

TIRR Memorial Hermann Nursing Accomplishments Report

Fiscal Years 2023-2024: July 1, 2022-June 30, 2024

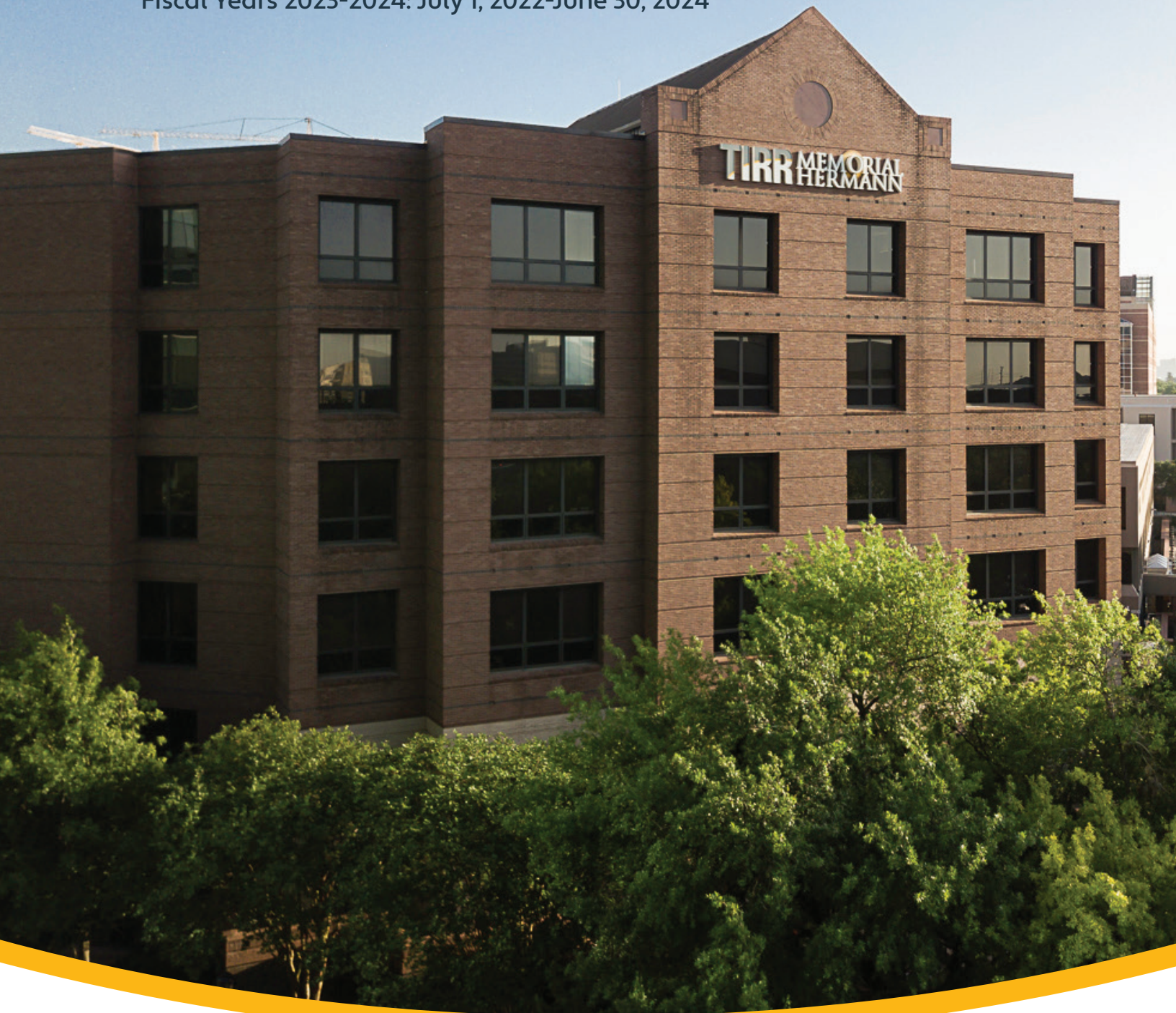


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Message from the Senior Vice President and System Chief Nursing Executive

Dear Colleagues, Patients, Families, Friends and Community Members:

Of all the satisfactions that come with my job, the days when I get to spend time focusing on our amazing caregivers at Memorial Hermann campuses are among the most rewarding.

I think of the patient care technician I shadowed, who told me she felt like a true part of the team and shared her dream of going to nursing school. The charge nurse who stopped me in the hall to express her thanks for Memorial Hermann's investment in staff.

I witness first-hand our nurses' sense of pride in being part of a major health care system that serves the community within and beyond hospital walls as well as their excitement at limitless possibilities for career growth, advanced education and professional involvement.

I hear our teams talk about the tremendous support they get from their peers, their professional colleagues and the system itself.

That sense of pride and excitement tells me that Memorial Hermann has the right people, the right processes and the right tools in place to realize our strategic nursing vision: Grow, Reimagine, Excel.

And I'm reminded of what this pride, excitement, energy and dedication can accomplish:

- Magnet® recognition from the American Nurses Credentialing Center (ANCC) for nine of our facilities—a leader among health care systems in the U.S. Two more campuses are earning the ANCC's *Pathway to Excellence*® designation. Of note is Memorial Hermann Cypress Hospital, which achieved Magnet® with Distinction with its initial accreditation—a rare achievement for first-time applicants and the only hospital in Texas to do so.
- A dynamic shared-governance system at our facilities, which supports a system-level congress elevating the voice of nursing, has resulted in significant achievements including workflow and patient-care advances.
- Career advancement for nurses, including LVNs who have become RNs, and RNs who have earned advanced credentials and moved into exciting and challenging new specialties.
- Implementation of **Epic**, a comprehensive systemwide electronic medical records system that helps nurses deliver highest-quality, personalized care to every patient.

And we accomplished so much more. This is just a sampling of the accolades and achievements that have made Memorial Hermann an industry-leading exemplar in the nursing profession. We are creating a system where nurses don't just work, they thrive.

Together, we grow, reimagine and excel. Together we advance exemplary nursing practice and extraordinary professionalism. Together, we make a difference in the lives of our patients, their families and our community, now and for generations to come.

Appreciatively,



Bryan Sisk, DNP, MPH, RN, NE-BC, CENP

Senior Vice President and System Chief Nursing Executive
Memorial Hermann Health System

Letter from the Chief Nursing Officer (CNO)

It is a great honor to present TIRR Memorial Hermann's Nursing Accomplishments Report for FY23-FY24.

We are so proud to be the #1 rehabilitation hospital in Texas and #2 in the nation. Behind those rankings are months and years of extraordinary efforts by our remarkable TIRR Memorial Hermann team.

Nurses at the bedside are TIRR Memorial Hermann's #1 asset—our team on the frontlines. Over the past few years, we have empowered nurses to be an essential and respected part of patient care, supported process improvement and given nurses a platform for their voices. And we continue to implement ways to:

- Give nurses a voice and include them as a trusted part of the patient care team.
- Foster respect for our nursing staff as highly trained professionals.
- Develop rehabilitation nursing as a desirable specialty within the profession.

To ensure that nurses' voices are heard, we have developed a structure—from Breakfast with the CNO to hospital governance councils—that involves them in direct communication and shared decision-making.

We have adopted a nursing practice model that creates a vision of excellence, defines our core values and provides a conceptual framework to bring that excellence to every patient. This model brings nurses to the forefront, with their physician and physical therapist colleagues, as an integral part of the health care team.

While we share the goals of empowerment and professionalism with all of Memorial Hermann, one of our unique challenges is to create awareness of rehabilitation nursing as a dedicated specialty within our profession. TIRR Memorial Hermann is working to change the perception of rehabilitation nursing and promote a fuller understanding of its professional challenges and rewards.

The pages of this report provide detailed information, but I'd like to point out just a few of TIRR Memorial Hermann's major accomplishments in the last two years. TIRR Memorial Hermann has:

- Collaborated with UTHealth Houston Cizik School of Nursing to create an elective rehabilitation nursing course and clinical rotation.
- Completed research projects focusing on nurse wellness and stress reduction.
- Established partnerships with the Houston Food Bank, CompassRN and other organizations that extend our resources into the community.
- Shared our expertise through podium presentations at national nursing conferences.
- Sponsored the TIRR Memorial Hermann Fellowship Program, which trains experienced nurses in the rehabilitation specialty.

As health care professionals, however, we can't rest on our past accomplishments. As we look to the future, we want to build on our efforts to give nurses a meaningful voice in their practice, include them as a respected part of the health care team and bring new nurses into this highly rewarding specialty.

All these efforts will help us sustain and build TIRR Memorial Hermann's national reputation for excellence. But most importantly, they will ensure that each patient benefits from the highest level of nursing expertise that people expect from TIRR Memorial Hermann.

It's a privilege to work in this setting and I am proud to be part of this team.

Sincerely,



Nicole Harrison, MBA, BSN, RN, NEA-BC

Vice President & Chief Nursing Officer

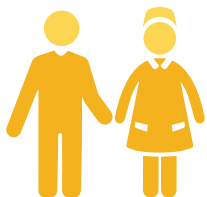
TIRR Memorial Hermann, Memorial Hermann Rehabilitation Hospital-Katy,
Memorial Hermann Rehabilitation Network

About Us



272

Nurses



55.11%

Certified Nurses



22

Professional
Nurse Advancement
Program Participants



83.7%

Clinical Nurses with
BSN or Higher Degree



159

Nurses with 5 or more
years of experience



3

Research Projects



26

Nurse Residents
and Nurse Fellows



1,405

Employees



1,619

Admissions
Annually



12,044

Outpatient Medical Clinic
Visits Annually



TIRR Memorial Hermann Nursing Professional Practice and Delivery Model

Recognizing the complexity and unpredictable nature of the work of nursing, TIRR Memorial Hermann adopted a Nursing Care Delivery Model and Professional Practice Model (PPM) to define how nurses practice, collaborate, communicate and develop professionally.

Nursing Mission

To be the preeminent health system in the United States by advancing the health of those we serve through trusted partnerships with physicians and others to deliver the best possible health solutions while relentlessly pursuing quality and value.

Nursing Vision

Excellence in nursing allows us to create healthier communities—now and for generations to come.

Nursing PPM

TIRR Memorial Hermann's PPM was developed by the System Magnet Collaborative Council to standardize all Memorial Hermann locations. In FY23 and FY24, nurses at all levels throughout the system redesigned the nursing PPM to create a model that describes professional nursing systemwide and guides nurses to provide and maintain safe, clinically competent nursing practice.



System Nursing Professional Practice Model

Core Values

Community

We serve our diverse community with a focus on quality and patient safety.

Compassion

Through diversity and inclusivity, we care for everyone with kindness and respect.

Credibility

We provide credible evidence and research to improve quality of care and patient outcomes.

Courage

We have courage to advance and grow professionally through leadership and governance.



Nursing Philosophy

- A PPM depicts nursing values and defines the structures and processes that support nurses to empower and optimize their own practices in the delivery of quality care.
- A PPM is a conceptual framework that enables nurses in our organization to envision and communicate their practices.

Nursing Care Delivery Model

Patient- and family-centered care is our nursing care delivery model. It allows our nurses to assess, plan and implement care by collaborating with diverse patient populations and their families to provide safe care in a high-reliability organization.

Vision

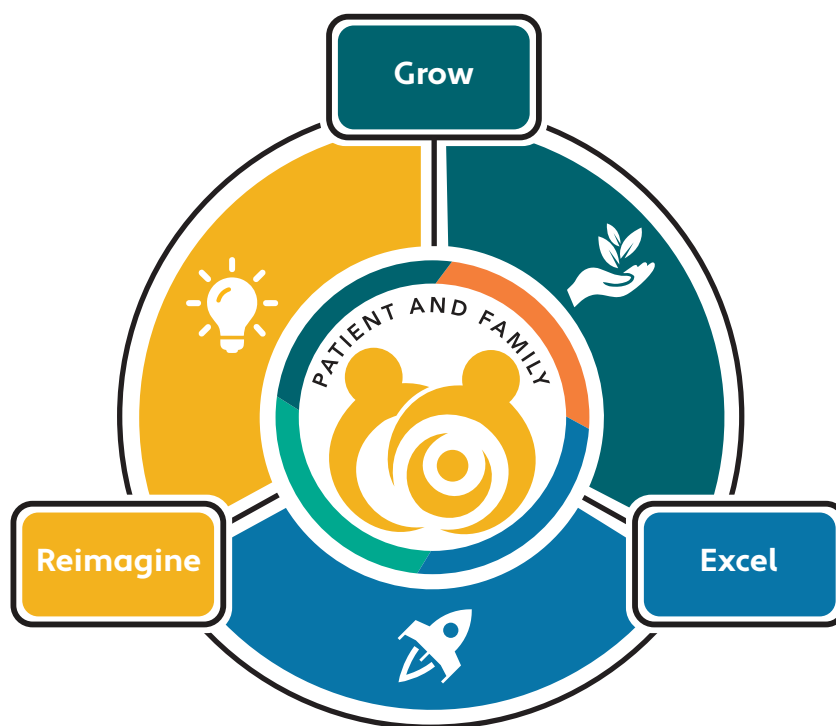
Excellence in nursing allows us to create healthier communities, now and for generations to come.

Theory of Human Caring: Jean Watson

A relational caring for self and others, based on a moral/ethical/philosophical foundation of love and values that is mutually rewarding to the patient and the nurse.

System Nursing Strategy

TIRR Memorial Hermann is part of a system nursing strategy based on three pillars: Grow, Reimagine, Excel. This strategy aims to create an innovative health care environment that will **grow** by attracting and retaining top talent, **reimagine** care at the bedside and **excel** to ensure world-class nursing for generations to come.



Grow Skills and Talent

- Optimize Clinical Education Efforts
- Advancement and Opportunities
- Talent Strategy
- Enhance Academic Partnership

Reimagine

- New Care Delivery Models
- Culture of Inquiry & Innovation
- Safety & Well-Being
- Build our Nursing Brand

Excel

- Nursing Professional Practice Model
- High Reliability/Zero Harm
- Industry Recognition
- Professional Governance & Advocacy

Transformational Leadership

Transformational leaders empower nurses to be innovative, accountable, collaborative, compassionate and results-oriented by advocating for resources, enhancing partnerships and achieving positive outcomes.

Enhancing Community Partnerships

CompassRN is a nonprofit organization supporting students who are both interested in nursing and are historically underrepresented in the field. They target middle and high school students in underserved communities to create awareness of career opportunities, as well as to establish both mentorship and increased access to the nursing community.

In June 2023, TIRR Memorial Hermann partnered with CompassRN to present an interactive experience for students to learn about careers in rehabilitation nursing, wound care, respiratory therapy, radiology and more.

Through the leadership of Gesno Ulysse MSN, RN, NEA-BC, director of patient care, TIRR Memorial Hermann, was able to provide an opportunity for students to tour their facilities and meet in small groups with members of their interprofessional team. Participants learned more about potential health careers through open discussion and hands-on exposure to equipment used during the provision of care.



Promotion of the Rehabilitation Nursing Specialty

TIRR Memorial Hermann partnered with University of Texas Cizik School of Nursing to develop and offer a Rehabilitation Nursing elective course aimed at providing students with valuable insight into the rehabilitation line of service. This course was established to cater to students who are interested in exploring the role of rehabilitation nursing or for those who want to gain a better understanding of the purposes and responsibilities within the rehabilitation line of service.

The nursing rehabilitation elective is offered to second-year students at UTHealth Houston Cizik School of Nursing during both the Fall and Spring semesters, yearly. Learners have the opportunity to experience the world of rehabilitation nursing, through hands-on and theoretical knowledge. Experts from the university and each discipline within our organization were chosen to deliver engaging and informative sessions. Critical competencies are focused on foundational rehabilitation nursing knowledge and skills. Upon completion, student receive 2 semester credit hours (1 hour didactic and 1 clinical hour).

This collaboration enhanced educational offerings and strengthened the bond between our academic partner and our organization. TIRR Memorial Hermann sponsors tuition for five students annually. This partnership reflects nursing excellence through our unwavering commitment to support the next generation of health care professionals.

Structural Empowerment

Structural empowerment creates a positive culture of open and effective communication with collaborative members of the health care team. This facilitates quality patient care with education and empowering nurses to invest in personal and professional commitment to the organization and the community.

Professional Governance

For decades, research has shown that quality outcomes are linked to bedside nurses being empowered to make decisions that directly affect patient care. The Nursing Professional Governance Structure at TIRR Memorial Hermann is aimed at putting decisions about nursing professional practice in the hands of nurses at the bedside. Nurses at TIRR Memorial Hermann are involved in decision-making throughout the patient's hospital experience by involvement and input during the establishment of the patient's plan of care and during our interdisciplinary team process. Nurses are valued and equal members of the patient care team, as evidenced by our Nursing Shared Governance Structure. Memorial Hermann fosters an environment that enables nurses to continue their growth and professional development.

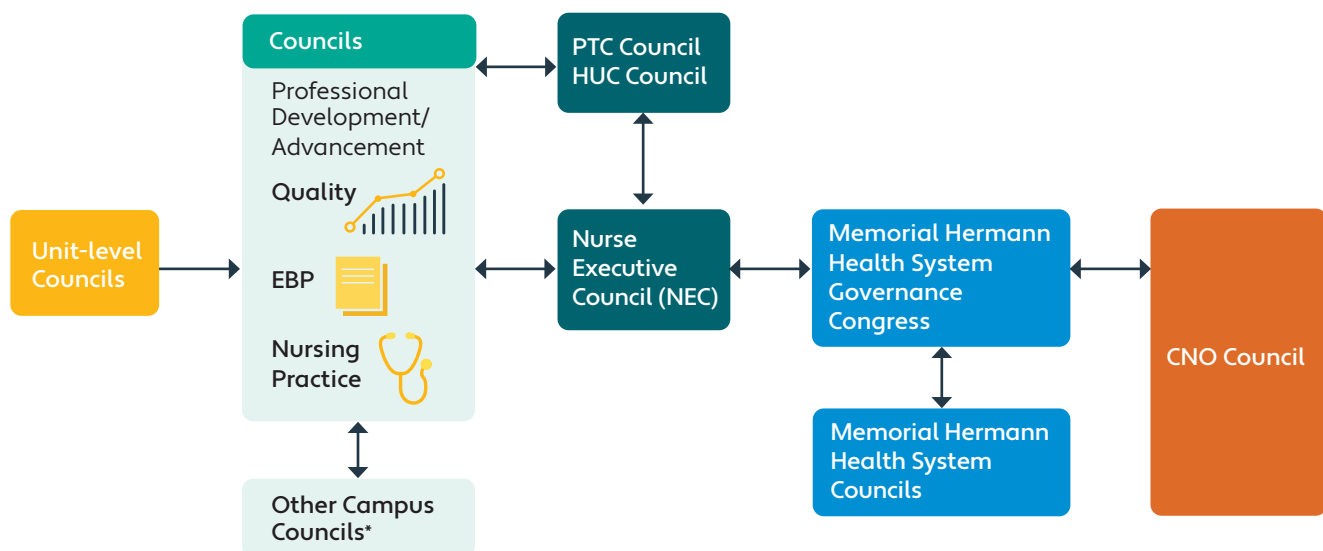
Our Nursing Professional Governance Structure

consists of nursing-led committees and councils that focus on nursing quality outcomes, nurse staffing, nurse professional development and nurse-led hospital initiatives and programs.

Community Service Corps

The Memorial Hermann Community Service Corps (CSC) connects our workforce with volunteer events supporting community organizations aligned with our vision to create healthier communities, now and for generations to come. The CSC offers opportunities for employees to volunteer with community partners that share our passion for advancing health equity by increasing access to high-quality health care, reducing food insecurity, creating employment opportunities and much more.

TIRR Memorial Hermann Professional Governance Structure



*Other Campus Councils
CAUTI/CLABSI, Falls, ERC, Specialty Care Groups

Exemplary Professional Practice

Exemplary professional practice involves collaborating with physicians, nurses, patients and communities to identify health care needs, using resources to deliver high-quality patient care and achieving operational excellence while advancing health outcomes.

Certified RN

TIRR Memorial Hermann encourages nurses to enhance their professional development through education and professional certification. Attaining professional certifications validates a nurse's mastery of skills and knowledge while meeting ongoing learning and practice requirements through recertification. Patients and families, employers and nurses all benefit from certification. Professional certification benefits nurses, employers and families. Nursing at TIRR Memorial Hermann is supported in attaining certification through mentored certification study groups and reimbursement for initial certification, as well as subsequent re-certifications.

Advanced Degrees

Memorial Hermann offers education benefits for employees who want to earn advanced degrees. The program provides financial assistance that enables employees to meet career goals in a manner that both supports individual needs and adds value to the organization. Part-time and full-time clinical employees are eligible. Student loan repayment benefits also extend to employees who have already reached their educational goals. This assistance is administered through a third-party vendor to help repay educational loans from federal, state and private sources. Part-time and full-time clinical staff are eligible.

Equity, Diversity and Inclusion

Memorial Hermann has a formal and ever-expanding Equity, Diversity and Inclusion (EDI) program with EDI Councils, a Strategic Roadmap and four pillars: Community, Health, People and Research. The EDI focus and commitment is to ensure we are a health system where everyone—patients, employees, and members of the community—can feel welcome, respected, seen and understood.

Employee Resource Groups

Our Employee Resource Groups (ERGs) provide a forum for employees and physicians who are drawn together by shared characteristics, and allies who are passionate in supporting their causes. Together, they work with leadership and stakeholders to transform our organizational culture into one that promotes equity and inclusivity, and where all employees and physicians are engaged and feel heard and valued. Our ERGs also provide cultural insights as we address the many health inequities that may stand in the way of our neighbors' access to quality health care and well-being resources.

The MEMORIAL HERMANN Experience

Memorial Hermann Experience

The Memorial Hermann Experience (MHE) service commitment is “We care for every member of our community by creating compassionate and personalized experiences.” The MHE is based on four service standards: safe, caring, personalized and efficient. All employees have completed a 90-minute “Navigating the Memorial Hermann Experience” training session where they learn how to make decisions that lead to providing exceptional service and care every minute of every day.

Professional Nurse Advancement

TIRR Memorial Hermann supports the advancement of nursing: We continuously strive to exhibit and recognize excellence in nursing.

The Professional Nurse Advancement Program (PNAP) is a clinical advancement incentive program for full-time or part-time RNs who have direct patient care responsibilities for greater than 50% of their shift/day. The theoretical framework for professional nursing at Memorial Hermann is built on Dr. Patricia Benner’s stages of nursing expertise, in which recognition is achieved by progressing through stages From Novice to Expert (Benner, 1982). The levels of recognition within the PNAP structure have been aligned with Benner’s model.

PNAP-P (Proficient)

PNAP-E (Expert)

The criteria have been organized into practice areas according to the ANCC Magnet™ Model Components, which align with our job competencies and principal accountabilities from the Memorial Hermann RN job description.



New Knowledge, Innovations and Improvements

Advancing quality health care, nurse engagement and community health requires promoting awareness and communicating evidence-based practice (EBP), research and new technology to create innovative solutions.

EBP and Research

Nursing-led EBP and research projects help us to advance health and improve the quality of nursing care:

- Drowsy Driving among Night-shift Nurses;
Co-Principal Investigator: Lori Malo, MSN, RN, CRRN.
- Trauma Informed Professional Development;
Co-Principal Investigator: Becky Thayer, MSN, RN, CRRN.
- A Multi-sensory Design Approach to Help Relieve Stress in a Healthcare Workplace;
Principal Investigator: Nicholas Balidin, MBA, MSN, RN, CRRN, WCC, Co-Principal Investigators: Yasmin Almasaeed, BSN, RN, CRRN and Margarita Daily, RN

Publications and Presentations

Nurses at TIRR Memorial Hermann present their EBP, quality improvement (QI) and nursing research projects locally and nationally. In FY23 and FY24, the following poster and podium presentations were contributed by TIRR Memorial Hermann nurses:

Akin, K. & Santillan, R. (2024, April) Remain calm, you're safe with us. [Poster Presentation]. Memorial Hermann Robust Process Improvement Expo, Houston, Texas

Boelsche, G. & Garcia, E. (2022, Sept. 7) Why all the hype around bladder management after SCI? Making it real after SCI. [Pre-Conference Session]. ASCIP 2022 Conference, Kansas City, Mo.

Cruz, D. & Davis, K. (2023, March) Improving emergency response in an inpatient rehabilitation setting. [Poster Presentation]. Memorial Hermann Robust Process Improvement Expo, Houston, Texas.

Davis, K. & Clayton, D. (2024, August) Out with the old and in with the new. [Poster Presentation]. Association of Rehabilitation Nurses National Conference, San Antonio, Texas.

Fishman, H., Garcia, E. & Zegarrundo, V. (2023, Mar. 10) Communication and Teamwork Make the Dream Work. [Poster Presentation]. Memorial Hermann Robust Process Improvement Expo, Houston, TX, United States.

Garcia, E. & Suah, H. (2023, Mar. 10) Increasing Workforce Engagement Through Accountability. [Poster Presentation]. Memorial Hermann Robust Process Improvement Expo, Houston, TX, United States.

Garcia, E., Haley, T., Navarro, M., Rangel, M. & Suah, H. (2023, Mar. 10) Optimizing Shower Hygiene Practices. [Poster Presentation]. Memorial Hermann Robust Process Improvement Expo, Houston, Texas.

Gutierrez, A. (2023, Aug. 22) Providing appropriate level of education for patients and their families. [Virtual Presentation]. ARN National Conference 2022, Providence, Rhode Island.

Lowe, Juliette (2022, Sept. 7) Understanding wound healing. [Pre-Conference Session]. ASCIP 2022 Conference, Kansas City, MO.

Lowe, Juliette (2022, Oct. 13) Decreasing medical device related pressure injuries (MDRPI) in a high-risk population. [Poster Presentation]. ANCC Magnet Conference, Philadelphia, PA, United States.

Lowe, Juliette (2023, Mar. 10) Decreasing medical device related pressure injuries (MDRPI) in a high-risk population. [Poster Presentation]. Memorial Hermann Robust Process Improvement Expo, Houston, TX, United States.

Lowe, Juliette (2023, Aug. 19) Understanding the wound healing process. Hint... it is not magic. [Conference Session]. ARN's 2023 Rehabilitation Nursing Conference, Providence, RI.

Lowe, Juliette (2024) Evidence-based practice wound healing and management. [Podium Presentation]. ASCIP Pre-Conference, Chicago, Ill.

Lowe, Juliette (2024) Changes in skin and tissue post-spinal cord injury and implications for pressure injury prevention. [Podium Presentation]. ARN conference. Virtual.

Luque, C., Rajan, K., Thayer, B. & Garcia, E. I Know my Nurse; I know my PCA. [Poster Presentation] Memorial Hermann Robust Process Improvement Expo, Houston, Texas.

Thayer, Becky (2023, Mar. 10) On A Journey To Zero Employee Injuries [Poster Presentation]. Memorial Hermann Robust Process Improvement Expo, Houston, Texas.

Thompson, L. (2023, Jan. 21) Spasticity Management in SCI/SCD. [Virtual Conference Session]. Advancing Clinical Practice in Spinal Cord Injury. TIRR Memorial Hermann, Houston, Texas.

Thompson, L., & Horstman, K. (2023, Sept. 4) Blessing or Burden? Navigating the Nuances of Intrathecal Baclofen Therapy for Complex Cases. Academy of Spinal Cord Injury Professionals Conference, San Diego, Calif.



EBP Program

TIRR Memorial Hermann offers an EBP program led by a Memorial Hermann nurse scientist. The six-month program introduces participants to clinical inquiry by developing a PICO (patient/population, intervention, comparison and outcomes) question, conducting literature searches, completing an evidence summary table by evaluating evidence, identifying a practice recommendation and finally sharing the project plan through the development of a project plan poster. Participants are given the option, based on common project ideas, to work in groups or independently.

After participating in the EBP program, participants in the Nurse Residency Program (NRP) at TIRR Memorial Hermann completed the following projects:

Recommendations for Non-pharmacological Pain Management in Rehabilitation Patients

Adriana Guevara, BSN, RN; Amanda Crosby, BSN, RN; Ote Igwemoh, BSN, RN; Quinn Menjivar, BSN, RN; Jasmin Sherman, BSN, RN and Daisy Trejo, BSN, RN.

Best Practice De-escalation Techniques in Incidences of Aggressive Behavior

Baily Crorey, BSN, RN; Sabita Bhetuwal, BSN, RN and Gabriel Gomez, BSN, RN.

Best Practice for Bathing to Improve Patient Satisfaction and Reduce Infection in Spinal Cord Injury and Brain Injury Patients

Jane Anaejinou, BSN, RN; Lauren Kay De La Calzada, BSN, RN; Ritu Patel, BSN, RN, and Tony Vandanathel, BSN, RN.

Standardizing Bedside Reporting

Crystal Mireles, BSN, RN; Kaitlyn Marshall, BSN, RN; Jerelle Branch, BSN, RN; Rebecca Omenukur, BSN, RN.

Empirical Outcomes

By utilizing empirical outcomes, nurses can advance their practice, achieve positive patient and nursing satisfaction and improve nursing-sensitive quality indicators to ultimately improve patient health.

At TIRR Memorial Hermann, we utilize measurable, quantitative quality data to measure the success of professional nurses. Our nurse-sensitive indicators include falls with injury, hospital-acquired pressure injury (HAPI) stage 2 and above, central line associated blood stream infections (CLABSI) and catheter-associated urinary tract infections (CAUTI). We benchmark against hospitals with the same specialty, utilizing the National Database of Nursing Quality Indicators (NDNQI).

Research has shown that nursing satisfaction has a positive impact on patient outcomes and errors. Exemplary professional nurses are able to work in environments where they have the opportunity to grow professionally, practice autonomy, have strong inter-professional relationships based on mutual respect, have resources to provide high-quality care and have the support of and access to leaders at all levels.

In order to measure nursing engagement at TIRR Memorial Hermann, an RN Engagement Survey sent to all nurses has its results benchmarked against similar hospitals. The goal is for the majority of patient-care units to outperform the national benchmark.

Utilizing these empirical outcomes, nurses at all levels in the organization can improve their performance as well as the care delivered at TIRR Memorial Hermann. Our achievement of exemplary nursing practice is grounded in a culture of safety, quality improvement and continual professional growth.



Excellence in Nursing

Nursing awards and recognition are a significant part of professional development. As our nurses continuously strive to excel in their profession, we want to acknowledge and celebrate their many achievements along the way.



HONORING NURSES INTERNATIONALLY
IN MEMORY OF J. PATRICK BARNES

DAISY Award® for Extraordinary Nurses

The DAISY (Diseases Attacking the Immune System) Award® is an international recognition program honoring the skillful, compassionate care nurses provide every day. The DAISY Foundation was established by the family of J. Patrick Barnes after he died from complications of the autoimmune disease idiopathic thrombocytopenia purpura (ITP) in 1999. Following his death, his family felt compelled to say “thank you” to nurses in a very public way for the amazing care they experienced.

DAISY Award winners are celebrated among their peers and presented a DAISY statue, badge pin and certificate. The award represents the significant contribution nurses make to the lives of patients, families and community members.

TIRR Memorial Hermann’s 2023 DAISY Honorees:

Olivia Ekerpieke, BSN, RN
Madelyn Goodwyn, BSN, RN
Jana Shields, BSN, RN
David Moreno, RN, CRRN
Heather Hollis, BSN, RN, CRRN

TIRR Memorial Hermann’s 2024 DAISY Honorees:

Baylee McGrath, BSN, RN
Phong Lam, BSN, RN
Sultana Huq, BSN, RN
Kaili Liu, BSN, RN, CRRN
Caroline Schimmel, BSN, RN
Pam Wylly, RN, CRRN

TIRR Memorial Hermann also awards the annual DAISY Team and DAISY Nurse Leader Awards during National Nurses Week in May.



FOR EXTRAORDINARY NURSES
IN MEMORY OF J. PATRICK BARNES

DAISY Team Award 2023 – TIRR Memorial Hermann Wound Care Team

The TIRR Memorial Hermann Wound Care Team, composed of Nicholas Balidin, MSN, RN, CRRN, WCC; Juliette Lowe, BSN, RN, CWOCN, PCN; Elisa Sanchez, MSN, RN, WCC; Hazel Nguyen, BSN, RN, WCC; Jentri Hansen, RN, WCC and Tonya Wilson, RN, WCC, were recognized for their contributions to positive patient outcomes. The wound care team collaborates with all disciplines during weekly wound rounds and patient safety initiatives, and offers education on a variety of skin-related topics.

The TIRR Memorial Hermann Wound Care Team led a multidisciplinary task force aiming to developing strategies to improve wound management and patient outcomes. Utilizing evidence-based practice, the task force developed a series of strategies with this goal in mind. Once they were fully implemented across the facility, these strategies positively impacted patient outcomes.

DAISY Team Award 2024 – Case Management & Social Work Team

The Case Management and Social Work team’s initiatives demonstrably improve operational efficiency and patient care. Its impact extends beyond quantifiable metrics. The team cultivates a culture of collaboration, shared responsibility and mutual support, creating a positive and dedicated work environment.

This team exemplifies the highest standards of collaboration, innovation and patient-centered care. Their tireless efforts align perfectly with Memorial Hermann’s mission, vision and values, leaving a lasting impact on patients, families and the entire hospital.



DAISY Nurse Leader Award™ Winner

Executive leaders, middle managers, educators and preceptors who supervise outstanding direct patient care nurses fully support recognition for their direct care staff and understand the value of celebrating the impact staff have on the patient experience.

Our 2023 Honoree

Arit Nwagboso, MSN, RN, CRRN Nurse Manager of the PCU3

Arit was nominated in recognition of her dedication to the nursing care team, the patients and their families housed on the unit she manages. Her focus on people as individuals make the team feel they are seen as well as heard. She encourages and supports the team to seek opportunities for professional development and career advancement. Arit advocates for the resources needed to ensure the staff can provide exceptional patient care and achieve optimal patient outcomes. She is a “hands-on” manager, and never hesitates to jump in and either assist with or provide direct patient care when the need arises.

Arit exemplifies the qualities that define a great leader. TIRR Memorial Hermann is honored to have her, and our other exceptional nurse leaders, working alongside and supporting our nursing care teams.

Our 2024 Honoree

Ann Gutierrez, MSN, RN, CRRN, CNRN, CBIS Nurse Educator

Ann was nominated in recognition of her dedication to advocating for nurses and her support of nursing education. She focuses on the individual nurse’s needs, often taking the time to meet with them one-on-one. She meets the nurses where they are in their current knowledge and skills. she helps to build self-confidence in the nurses and encourages them to continue their education and seek opportunities to join professional organizations to broaden their world

view. Ann motivates staff with a shared vision and enthusiasm to achieve better outcomes for themselves and their patients. We appreciate her broad perspective and love of the nursing professional. She truly demonstrates leadership in all she says and does.

New for 2024, The Daisy Nurse Ethics Award

The DAISY Award for Nursing Ethics, developed in collaboration with the American Nurses Association’s Center for Ethics and Human Rights, recognizes nurse leaders and clinical nurses whose leadership, compassion and clinical practice demonstrate the importance of human values and ethics in nursing.

Revelyn Buckholtz, BSN, RN

As a member of the TIRR Memorial Hermann Case Management team, Revelyn demonstrates unwavering dedication, compassion and remarkable skill in her practice. Revelyn understands the nuances of the conditions we treat and ensures that each patient has a care plan tailored to meet their specific needs. Revelyn builds connections with patients and families, which gives her a deeper understanding of their needs. She uses her exceptional advocacy skills to navigate through complex situations.

Revelyn’s advocacy extends into the workplace, resulting in a positive and supportive work environment. Her legacy of compassion and skilled care is an inspiration to all who know her.

Houston Chronicle Salute to Nurses

Every year, the Houston Chronicle celebrates National Nurses Week in May by recognizing 150 nurses in the Greater Houston community with the Salute to Nurses award. Nominated by their peers and patients, then selected by a panel of nurse educators and leaders, making the list is an incredible honor or those selected.

Congratulations to TIRR Memorial Hermann's 2023-2024 Salute to Nurses Honorees:

Jorge Arenivar, BSN, RN, CRRN
Deanna Bennet, BSN, RN, CRRN
Joy Escalante, BSN, RN, CRRN
Julie Lowe, BSN, RN, CWOCN, PCN
Nicole Harrison, MBA, BSN, RN, NEA-BC
(Recognized as one of the Top 15 Nurses in Houston for 2024)
Lori Malo, MSN, RN, CRRN
Jacqueline Ngbesso, LVN
Lynette Ogwang, BSN, RN, CRRN, Amb-BC
Kavitha Rajan, MSN, RN, NEA-BC
Ruth Romero, BSN, RN
Deborah Tamez, BSN, RN, CRRN

Nursing Excellence Awards

Each year, TIRR Memorial Hermann recognizes our direct care nurses who exemplify the pillars of nursing practice.

The 2023 Honorees are:

Raj Karee, RN, CRRN - Nurse as Leader
Elizabeth Majeski, BSN, RN - Nurse as Advocate
Krystyna Tran, BSN, RN, CRRN - Nurse as Innovator
Sabita Bhetuwal, BSN, RN - Nurse as Collaborator
Kourtnee Abbott, BSN, RN - Nurse as Teacher
Shumaila Ali, BSN, RN, CRRN - Nurse as Clinician

The 2024 Honorees are:

Baylee McGrath, BSN, RN - Nurse as Advocate
Angie Asonye, BSN, RN - Nurse as Clinician
Madelyn Goodwyn, BSN, RN, CRRN - Nurse as Collaborator
Mallory Ungerecht, BSN, RN - Nurse as Innovator
Jasmin Sherman, BSN, RN - Nurse as Leader
Carlos Contreras, BSN, RN - Nurse as Educator

Good Samaritan Bronze Winners, 2023-2024

Congratulations to TIRR Memorial Hermann's Honorees:

Kourtnee Abbott, BSN, RN
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Carlos Contreras, BSN
Lauren Kay De La Calzada, BSN, RN
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Lori Malo, MSN, RN, CRRN
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