



**Stephanie Williams, MHA,  
RN, CPHQ, NE-BC**  
Vice President and  
Chief Nursing Officer


**T**his is a momentous time for Washington Hospital and our dedicated nursing professionals who are ever present on every floor and unit, leading the charge to deliver exceptional care to patients. Internal Hospital-wide efforts are focused on strengthening our culture of collaboration and safety. Our nursing staff is poised to champion these efforts because they come second nature to nurses who work in a Magnet® designated environment.

One example is the seamless transition into the Morris Hyman Critical Care Pavilion and how we embraced the facility's advanced patient- and family-centric design features. Nurses were intimately involved in planning out critical care and the Emergency Department to facilitate efficiency as well as teamwork among staff, physicians, patients and their loved ones. The nurses' enthusiasm started early on and was contagious to everyone involved. They were trained and prepared to receive patients on day one and since then we have seen improved patient satisfaction and outcomes.

Our new CEO Kimberly Hartz works closely with nurses, participating in leadership rounds on various units. This means regular meetings between patients, staff and clinicians to discuss concerns, challenges and opportunities for improvement. This top-down approach ensures everyone is working together toward the best result for each patient.

We are on the journey to our third Magnet recertification next year, and you can read in the following pages how our nurses exemplify the qualities of this designation — the international gold standard in nursing. They continue to boost their knowledge and skills through education. A total of 77.1 percent of our direct care nurses hold a Bachelor of Science in nursing, which far exceeds the national benchmark. Many have earned specialty certifications and several nurse practitioners now manage key departments.

I thank all Hospital staff, volunteers and physicians for their collaborative efforts with our nurses this past year, and our board of directors for their ongoing support. I am also grateful to our incredible nurse management team who are here night and day, leading the way and inspiring others with their unwavering dedication to the Patient First Ethic.



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