



Memorial Hermann Greater Heights Hospital

Nursing Accomplishments Report

FY23: July 1, 2022 – June 30, 2023

MEMORIAL[®]
HERMANN
Greater Heights

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Message from the Senior Vice President and System Chief Nursing Executive

Where can you see the face of Memorial Hermann Health System’s commitment to advancing health and personalizing care? It’s in our nurses—approximately 14,000 highly skilled and dedicated professionals who bring their special touch of empathy and expertise to patients throughout Greater Houston each day.

Memorial Hermann’s nursing program is built on professional engagement, career development, health care partnerships, patient safety, workplace safety, employee physical and mental wellness, equity, diversity and inclusion, with the single goal of creating healthier communities now and in the future.

Our staff has confronted many new challenges since the onset of COVID-19, and we’ve taken steps to better serve our communities and enhance the Memorial Hermann experience for all the lives we touch.

At the very heart of that experience is our remarkable nursing staff, consistently recognized for commitment to excellence, including Magnet® recognition from the American Nurses Credentialing Center® (ANCC). Eight hospitals are recognized; two more anticipate site visits in FY24. Magnet is a reflection of nursing professionalism, teamwork and distinction in patient care.

As we celebrate our accomplishments, we recognize that our profession cannot stand still, so we have implemented several initiatives to support our threefold Enterprise Nursing Strategic Pillars: Grow, Excel, Reimagine. Our new Memorial Hermann Institute for Nursing Excellence has been established to bring us to the forefront as a national leader in nursing quality, research, evidence-based practice and innovation.

We are participating in the Health Management Academy’s Nursing Catalyst Program, which focuses on shared operational challenges including virtual nursing and clinical documentation strategies, as well as nursing recruitment, engagement and retention.

Our new System Professional Governance Congress, an interdisciplinary committee, aims at assuring that Memorial Hermann’s metrics for patient outcomes, patient experience and professional practice environment lead in national, regional and community benchmarks. We have also added a Chief Nursing Informatics Officer to support our transition to a new electronic medical records platform that will help increase care efficiency.

At Memorial Hermann, we remain committed to providing our nurses with the tools and resources necessary to deliver high-quality care and ensuring their voices are heard as we carry out our shared vision of nursing excellence throughout the communities we serve.

Appreciatively,



Bryan Sisk, DNP, MPH, RN, NE-BC, CENP
Senior Vice President and System Chief Nursing Executive
Memorial Hermann Health System

Message from the Campus Vice President and Chief Nursing Officer

Allow me to present the FY23 Nursing Report for Memorial Hermann Greater Heights Hospital. This report is a comprehensive summary of the achievements and advancements of our care teams from July 1, 2022 through June 30, 2023.

Our campus is proud to have achieved our second Magnet® designation for excellence in nursing in October 2022. This coveted designation is the result of many ongoing efforts, including:

- Recognizing the excellent care our nurses and teams provide through Daisy® individual, leadership and team awards.
- Presenting staff with “Good Catch” awards through the Safety Ambassador program, which fosters our culture of safety.
- Demonstrating an unwavering commitment to nurse empowerment through our mature professional governance model.

While our culture has consistently promoted safety, quality, service, learning and evidence-based practice, Memorial Hermann Greater Heights pushed this year to foster an even stronger culture of workplace safety and inclusivity. As workplace violence prevention continues to be a top national priority in nursing, we implemented multiple initiatives—including enhanced security, increased incident reporting, installing new weapons detection systems and launching our kindness campaign, all of which work to support the safety of our staff as we continue to serve our community. In addition, nurses from our campus were proud to attend the 2023 Nurse Day at the Capitol in Austin, where we met with state legislators to advocate for bills that crack down on health care workplace violence.

Developed in early 2023, the Equity, Diversity and Inclusion/Culture Committee includes representatives from various departments and programs across the campus. The group has sponsored several events and helped raise awareness about the many cultures and identities which make up Memorial Hermann Greater Heights. I am proud of this team’s efforts and look forward to its continuing growth. Be on the lookout for fun events as we celebrate our communities and you!

Through it all, we have continued our strategic planning process to prepare us for the future of health care reform and to ensure that we continue to meet the needs of our community, now and for generations to come.

I hope you enjoy learning more about the amazing work our nurses and health care team do every day. They make a difference in the lives of our patients and families, and I am proud to be a part of the Greater Heights family.

Sincerely,



Ann Szapor, BSN, MBA, RN, NEA-BC
Vice President and Chief Nursing Officer
Memorial Hermann Greater Heights Hospital

Our Campus and Nurses



527

Nurses



38%

Certified Nurses



28

Professional
Nurse Advancement
Program Participants



85%

Clinical Nurses with
BSN or Higher Degree



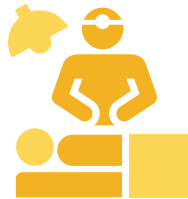
101

Nurse Residents
and Nurse Fellows



260

Beds



5,135

Surgeries



1400+

Employees



58,761

Emergency Room
Visits



13,062

Admissions



2,162

Deliveries



Memorial Hermann Greater Heights Hospital Nursing Professional Practice and Delivery Model

Recognizing the complexity and unpredictable nature of the work of nursing, Memorial Hermann Greater Heights Hospital developed a Nursing Care Delivery Model and Professional Practice Model to define how nurses practice, collaborate, communicate and develop professionally.

Campus Nursing Mission

To create exceptional patient experiences by fully recognizing our tremendous potential to positively impact the patient experience and outcomes and inspire others to do the same. To make a difference with the smallest acts of kindness and compassion through excellence in nursing practice, leadership, research, education, innovation and caring.

Campus Nursing Vision

Excellence in nursing

Nursing Professional Practice Model (PPM)

The Memorial Hermann Greater Heights Hospital Professional Practice Model (PPM) was developed by the System Magnet Collaborative Council to standardize all Memorial Hermann locations. Nurses at all levels from throughout the system redesigned the nursing PPM to create a model that describes professional nursing and guides nurses to provide and maintain safe, clinically competent nursing practice.



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

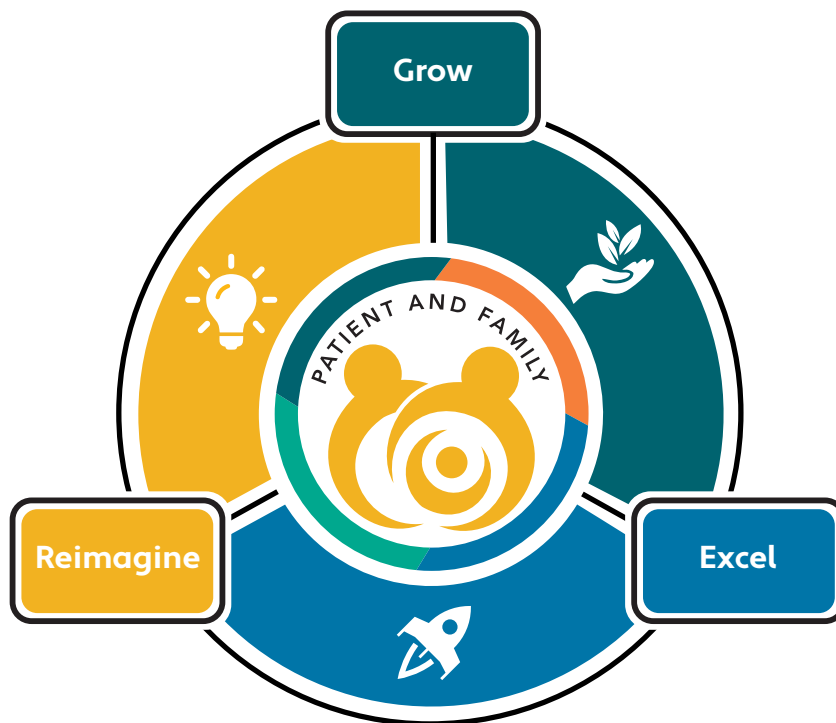
Excellence in nursing allows us to create healthier communities, now and for generations to come.

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

Memorial Hermann Greater Heights Hospital 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.

Shared Leadership Council

The Shared Leadership Council includes clinical nurse representatives from all units, led by a chair—who is also a clinical nurse, elected from the unit representatives. The Chief Nursing Officer regularly attends the meetings of the council, gives an update from the Nurse Leadership Council and conducts round-table dialog with the unit-based council representatives.

Claudia Chavana, DNP, RN, NPD-BC, NE-BC, manager of clinical projects, serves as advisor of the Shared Leadership Council.

Combined Nurse Leadership Council

This council comprises the expanded Nursing Leadership Team, which includes the Chair of the Shared Leadership Council. The council's monthly meeting agenda covers the organization's different, strategic initiatives and allows two-way communication among leaders.

Workplace Violence Committee

Ensuring safety in the workplace environment remained a key focus of Chief Nursing Officer Ann Szapor, BSN, MBA, RN, NEA-BC, who led the Workplace Violence Committee in the development of an action plan to reduce violent and disruptive behaviors.

A survey conducted by the committee gathered data on workforce concerns, particularly the concerns of nurses. Through emails and meeting attendance, the CNO listened to nurses' concerns, which resulted in the creation of an action plan. The plan included: the implementation of a new weapons detection system in the emergency department; hospital-wide training on how to identify workplace violence and disruptive

behaviors; Code Lilac, a crisis intervention tool; introduction of behavioral health staff in the emergency department; and launching a hospital-wide kindness campaign to foster a safe, caring environment within our facility.

Women Leaders of Memorial Hermann

Memorial Hermann Greater Heights is proud to participate in Women Leaders of Memorial Hermann, an organization for manager-level staff. The Women Leaders group hosts a variety of events—including professional development, networking and community volunteer activities.

Additional benefits of membership include participation in mentoring circles and one-on-one access to mentoring opportunities with other women leaders in the Memorial Hermann Health System.

Participants in Women Leaders of Memorial Hermann from Memorial Hermann Greater Heights were Andrea Medina, Tamara Lee-Constable, Claudia Chavana, Eva Moibi and Rowena Sano.

Robust Process Improvement Academy

Through the Robust Process Improvement Academy, team members learned enhanced skills for process improvement and problem solving, leading to the prestigious Green Belt Certification.

Representing Memorial Hermann Greater Heights on the Memorial Hermann Health System Robust Process Improvement Academy was Alexis Vo, DNP, MBA, RN, ONC.

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 and empowers nurses to invest in personal and professional commitment to the organization and the community.

Competency Validation and Continuing Education

At Memorial Hermann Greater Heights, accommodating the continuing educational needs of nurses is an ongoing process of identifying and addressing opportunities to promote professional development of nurses and staff. It uses multiple assessments which allow nurses to self-identify issues and gaps in their knowledge, skills and abilities. During FY22 and FY23 we offered activities totaling 32 hours of continuing education, which were attended by 545 nurses.

Memorial Hermann Greater Heights utilizes the Donna Wright methodology for competency assessment. Using input from nurses at all levels within the organization, competency needs are measured every six months and identified in three categories: 1) time-sensitive; 2) impact on measurable outcomes; and 3) patient care outcomes. Priority is given to needs that are classified in more than one category.

Professional Nurse Advancement Program (PNAP)

The Professional Nurse Advancement Program (PNAP) is a clinical advancement-incentive program for full-time and part-time registered nurses that have direct patient-care responsibilities for greater than 50 percent of their shift. In October 2022, the PNAP application was made available electronically, allowing applicants to create online submissions for the council to review and approve. For FY22 - FY23, Memorial Hermann Greater Heights approved forty-six applications.

RN Certification

The Memorial Hermann System supports our nurses in attaining certification by offering two options that provide fee payment or reimbursement:

- The American Nurses Credentialing Center's Success Pays[®] program, which allows nurses to take specialty certification exams in ANCC-designated areas without paying fees upfront.
- Fee reimbursement for other areas through the Volunteer Auxiliary Scholarship Program.

In FY22 and FY23, 80 nurses initiated requests to seek certification using Success Pays[®]. The Volunteer Auxiliary Scholarship Program has reimbursed \$57,743 for nursing certifications since May 2008. At the end of FY23, 38% of the hospital's nurses were certified.

Shared Governance

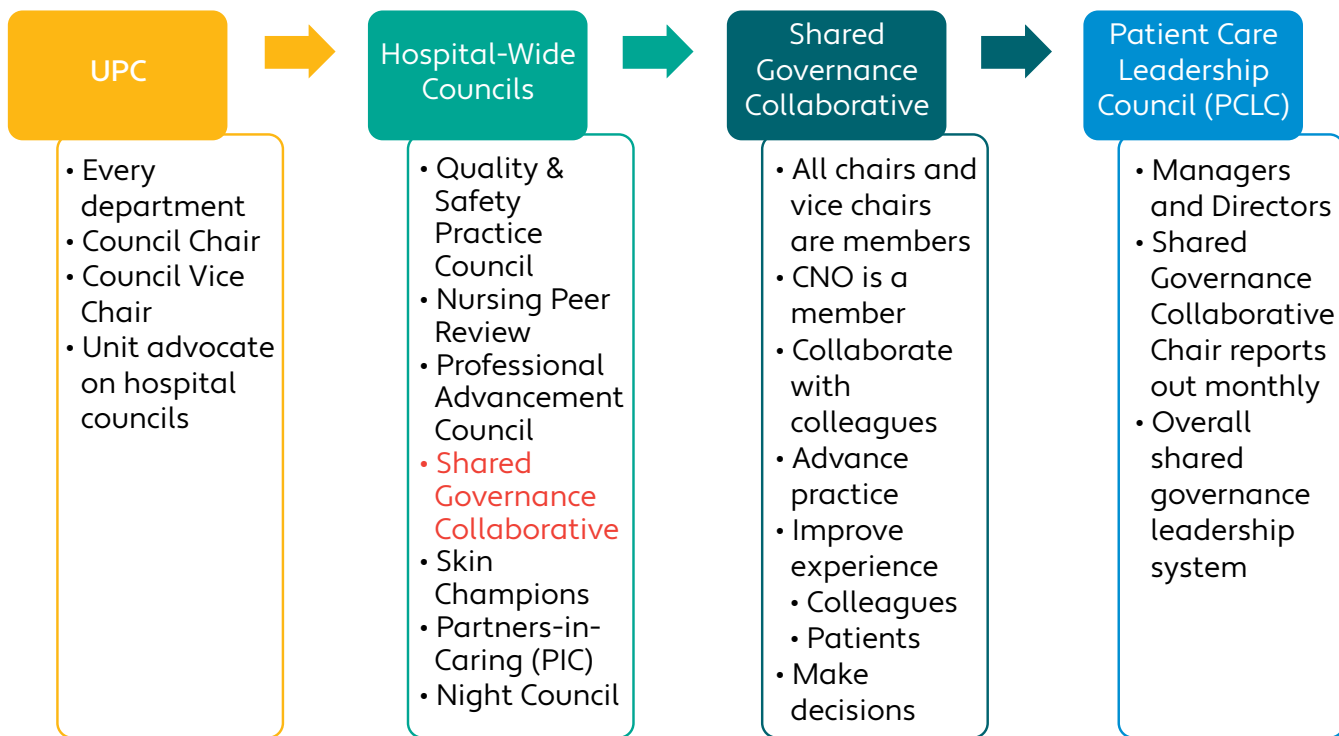
This year, Memorial Hermann Greater Heights restructured its shared governance model, which now consists of seven hospital-wide councils. This collaborative approach supports inter-professional leadership from every level of the organization. Unit Practice Council (UPC) leaders facilitate communication needs from the bedside staff of every department to the hospital-wide councils, each of which has its own bylaws, goals and members.

All council leaders of unit-based and hospital-wide councils meet with the CNO in the Shared Governance Collaborative meeting, where teams discuss various projects, concerns or ideas. Recommendations advance to the monthly meeting of the Patient Care Leadership Council (PCLC), which comprises patient care directors from various departments and disciplines.

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.

Shared Governance Model



Exemplary Professional Practice

Strive to promote exemplary professional practice by collaborating with physicians, nurses, patients and communities to identify health care needs, using resources to deliver high-quality patient care and achieve operational excellence while advancing health outcomes.

Certified RN

Memorial Hermann Greater Heights values certified nurses who are clinical specialists and meet the highest standards in their practice areas. Memorial Hermann offers fee reimbursement for all nursing specialty certification exams and participates in the Success Pay Program® of the ANCC, allowing nurses to take other specialty certification exams without paying fees.

Advanced Degrees

Because Memorial Hermann encourages employees to enhance their careers through educational advancement, in FY22 the system expanded 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. Open to part-time and full-time clinical employees each fiscal year toward covered expenses.

Student loan repayment program benefits were added for employees who have already reached their educational goals. This program, which is administered through a third-party vendor, helps repay educational loans from federal, state and private sources. Open to part-time and full-time clinical employees each fiscal year toward covered expenses.

Equity, Diversity and Inclusion

Memorial Hermann launched its formal, comprehensive and ever-expanding Equity, Diversity and Inclusion (EDI) program with the creation of our EDI Councils, 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, physicians 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.



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." Its four service standards are: Safe; Caring; Personalized and Efficient.

Advancing Educational Achievement

Memorial Hermann Greater Heights values nurses who continuously develop professionally and optimize their potential by advancing their degrees. One strategy to support nurses while they earn a BSN, or higher nursing degree, is adjusting work schedules to accommodate school schedules and to support work-life balance.

We continue to meet our goal of 80% or more of nurses who have earned a BSN, or higher nursing degree, across the organization. Approximately 85% of the hospital's nurses had completed a BSN, or higher nursing degree, by the end of FY23.

In FY22, the system also expanded education benefits for employees who want to earn advanced degrees. The program provides financial assistance which enables full-time and part-time clinical employees to meet career goals in a manner that supports individual needs and adds value to the organization.

In addition, full-time and part-time clinical employees, who have already reached their educational goals, can take advantage of a student loan repayment program. This program, which is administered through a third-party vendor, helps repay educational loans from federal, state and private sources.



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.

Presentations

Nursing-led, evidence-based practice and research projects help us to advance health, improve the quality of nursing care and share findings with professional colleagues from across the nation.

FY23 external presentations:

“Be prepared! High-risk, low-frequency skill-building in a Level II Neonatal Unit,” poster presentation by Kasandra Roaten and Audrey Barnett, Association of Women’s Health, Obstetric and Neonatal Nurses convention, New Orleans, La., June 2023.

“Teaching quality tools in quick and easy steps using a health care application-based approach,” community spotlight session by Graciela Perez, Grace Duffy and Rowena Sano, American Society for Quality World Conference on Quality & Improvement, Philadelphia, Pa., May 2023.

FY22 external presentations:

“Mentoring clinical nurses on performance improvement (PI) projects,” poster presentation by Judy Ho, Rowena Sano and Claudia Chavana, American Organization for Nursing Leadership Professional Governance Leaders Conference, Baltimore, Md., June 2022.

“Introducing graduate nurses into the float pool,” poster presentation by Keyla Campbell and Andrea Medina, The Academy of Medical-Surgical Nurses annual convention, Orlando, Fla., September 2021.

EBP Program

Memorial Hermann Greater Heights offers an Evidence-Based Practice program (EBP), led by a System Nurse Scientist. The six-month program introduces participants to clinical inquiry through developing a PICO (patient/population, intervention, comparison and outcomes) question, conducting literature searches, evaluating evidence, completing an evidence summary table, identifying a practice recommendation, developing a poster of the project plan and sharing the project plan. Participants can choose to work independently or in groups based on common project ideas.

In FY23, 13 Greater Heights nurses participated and implemented quality improvement projects after completing the EBP program.

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.

Skill Building for Neonatal Nursing Staff

Kassandra Roaten, BSN, RN, RNC-NIC, C-OQNS, along with neonatal program leadership, identified an opportunity to improve documentation to prepare skills for neonatal codes and implemented an education program for the unit's nurses.

A pre-assessment provided baseline data on nurses' perspectives of their preparation and competency in situations such as resuscitation of premature infants, resuscitation cart use, chest compressions, ventilation and medication preparation and administration during resuscitation.

Data from the pre-assessment was used to determine the unit's educational needs, after which the unit participated in two educational sessions per month—including scheduled and unscheduled neonatal resuscitation drills.

In a post assessment, respondents who reported their overall perceived confidence with resuscitation as “extremely” or “very” confident increased from 20% to 62.5%. All respondents had participated in at least one drill and 87.5% believed regular drills increased their comfort with high-risk, low-frequency events, findings that demonstrate the value of simulation to drive education.

The completed project, “Be Prepared! High-Risk, Low-Frequency Skill-Building in a Level II Neonatal Unit,” was accepted as a poster presentation at the Association of Women's Health, Obstetric and Neonatal Nurses 2023 convention.



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.



DAISY Award® for Extraordinary Nurses

The DAISY® (Diseases Attacking the Immune System) Award, an international recognition program, honors and celebrates the skillful, compassionate care nurses provide every day. The award represents the significant contributions nurses make to the lives of patients, families and community members.

The DAISY® Foundation was established by the family of J. Patrick Barnes after he died from complications of the autoimmune disease idiopathic thrombocytopenia purpura in 1999. When he died, his family felt compelled to say “thank you” to nurses in a very public way for the amazing care they experienced.

Each month, DAISY® Award winners are celebrated among their peers and presented with a DAISY statue, badge pin, certificate and daisy themed cupcakes.

2022 DAISY® Award honorees:

Mohini Patel, BSN, RN; Liz Lalani, BSN, RN; Crystal Tadlock, BSN, RN; Theresa Nguyen, BSN, RN; Jason Persaud, BSN, RN; Desiree Woolard, BSN, RN; Ancy Sunny, BSN, RN; Chelsea Pulido, BSN, RN; Ashley Jones, BSN, RN; Georgina Reta, BSN, RN; Stephanie Phu, BSN, RN

2023 DAISY® Award honorees:

Daniel Connevey, BSN, RN; Claire Swartout, BSN, RN; Marie Sarkis, BSN, RN, CCRN; Isaias Zamora, ADN, RN; Debra Mott, MSN, RN, CVRN, CCRN; Sabrina Nguyen, BSN, RN; Ashley Gilman, BSN, RN; Ashley Rodriguez, BSN, RN; Chadney Mosley, BSN, RN, Medsurg-BC; Fani Perez, BSN, RN; Emily Cantu, BSN, RN; Sade James, BSN, RN

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



DAISY Team Award

The DAISY Team Award honors effective collaboration by two or more people, led by a direct-care nurse, who provide exceptional care or create a memorable experience by going above and beyond their traditional duty requirements.

2022 DAISY® Team Award winner:

Intermediate Medical Unit

2023 DAISY® Team Award winner:

6 North



DAISY Nurse Leader Award

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.

2022 DAISY® Nurse Leader Award winners:

James Cuellar, RN, Clinical Manager, Emergency Department and Terquillia Lester, RN, Clinical Manager, Family Birthing Center

2023 DAISY® Nurse Leader Award winner:

Jenille Junco, RN, Clinical Manager, Post-anesthesia Care Unit

Salute to Nurses

Every year, the Houston Chronicle celebrates National Nurses Week (May 6 - 12) by recognizing 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, the honorees are recognized for their compassion in serving patients in our community and outstanding contributions to the field of nursing. A list of the top 200 nurses is compiled, followed by the official selection and naming of the Top 15 Nurses.

2021 Salute to Nurses honorees:

Ashley Jones, BSN, RN, CCRN; Shelby Lavicky, BSN, RN, CVRN; Andrea Medina, BSN, RN, NE-BC; Zaida Majumder, MSN, RN, CCRN-K; and Kham Thai, MSN, RN, RN-BC, CVRN, NE-BC

2022 Salute to Nurses honorees:

Jean Gaines, BSN, RN, ACM, FAACM; Eva Moibi, MSN, RN, MedSurg-BC; Lynee Newton, ADN, RN; and Juan Sanchez, DNP, RN, NEA-BC, CENP



TNA District 9 Outstanding Nurses

District 9 of the Texas Nurses Association (TNA) hosts an Annual Nursing Celebration featuring its Outstanding Nurse Awards. These awards recognize registered nurses who have made an outstanding contribution to the profession—staff nurses, educators, managers, practitioners, community nurses and school nurses. District 9 covers Brazoria, Chambers, Fort Bend, Galveston, Harris, Liberty, Montgomery, San Jacinto, Trinity, Walker and Waller counties. Anyone may nominate a registered nurse; however, self-nominations are not eligible.

2022 Outstanding Nurse Award winner:

Edmar Jimenez-Adarme, BSN, RN, Medsurg-BC

Good Samaritan Foundation

Through the Excellence in Nursing Awards, the Good Samaritan Foundation encourages others to celebrate and recognize individual nurses who excel in their chosen fields. Nurses are nominated by their peers for their passion, leadership, mentorship and service to our Texas communities.

“The Purpose of the Good Samaritan Foundation Excellence in Nursing Awards is to recognize those nurses who are leaders at the bedside offering extraordinary and compassionate care and service. While degrees, certifications and research exhibit great dedication on the candidate’s part for developing professionally, the foundation’s priority of focus is on the nominees’ stories of the work they do every day servicing patients, families, employees and students.

2022 Good Samaritan Bronze winners:

- Chikodili Asuzu, BSN, RN Medsurg-BC
- Jesse Cannizzo, BSN, RN, NE-BC
- Edmar Jimenez-Adarme, BSN, RN, Medsurg-BC
- Brian Vasquez, BSN, RN, CCRN, CMC, CSC
- Kham Thai, MSN, RN, NE-BC

PRISM Award

Memorial Hermann Greater Heights' 3 South and 6 North units received the prestigious PRISM (Premier Recognition in the Specialty of Med-Surg) Award from the Academy of Medical-Surgical Nurses and the Medical-Surgical Nursing Certification Board.

This elite award recognizes the 3 South and 6 North teams for achieving and sustaining excellence in the areas of effective leadership, recruitment and retention of competent staff members, evidence-based practice, positive patient outcomes, healthy practice environment and lifelong learning of unit staff members.



Beacon Award for Excellence

Memorial Hermann Greater Heights' 3 North/ Intermediate Medical Unit received the Silver Beacon Award for Excellence from the American Association of Critical Care Nurses in March 2023.

The award recognizes the unit’s successful improvements in patient outcomes and alignment of its practices with the association’s rigorous standards. It also confirms that the unit is continuously learning and achieving optimal patient care based on the following evidence-based criteria: leadership structures and systems; appropriate staffing and staff engagement; effective communication; knowledge management; learning and development; evidence-based practice and processes; and outcome measurement.

3 North/IMU joins 6 North and 3 South, as well as 14 other units across the Memorial Hermann Health System, as recipients of Gold and Silver Beacon designations.



1635 North Loop West
Houston, TX 77008

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