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Dear Broward Health North Nurses and Nursing Staff,

You are the heart of Broward Health North and your dedication is what makes our hospital a welcoming, safe place for our community at their most vulnerable moments. Your commitment to always provide high quality care and a Five Star Experience for each patient and their families is reflected on the pages of this nursing annual report.

I am proud of our accomplishments. Our goal has always been to do what is right for the patient. We can’t forget that our patients are the most important people in the equation—they and their families. If we do right by them, we are doing right in our jobs. I look forward to another award winning year as we work together and continue our journey to become a high reliability organization.

Sincerely,

Pauline Grant,
MS, MBA, FACHE

“I’m not telling you it’s going to be easy, I’m telling you it’s going to be worth it.” - Art William
**BROWARD HEALTH NORTH**

**ACHIEVEMENTS**

**NURSING VISION & PHILOSOPHY AT BROWARD HEALTH NORTH**

Everyday, the nursing team at Broward Health North demonstrates a commitment to patients and the communities we serve. No matter what role we play, we all strive to build a culture that facilitates and encourages quality healthcare and quality improvements. To further promote this culture, Broward Health North’s nursing vision and philosophy statements align with the mission and vision of Broward Health.

**NURSING VISION**

Professional nursing at Broward Health North is focused on providing quality patient and family centered care in a caring, collaborative, and safe environment.

**EVERY PATIENT, EVERY TIME — ALWAYS!**

**NURSING PHILOSOPHY & STRATEGIC PLAN**

We believe that our nursing staff is committed to delivering compassionate, holistic care to our patients in a competent, ethical and caring manner. Our initiatives are focused on the following strategies to optimize outcomes:

**PATIENT CENTERED CARE**

Improving our patients’ experience by using evidence best practice service tactics including: care rounds, leadership rounds, AIDET, patient care folder, huddles, patient-centered hand-off and a coordinated discharge process with follow up calls.

**NURSING DEVELOPMENT**

Promoting professional growth and development through education and training programs utilizing clinical coaches, educational opportunities, inter-professional collaboration, career pathways, virtual hospital and advanced nursing certification programs.

**QUALITY OUTCOMES**

Engaging nurses in practice and documentation oversight through nurse practice/quality councils, SWAT committee, fall and hospital acquired wound committee, A Speak Up campaign and Infection Control committee. Standardizing nursing operations and coordination of care by using evidence and unit best practice models to reduce hospital acquired events, enhance service and accountability.

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**2014**

- **5.14** Broward Health North recognized as Leapfrog Group ‘A’ for Hospital Safety Score, Spring 2014.
- **3.14** Broward Health North received American Stroke Association’s Get with the Guidelines GOLD PLUS Performance Achievement Award. The award recognizes the hospital’s commitment and success in implementing a higher standard of stroke care by ensuring that stroke patients receive treatment according to nationally accepted standards and recommendations.

---

**2015**

- American Heart/American Stroke Association Get With the Guidelines® GOLD PLUS Performance Achievement Award, six consecutive years
- Received Joint Commission Disease State Re-certifications for: * Total Hip Replacement * Total Knee Replacement * Spine Surgery * Advanced Primary Stroke * Stroke Rehabilitation * Alzheimer’s Disease Program
- CAP (College of American Pathologists) Recertification
- Press Ganey Pinnacle of Excellence Award for achieving and sustaining Excellence in Clinical Quality. One of three hospitals in the nation to receive this award
- Joint Commission Top Performer on Key Quality Measures for 2015
- 2015 Women’s Choice Award America’s Best Stroke Centers
- 2015 Women’s Choice Award America’s Best Hospital for Cancer Care
- Imaging Center accredited by the American College of Radiology
- Commission on Accreditation of Rehabilitation Facilities for Comprehensive Rehabilitation Services
- Joint Commission and Commission on Accreditation of Rehabilitation Facilities accredited for Stroke Rehab.

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NURSING ANNUAL REPORT 2015

SHARED GOVERNANCE

Retention & Recruitment Committee Members

Karen VanMatre, Retention & Recruitment Chair

Nurse Practice Council

A council of staff nurses who demonstrate a commitment to the advancement of nursing with direct involvement in decisions affecting their practice. This committee also supports the best practice initiatives and identifies solutions for problems related to patient safety and quality care.

The Nursing Retention and Recognition Council is proud to have sponsored the following recognition events this year:

* National Certified Nurses Day in March
* The Nursing & Support Staff Recognition Dinner in April
* National Nurses Week in May

We are also are involved in promoting the Clinical Practice Recognition Ladder and the "Buddy" System with new orientees. Our goal for the upcoming year is to engage our novice nurses and participate in the Daisy Award, a National Program that recognizes “Exceptional Nurses” monthly.

Nurses Driving Change & Outcomes Through Shared Governance

Shared governance enables nurses to influence decisions that affect their practice. This model provides a framework that aligns nursing with Broward Health North’s overall goals and empowers all nurses to play an important role within our strategic plan.

Broward Health North Emergency Department (ED) comprises of a collaborative group of professionals working together towards one common goal – to provide exceptional quality emergent care to our community when they are most in need. Over the last year, our staff has been the front line, supporting our community:

- **63,012 Patient Visits**
- **1548 Traumas**

Patients depend on Broward Health North to provide life-saving interventions in an environment where they are safe and cared for. One such example of how our ED nursing team has driven quality and safety is in adopting the evidence based practice initiative of medication bar-coding scanning, thus preventing medication errors.

Perception of care within our Emergency Department is our focus. Over the last six months, we have created an environment within our department demonstrating our compassion and care to our patients in emergent need. We have focused on the ED arrival to departure times for our discharged patients to ensure efficiency and that excellence was delivered in our patient experience. The graph below shows our continual improvement of this quality initiative.

The graph below shows our continual improvement in the quality initiative of BHN Median Time from Admission Decision to ED Departure.
Surgical Services combines the collaborative efforts of a dedicated 135 member team all focused on creating a safe, quality driven environment for our surgical patients. From Pre-admission testing, Same Day Surgery, Endoscopy Services, Operating Room, Central Sterile Processing to the Post Anesthesia Care Unit, this is one huge cohesive team that works like a well-oiled machine to keep patients safe in the most critical of situations.

Positive outcomes are driven by our dedicated team. This was evident in our exceptional Employee Partnership survey results in 2015 placing our department at the 98% nationally for Employee Satisfaction – Top 2% in the nation, WOW! We are very proud of our team – who work tirelessly for all patients accessing Broward Health North Surgical Services.

To improve patient safety and satisfaction, our team rounds on every patient that is post-endoscopy or surgical procedure. Our outpatients receive discharge phone calls the next day to ensure their safety and reinforce discharge instructions. Inpatients are rounded on after the procedure or surgery for follow-up care and to answer any questions they may have. Through patient rounding, we can identify opportunities for improvement and ensure safe care for our patients and their family/friends. We make sure that any comment positive or negative is brought to the correct person and is addressed with follow-up to the patient. Since the surgical service staff started rounding on the floors, it has increased communication handoff between inpatient units and surgical service staff emphasizing a collaborative environment.
3NE is a dedicated group of professionals committed to our Orthopaedic, Neurosurgical, and Trauma population. Our patients often comment on the care, compassion, and professionalism of the team. This is reflected in our customer service scores consistently meeting goals in overall rating, nursing communication, doctor’s communication, pain management, and discharge information. Our unit is very unique in that we not only care for trauma patients and other orthopaedic patients, but also have two very successful programs: Joint Replacement Center and Spine Care Center. In October of this year we once again successfully obtained Joint Commission Recertification for our outstanding programs. On 3NE we pride ourselves in our quality of care and excellence in service.

Through intentional rounding the patient’s needs are met by every person every time. This practice has shown a positive impact on the following:

- Responsiveness went from the 57 percentile to the 63 percentile
- Nursing Communication went from the 70th percentile to the 81st percentile
- Overall Rating went from the 74th percentile to the 81st percentile
- Reduction in HARM events by 47%
- 13 months with a CLABSI
- 19 months without a HAPU

The nursing team on the 3SE unit is truly committed to the holistic care of the patient and their families. Our patients become part of our family on 3SE. The care and compassion demonstrated each day to our patients by our team allows them the support and dignity they require to make life altering decisions, creating an environment of healing and comfort during these difficult times.

On 3SE we are very proud of our staff’s commitment to the safety of our patients and their overall patient experience. Our perception of care scores from our HCAHPS surveys are a clear indicator of our strive for excellence with 6 out of 8 exceeding the 75th percentile goal for 2015.

One of our major focuses is preventing patient harm events, such as Hospital Acquired Pressure Ulcers (HAPU). We are very proud to have achieved “chasing the zero” this year – with no HAPUs in 2015. This is a reflection of the tireless work and caring of our staff, unit SWAT Reps, and our own Certified Wound Specialist, Sonia Stephens, provide in assessing, maintaining competency and intervening for our patients when needed.

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Inpatient Rehabilitation Unit

Rehabilitation nursing requires a collaborated effort from our dedicated nursing team and physicians. The commitment and support shown to our patients from our nurses is reflected in customer service scores:

- Courtesy and respect YTD 95%
- Teaching Provided for a safe Discharge 97%

Broward Health North Inpatient Rehabilitation Unit (IRU) has had a great year and we are very proud of our accomplishments this year. The following are our achievements and milestones to our success:

- We presented our best practices at the Broward Association of Rehabilitation Nurses BARN Update 2015
- Recertified by CARF without deficiencies
- Recertified by The Joint Commission in Stroke Rehabilitation

Patient safety and improving functionality is our primary goal on the Rehab unit. Our nursing staff is proud of the caring and compassionate staff that works on our unit. We love the fact that our patients frequently come back after discharge to proudly show the progress that they have made and thank us for what we did to help them reach their goals to become independent again.

Cardiac Special Care Unit

The Cardiac Special Care Unit (CSCU) on the 5th floor is driven by the heart. Our passion for nursing and our CSCU family is evident each and every day in the care and compassion delivered by each individual member of our team. Our CSCU family is committed to excellence, evaluating where we excel and recognizing and acting on the opportunities we have for growth. We are especially proud of our clinical coaches and educators who dedicate their time and expertise to ensuring our graduate nurses are supported, encouraged and empowered to provide exceptional quality care.

Our quality care is driven by our unit based committees: Customer Service, SWAT committee, Education committee and Staff Action. Through shared governance these teams promote change to exceed our outcomes. They have played key roles in giving back to our patients and our community including:

- Reducing Patient Harm Events by 33% this year. Reducing HAPUs by 50%, Zero CAUTI and Zero CLABSI in over one year.
- Created and distributed 25 Easter baskets, 4 backpacks, 2 angel tree gifts and collected enough money to feed 85 people this Thanksgiving for Broward Outreach.
- Successful coaching of 22 graduate nurses this year.
- Exceed our patient HCAHPS scores in Nursing Communication above the 82nd percentile and Pain Management at the 80th percentile nationally.
Welcome to the Stroke Unit (6th floor). Our patient population on the Stroke Unit at requires a dedicated team with a passion for providing world class health care to our community.

Our success and connection to purpose is evident through our patient HCAHPS scores. Over the last year we are proud to have accomplished the following composite goals:

• Keeping pain our priority raised our percentile from 37th to the 89th percentile.
• Focused rounding increased our nursing communication from 36th to the 83rd percentile.
• Nightly charge nurse rounding increased our quiet at night score from 41st to the 78th percentile.

Our dedicated team worked collaboratively to achieve the following accomplishments:

• A grassroots nurse certification study group located in the Ranse Jones education room on our unit
• Currently, we have 14 CNRN’s and 3 SCRN’s in practice
• Our Ranse Jones education room is customized for patient/family stroke experience, featuring computer interactive and TV video education supplemented by paper literature

The 8th Floor SMCU hosts a multi-cultural team of Nurses, PCAs, Unit Secretaries and Case Managers who value and care for one another. Together we promote the health and well-being of our patients and all other departments. We are dedicated to providing our patients with safe and excellent care demonstrating a 12% improvement calendar year 2015 compared to CY14 in our Overall Patient Care rating, Communication with Nurses, Communication about medications and Responsiveness score on HCAHPS.

We are proud to announce that as we continue to "chase the zero"; our “Harm Board” demonstrates our days since our last harm event for each category:

• Hospital Acquired Pressure Ulcer 635 days
• Central Line Associated Blood Stream Infection 192 days
• Catheter Associated Urinary Tract Infection 352 days
The 9th floor Surgical Telemetry unit takes great pride in the care and respect our nursing team shows to each other and our patients. We capitalize on the power of teamwork to deliver exceptional care for our patients and families, treating them as if they were our own family, consistently delivering quality, compassionate care. We are a 46 member nursing team with a common focus on patient care and quality.

Our positive patient outcomes show our continued drive to promoting quality care. Over the last year the 9th floor has been diligent in reducing our harm events:

- 18 months free of central line associated blood stream infections (CLABSI).
- Reduction in our fall rate by 54% compared to last year.
- Overall reduction of Patient Harm events down 44% compared to CY14.

The Cardiac Intensive Care Unit (CICU) on the 9th floor is driven by the heart. Our passion for nursing and our CICU family is evident each and every day in the care and compassion delivered by each individual member of our team. Our CICU family is committed to excellence, evaluating where we excel and recognizing and acting on the opportunities we have for growth. We are especially proud of our clinical coaches and educators who dedicate their time and expertise to ensuring our graduate nurses are supported, encouraged and empowered to provide exceptional quality care.

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- Exceed our patient HCAHPS scores in Nursing Communication above the 82nd percentile and Pain Management at the 80th percentile nationally.
MICU
MEDICAL- NEUROLOGICAL INTENSIVE CARE UNIT

MICU has long been known for the outstanding dedication and devotion to the care of patients with immediately life-threatening neurological conditions. The MICU nurses span of knowledge is extensive. They care for patients who have experienced traumatic brain injuries, extensive stroke, interventional neuro radiology procedures, post intravascular coiling and post intra-arterial thrombolytics. Our team demonstrates nursing professionalism with a passion for this extremely intense patient population. A collaborative team effort with our dedicated physicians promotes our patient outcomes.

The commitment to caring of the SICU nurses who primarily care for complex critically ill surgical and multi-trauma patients and their families is seen each day. The collaborative and cohesive team approach with our surgeons and trauma surgeons exemplifies a team that is here for the patients. Their passion for critical care aproaches. We are grateful for the team we have and welcome our new nurses.

CARDIAC SERVICES

The Cardiac Services nurses at Broward Health North are a versatile and talented team of professionals covering many areas throughout our facility including: stress lab, interventional and diagnostic cath lab, PICC and midline, cardio versions, tilt tables, transesophageal echo departments, as well as assisting in device implantations.

We are very proud of the collaborative efforts of our staff and physicians in providing clinical excellence in our procedural areas evidenced by a growth in cardiac cath volumes by over 22% over last fiscal year and implant volumes by over 100% over last calendar year. For a department that only started interventional cardiology 3 years ago, our numbers are outstanding when benchmarked in a national data base, NCDR. Lastly, our cardiac services staff is most proud of their outpatient satisfaction scores being above target.

Our team of Interventional Radiology nurses cover a wide range of clinical expertise. On any given day, our professional and cohesive team may expertly care for patients requiring a thoracentesis/paracentesis, radiofrequency ablations, fiducials, a fibroid embolization, a neuro embolization, acute ischemic stroke or an emergent trauma patient with an active bleed.

The interventional radiology nurse needs to be prepared for anything and everything requiring excellence in critical care skills with the focus on promoting positive outcomes. Interventional radiology nurses work closely with the interventional radiologist and neuro-interventional radiologist monitoring the patient pre, intra and post procedure. We are proud of our dedicated nursing team covering Broward Health North 24/7/365, providing excellent care for our growing Comprehensive Stroke Program and Trauma Center.
CANCER CENTER

The Cancer Center is proud of its 2015 accomplishments. We had a successful American College of Surgeons’ Commission on Cancer survey and was named one of America’s Top Hospitals for Cancer Care by the Women’s Choice Awards. Additionally, the Infusion Room completed a successful quality improvement project by redesigning its patient flow process. After receiving complaints that patients had to wait too long for their infusion to start, the RNs, Medical Assistant, and Medical Secretary analyzed data to find a better system. They drilled down on the reasons for delays and changed the flow from a “push” to a “pull” model. Instead of having patients walk in and sit down in the Infusion Room anywhere they want at their appointment time, RNs or MAs now walk the patients in, so they can begin treatment right away. No more patients walking in not knowing who their nurse is or when their infusion will start! Patient satisfaction has risen as a result. “There was good teamwork among staff” increased from 92% before the project to 95% and “Staff showered concern and sensitivity to my needs” increased from 93% to 97%.

TRAUMA SERVICES

“TRAUMA, THE LAST THING ON YOUR MIND UNTIL IT’S THE ONLY THING ON YOUR MIND.”

We are very proud of our trauma team at Broward Health North. In collaboration with our dedicated trauma surgeons and our entire trauma team throughout Broward Health North, we are able to bring the very best to our surrounding communities. Our positive outcomes are evident in our low mortality rate. We are proud to have become a member of national Trauma Quality Improvement Project, and are continually seeking opportunities for growth and in return improving our patients’ quality of life.

SPECIAL CARE UNIT

The Special Care Unit is a 15 bed unit, providing care for catastrophically ill, ventilator dependent, or otherwise medically complex patients who require extended acute care, intensive wound care, and long term antibiotic therapy.

• Our collaborative team provides aggressive respiratory rehabilitation, physical, occupational, and speech therapy.
• Patient care on the Special Care is patient and family centered.
• We have proudly decreased our harm events by 58%, from 24 in 2014 to 10 in 2015.
• The staff on SCU continues to provide safe care, utilizing best practices.

CLINICAL EDUCATION

The Clinical Education Department is committed to the education of the staff at Broward Health North (BH) by supporting the mission, vision, and values of our organization. This is achieved by developing and providing educational services for the staff so that safe, quality patient care is delivered throughout the organization. The Clinical Specialist, Clinical Education Specialist and Clinical Adaption Liaison assist with providing individualized competency-based orientation for the newly hired nurse, provide PowerChart training for nurses and physicians, coordinate in-services, continuing education and development programs for clinical coaches and charge nurses.

- Over the last year, our team coordinated and provided the following educational programs for the staff at Broward Health North
  - 1st Annual Patient Safety Fair
  - SIRS and Sepsis for nurses, PCAs, Respiratory Therapist, EKG and Echo Technicians
  - Participated in the education and competency of nursing staff in the simulation setting of the Virtual Hospital for Surgical Services, The Medical-Surgical, Telemetry, Critical Care and Emergency Departments
  - Safe Management of the Baker Acted Patient for PCAs, techs and paramedics

SCU Harm Events

<table>
<thead>
<tr>
<th>Event</th>
<th>2014</th>
<th>2015</th>
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<tbody>
<tr>
<td>CAUTI</td>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>CLABSI</td>
<td>24</td>
<td>0</td>
</tr>
<tr>
<td>Total Harm</td>
<td>30</td>
<td>10</td>
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Note: Harm Events decreased by 58%.
PATIENT AND FAMILY CENTERED CARE AT BROWARD HEALTH
REDUCING PATIENT HARM 2015

Total Harm Events
Per Quarter CY 2014-15

PROMOTING THE PATIENT EXPERIENCE IN 2015

National Percentile Rating in Nursing Sensitive HCAHPS

PURSUIT OF EXCELLENCE

The pursuit of excellence starts with our transformational leadership in all areas of nursing across BHN. This team drives promotion of our vision, inspiring change, and directing the way to meaningful improvements in nursing practice and quality care.

EVERY PATIENT, EVERY TIME – ALWAYS!
DAISY AWARD WINNERS

Oct | Trinnise Peterson, RN / 6th FL
Nov | Ruth Chibis, RN / 9th FL
Sept | Gisela Mistretta, RN / CCU
Oct | Trinnise Peterson, RN / 6th FL
Mar | Jennifer Carlson, RN / CSCU
Jan | Alyssa Rhoades, RN / 3 NE
Aug | Mary Dodson, RN / Hema/Onc
JOIN OUR TEAM
OF NURSING PROFESSIONALS!
Please call 954.786.6946
or visit BrowardHealth.org/careers