Caring nurses making a difference

Team up for wellness: Supporting mental health, nutrition, and safety for clinicians at AHN  pg. 4
In this issue

Relationship-based care  pg. 4
Structural empowerment  pg. 8
Meaningful recognition  pg. 10
Exemplary professional practice  pg. 12
Quality outcomes  pg. 16
Care and advocacy  pg. 20
Teamwork and collaboration  pg. 24

Special thanks to everyone who contributed to this issue of Caring — especially the nurses who posed for photographs and the nurse leaders who wrote the articles.

Our nurses practice at AHN outpatient facilities and these locations:

Allegheny General Hospital
Allegheny Valley Hospital
Canonsburg Hospital
Forbes Hospital
Grove City Hospital
Jefferson Hospital
Saint Vincent Hospital
Westfield Memorial Hospital
West Penn Hospital
Citizens School of Nursing
West Penn School of Nursing

On the cover

Kori Powers, BSN, RN,
Supervisor, Emergency Department
Allegheny General Hospital

Thomas Campbell, MD, MPH,
System Chairman, Emergency Medicine Institute
Director of Clinician Wellness
Allegheny Health Network
Welcome to *Caring*, the 2019 Nursing Annual Report from Allegheny Health Network (AHN). At AHN, we know that nurses are the greatest where they make the greatest difference.

This year, nurses made a significant impact on the transformation of health care through innovation in practice, compassionate care, and quality patient outcomes. For the 18th consecutive year, a Gallup poll ranked nurses as the most trusted profession in the United States, leading other professions by a wide margin.

At AHN, we are committed to ensuring our nurses are highly qualified, represent those we care for through their diversity, and are healthy and engaged. In this report, you will learn how we support their journey to further their education and seek specialty certification, advance clinical collaboration and excellence through the Nurse Physician Partnership model, focus on burnout and resilience through the Clinician Wellness initiative, and diversify the workforce by hiring more than 100 international nurses.

Each and every nurse and member of the care team contributes to the excellent patient outcomes we consistently produce. This is demonstrated through the 2019 improvement of the Leapfrog Hospital Safety Grade at each facility. Our nurse leaders and their teams are extraordinary. They continue to execute the AHN Nursing Professional Practice Model across the network with the voice of the nurse guiding decisions. Whether our nurses are at the bedside, educating, conducting research, or managing teams, we celebrate their contributions.

I am honored to lead the nurses of Allegheny Health Network and recognize their dedication to their practice and the profession. The skill, commitment, and passion they bring to the practice of nursing have a direct impact on the patients and families of AHN that we are privileged to serve across western Pennsylvania and beyond.

Sincerely,

Claire M. Zangerle, DNP, MSN, MBA, RN, FAONL, NEA-BC; Chief Nurse Executive, Allegheny Health Network
Focus on clinician wellness and safety

Relationship-based care
Providing the most satisfying, supportive, and healthy environment for all employees is critical to assuring the best possible patient experience.

Through a new AHN initiative, Clinician Wellness, we are implementing wellness programs and policies to mitigate clinician burnout and strengthen morale and engagement.

Going to the source
A February 2019 survey of 8,200 AHN physicians, nurses, residents, and advanced practice providers (APPs) showed:

• We are on par with the national average for burnout.
• Residents are less affected.
• Nurse managers need more support.
• Meal breaks, mental health services, safety, and security are outstanding concerns.

Caring people caring for you
“We set a goal to reduce clinician burnout by two percent after one year by increasing professional satisfaction and self-worth,” said Angela Costa, BSN, MPM, RN, Vice President, Clinical Nursing Operations. “We will build a culture of wellness focusing on mental health, nutrition, and security. This will give everyone the support they need to provide the highest level of care.”

TO BUILD A MENTAL HEALTH SAFETY NET, WE:

Implemented more robust education about the Employee Assistance Program (EAP) across the network.

Piloted a crisis intervention tool for instant response at Forbes Hospital.

Promoted EAP access through internal websites and other materials.
“This is the support we need to provide the highest level of care.”

KORI POWERS
BSN, RN, Supervisor, Emergency Department, Allegheny General Hospital
You are what you eat

“Errors can be caused by hunger, low blood sugar, and dehydration,” said Dr. Thomas Campbell, Director of Clinician Wellness, who led this initiative. To address this challenge, we:

- Made it easier to make time for breaks and meals.
- Expanded water bottle filling stations.
- Reduced missed-lunch incidents from 7,318 network-wide in July to 5,548 in September.
- Installed vending machines with healthier “grab n’ go” items — salads, fruit, and protein plates — at four hospitals.

Keeping staff safe

To make sure all employees have a safe and secure workplace, free of patient abuse, we:

- Placed Highmark Health or Pittsburgh City Police Officers at all hospitals.
- Added metal detectors to screen for weapons in higher-risk locations.
- Offered critical incident response training to help nurses deal with confrontational patients or family members.

The Clinician Wellness team will continue to explore ways to create safer workplaces that are healthy and supportive.
“We ensured that the right patient received the right equipment for care.”

JEFFREY BOMBA
MBA, MSN, RN, Nurse Manager, ICU, Jefferson Hospital
The right equipment for patient care

Structural empowerment

Prevalon AirTAP™ Patient Repositioning Systems can be used to protect patients from pressure injuries, but it is an expensive system to use, compared to other available repositioning techniques. At Jefferson Hospital’s ICU, Nurse Manager Jeffrey Bomba, MBA, MSN, RN, thought AirTAPs were being used when not truly needed.

“We developed a list of criteria that each patient must meet to qualify for an AirTAP system.”
– Jeffrey Bomba

“We posted it in the clean utility room next to the AirTAPs, so staff would consider the needs of the patient while being sensitive to the expense,” said Jeffrey.

In early 2019, the ICU used 30 AirTAP systems a month, costing $864.50 each, or $310,000 per year. The use was brought down to less than five per month with no significant increase in hospital-acquired pressure injuries (HAPIs).

$258,000 potential savings per year

This is a prime example of how nurses can play a role in evaluating and leveraging new technology throughout AHN while considering patient care and cost implications.

In 2019, the AHN Clinical Practice and Nursing Quality Council led efforts to improve:

• Supply Chain Management products and processes.
• Clinical Informatics and nursing workflow decisions in EPIC.
• Integrated, evidence-based, patient flow processes, in collaboration with the Highmark Health Clinical Transformation Office.
AHN honors its nurses at all levels for their contributions to our patients and community.

Celebrating nurses everywhere

AHN honors its nurses at all levels for their contributions to our patients and community. We show joy and appreciation for each other through formal awards and random acts of kindness. These programs include:

- Annual Cameos of Caring® awards, celebrating excellence in nursing across western Pennsylvania.
- The DAISY Award® and BEE Award® at each hospital, which honor our nurses and nursing assistants.
- Department awards from executives from AHN, Highmark, and hospital leaders.
- Online recognition platforms and informal “WOW” stories at daily huddles.

Leading the Way Awards

During Nurses’ Week in May 2019, we recognized excellence in nursing quality, leadership, and professional practice through the AHN Nursing Leading the Way Awards. Awardees were:

- Excellence in Advanced Practice Nursing, Timothy Rausch, MSN, FNP-BC.
- Excellence in Ambulatory Surgery Nursing, Michele DiLucente, MSN,RN,CNOR.
- Excellence in Case Management, Virginia DiGello, MSN, RN, ACM, NE-BC.
- Excellence in Evidence-Based Practice and Nursing Research, Michele Prior, MSN, RN.
- Excellence in Nursing Education, Marcia Cook, DNP, MPM, RN.
• Excellence in Nursing Leadership, Rodney Buchanan, MSN, RN, CFRN.
• Excellence in Perioperative Services, Rachelle Williams, MSN, RN, CNOR.
• Friend of Nursing, Charmian Lea, BS.
• Nightingale Lifetime Achievement Award, Tammy Rosen, BSN, RN.
• Leadership in Ambulatory Nursing, Diane Smith, BSN, RN, CHFN.

Magnet Recognition

• Magnet Recognition® designation from the American Nurses Credentialing Center (ANCC) is the nation’s most prestigious honor for nursing excellence.
• West Penn Hospital, the three-time designee, is on its journey for a fourth designation and Jefferson Hospital is preparing its submission for 2020.
• At the 2019 national Magnet Conference® in Orlando, Florida, advanced practice nurse, Stuart Fisk, CRNP, MSN, Director, AHN Center for Inclusion Health, was recognized with the Care without Judgement: The HeART of Nursing award.

Cameos of Caring Award

In 2019, exceptional bedside nurses were recognized with the Cameos of Caring Award at a special event, including these AHN awardees:

• Michelle Kiec, BSN, RN, Allegheny General Hospital.
• Erica Zimmerman, BSN, RN, PCCN, Canonsburg Hospital.
• William D. Lumsden, RN, Forbes Hospital.
• Lindsey Heidelbach, RN, BSN, CCRN, Jefferson Hospital.
• Ginny Krise, BSN, RN, Saint Vincent Hospital.
• Mary Lynn Donaldson, RN, West Penn Hospital.

Additional Cameos Awards went to these six AHN winners:

• Jewell Coulter, BSN, NE-BC, Jefferson Hospital — Quality and Safety Honoree.
• Shauna D. Mack, CRNP, Saint Vincent Hospital — Advanced Practice Honoree.
• Dina Boyd, MSN, RN, CPN, Nurse Manager, Registry — Advanced Practice Honoree.
• Patricia Reiser, RN, OCN, Assistant Nurse Manager, MSSC/VAT — Quality and Safety Honoree.
• Marci Youngmark, MSN, RN, CCRN, TCRN, ACNPC-AG, Nurse Manager, CVICU — Advanced Practice Honoree.
• Anita Barisone, MSN, RN, CRNP — West Penn Hospital School of Nursing. Nurse Educator Honoree.
Committed to life-long learning

Exemplary Professional Practice

At AHN, we work together to put the customer first — this is key to exemplary professional practice.

“Here, nurses at all levels continually add to their knowledge and skills in order to improve care delivery.”

– Paula Coe
DNP, MSN, RN, NEA-BC, Vice President, Nursing Education and Professional Practice

Nurse manager professional development

During five days in October 2019, 85 AHN staff members took part in our first Nurse Manager Academy, which will be offered twice a year for new nurse managers.

Based on the American Organization of Nursing Leadership (AONL) Nurse Leader Competencies and the Nurse Manager Learning Domain Framework, the course focused on managing the business, creating the leader in yourself, and leading the people.

Advanced practice providers contribute to quality care

Advanced practice providers (APPs) contribute to patient access, quality of care, and patient experience in a collaborative clinical approach across our hospitals and outpatient facilities. More than 100 APPs joined AHN in 2019; 48 percent are nurse practitioners (NPs).

Through recognition and more accessible scheduling, we are able to better use our NPs throughout the network. NPs are more empowered to take on new leadership roles in their departments, manage clinics throughout multiple specialty practices, and practice at the top of their license.

To continue this progress in 2020, we:

• Started development of a one-year Advanced Nurse Education – Nurse Practitioner Residency Program, made possible by a $1.8 million grant from the Health Resources and Services Administration (HRSA).
• Created 15 new fellow opportunities over four years in partnership with Carlow University.

Clinical Advancement Program

AHN implemented the Clinical Nurse Advancement Program (Clinical Ladder) in 2018 to recognize nurses who demonstrate exemplary clinical practice, leadership, and professional development with a focus on quality, safety, and evidenced-based practice. By the end of 2019, the last two hospitals had vetted and approved the Clinical Ladder advancement program.

“With the Clinical Ladder, I know am on the right path to elevate my career,” said Ethan Tran, BSN, RN-BC, RN, Float Pool; Saint Vincent Hospital.
PROFESSIONAL PRACTICE MODEL

The AHN PPM is a visual schematic that is the foundation of “Why we do what we do.” It depicts how nurses practice, collaborate, communicate, and develop professionally.
Certification and BSN degrees

Over the past year, 369 nurses attended additional nursing certification review courses to assist them in reaching their professional development goals. AHN also partnered with regional and national nursing organizations to reduce the out-of-pocket costs related to certification, which is often a significant barrier.

- AHN has increased the number of nurses with a BSN degree by seven percent in the last two years.
- In 2019, 243 full-time nurses were starting or active in the AHN–Capella University partnership to use AHN tuition reimbursement to achieve their BSN in as little as two years.

### CERTIFICATION: PROGRESS FROM 2017 TO 2019

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<tr>
<td><strong>Certification 2017</strong></td>
<td>9%</td>
<td>2%</td>
<td>3%</td>
<td>9%</td>
<td>10%</td>
<td>36%</td>
<td>29%</td>
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<tr>
<td><strong>Certification 2019</strong></td>
<td>15%</td>
<td>2%</td>
<td>6%</td>
<td>15%</td>
<td>20%</td>
<td>42%</td>
<td>27%</td>
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### BSN RATES: PROGRESS FROM 2017 TO 2019

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<tr>
<td><strong>BSN 2017</strong></td>
<td>39%</td>
<td>28%</td>
<td>24%</td>
<td>31%</td>
<td>32%</td>
<td>40%</td>
<td>42%</td>
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<tr>
<td><strong>BSN 2019</strong></td>
<td>41%</td>
<td>28%</td>
<td>20%</td>
<td>26%</td>
<td>49%</td>
<td>43%</td>
<td>76%</td>
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243 full-time nurses were seeking enrollment or active in the AHN-Capella University Partnership

AHN BSN AND CERTIFICATION PERCENTAGES

<table>
<thead>
<tr>
<th>Nurses with BSN</th>
<th>2017</th>
<th>2019</th>
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<tbody>
<tr>
<td>BSN</td>
<td>34%</td>
<td>41%</td>
</tr>
<tr>
<td>Certification</td>
<td>13%</td>
<td>19%</td>
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MARLENE FRAZIER
RN, Clinical Nurse, T3 Rehab, West Penn Hospital
“We made significant improvements in overall scores.”

LORI LAUX
MSN, RN-BC, CRNP, Clinical Manager, Quality and Safety, Allegheny General Hospital
Quest for quality continues

Quality outcomes

As more AHN hospitals pursued Magnet designation in 2019, individual nursing councils at each facility sought identified performance improvement opportunities resulting in better outcomes.

Lori Laux, MSN, RN-BC, CRNP, is an Advanced Practice Nurse at Allegheny General Hospital (AGH) who led the CAUTI Collaborative team at AGH in reducing Catheter Associated Urinary Tract Infections (CAUTI).

“The focus on lowering CAUTI rates sparked some friendly competition among the units, which really helped,” said Lori.

In addition:

- Dr. Herman Bagga met with the team to promote physician participation and review of all cases.
- A new external female catheter was implemented with great success.

<table>
<thead>
<tr>
<th>CAUTI TRENDS AT AGH</th>
<th>2018</th>
<th>2019</th>
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<tr>
<td>CAUTI Rate</td>
<td>2,168</td>
<td>1,462</td>
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<tr>
<td>CAUTI Count</td>
<td>62</td>
<td>38</td>
</tr>
<tr>
<td>Cath Days</td>
<td>28,596</td>
<td>25,986</td>
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86% of units outperform NDNQI CAUTI benchmark
Nursing strives for continuous quality improvement in all nurse-sensitive indicators across the AHN system.

CLABSI: 8 QUARTERS OF DATA 2017 Q3 - 2019 Q2

95% of units outperform NDNQI CLABSI Benchmark
### CAUTI: 8 QUARTERS OF DATA 2017 Q3 – 2019 Q2
86 percent of units outperform NDNQI CAUTI benchmark.

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<tr>
<td>2017 Q3 – 2019 Q2, Outperform</td>
<td>14</td>
<td>7</td>
<td>3</td>
<td>10</td>
<td>11</td>
<td>13</td>
<td>11</td>
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<tr>
<td>2017 Q3 – 2019 Q2, Does not outperform</td>
<td>9</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Total number of units</td>
<td>23</td>
<td>7</td>
<td>3</td>
<td>11</td>
<td>12</td>
<td>13</td>
<td>11</td>
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### FALLS: 8 QUARTERS OF DATA 2017 Q3 – 2019 Q2
69 percent of units outperform NDNQI falls benchmark.

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<tr>
<td>2017 Q3 – 2019 Q2, Outperform</td>
<td>17</td>
<td>5</td>
<td>2</td>
<td>5</td>
<td>7</td>
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<td>10</td>
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<tr>
<td>2017 Q3 – 2019 Q2, Does not outperform</td>
<td>5</td>
<td>2</td>
<td>1</td>
<td>6</td>
<td>4</td>
<td>2</td>
<td>5</td>
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<tr>
<td>Total number of units</td>
<td>22</td>
<td>7</td>
<td>3</td>
<td>11</td>
<td>12</td>
<td>15</td>
<td>15</td>
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### HAPI: 8 QUARTERS OF DATA 2017 Q3 – 2019 Q2
88 percent of units outperform NDNQI HAPI benchmark.

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<tbody>
<tr>
<td>2017 Q3 – 2019 Q2, Outperform</td>
<td>16</td>
<td>5</td>
<td>3</td>
<td>8</td>
<td>10</td>
<td>13</td>
<td>11</td>
</tr>
<tr>
<td>2017 Q3 – 2019 Q2, Does not outperform</td>
<td>8</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total number of units</td>
<td>24</td>
<td>5</td>
<td>3</td>
<td>9</td>
<td>10</td>
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<td>11</td>
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Through the efforts of AHN Pharmacy, Quality and Safety and Nursing departments, all seven AHN hospitals maintained or improved their Leapfrog Hospital Safety Grade ratings over six months.
“We reduced the length of stay on the unit from 5.13 to 4.46 days.”

JULI CHOWAN
MSN, RN, CCM, Director of Care Management, Forbes Hospital
Helping patients at every stage of care

Care and advocacy

Discharging patients on time, at the right time, was a critical issue addressed by the Forbes Hospital 6 North medical surgical unit. Together, the Nursing and Care Management staff formed the Safe Transitions and Readmission Reduction Team (STARRT).

“After gathering ideas from stakeholders, we identified and tried to eliminate barriers to efficient, interdisciplinary rounds, so we could ensure timely discharge,” said Juli Chowan, MSN, RN, CCM, Director of Care Management, Forbes Hospital. “By pulling everyone together, we could assign roles and best serve the patients’ needs.”

Working together, they refined the process to:

• Set a standard start time for rounds with the charge nurse, case management, and social work present.
• Notify each bedside nurse when he or she was needed for one to two minutes.
• Make the group leader responsible for keeping rounds on track.
Taking nursing to the community

Many extraordinary nurses at AHN are bound by a shared calling and deep commitment to help the patients in our region. Stuart Fisk, MSN, CRNP, Director, AHN Center for Inclusion Health, administers nursing care to the often-forgotten patients: at-risk and marginalized populations in Pittsburgh.

His story was featured in a 2019 video series, Care Without Judgement, by Wolters Kluwer and Springhouse Films.

"I go from the exam room to clinics and on to board rooms to solve the problems in today’s health care system," said Stuart. "I build trust with individuals by moving care into their world and changing the way we deliver their care."

Using new technology and telemedicine, Stuart is able to bring health care to underserved communities and address concerns surrounding nutrition, homelessness, HIV, and addiction.

Plan for discharge during care

Starting in 2019, new AHN nurses will learn the principles of Transitions of Care during orientation. This addresses the initial plan of care, daily progress, and how these affect discharge planning.

"Identifying the barriers to discharge early in the plan of care will facilitate the timely discharge to the next appropriate level of care and decrease the opportunity for readmission," said Marcia Cook, DNP, MPM, RN, Chief Nursing Officer, Allegheny Valley Hospital.

Each new bedside nurse is taught to present pertinent information during interdisciplinary care rounds so the care team can determine the appropriate care progression. This might include: basic care needs, pain control, ambulation, dietary restrictions, IV administration, respiratory issues, and use of devices such as a Foley catheter.
“I build trust by moving care into their world.”

STUART FISK
MSM, CRNP, Director, AHN Center for Inclusion Health
KEVIN NAUER
BS, RN, Exercise Physiologist,
Allegheny Pulmonary and Critical Care
Working together for our patients

Teamwork and collaboration

In 2019, a number of monumental initiatives were forged through partnerships with nurse leaders, staff, and our multidisciplinary partners across the network.

Nurse Physician Partnership

The Nurse Physician Partnership (NPP) was launched in March 2019. By the end of the year, the nurse-physician dyads were working on 105 projects, with 18 dyads beginning a second project after successfully completing their first.

“This is a vibrant, active model for unit-based leadership and clinical collaboration to drive cultural and behavioral change,” said Claire M. Zangerle, DNP, MSN, MBA, RN, NEA-BC FAONL, NEA-BC; Chief Nurse Executive, Allegheny Health Network.

Of the initial projects:

- 18 percent were related to employee engagement and retention.
- 15 percent were tied to patient experience.
- 26 percent covered other areas, such as education and length of stay.

41% of NPP projects were related to quality and safety

“The partnership has benefited from strong support and engagement, and will continue to positively impact our culture.”

– Brian Johnson, MD
Chief Medical Officer, West Penn Hospital

Purposeful hourly rounding

A multidisciplinary workgroup continues to make network-wide changes to our purposeful hourly rounding standards. Inpatient nurses, ancillary service team members, and executive leadership are implementing scripting for ancillary and support services, including EVS and Dietary, with an accountability model involving several key operational and leadership teams.

Nurse leader rounding

Research shows that both patient experience and employee engagement scores improve when nurse leaders participate on patient rounds.

Saint Vincent Hospital's (SVH) nursing leadership team assigns each nurse leader to use the AHN C.A.R.E.S model and an accompanying questionnaire to:

- Interact with the patient and care team.
- Observe the nurses’ work.
- Assess white board utilization and the patient’s perception of their care.

The positive patient experience results achieved at SVH will guide AHN as we replicate this model at all of the other hospitals.
Recruiting international nurses

In 2019, 54 international nurses came into our workforce through our partnership with Shearwater Health, bringing our total to 87 international nurses. They come from the Philippines, India, Jamaica, Nigeria, and Kenya. Ten more nurses are slated to arrive in 2020.

This partnership is elevating the diversity of RNs at AHN through an established reliable pipeline, while reducing vacancies and turnover to create a stronger nursing workforce.

John Paul Patriarca, RN, is a new ED nurse at Allegheny Valley Hospital. He came from the Philippines to become an expert in emergency nursing and help train fellow nurses. He is a strong advocate for his patients and believes in AHN’s mission of community health.

“Through education, training, and research, employees here have the chance to boost their careers.”

– Esther Atwood
MSN, RN, NE-BC
Director, Clinical Operations
Allegheny Health Network

With AHN’s retention rate for international nurses, we’ve decreased:

- The overall AHN bedside nursing vacancy rate to 9 percent.
- The vacancy rate at Allegheny General Hospital (AGH) — which has the most international nurses — from 12.1 to 10.3 percent.
- The vacancy rate for the AGH Complex Medical Care Unit from 22.8 to 12.9 percent.
“I believe AHN nurses provide outstanding care to individuals, families, and the community.”

JOHN PAUL PATRIARCA
BSN, RN, Clinical Nurse, Emergency Department, Allegheny Valley Hospital
EGYPTIANA BASA
BSN, RN, Clinical Nurse, Emergency Department, West Penn Hospital
Schools of nursing expand opportunities

AHN has two affiliated nursing schools that provide a steady flow of highly trained nurses to the network.

Citizens School of Nursing is affiliated with AHN’s Allegheny Valley Hospital. The school moved into a new, modern space at the Pittsburgh Mills Mall, Tarentum, Pa., in January 2019. They have an expanded simulation center and enhanced training capabilities. Recent curriculum revisions by the faculty resulted in an eight percent increase in the NCLEX pass rate from 2018 to 2019.

Citizens’ students do a majority of their clinical rotations at AHN facilities. In 2019, 67 percent of Citizens’ graduates gained employment at an AHN hospital.

West Penn Hospital School of Nursing has graduated almost 6,000 students since opening in 1892.

West Penn students do most of their clinical experiences at West Penn Hospital, a three-time designee for Magnet recognition. This gives students a chance to collaborate in evidence-based practice projects as well as community activities. In 2019, 74 percent of the 43 graduates were hired at an AHN Hospital.
LANGUAGE ACCESSIBILITY AND NONDISCRIMINATION

Allegheny Health Network (AHN) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex in its health programs and services. In order to treat individuals in a nondiscriminatory manner, AHN provides free communication aids and language assistance services.

ATTENTION: If you don’t speak English, language assistance services, free of charge, are available to you 724-745-6100.

Arabic
ملحوظة: إذا كنت تتحدث أكوثر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 724-745-6100.

Chinese
注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 724-745-6100.

French Creole

French
ATTENTION: Si vous parlez français, des services d’aide linguistique vous sont proposés gratuitement. Appelez le 724-745-6100.

German

Gujarati
સુખા: જે તમે ગુજરાતી બોલતા હો, તો નબ્બુરું લાખા સુધી સેવાઓ તમારા માટે ઉપલબ્ધ છે. કોણ કરો 724-745-6100.

Italian
ATTENZIONE: In caso la lingua parlata sia l’italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 724-745-6100.

Korean
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 번으로 전화해 주십시오. 724-745-6100.

Mon-Khmer
ម៉ូស្មែរ: ប្រគល់ជាំងារក្នុងប្រទេសអូស្ត្រីស្ត្រាអាម៉ារ, និងជាអ្វីដែលមានការគ្រប់គ្រងវិសេសមានការគ្រប់គ្រងស្ថានភាពជាតិមួយដែលត្រូវបានធ្វើឱ្យគ្រប់គ្រងជាតិមានការគ្រប់គ្រងរបស់ជនជាតិប្រទេសដែលមានការគ្រប់គ្រងជាតិមួយដែលប្រឈម 724-745-6100.

Pennsylvania Dutch

Polish
UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 724-745-6100.

Portuguese

Russian
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 724-745-6100.

Spanish
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 724-745-6100.

Vietnamese