTIONS

*Congratulations to the extraordinary nurses honored in 2023*

### Nurses Week Awards, May 2023

Four Roswell Park nurses were recognized by the **Professional Nurses Association of Western New York** in May 2023.

The purpose of the association is to foster high standards of nursing practice and promote the professional and educational advancement and welfare of nurses to the end that all people will benefit as the result of the subsequent excellence in nursing care.

*Congratulations to the following nurses on their well-deserved recognition!*



**Adam Carnes, AAS, RN,**  
Quality Analyst Quality and Patient Safety,  
**Outstanding Staff Nurse Award, 2023**



**Tiffany Anderson, MSN, RN,**  
Director of Home-based Care Services,  
**2023 Nurse of Distinction Nominee**



**Brianna Franzek, BSN, RN, OCN,**  
Chemotherapy Nurse at Roswell Park  
Scott Bieler Amherst Center,  
**Community Recognized Distinguished  
Nurse, 2023 Nominee**



**Jessica Schultz, BSN, RN,**  
Nursing Staff Development Instructor,  
Nursing Professional Development,  
**2023 Nurse of Distinction in  
Education Nominee**



### The DAISY Award®

The DAISY Award® Foundation for Extraordinary Nurses was originally created by the DAISY Foundation in 1999 to honor nurses internationally in memory of J. Patrick Barnes. The DAISY Foundation was started by Patrick's family to honor the kindness and compassion that nurses showed Patrick during his eight-week hospital stay with autoimmune disease. All Daisy Award winners are selected based on patient nominations.



**Brianne Wopperer, RN**  
ICU



**Sharon Calkins, RN**  
Dermatology



**Mary House, RN**  
Lymphoma and  
Multiple Myeloma



**Evelyn Benjamin, PCT**  
Dermatology



**Jessica Lindell, RN**  
6 East

Recognizing Staff Excellence with

## AWARDS & DISTINCTIONS CONT'D

*Congratulations to the extraordinary nurses honored in 2023*



» Mary Ann Long and Jeanette Boehm, TCT Clinic

### Nursing Certifications

Increased nurse certification rates in hospitals have shown a decrease in failure-to-rescue and 30-day mortality rates when combined with the additional credential of bachelor's degrees. Further, certified nurses make fewer medical errors and nurse certification is recognized by The Joint Commission as a method to improve patient safety. We celebrate all nurses who have taken the time and energy to improve your nursing profession and Roswell Park.

Roswell Park continues to support nurses who want to achieve professional nursing certification by offering the following certification programs:

- » **OCN® FreeTake program for Oncology Certified Nurse (OCN®)**
- » **Certified Pediatric Hematology Oncology Nurse (CPHON®)**
- » **Certified Pediatric Oncology Nurse (CPON®)**
- » **Advanced Oncology Certified Nurse Practitioner (AOCNP®)**
- » **Advanced Oncology Certified Nurse Specialist (AOCNS®)**
- » **Advanced Oncology Certified Nurse (AOCN®)**
- » **Certified Breast Care Nurse (CBCN®)**

We also offer the Certified Med-Surg Registered Nurse (CMSRN®) certification through the Fail Safe program. Both programs are offered at no cost to Roswell Park nurses. With certification, nurses are given an annual compensation in their geographical differential.

**In 2023, Roswell Park had 31 new Oncology Certified Nurse (OCN) certifications for the year. That is an increase to 35% OCN-certified nurses in 2023 from 31% in 2021.**



» Roswell Park leadership, including President & CEO Candace Johnson, PhD, and Chief Nursing Officer Andrew Storer, PhD, DNP, RN, NP-C, FAANP, present Jenna Masten, with the Nurse of the Month award.

### Nurse Manager Transition to Practice Program

A Nurse Manager Transition to Practice Program curriculum was created based on the American Organization for Nursing Leadership (AONL) competencies. New nurse managers complete a didactic orientation program and are matched with a nurse manager mentor. Through regular ongoing meetings, the mentor supports the mentee to achieve their goals.

*In March 2023, these new nurse leaders participated in the first pilot Nurse Manager Transition to Practice Program:*



**Jacqueline Henry, BSN, RN**  
Clinical Nurse Manager,  
Lymphoma and Multiple Myeloma



**Jessica Welker, BSN, RN, CMSRN**  
Assistant Clinical  
Nurse Manager, 7 West



**Sean Smith, BSN, RN, MBA**  
Assistant Director, Clinical Integration  
& Patient & Caregiver Education



**Melissa Hiscock, BSN, RN, OCN, WOCN, CPPS**  
Nursing Staff Development Instructor,  
WOC Manager



**Mary Ellen Lenz, AAS, RN**  
Nurse II,  
ATC

The Nurse Manager Transition to Practice Program curriculum was created by Heather Huizinga, MSN, RN, OCN, Director of Nursing Professional Development, Practice and Research, with the input provided by Brianna O'Heir, BSN, RN, Magnet Champion, based on American Organization for Nursing Leadership (AONL) competencies.

# NURSE OF THE MONTH

JANUARY



**Delaney Finewood,**  
BSN, RN, CMSRN,  
7 West

FEBRUARY



**Jeanette Boehm,**  
BSN, RN,  
Transplant and Cellular Therapy

MARCH



**Brianna Franzek,**  
BSN, RN, AAS, OCN,  
Scott Bieler Amherst Center

APRIL



**Aubrey Bauso,**  
BSN,  
6 East

MAY



**Katy Blake,**  
AAS, RN,  
Ambulatory Services - Breast

JUNE



**James Class,**  
AAS, RN,  
5 West

JULY



**Jennifer Russell,**  
AAS, RN, CMSRN,  
8 West

AUGUST



**Alexa Gallo,**  
BSN, RN,  
6 West

SEPTEMBER



**Lara Smith,**  
BSN, RN, CCRN,  
Resource Pool

OCTOBER



**Sara Cornish,**  
BSN, OR,  
3 West

NOVEMBER

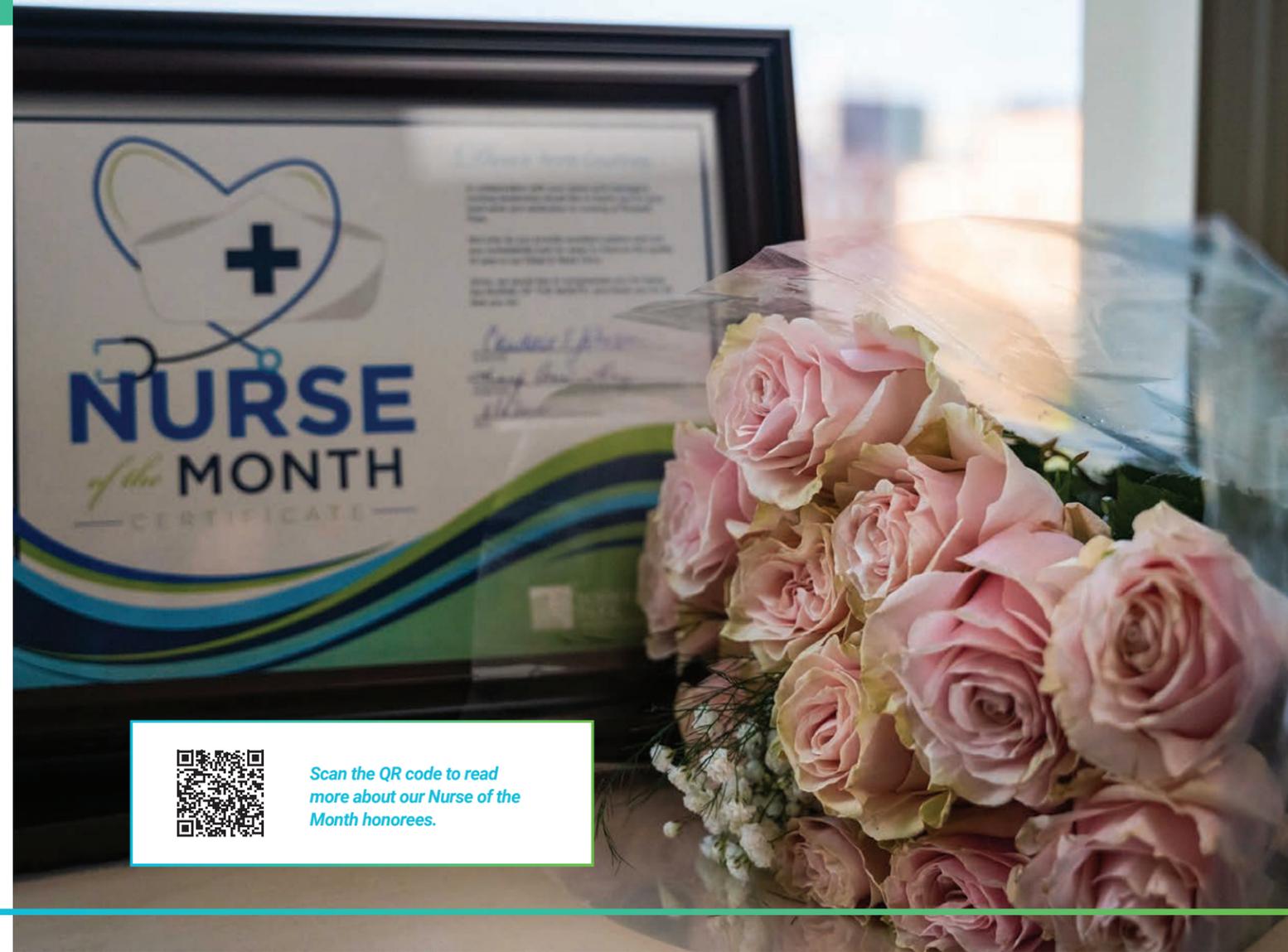


**Heather Hartman,**  
AAS, RN,  
8 West

DECEMBER



**Chaunte West,**  
BSN, RN,  
ICU



Scan the QR code to read more about our Nurse of the Month honorees.

» The Sandra C. Genco Excellence in Oncology Nurse of the Month Award recognizes a Roswell Park Registered Nurse, in a direct patient care role, who has made a positive difference in the life of a patient or family experiencing cancer by demonstrating compassion and respect for the patient's individual needs and goals.

## ALEXANDRA SANDERS, MSN, RN, OCN, BCPA

Oncology Nurse Coordinator, Urology Department

Alexandra Sanders, RN, MSN  
Oncology Nurse Coordinator  
Department of Urology

**Alexandra (Alex) Sanders, MSN, RN, OCN, BCPA**, developed a passion for the nursing profession at an early age.

“When I was 10, I took care of my great aunt Ethel, who had stage four lung cancer,” says Alex. “As her caregivers, my mother and I saw her through treatment and hospice. As I watched the hospice nurses take care of my aunt, I fell in love with the art of nursing and being a caregiver.”

A proud Oncology Certified Nurse (OCN) and Board-Certified Patient Advocate (BCPA), Alex is an Oncology Nurse Coordinator in the Department of Urology at Roswell Park. She navigates patients through their treatment plans and coordinates their care.

### Alex Sanders

Alex is also an ambassador for the Kidney Cancer Association (KCA). This will be her second year as the moderator for the virtual Patient Symposium in September 2024.

“I helped one of our urologists, Dr. Eric Kauffman, to establish Roswell Park as a Von Hippel-Lindau Alliance (VHLA) recognized Clinical Care Center, where I serve as the Nurse Navigator,” she says. This helps patients with inherited syndromes that put them at an increased risk for kidney cancer. “I also started a support group for our metastatic kidney cancer patients.”

When she’s not at the patient bedside, she’s teaching community health nursing, international service learning and health promotion across the lifespan at Daemen University and is working on her PhD in Nursing Leadership at the University of Southern Mississippi. Alex’s research interests include the social determinants of health, community health, transcultural nursing and health disparities.

Alex is an established leader in the Department of Nursing, and is proud to be very involved in various councils and committees, including as president of the Nursing Elective Council, co-chair of the Patient Satisfaction Committee, member of the Professional Governance Steering Committee and member of the African American Roswell Employee Network (AREN).

“I will also soon be chairing an End-of-life Council, which is a group of elected nurses who will improve end-of-life care here at Roswell Park,” Alex adds. She says her experience as a hospice home care nurse and her passion for holistic nursing care was what influenced her to start the End-of-Life Council.

Alex knows that being a Roswell Park nurse requires a special combination of compassion and dedication.

“I think what distinguishes Roswell Park nurses is that cancer affects the entire person — physically, mentally, spiritually and emotionally,” she says. “As Roswell Park nurses, we get that.”

And Alex, more than many nurses, may relate. Her son, Andre, known at Roswell Park and in the Western New York community as “Andre the Warrior,” was diagnosed with a stage four Wilms tumor in September 2019.

“I am especially honored to work here because Roswell Park saved my son’s life,” she says. “I am not only grateful to take care of our patients and support and care for them through their treatment, but I also have a special appreciation for what we do because I have been on the receiving end.”

Perhaps Alex’s favorite role of all is as “sports mom” to the now healthy eight-year-old Andre and his 10-year-old brother DJ. Her family keeps busy with the boys’ soccer, football and baseball games. She also spends time doing volunteer work for Sophia the Fierce Inc., WNY Camp Good Days and The 11 Day Power Play as a childhood cancer parent and advocate.

In recent years, she volunteered as a Legislative Ambassador for the American Cancer Society, and she participated through the pandemic as a NYS childhood cancer advocate for childhood cancer action days (virtually) on Capitol Hill advocating for funding for childhood cancer research.

**“I am especially honored to work here because Roswell Park saved my son’s life. I am not only grateful to take care of our patients and support and care for them through their treatment, but I also have a special appreciation for what we do because I have been on the receiving end.”**



# EXEMPLARY PROFESSIONAL PRACTICE

» Sarah Gerard, RN, Pediatrics



# EXEMPLARY PROFESSIONAL PRACTICE

» Cynthia Maclin, BS; Melanie Carthon; Kasandra Smith; Nancy McClusky



» Katelyn McCadden, BA, RN; Anna Chopra; Nicole Huff, BSN, RN; Julie DeLuca, BS; Kyle Kane, BSN, RN



» Caitlin Connolly, BSN, RN; Madelyn Konopczynski, BSN, RN; Amanda Cruz, BSN, RN, OCN, CMSRN

## Huddle Learnings

An interprofessional, rapid improvement quality initiative was created to implement a Tiered Huddle System, which is associated with an improvement in the rate of falls with injury in the inpatient setting. After starting the huddles on inpatient, the rate of falls with injury decreased for the longest stretch of days yet at Roswell Park. As changes needed to be made during the implementation, the rapid improvement cycle supported the changes to bring about positive and safe change on the inpatient units.

## Patient-Centered Care

A deep commitment to patient-centered care keeps Roswell Park's nursing patient satisfaction scores consistently above national benchmarks. Roswell Park utilizes Press Ganey, a national leader in patient satisfaction research, which allows us to compare our patient satisfaction results with hundreds of other hospitals and peer oncology providers.



» Kathleen O'Hearn, MSN, RN, CWOCN

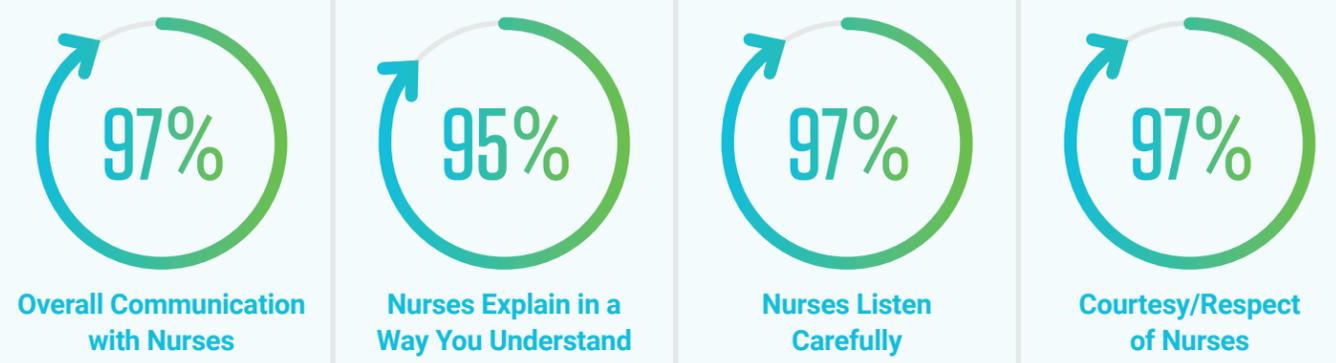
# NURSING BY THE NUMBERS



» Nancy Schmitz, AAS, RN



The Overall Rating of Nursing at Roswell Park is in the 97th percentile nationwide, as compared to 1,552 hospitals.



# EXEMPLARY PROFESSIONAL PRACTICE



» Abigail Helsel-Zielinski, BSN, RN, CPHON



» Zakia Samia, RN, 7N



## Pinnacle of Excellence

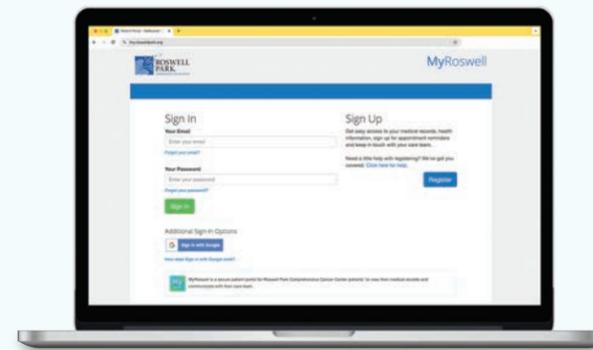
### Roswell Park Earns 2022 Press Ganey Award for Patient Experience

In recognition of the superior experience it has provided for patients over several years, Roswell Park was designated in 2023 by Press Ganey as a 2022 Human Experience Pinnacle of Excellence Award winner. The award reflects consistently positive patient experience and is based on Press Ganey's multi-year survey of Roswell Park inpatients. "By putting their patients and workforce first each and every day, Roswell Park is demonstrating their unwavering commitment to their employees and to the communities they serve," says Patrick Ryan, Chairman and Chief Executive Officer of the international survey and research organization.

The Pinnacle of Excellence Award highlights Roswell Park's sustained commitment of offering top-rated cancer care and patient-centered programming. "Press Ganey represents the voice of our patients, and this award affirms that the interprofessional team provides the level and quality of care we strive for day in and day out," says Andrew Storer, PhD, DNP, RN, NP-C, FAANP, Chief Nursing Officer and Senior Vice President for Patient Care Services.

## Patient Education/Patient Portal

A cross-functional team at Roswell Park comprising clinical nurses, Information Technology leadership, clinical informatics specialists and nursing administrative leadership collaborated to drive the design and implementation of an efficient digital patient education interface beginning with the Patient Education Portal. Staff can now bundle together multiple education documents to easily deliver them to patients. Education bundles can be saved and shared. Patients can view all test results, clinical notes, scanned documents, and more of their medical information easily by simply signing up for our patient portal.



» MyRoswell patient portal

## Service Update: Translation Line

We have transitioned to a new service for the language line. **This new service is IRIS, or Instant Remote Interpretation Services.** This service includes Face-to-Face video translation.



## DELANEY FINWOOD, BSN, RN

Nurse II, 7 West (Night shift)

**Delaney Finewood, BSN, RN**, a Nurse II on 7 West, has had quite an eventful career during her five years at Roswell Park. She started as a nurse's aide in 2019, right before the COVID-19 pandemic hit. But witnessing those herculean challenges did not sway Delaney.

"I did a clinical rotation on 7 West, and it was great," says Delaney, who was hired on as a nurse in July 2021. "I met the manager of the unit. You could tell the staff really cared about the patients. I just stayed there ever since because I thought it was a good fit."

### Delaney Finewood

7 West is primarily a gastrointestinal and genitourinary surgical floor. The cancers that Delaney and her co-workers see most frequently are colon, rectal, pancreatic, liver, stomach, renal and prostate.

She was part of the team who stayed behind at Roswell Park to care for patients during the blizzard that struck Buffalo in late December 2022.

"The storm itself was awful but it was also such a great experience," she says. "The leadership at Roswell Park was wonderful," says Delaney. "It was an excellent opportunity to get to know some of the people on my floor who were newer and to get to know them on a personal level."

And something about the culture in the Department of Nursing makes her particularly gratified to be a Roswell Park nurse.

"I believe that nurses here have a say in changes that are being made on the units," says Delaney. "There is definitely a shared governance in place. If a nurse feels that they have a better way to do a process or policy, there are channels or outlets available to seek change."

To that end, Delaney and her co-worker, Brianna O'Heir, BSN, RN, brought the topic of safe room rounds, a nurse-driven, quality sensitive indicator, to their Unit-Based Council.

"We thought if nurses are more aware of the quality indicators for our patients, they would be more likely to ensure that their tubings are changed, and things are done to ensure that patients would have the best outcomes," says Delaney.

One of those indicators includes a hospital-acquired pressure injury (HAPI). By giving nurses a checklist of key things to check patients for, issues like HAPIs and falls were drastically reduced. Now, other areas of the hospital have implemented safe room rounds.

For six months, while the direct care nurses conducted the patient safety rounds, there were no CLABSI, CAUTI or HAPIs recorded on the unit.

7 West Unit Based Council worked to implement the Quiet Noise Channel (3) on the televisions, and use of ear plugs and ear buds with the call lights to improve patient satisfaction with noise in and around the room at night.

While Delaney is proud to work on such important projects to improve patient safety and outcomes, it is patient interaction that is most dear to her heart.

"Patients are so grateful for the care that we give them," she says. "Knowing that you were able to make a difference in their care, makes you feel some pride."

And Delaney doesn't have much free time on her hands these days. In addition to working night shift on 7 West, she is attending D'Youville University to pursue master's degrees in both nursing education with clinical focus and nursing management and quality leadership.

"The thing about nursing is that there are so many options in the career field," she says. "But the patient is always at the center."

**"I believe that nurses here have a say in changes that are being made on the units... There is definitely a shared governance in place. If a nurse feels that they have a better way to do a process or policy, there are channels or outlets available to seek change."**

# Mary Ann Long Conference Room

**NEW KNOWLEDGE, INNOVATIONS  
AND IMPROVEMENTS**

» Oncology Nurse Coordinators Lauren Betzig, BSN, RN; Kayla Denea, BSN, RN; Megan Hayes, AAS, RN, CMSRN; and Kelly Dinderski, BSN, RN



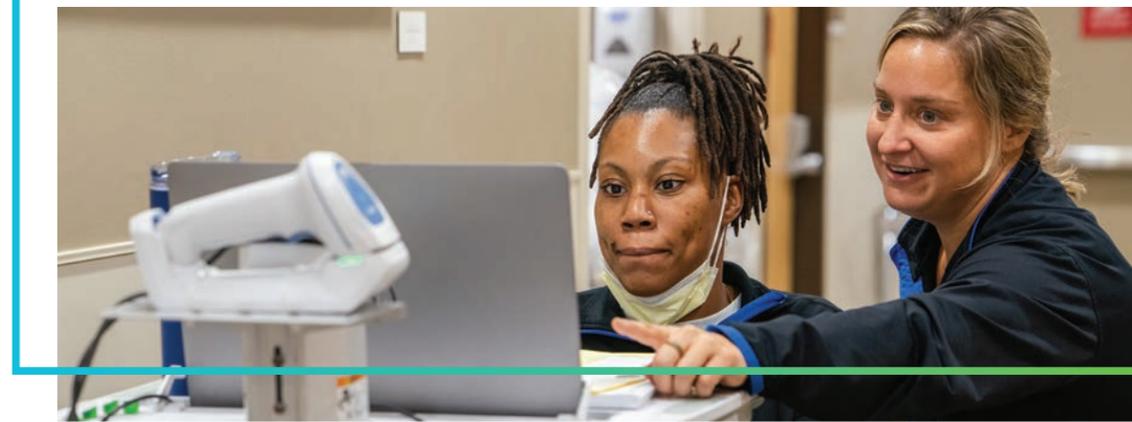
# NEW KNOWLEDGE, INNOVATIONS AND IMPROVEMENTS



» Rachel McMahan, BSN, RN, and Tera Cunningham, AAS, COTA

**Continuously striving to improve patient care and safety** is supported through application of current evidence-based practice guidelines and facilitating research to build that body of evidence. Roswell Park is committed to providing an environment where evidence-based practice and research flourish in the Department of Nursing. Nurses' involvement has stretched from conception of the idea or the impetus straight up to preparing for publication and dissemination to a global community. The innovations that we discover here have implications for nurses and patients around the world!

**The innovations that we discover here have implications for nurses and patients around the world!**



» Joscelyne Gibbons, CNA, and Therese Kurtz, BSN, RN

## Presentations and Conferences

### 2023 Association of Pediatric Hematology/Oncology Nurses

*"Therapeutic Apheresis: What, Why, and How."*

- » **Kimberly Seabolt, MS, RN, CPHON**,  
Nursing Staff Development  
Instructor, Pediatrics
- » **Jessica Bonafede, MS, RN, Nurse II**,  
Therapeutic Apheresis

### 2023 Vizient American Association of Critical Care Nurses Nurse Residency Program Conference

*"Leveraging the Art of Nursing to Increase Resiliency."*

- » **Heather Huizinga, MSN, RN, OCN**
- » **Jamie Schuh, MSN, RN, CMSRN**

*"It's TIME to Decrease HAPIs."*

- » **Madelyn Konopczynski, AAS, RN**
- » **Margherita Inghima, BSN, RN**

### 48th Annual Oncology Nursing Society (ONS) Congress

*"Standardized Transplant and Cellular Therapy Patient Education Upon Admission."*

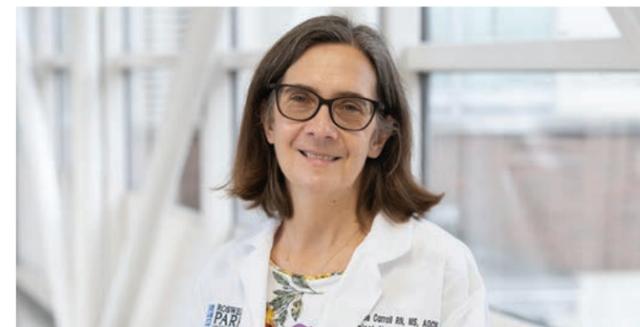
- » **Hector Tirado, BSN, CPhT**

*"The Effects of Proactive Critical-Care Nurse Rounding with High-Risk Patients in a Dedicated Cancer Hospital."*

- » **Michael Martonara, BSN, BS, RN**

*"Creation of a Nurse-Driven Palliative Oncology Screening Tool."*

- » **Heather Huizinga, MSN, RN, OCN**,  
Director, Nursing Professional Development,  
Practice and Research  
*Assisted a team of nurse residents—*
- » **Kayla Redmond, BSN, RN**
- » **Christina Haidar, BSN, RN**
- » **Evgenii Ryzhkov, BSN, RN**
- » **Carly Andriaccio, AAS, RN**



» Suzanne Carroll, MS, RN, AOCN

Roswell Park nursing leader **Suzanne Carroll, MS, RN, AOCN**, Clinical Nurse Manager for Inpatient Administration, was honored at the 48th Annual ONS Conference. She received a **2023 Mara Mogensen Flaherty Memorial Lectureship Award** and participated in the panel discussion, "Current Challenges: Nursing Sustainability." The Mogensen Flaherty Memorial Lecture Award supports an annual lecture on a topic related to the psychosocial aspects of cancer diagnosis, treatment and care presented by an individual who is an inspiration in the field.

# NEW KNOWLEDGE, INNOVATIONS AND IMPROVEMENTS



» Dominic Robinson, LPN, Dermatology

## Third Annual Western New York/Finger Lakes Region Nursing Research Day

The Third Annual **Nursing Research Day** was held June 9, 2023, with the theme of “Rebuilding.” Packed with presenters, panel members and keynote speakers, the goal of this year’s event was teaching nurses about rebuilding ourselves. The keynote speaker was Roswell Park’s **Amy Gallagher, PsyD, MSHCT**, Employee Resiliency Program Director. **Mary Reid, PhD, MSPH, BSN**, Roswell Park’s Chief of Screening and Survivorship, gave the Grace Dean Lecture. Nurses from Roswell Park and the University of Rochester Medical Center gave podium presentations, along with more than 15 poster presentations. A self-care session featured therapy dogs, journaling, yoga, art therapy, smoking cessation, HPV vaccinations and cancer screenings.

## Evidence-Based Projects and Nurse Residency

An interprofessional quality initiative from an ambulatory care setting was associated with an improvement in patient satisfaction for the question, “Care provider information about medications.” The intervention took place in the GYN clinic and was implemented to ensure accurate medication reconciliation was completed.

The initiative impacted the outcome by meeting personally with patients to review their medications regardless of their report of “no medication changes.” This personal interaction enabled the caregivers to provide all the information the patients needed about their medication regimen and ensured that all medication changes were documented appropriately.



## Magnet Conference

In 2023, 17 nurses from Roswell Park attended the ANCC Magnet Conference in Chicago. The nurses from Roswell Park were from all areas and specialties including Survivorship and Palliative Care, 7 East, 7 West, 6 West, ICU, Resource Pool, Leukemia and Lymphoma Clinics, Head and Neck Clinic, Nursing Quality and Nursing Professional Development.

The conference sessions ranged from How to Effectively Use a Unit-Based Council to Improving Quality Outcomes to Resilience. All staff members who attended completed a project to implement in their unit or throughout the organization. A few of the exciting topics this year are: Implementation of an End-of-Life committee, Decreasing CLABSIs in the ICU, Mobility Program for Critical Care and Fine Tuning the APP Mentorship Program.

Last year, we implemented two projects successfully. **Delaney Finewood, 7 West**, implemented an anonymous exit interview process to learn more about why nurses leave Roswell Park. It has been utilized by many nurses already and the data is being analyzed to help build interventions in the Retention and Recruitment Committee. **Brianna O’Heir, 7 West**, brought back a new nurse manager leadership class for retaining nurse managers. This class has trained two cohorts since its inception!

## Nursing Student Statistics

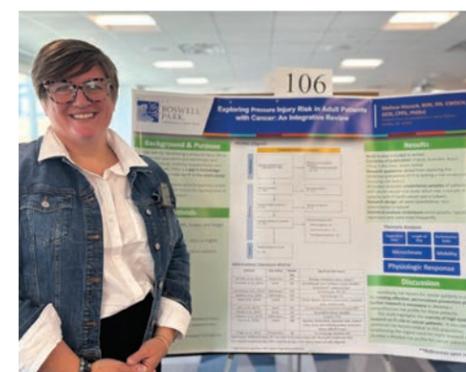
Roswell Park nurses have shared their oncology expertise with nursing students for many years. Whether it be through a traditional clinical, dedicated education unit, capstone or internship, our nurses have helped build interest and excitement in oncology nursing care. We strive to make our student internship experiences so impactful that our interns believe that Roswell Park is the place they are meant to be and can make the most difference in patient care. In many semesters, nearly 100% of students are hired for full-time roles at Roswell Park.

	Winter 2022	Summer 2023	Winter 2023
Capstone Students Nursing Student Interns	3	11	5
Students Hired as Full-time Roswell Employees	0	9	5
Percentage Hired	0%	81%	100%

## Nursing Research/IRB Studies

Nursing research looks at overall patient health, restoration, rehabilitation, meeting patient and family needs in multiple environments. *Example projects from 2023 include:*

- » **Moral Distress in Nurses Providing Direct Patient Care on Inpatient Oncology Units and Outpatient Clinics.**
- » **Examining the Relationship Between Falls and Sepsis in the Oncology Patient: A Retrospective Chart Review.**
- » **Feasibility Study for ivWatch in Prevention of Extravasation of Vesicants in an Oncology Setting.**
- » **Temperature Measurement and Comparison Study of Four Different Methods.**



» Melissa Hiscock, BSN, RN, OCN, WOCN, CPPS



**TERRY COLIN, BSN, RN**  
Nurse II, Gynecologic Oncology Clinic

Terry Colin, BSN, RN, Nurse II, Gynecologic Oncology Clinic, had a calling to the nursing profession. It just took her a while to realize it. She initially intended an education career, and obtained an associate's degree in science from SUNY Erie and a bachelor's degree in biology from SUNY Fredonia. But sometimes the best laid plans go astray.

"I wanted to stay local and all the teaching openings were down south," says Terry.

"I always had an interest in the medical field, but it took some time to come around to the idea of nursing and working in a hospital setting."

## Terry Colin

Terry believes she was drawn to nursing because she was very ill as a child and had a lot of exposure to medical settings.

"I always had gauze, Band-Aids and other first aid items on hand," Terry adds. "I was the one everyone called if there was any sort of medical thing going on. It was always a calling. It just took me a while to accept it."

She attended nursing school at SUNY Binghamton and worked at UMPC Chautauqua in Jamestown, before joining Roswell Park in February 2011. It was a very personal, deliberate choice.

"My father had a history of different skin cancers over the years," says Terry. "He was a Vietnam veteran and had exposure to Agent Orange. He grew up in Niagara Falls and played in Love Canal. He later had a rather aggressive tonsil cancer."

Terry's father had his treatment at Roswell Park and the family spent a lot of time at the hospital. So they were very supportive of her career move.

As a Nurse II in the GYN Clinic, she is responsible for all aspects of patient care, whether it be patient admission, triage, administration of fluids, blood or medication; or assistance with biopsies or procedures.

And her favorite part about being a Roswell Park nurse is probably the most difficult.

"I appreciate being able to make a difference in our patients' lives, even in their most difficult moments," says Terry. "I remember when I was a floor nurse, and I had a patient who was terminal. She couldn't breathe, which is really uncomfortable. But I helped her on her end-of-life journey, and comforted her family as well."

Terry is particularly proud of a project she spearheaded to help protect patient safety and prevent infection.

"If a patient has a port with an access device that we use to draw blood, give them fluids or chemo, it is implanted in their chest," says Terry. "When we use it, we put a needle in it."

She adds that if a patient leaves the hospital with the needle in their port, it is an infection risk, especially if they try to remove the needle on their own. Terry spoke with some of her co-workers and suggested the idea of placing a bright colored sticker on a patient's shirt after the needle is inserted in their port. "That bright yellow 'port access' sticker shows everyone that this patient still has the needle in his or her port," says Terry. "So if they are checking out, it triggers a secretary to ask, 'are you going for treatment, are you done for the day?' And if necessary, arrange for the needle to be removed."

She is also in the process of editing the instruction booklets given to patients prior to surgery. For example, instructions on what to do before and after surgery if a patient is having a hysterectomy.

As she reflects back on more than a decade at Roswell Park, Terry recalls something her father told her. "He said, 'Roswell Park is the epitome of nursing.' He was right."

She says it takes a special type of person and character, as cancer patients face challenges unlike other illnesses.

"Cancer takes a toll on the patient and their caregiver," says Terry. "If you work on an orthopedic floor where the patient gets their hip replaced, you see them for a couple days, and they go home. But these patients come back, so we develop a special relationship with them."

And Terry wouldn't have it any other way.

**"I appreciate being able to make a difference in our patients' lives, even in their most difficult moments..."**