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IN HONOR of MU Health Care nurses’ commitment to saving and improving lives, the MU Health Care Nursing Annual Report illustrates the success of nurses within MU Health Care and the communities it serves. Formatted to reflect the MU Health Care Nursing Professional Practice Model, the 2021 Nursing Annual Report has a specific aim to honor the tremendous contributions Dr. Mary Beck has made to elevate the nursing practice at MU Health Care. Dr. Beck is retiring in August 2021 after 45 years of leadership and nursing. We have compiled a few examples of the impact Dr. Beck has had on nursing at MU Health Care.
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Patient-Centered Care for Mental Health Crisis

MU Health Care has seen an increased number of behavioral health patients whose needs are going unmet due to caregivers’ lack of sufficient behavioral health care experience. This has made it difficult to manage the disruptive behaviors of seriously ill mental health patients. With a patient-centered approach, nursing leadership, under the support and direction of Dr. Beck, reviewed best practice literature related to behavioral emergencies and developed the Behavioral Emergency Response Team (BERT) Program.

Behavioral Response Team Program and Program Coordinator

A formalized rapid response team specializing in behavioral health emergency response (BERT) will be created system-wide and operate under the direct oversight of a program coordinator who reports directly to the clinical manager for emergency services with a dotted line report to the director of risk and regulatory affairs. The BERT program coordinator will assist with coordination of the BERT implementation, respond to activations, collaborate with CED on crisis prevention intervention (CPI) and BERT training plans, facilitate mock BERT activations, co-facilitate CPI for the system, review all BERT activation debriefs, audit all application of violent restraints in the system and report to Regulatory Affairs, participate in the Workplace Violence Committee and act as a liaison for the BERT Program.
COVID-19 Drive-Thru Testing Sites and Community COVID-19 Vaccinations

I have had the pleasure of working closely with Dr. Mary Beck during our journey with navigating our response to the COVID-19 pandemic. This journey started by standing up a drive-thru COVID-19 testing site. Dr. Beck was instrumental in the planning and an advocate to ensure staffing was at a safe level to provide efficient and quality care to the residents of mid-Missouri and that they had the tools and equipment to safely care for patients; everything from water, Gatorade and snacks to heating and cooling stations. During the year, we operated two COVID-19 drive-thru testing sites and were able to serve our community during a trying and scary time, providing testing to well over 80,000 community members.

When the COVID-19 vaccines became available to the residents of Missouri, Dr. Beck was instrumental in providing support to ensure the operation was well planned. The state designated our health care system as a high-throughput vaccination site with the capacity to serve over 5,000 patients a day. Dr. Beck has even given some of her time at the vaccine site from vaccinating to documenting the administration in the electronic medical record.

Dr. Beck amplifies the profession of nursing by exhibiting a calm, professional and rational force when faced with any situation. She keeps the patient at the center of every decision while ensuring the nursing staff have the resources needed to provide the best possible care. Under Dr. Mary Beck’s leadership, the profession of nursing at MU Health Care has excelled.

Jeanette Linebaugh, MSN, RN, OCN
Senior Director of Ambulatory Services and Ellis Fischel Cancer Center
National Database of Nursing Quality Indicators

The National Database of Nursing Quality Indicators (NDNQI) was instituted at MU Health Care in January of 2020. The nursing-sensitive indicators submitted to the database reflect the structure, process and patient outcomes of nursing care at MU Health Care.

**STRUCTURE INDICATORS** illustrate the supply of nursing staff, as well as the skill level and education of staff.

**PROCESS INDICATORS** illustrate the assessment, intervention and job satisfaction of nursing.

**OUTCOME INDICATORS** illustrate the patient outcomes that improve with greater quantity and quality of nursing care.

NDNQI is the only national nursing quality measurement program that provides hospitals with unit-level performance comparison reports to state, national and regional percentile distributions.

Championed by Dr. Beck, our adoption of NDNQI serves as a method of illustrating the outcomes of the professional practice of nursing at MU Health Care. With the benchmarking data from NDNQI, our nurses now have new goals to strive for and validation for the superior care being delivered. One of the long-term goals of NDNQI data collection and submission is the Magnet® journey, in which Dr. Beck has given us a great start.
Nurse-Driven Protocols

Development and use of standardized nurse-driven protocols increased over the years throughout Dr. Mary Beck’s leadership. These standardized nurse protocols allow nurses to practice at their highest capacity while reducing variation in care, enhancing nurse workflow, improving and achieving desired patient outcomes and modifying nursing practice through evidence-based care. All nurse protocols are reviewed on an annual basis to ensure current literature and best practices are maintained. During Dr. Beck’s four years of service, 12 general nurse-driven protocols have been developed for general care areas, including the following:

In addition to the general care nurse protocols, there are several department-specific protocols that facilitate standardized nursing practice specific to their patient population.

Departments that utilize specific nurse-driven protocols include:

- Ambulance
- Helicopter
- Children’s Transport Team
- Emergency Services
- Urgent Care
- Progressive Care Unit
- Surgical Specialties
- Outpatient Clinics
- Ellis Fischel Ambulatory Infusion Unit
- Labor and Delivery
- OB Triage
- NICU
- NSICU
- Work Injury Services
Acute Care Nursing Leadership: Data-Driven Change

Starting at the beginning of Dr. Beck’s tenure as MU Health Care’s chief nursing officer, she set out to interview each nursing leader. Through those interviews, she made qualitative data-driven changes to the acute care nursing leadership structure and roles. Those changes early in Dr. Beck’s tenure allowed for continued improvement to our nursing workforce.

In October 2018, changes were made to our nursing leadership structure, with service line clinical supervisor, service line specialist and clinical educator roles reformatted to improve the support for bedside nursing. Since then, improvements have been seen in nurse resident turnover, years of experience in nursing, and churnover and turnover in our acute care nursing leadership. These improved metrics illustrate that Dr. Beck’s influence has grown our nursing leadership and support for bedside nursing.

Even through the COVID-19 pandemic, the acute care nursing leadership staff churnover and turnover were stable. Having a stable and supportive nursing leadership structure throughout the pandemic helped MU Health Care succeed in meeting its goals during this demanding time. Dr. Beck’s foresight and planning are some of the many reasons for MU Health Care’s success during the COVID-19 pandemic.
Office of Professional Practice

Dr. Beck’s vision to develop the Office of Professional Practice at MU Health Care has resulted in tremendous work in the elevation of professional nursing practice. Initially designed in 2018, Dr. Beck supported the creation of roles dedicated to evidence-based practice, nurse-led research, policies/procedures/protocols, the journey to nursing excellence and patient education; recognizing each of those roles as integral to professional nursing practice. The following are examples of system-wide initiatives championed by Dr. Beck to promote professional nursing practice:
Clinical Shared Leadership Model

Dr. Beck was instrumental in restructuring and reinvigorating clinical shared leadership (CSL) at MU Health Care. The council structure includes teams at the unit, division and system level and is evidence-based in its configuration. Councils provide expert guidance and decision-making in the areas of quality, education, recognition and advancement, evidence-based practice and research, clinical informatics and leadership, with oversight by an executive council. The CSL structure ensures those closest to each area of work are leading decision-making as it relates to their work.

Under Dr. Beck’s sponsorship, CSL members and leaders have contributed to alignment of nursing practices through evidence-based policy development, development of nurse-driven protocols, and nurses leading and owning quality initiatives related to the nurse-sensitive quality indicators. There have also been advancements through the inclusion of leaders from the supervisor to the director level, and each division council has completed evidence-based practice projects. Dr. Beck ensured support of the function and structure of the CSL model through the Office of Professional Practice, and collaboration occurs with the advisors and mentors for each council. The structure and processes related to CSL continue to evolve and have been set up tremendously well for success through Dr. Beck’s visionary leadership at MU Health Care.
Professional Practice Model

Our professional practice model is a graphic representation of how MU Health Care nurses collaborate, communicate and develop professionally to provide the highest quality, evidence-based care to our patients. The nursing professional practice model is something nurses strive to practice each day at MU Health Care and includes:

**ONE FOUNDATION:**
Patient-centered care

**THREE OVERARCHING THEMES:**
Discovering, learning and improving

**SEVEN TENETS:**
The Culture of Yes attributes of care, deliver, innovate and serve, as well as collaboration and compassion
Nursing research and evidence-based practice has had a large impact at MU Health Care in fiscal year 2021. With help from staff in multiple different departments across MU Health Care and the unending support from Dr. Beck, the Office of Professional Nursing Practice has been able to support:

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<tr>
<th>18 PRESENTATIONS</th>
<th>5 NURSING RESEARCH PROJECTS</th>
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Journey to Excellence

The American Nurse Credentialing Center (ANCC) recognizes excellence in nursing through Magnet® designation to qualifying health care organizations. Organizations who earn this prestigious designation demonstrate high-quality nursing care and high commitment to professional nursing practice, advancements of the nursing profession and transformational nursing leadership.

Dr. Beck recognized the tremendous opportunity to pursue this recognition for nursing excellence at MU Health Care and set in place the structure to start the journey, which generally takes an organization about four years to achieve. In 2019, the Magnet program coordinator position was created and housed within the Office of Professional Nursing Practice. The coordinator is a critical role to organization’s success, and throughout 2020 and 2021, several important steps have been taken to keep MU Health Care on track towards designation, including the completion of a gap analysis and formation of the Magnet Champions and the Magnet Steering Committee. In 2021, attention has been paid to collecting the required “sources of evidence” that will tell the story of nursing excellence at MU Health Care. MU Health Care will officially submit the “Intent to Apply” application to the ANCC in July of 2021. The majority of 2021 and 2022 will be spent working with interdisciplinary teams across MU Health Care to ensure the cultural and tactical requirements of the designation are met. MU Health Care will submit its formal document for designation in the fall of 2022 and expect a huge celebration of designation as a Magnet organization in the summer of 2023.

We are so grateful to Dr. Beck for the vision and leadership in ensuring MU Health Care is recognized as an organization of nursing excellence and we look forward to contributing to her legacy as a transformational nursing leader!
Standardization of Nursing Practice

Dr. Beck has developed infrastructure for nursing practice to provide standardized, evidenced-based delivery of care to patients throughout various populations at MU Health Care. The infrastructure developed throughout her leadership ensures consistent, quality care is delivered. Standardization of communication, leadership structure, development of policy and protocols, and empowering nurses to own their practice through the CSL model has created an environment in which consistent and standard care is delivered.

Standard communication tools along with a standard process for delivery of information includes use of the SBAR communication tool that is shared through tiered huddles for all announcements, changes, updates and proposals for shared clinical decision-making. Daily huddles were implemented at a standard time of each day for Tier 1, 2 and 3 huddles to be held. This standard time is protected and blocked from any other meeting being held to ensure priority in escalation of staff concerns and delivery of communication to staff.

Standardization in nursing practice through development of patient care documents (guideline, policy and protocols) was also a priority to Dr. Beck. A systematic plan for policy and protocol development was developed shortly after Dr. Beck’s arrival and outlines reasons for creating a patient care document, including regulatory requirement, to establish safe patient care, and standardization of care. The plan outlines the standard process in which documents are created, assigned, reviewed and approved based on type of policy and protocol being developed. Furthermore, this systematic plan allows for consolidation of documents throughout the health care system and archiving documents that no longer support the reasons for a patient care document to exist.
COVID-19 Vaccine Clinic Staffing

The COVID-19 pandemic created challenges for MU Health Care and hospital system staffing nationwide. As we progressed through the pandemic Dr. Beck was able to recognize the increased need to staff nurses at our vaccination site. Through Dr. Beck’s leadership, innovation, relationships and guidance MU Health Care was able to hire 33 retirees into the site.

Those 33 nurses gave 40% of the total COVID-19 vaccines administered through MU Health Care.

Without these additional dedicated nurses, MU Health Care would have had a challenging time meeting its COVID-19 vaccination goals.
The Art and Science of Nursing

Dr. Mary Beck has been passionate about the art and science of nursing since her first few days at MU Health Care. She has served as a constant reminder that our work is complex and relies on education, evidence and quality improvement to ensure the best patient-centered care in a high reliability environment, and yet it isn’t possible to do our job well without the compassion, communication and empathy required of nurses to effectively serve their patients.

As nurses, it is our responsibility to practice both the art and science of nursing as it leads to excellent patient care, patient and staff safety, and quality outcomes. Walking the balance of both the art and science in nursing is imperative as it reminds us of the very important role nursing plays in the health care industry today.
Mizzou Nursing Alumni Association

Dr. Mary Beck is a life member of the Missouri Alumni Association and has served as an active member of the Mizzou Nursing Alumni Organization Board since 2001. She was elected president of the board in 2005-07, and her leadership helps guide the board throughout meaningful interactions with our undergraduate and graduate nursing students. Mary is often present at student-focused events providing support, encouraging the students to continue their education and sharing her pride as a Mizzou nurse. In appreciation, the students lobbied to have the third floor of Galena Residence Hall named the Mary Beck House in 2012.

Mary is generous in her financial support of Mizzou. She is a sustaining member of the Jefferson Club, and in 2004 she became a founding member and remains a sustaining member of the Sinclair School of Nursing Nightingale Society. For her dedication and commitment to nursing, the Nursing Alumni Organization awarded her its highest honor, the Citation of Merit, in 2009.

Mary is a very positive ambassador for the Mizzou Alumni Association and the Sinclair School of Nursing. We can count on Mary welcoming the incoming freshman with Tiger Stripe ice cream at TigerWalk, greeting the nursing students at their acceptance to the clinical major, joining them at senior sendoff luncheon and congratulating as they cross the Jesse Hall stage at their commencement ceremony. Best of luck in retirement, Mary!

Donna Otto MS(N), RN
Emerita Teaching Instructor of Nursing, Director Alumni Engagement, MU Sinclair School of Nursing
Employee COVID-19 Vaccinations

I have enjoyed working closely with Dr. Mary Beck during a highly challenging year for our health care system. In December of 2020, we were challenged to administer COVID-19 vaccines to nearly 6,000 employees. Dr. Beck was instrumental in the planning, development and operations of our employees’ COVID-19 vaccine clinics. She has proven her dedication to the profession of nursing by providing endless support to the vaccine team. In addition to her tremendous support, she even worked many hours, side-by-side, with our health care team to administer vaccinations.

I would especially like to recognize Dr. Beck for her courage, dedication, compassion, skill and professionalism that has carried us through this unprecedented year. We are indebted to her sacrifice to be at work when so many others are home and her unwavering ability to lead our health care system through a crisis. Dr. Beck has worked countless hours to inform our entire workforce about the rapidly occurring changes each day. The sacrifice that Dr. Beck has shown to fulfill her duties amidst a crisis is one to be admired. We are very grateful for her fearless leadership and steadfast support.

MJ Smith, MSN, RN, RRT
Practice Manager, Employee Health Clinic/Work Injury/Urgent Care
LIFELONG LEARNERS Who Strive for Excellence

Nursing Education

Dr. Mary Beck has been an incredible champion for lifelong learning at MU Health Care. Our Center for Education and Development department has worked with Dr. Beck and the directors of nursing regarding efforts to include the education necessary for our acute care nursing leadership training for nursing leaders to include charge nurses, service line specialist, service line clinical supervisors and new managers. Dr. Beck also advised on the education involved in onboarding new nurses, nurse residency transition to practice program, preceptor education, resuscitation training and clinical decline mock codes. During Dr. Beck’s tenure, we have become a Midwest Multistate Division provider for continuing education. Last year during COVID-19, we partnered with Dr. Beck and developed a rapid acute care orientation to provide support to nursing and other clinical staff that were working to cover additional responsibilities in areas they may have not have had recent clinical experience.

Dr. Beck has had such a positive impact on formalizing our nursing education and advising on the overall strategy we use to ensure our nurses are set up for success to deliver excellent patient care. We involve our Clinical Shared Leadership Expert Education and Development Council (CSL EEDC) in decisions that guide nursing education. For example, our nursing competencies are reviewed with the CSL EEDC experts to ensure they align with our nursing standards. Dr. Beck has championed the use of CSL and has remained a very strong leader for this work. She has a mantra that we continue to “discover, learn and improve,” and she always asks us “what went well” and “what would be even better if?” Nursing has embraced this culture, and we are better caregivers due to encouragement of reflecting on our past processes and striving to improve. Her relentless pursuit for excellence is contagious and supports us to all be lifelong learners. Thank you Dr. Beck for your tremendous contribution and having an impact our culture and future of nursing education.
Student Experiences at MU Health Care

Dr. Mary Beck has endorsed the importance of nurses continuing lifelong learning. She encourages leaders at MU Health Care to utilize the educational assistance available to achieve higher degrees for themselves and to obtain specialty certification. Dr. Beck also recognizes how important it is for MU Health Care’s nursing staff to help mentor our future nurses. To prepare our future nurses, we have more than 10 local nursing schools who participate in over 200 clinical rotations. Over the last several years, Dr. Mary Beck has helped increase the capacity for additional student experiences. Each year, MU Health Care provides over 300 preceptors as mentors for senior practicum students in Bachelor of Nursing programs, and master’s, doctoral and PhD nursing students come to our institution for a robust academic experience. In addition to ensuring our nursing students have great clinical experiences, Dr. Beck has been instrumental in developing programs to support staff in our organization who want to study to become a nurse. MU Health Care has awarded many staff with full scholarships to obtain a degree in nursing. We also continue to give accelerated BSN scholarships each year. Growing future nurses is a priority, and nursing students are a big part of our academic mission at MU Health Care. Dr. Beck’s investment in our nursing students has been a worthy endeavor.
Just Culture Practices

COMING SOON — The Just Culture concept establishes an organization-wide approach that positively effects the work environment and work outcomes in multiple ways. In health care, mistakes are often system failures and rarely found to be related to intentional human actions. Introduced into health care by John Reason in 1997, Just Culture encourages a process where mistakes or errors do not result in automatic punishment, but instead a process to better understand the source of the error. The outlined process guides users through a series of questions to determine individual or system culpability. Here at MU Health Care, we have variation in the practices in triaging of events. There is currently collaboration with Human Resources and the Office of Clinical Effectiveness under the leadership of Dr. Mary Beck and Beth Alpers to standardize the MU Health Care response to error. Outcomes from this work in other organizations have reduced errors and improved patient safety. The goal of MU Health Care’s project is to ensure that a consistent system-wide approach is followed when an error does occur, highlighting quality and safety over blame and punishment.
A strong partnership between the academic health center and school of nursing is critical in transforming care in the state of Missouri. Organizations that have a strong academic-clinical partnership achieve improved health outcomes, develop new models of care and foster innovation. The American Association of Colleges of Nursing (AACN) published “Advancing Healthcare Transformation: A New Era for Academic Nursing” in 2016. This seminal publication provided six actions for enhancing the academic-clinical partnership in order to create organizational change and drive transformation of health care in the region. Dr. Mary Beck and Dean Sarah Thompson with the MU Sinclair School of Nursing met to explore the AACN document and start formalizing a vision to strengthen the academic-clinical partnership.

A steering committee with a guiding charter was developed in 2020 by Dr. Beck and Dean Thompson to lead the charge of transforming health care. Three subcommittees were also formed to focus on the priorities that surfaced from an organizational self-assessment: workforce development, clinical practice and evidence-based practice and research. The steering committee meets every few months to formulate and implement plans related to these three priority areas. There has already been much forward momentum in the creation and enhancement of the evidence-based practice and research infrastructure at MU Health Care, as well as opportunities for increased collaboration with MU Sinclair School of Nursing related to research and evidence-based practice activities.

Another outcome of this enhanced partnership is the creation of a registered nurse apprenticeship program as a way to build the talent pipeline for MU Health Care. The RN apprenticeship program at MU Health Care was developed to create a new experiential learning opportunity that combines a high-quality education and hands-on experience. The program includes tutoring during the nursing school program and priority placement in the clinical area the student most desires for the student nurse extern, care team associate and RN positions. The students in this program also receive a NCLEX review course and testing support. The first cohort of this program started in spring 2021.
Missouri Organization of Nurse Leaders and American Organization of Nurse Leaders

Dr. Mary Beck has been able to influence the profession of nursing on both the national and state level through her involvement in several organizations. The Missouri Organization of Nurse Leaders (MONL) encourages the advancement of effective leadership in nursing. MONL is a personal membership group of the Missouri Hospital Association and an affiliated local group of the American Organization of Nurse Leaders. Dr. Beck has been a member of MONL since 1998, and has served in many roles in the organization including secretary, president-elect and president. Additionally, she has served on many MONL committees including the Membership Committee, Nominating Committee, Finance Committee, and the Needs Assessment and Evaluation Ad Hoc Committee.

Through her involvement in MONL, Dr. Beck has been able to form strategic partnerships to affect health care policy, legislation and regulation. She has also helped to promote the role of nurses in leadership positions to those nurses who are aspiring to be leaders. As a part of MONL, Dr. Beck has been able to create educational programs to assist nursing leaders throughout the state. Dr. Beck has also been a member of the American Organization of Nurse Leaders (AONL) since 1998. Her most recent work with AONL has included serving on the planning committee for the last two annual conferences.
MU Health Care’s forYOU Team is a peer-to-peer support group specifically designed to address the unique needs of health care’s second victims. The forYOU Team serves as a rapid response for MU Health Care providers, staff, volunteers and student learners who are experiencing distress following challenging clinical events. The team, initially deployed in 2007, provides a form of emotional first aid specifically designed to provide individual or team crisis support and stress management interventions.

MU Health Care has been recognized internationally as a leader in nurse-led research on the topic of second victim support and institutional interventional strategies. This first-of-its-kind, evidence-based support infrastructure has been emulated by hundreds of health care institutions around the globe who are now offering members of the care team support. The forYOU Team researchers have partnered with agencies such as the Agency for Healthcare Research and Quality, American Hospital Association, the Joint Commission and the Institute for Healthcare Improvement to ensure comprehensive support interventions are accessible to members of the health care workforce worldwide.

The team currently has approximately 140 peers representing a wide variety of professions across our health care system and is under the direction of the Office of Clinical Effectiveness’s patient safety leaders, with Dr. Mary Beck serving as the team’s executive champion.
The Workforce Well-Being Team, coordinated by forYOU Team leaders, Office of Clinician Well-Being personnel and Human Resources, was formed on behalf of MU Health Care’s COVID-19 incident command to assist leaders and team members during the COVID-19 pandemic.

Executive champions partnering to ensure resource availability for team recommendations and interventions include Dr. Mary Beck, Dr. Stephen Keithahn and Beth Alpers. Team goals are to reduce stress, ensure a connection with appropriate resources and attention to personal care needs. The team meets regularly to ensure that a comprehensive approach to workforce well-being remains a priority for MU Health Care throughout the course of the pandemic as well as during the prolonged recovery process.

An overview of the Health Care Workforce Well-Being Team efforts is included on the following table:

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<th>Workforce Resources</th>
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<td>Daily wellness messaging initially modified to frequent messaging</td>
<td>Introduction of resilience training to MICU and NICU personnel</td>
<td>COVID-19 financial resources</td>
<td>ComPsych – virtual employee assistance available 24/7</td>
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<tr>
<td>Developing a self-care plan (psychiatrist designed)</td>
<td>Communication strategies to maintain social distancing</td>
<td>All staff letter from administration describing appreciation and resource availability</td>
<td>Fidelity virtual 1:1 consultations</td>
<td>forYOU Team – active peer surveillance and weekly wellness resources shared in tiered huddles</td>
</tr>
<tr>
<td>Introduction of three good things to ACNL leadership</td>
<td>Massage therapist – on shift availability</td>
<td>Department and team highlights on COVID-19 contributions</td>
<td>Mizzou Office of Financial Success</td>
<td>Office of Clinician Well-Being clinical psychologist availability</td>
</tr>
<tr>
<td>Staff videos on self-care</td>
<td>Hospital week wellness booth</td>
<td>Co-worker picture highlights</td>
<td>Numerous Fidelity webinars</td>
<td>MU Employee Assistance Program</td>
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<tr>
<td>EAP daily self-care strategies</td>
<td>EAP stress and coping with COVID-19 series</td>
<td>COVID-19 memorial during Hospital Week</td>
<td>Numerous TIAA webinars</td>
<td>Spiritual care services – rounding and ‘Tea for the Soul’ carts</td>
</tr>
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<td></td>
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In August of 2020, Dr. Beck was awarded the DAISY Nurse Leader Award for her commitment as a nursing leader. Please find her nomination below as it serves as a testimonial of her compassion for our patients and her peers.

Dr. Mary Beck, chief nursing officer, has been a transformational leader dedicated to advancing the profession of nursing throughout MU Health Care. Her commitment and dedication have never been so apparent as during her role as incident co-commander during our COVID-19 response. Through her efforts, the safety and security of all nursing staff were well protected and assured.

She was the first to praise our nursing staff when they were deemed community ‘heroes’ and went to bat for them time and time again to ensure their needs were being met throughout the response. Dr. Beck has always been a phenomenal leader, but the COVID-19 crisis has really shown a light on all of her most important strengths — ensuring our MU Health Care nurses are safe and able to continue to discover, learn and improve. It has been a true privilege to work with her, and she is most deserving of the DAISY Nurse Leader Award.
FISCAL YEAR 2021
DAISY NURSE LEADER AWARD

Mary S. Beck, DNP, RN, NE-BC
Chief Nursing Officer

Jeanette Linebaugh MSN, RN, OCN
Senior Director
Ambulatory Care Services, Ellis Fischel Cancer Center

Taylor Overstreet, MSN, RN
Service Line Specialist
Observation and Oncology, University Hospital

FISCAL YEAR 2021
DAISY AWARD FOR EXTRAORDINARY NURSES

Lauren Brune
Medial Specialties, University Hospital

Nicholas Bryant
Medical Specialties, University Hospital

Hope Grob
Cardiac Intensive Care Unit, University Hospital

Nicole Huff
OB/GYN Clinic, Ambulatory Care

Emilee Long
Progressive Care Unit, University Hospital

Jessica Popielarz
Psychiatry, Case Management

Courtney Henley
Staffing Support Services, MU Health Care

Lauren Nicole Hightower
Cardiovascular, University Hospital
Schwartz Rounds

Sponsored by the Office of Patient Experience and the forYOU Team, Schwartz Center Rounds have provided MU Health Care staff, faculty and student learners with an opportunity to openly and honestly discuss the social and emotional issues they have faced caring for patients and their families. The project, introduced at MU Health Care in 2018, is a forum in which multidisciplinary panels present challenging clinical events. The panelists offer unique insights into the provider experience from various disciplines and describe the professional and personal impact of the case. Panel topics vary with each session, emphasizing the human connection between patients and their caregivers. The goals of these presentations are to support members of the caregiving team and bring compassion to every health care experience. These discussions have become quite popular among MU Health Care team members and have been implemented in more than 400 hospitals.
Dr. Beck, we are honored and humbled to have been a part of your amazing career and journey. Each of us is better for having been influenced by you and your leadership. You are truly an inspiration and we wish you the very best in your retirement. Thank you so much for helping us to consistently discover, learn and improve!