MultiCare /

FOUNDATIONS

JOURNAL

Philanthropy sparks nursing career

CRITICAL CARE NURSE NAMES HOSPITAL ROOM

COMFORT DURING A COMA

SIMULATION TRAINING AT MULTICARE

supportmulticare.org



Vice President, MultiCare Foundations





Spring 2019

INSPIRED BY NURSES

pictured left: Nick Decker, RN

Do you have a story to share or want to connect with us? We would love to hear from you. Contact us anytime at:

foundations@multicare.org 253-403-1264

Dear friends of the Foundations,

The best care begins with the best people. As you'll read in this edition of the MultiCare Foundations Journal, nurses are some of the best people around.

I know this firsthand.

Last Thanksgiving, my mom fell and broke her hip. We brought her to MultiCare Tacoma General Hospital for emergency care, surgery and recovery. At 81 years old, this was my mother's second major surgery in seven months. She was frail and she was afraid — so were we.

That's when we met Nick Decker, RN. She was so good at helping our family understand the pain and challenges my mom was experiencing. She was kind, yet firm, and knew just how to encourage mom to start moving again after surgery. Throughout our experience, Nick made our family feel cared for, valued and supported.

At MultiCare, most of the patient care is delivered by nurses like Nick. With more than 4,600 nurses at MultiCare and growing, nurses represent the single largest specialty workforce among MultiCare employees, outnumbering physicians three to one.

I'm so inspired by the level of care our MultiCare nurses deliver day in and day out.

Nursing is a challenging profession that demands competency and compassion. Our nurses provide expert care in high pressure situations, and comfort in small, quiet moments of need.

As I look to the future health care needs of our communities, I'm grateful for your continued investment in facilities, equipment, programs and services that support our vibrant nurse workforce at MultiCare.

Wishing you health and happiness,

Davi Young

DORI YOUNG, Vice President MultiCare Foundations

Partnering for healing and a healthy future through philanthropy







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Good Samaritan Foundation | Mary Bridge Children's Foundation | MultiCare Health Foundation

MultiCare Inland Northwest Foundation | South King Health Foundation

2019 MultiCare philanthropic events preview



CORKS & CRUSH | Saturday, May 18 LOCATION: Washington State Fair Events Center, Puyallup

Puyallup's premier gala featuring fine wines, gourmet dining, a lively auction and an after party.

SUPPORTING: Cardiac and vascular services at MultiCare Good Samaritan Hospital

corksandcrush.org



PRESENTING SPONSOR:





12K, 5K, 2K Junior Shuffle or Diaper Dash. SUPPORTING: MultiCare Center for Health Equity and Wellness

soundtonarrows.org







MARY BRIDGE CHILDREN'S COURAGE | August 24 and 25

LOCATION: Cle Elum and Leavenworth. WA

Pedal for the kids in the Cascade Mountain Range. SUPPORTING: Mary Bridge Children's Child Abuse Intervention Department and Where The Need Is Greatest

ridewithcourage.org







ROCK THE FOUNDATION | Saturday, September 21

LOCATION: Greater Tacoma Convention Center, Tacoma

MultiCare Health Foundation's party with a purpose. SUPPORTING: MultiCare Allenmore Hospital Emergency Department Expansion

rockthefoundation.org







COME WALK WITH ME | Saturday, October 5 LOCATION: Old Cannery Furniture Warehouse, Sumner

Pierce County's largest breast cancer walk. SUPPORTING: Breast health programs at MultiCare Good Samaritan Hospital

comewalkwithme5k.org

IN PARTNERSHIP WITH:





MARY BRIDGE CHILDREN'S FESTIVAL OF TREES | December 6 and 7

LOCATION: Greater Tacoma Convention Center, Tacoma

Holiday fundraising events including Gala and Tinsel on the Town, with public viewing hours.

SUPPORTING: Mary Bridge Children's Child Life Services (Tinsel) and Where The Need Is Greatest (Gala)

festivaloftreestacoma.org

PRESENTING SPONSOR:

TOM & MEG NAMES FAMILY FOUNDATION

BUILDING A BEST IN CLASS NURSE CULTURE AT MULTICARE JUNE ALTARAS

June Altaras is MultiCare's Senior Vice President and Chief Quality, Safety and Nursing Officer. We spoke with her to learn more about her role and how generosity can support a vibrant culture for nurses at MultiCare.

TELL US ABOUT YOUR ROLE AT MULTICARE.

J.A. I was brought here to help build a strong and vibrant nursing culture. That means creating an environment where our nurses are guided, mentored and supported throughout their career through professional development. It also means making sure that nurses feel like they are owners in decision-making related to their nursing practice.

WHAT IS SPECIAL ABOUT BEING A NURSE AT MULTICARE?

J.A. It's a great time to be a nurse at MultiCare because we're on a journey to become a best in class nursing organization. We're building structural empowerment within our departments to ensure that nurses have a voice and are involved in the decision-making related to their nursing practice.

We're just beginning to get started on that work and will be using the American Nursing Credentialing Committee (ANCC) to achieve Magnet Recognition or Pathway to Excellence designation by 2025. These are the highest and most prestigious distinctions a health care organization can receive for nursing excellence and high-quality patient care.

Nurses who are part of magnet organizations have less burnout and feel a higher level of engagement and autonomy in their work. These organizations also tend to have less nursing turnover and better overall quality outcomes for patients and staff alike.

WHAT ARE SOME CHALLENGES FACING NURSES TODAY?

J.A. The largest percentage of nurses come from the Baby Boomer generation, and we recognize that they're nearing retirement.

It's also a matter of a complexity experience gap. The acuity levels of patients in our hospitals has increased significantly over time. Many things that were performed as inpatient procedures in the past are now done as outpatient or at home. All of this means that new nursing graduates are facing a much higher complexity rate in hospitals now than nurses who came out of school even 10 or 15 years ago.

We will need to continue evolving how we onboard nurses. Innovation will be key to our approaches and techniques for transitioning new grads into the field for the first time. Things like simulation are going to be critically important for us as we look to the future, as health care continues to change.

HOW CAN COMMUNITY DONORS SUPPORT MULTICARE NURSES?

J.A. There are many programs we need to build out to better prepare our new nurses and achieve that best in class designation. If you think about somewhere between 300-450 new nurses graduating every year, the demand for space, technology and equipment is going to be exponential.

Anything donors can do to support our ongoing education and training programs will be extremely helpful. It will help us build some of the infrastructure that's missing, and it's going to take a big investment.

Family is thankful to have longtime Mary Bridge nurse, Karen Crosby,









IN MARCH 2017, THE ATKINS FAMILY RECEIVED THE NEWS THEY NEVER EXPECTED: THEIR YOUNGEST CHILD, 7-YEAR-OLD COLE, HAD LEUKEMIA.

"I remember walking into the clinic and seeing this boy with no hair thinking 'poor thing.' It never crossed our minds that could be us," Cole's mother, Jennifer Atkins, explains.

Two years after this overwhelming diagnosis, the Atkins family credits Karen Crosby, a nurse at Mary Bridge Children's Hospital, for keeping them at ease and caring for them throughout their journey.

Karen has been providing care for families like the Atkins at Mary Bridge for 30 years.

"Mary Bridge has always felt like a family to me," Karen says. "I think that's because we all have a common goal and that's to take care of kids."

In January 2016, Karen left her 26-year post in the hospital and transferred to the hematology/ oncology outpatient clinic where she treats children, like Cole, with a wide range of childhood cancers and blood disorders.

"Over the years I developed a love for oncology kids. I tended to gravitate towards those kids and those families." Karen explains. "I was a little worried about the change, but I haven't regretted it for a second."

Jennifer and the entire Atkins family are grateful she made the switch.

"Karen has made this experience as flawless as possible," Jennifer says. "When she's in our clinic room, Cole is her kid. I know she's going to take care of us until the minute we walk out that door."

For Karen, nursing is more than just a job. It's a calling. Her number one priorities are the children and the families she cares for every day.

"We, as nurses, are patient advocates," Karen explains. "It's our job to have a relationship with them, making sure they get the care they need, when they need it and how they need it."

Although the Atkins family misses seeing Karen more regularly, they are happy to report that Cole (who is now nearly 10 years old) is in the maintenance stages of his treatment. He now visits the clinic only once a month.

"We are so thankful to have this team on our team," Jennifer says. "Every nurse here has been out of this world. Karen and the other nurses have helped us make good out of a terrible situation."

Cole can't help but agree.

"Everyone here makes me feel comfortable. They are like family," Cole says. "Especially Karen, when she is accessing my port I don't feel nervous. I know that she is going to do a great job."

Donor-supported programs like Child Life Services help make Karen's job of treating Mary Bridge patients a little easier. She calls them a "bright spot in what can be some pretty dark times."

You can support these programs by donating to Where The Need Is Greatest.



The new patient simulation suite at Tacoma General has been made possible by generous support from the Dart Foundation, the G. Corydon Wagner Endowment Fund and donors to MultiCare Health Foundation. Ongoing contributions will provide expanded access to simulation training throughout MultiCare.

Donations support

'LIFE-LIKE' TRAININGS FOR NEW NURSES AND CARE TEAMS

Ask any professional athlete what they do to improve after a big game, and you'll most likely hear the same answer: they watch themselves on film.

MultiCare is applying that same methodology to professionals in the medical field, through an expansion of the Wagner Simulation Lab at Tacoma General Hospital.

It's a project that's been in the making for the past two years, starting first at Tacoma General with plans to expand the same training advancements to all major MultiCare campuses.

The expansion — supported by contributions from generous community donors — consists of a few different components: enhanced technology, an advanced mock patient suite and greater accessibility of simulation training equipment across MultiCare facilities.

Together, these advancements will provide staff with more realistic training experiences in a "fail-safe" environment, resulting in higher quality care, improved safety and better patient outcomes.

"From a learning perspective, we need to be very strategic about closing our gaps and staying ahead," says Deb Genet, MultiCare's Director of Education Services.

She's been leading the charge for the expansion project since August 2018.

"The most important thing is that we have highly trained clinicians to take care of our patients, and the only way we can continue to do that is through practice — frequent, realistic practice."

Having the proper technology is a critical piece of that practice. MultiCare recently purchased a new learning platform called CAE Learning Space, which allows instructors to film staff as they simulate everything from simple blood draws to complex traumas.

"The goal is being able to train people and get them comfortable and confident in these situations that they don't get to see every day, or maybe that they wouldn't ever get to learn about in a hands-on way while they're still in school," says Cass Bucey, RN, who is a simulation instructor for the training center.

A more team-focused approach to training is another big improvement that's come from the expansion, especially for new nurses.

Tacoma General is expecting a record number of nursing students who will complete their residencies at the hospital this year — close to 350.

"We're creating a safe environment for them to not only learn specific skills, but to learn together, too," says Josh Fitch, RN, another simulation instructor on the team.

"Any one person can be good at something, but when you're out there taking care of patients, you need to know how to be part of a well-functioning team during high-stress situations," Josh explains. "A simulation environment provides a safe place where they learn how to work together, and what to do when communication fails. When that happens in real life, someone will get hurt. But when it fails here, we sit down and talk about how they can improve for next time."

During a simulation, instructors like Josh observe participants from a separate room where they can control what happens to the "patient" — a high-tech mannequin that can cost up to \$100,000.

As a nurse takes the pulse of the patient during a simulation, for example, the instructor can cue things like a drop in blood pressure, an increase in heart rate, bleeding, sweating — they can even simulate a lack of oxygen by causing the mannequin to turn blue in the face.

Then it's up to the group of staff members to work together, just as they would in a real-life situation, to stabilize the patient. A debrief with the instructor takes place afterwards, where the entire group watches the recorded footage together.

The CAE platform also allows MultiCare to merge training data with safety and quality metrics like never before.



"The sky's the limit with sim – that's the great thing about it," Alex says. "We know what it's capable of, and now we're just getting started with learning how to really utilize it."

"The data that is collected in the CAE system can demonstrate learner improvement and help us gauge the impact our simulated trainings are providing to staff, right down to the individual learner level," says Alex Clark, Education Systems Analyst.

Those who have participated in a simulation since MultiCare acquired the CAE platform say it's one of the most realistic trainings they've ever experienced.

"All of the mannequins I've used before didn't even have arms or legs. But the one I used in the new simulation training here can talk, make noise and blink. It's just so much more realistic, and being able to handle all of the same equipment that would normally be used with a patient just makes it that much more real," said another resident, from the emergency department unit.

In 2019 and beyond, MultiCare plans to seek accreditation for its simulation program across the system, in addition to seeking ongoing funding that will allow staff to become certified simulation educators and create additional trainings. Some of the simulations that have already been developed include CPR, defibrillation, sepsis and respiratory failure.

MARK and WENDY HOLCOMB

Create a Jegacy

INSPIRED BY A FAMILY OF CAREGIVERS

What does it mean to leave a legacy? To Mark and Wendy Holcomb, it means leaving your community better than you found it.



"Your health and wellbeing are the foundation for your life. We think access to health care is a strong piece of equity that all people should have."

WENDY HOLCOMB



both grew up surrounded by generations of caregivers. Mark's mother found her calling as a pediatric nurse after returning to school later in life.

"My siblings and I were very proud of our mom for going back to school and getting her nursing degree," Mark explains. "We knew how important it was for her to help others."

Wendy's father was a physician and hospital administrator, her mother was a pediatric nurse practitioner and her sister is a hospice nurse.

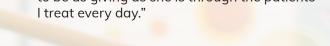
"We both come from strong connections to health care," Wendy says. "I think that's what inspired both of us to become advocates within the health care field and support strong health care because we value that as a key component to a healthy community."

Over the years, their support has taken many different forms. Wendy is a longtime Mary Bridge Brigade member and Mary Bridge Children's Festival of Trees volunteer. Looking back on her history with Mary Bridge, one of her most impactful moments was when she was part of a student mentor program that connected youth to careers in the health care field and introduced them to the importance of philanthropy.

"I met a young woman who was part of a youth philanthropy program," Wendy explains. "Being able to connect her talent and passion back to Mary Bridge, to watch her get inspired — that's what it's all about." That young woman was Kelly Gutierrez, who is now a pediatric nurse in the Mary Bridge Children's Emergency Department. She's the first in her family to work in health care.

"Wendy is the most generous person I know.
She led me to this path of nursing, whether
she realizes it or not," Kelly explains. "I strive
to be as giving as she is through the patients
I treat every day."







Mark is also an advocate for health care in the South Sound.

With the nudge of his law partner, former Board Chair and now Board Emeritus, Jim Morton, Mark became a member of the Mary Bridge Children's Foundation Board. He served as Board Chair for several terms and helped found the Professional Legacy Advisory Council (PLAC), which educates the broader community on the personal and financial benefits of legacy giving and estate planning.

Legacy gifts and stories like these motivate the Holcomb's to continue to give and to inspire others to join them.

"I think about the collective impact we can have," Wendy says. "By ourselves we may feel like a small drip in the pot, but together, we can make a huge difference. Leaving a legacy is a strong message that we get to share about what we value and care about."

EVERY GIFT COUNTS.

Learn more about leaving a legacy in your community.

Visit multicarelegacy.org

"While I was on the board, one of the more inspiring and rewarding things was the legacy gifts that would come through unexpectedly. I was always touched by that. It didn't matter the dollar amount; it was people who felt very strongly about giving to Mary Bridge at the time of their death because of the care they or a loved one received. A gift at the time of death places emphasis on one's life-long priorities. It says a lot that Mary Bridge has been the recipient of such generosity over the years."

MARK HOLCOMB



Critical Care Nurse's

Generosity Inspired by Good Samaritan Community

the Dally Tower expansion helped add 80 more beds

to Good Samaritan's overall capacity.



Gives WaltiCare

Ask Critical Care Nurse Manager, Janine Sanderson,

about her 30-year nursing career at MultiCare Good Samaritan Hospital and she'll have a story for you — from her first balloon pump (in Room 261, she remembers exactly) or the time she helped a couple in their last hours together.

Janine's interest in the nursing profession began when she was 19 years old. Her younger brother was in a tragic accident that brought him to an intensive care unit (ICU) where he passed away suddenly and with little explanation from the team who provided his care. The experience was traumatic for her entire family and was a turning point for Janine.

"I knew that I was going to be in health care and I knew that I wanted to help people because of the devastation my family experienced," Janine says. "I decided then and there that I wanted to work in critical care. I didn't want another family to experience what mine did."

Through her career at Good Samaritan, Janine has been a part of the hospital's growing impact on the community through projects focused on streamlining and improving care for patients and caregivers.

"I can still walk through parts of the hospital and see all of the improvements that I was a part of," Janine says.

She specifically recalls making plans on a single scrap of paper when the concept of Dally Tower was just a dream.

"I remember writing out a diagram of what we wanted for this proposed tower," Janine says. "We traveled to many places, touring other ICUs and talking to experts in the field. We quickly realized the physical space was only part of it. My interests really began to grow to workflows, resources and communication."

In October 2018, Janine witnessed that work come to fruition with the opening of the top two floors of Dally Tower — an expansion that allows her and other nurses to continue to provide the best possible care for patients and their families.

Last year, MultiCare employees like Janine contributed nearly \$1 million through the MultiCare Foundations, including gifts to MultiCare Gives, an employee and volunteer giving program that supports MultiCare patients and programs.



"Every detail from how the room is set up, to the ability to control lighting translates to more time for patients and higher quality care," Janine says.

Janine decided to make a \$30,000 gift to name and dedicate a patient room in the new Progressive Care Unit at the top of Dally Tower.

"I remember getting teary eyed when I first thought about making this contribution," Janine recalls. "A lot of people are surprised when they find out that I've spent my whole career at Good Samaritan. But, every day I am still making an impact. This was just another way for me

Janine dedicated Room 818 because of its incredible view of the Puyallup Valley, but the generosity behind the gift was inspired by decades of mentors, coworkers and patients at Good Samaritan.

"I wanted to leave a legacy and show gratitude for everything that the hospital has meant to me and my entire family," Janine explains. "Nursing has been good to me, and so has this hospital. I wanted to give back as a way to thank all of the people along the way that have taught me so much from my first preceptors to my current leaders. After all this time, I consider myself part of the MultiCare brand. I have so much ownership and pride in my organization."



Making a Sclifference So

during the difficult days of a coma

Auburn nurse keeps patient's family in good spirits following cardiac arrest

John Glasser says it was a day just like any other in December 2016.

He and his wife, Lisa, had just come home from work and were getting ready to make dinner together.

About an hour later, Lisa told her husband she had severe pain in her neck and some nausea.

"Just like that, she went unconscious and hit the floor. No heartbeat, no nothing," John says. "I had the phone in one hand and I was doing CPR with the other while talking to 911. I tried to take her pulse, and there was none. She was gone."

He continued to give his wife chest compressions on their living room floor for a full 10 minutes until Medic One paramedics arrived. It's a memory that still fills John with fear and pain when he talks about it today. "They pretty much had to pry me off of Lisa," he recalls, "and then they kept working on her for almost an entire hour."

After three defibrillation attempts and four different injections to help restart her heart, paramedics were finally able to get Lisa's pulse back. She was immediately transported to the emergency department (ED) at MultiCare Auburn Medical Center.

At the time, the Auburn ED had just been reopened with improved patient spaces and enhanced equipment to provide safer, more efficient lifesaving care for people like Lisa. The renovations were done, in large part, through funding from generous donations to the South King Health Foundation.

Once Lisa's heart function became more stable, she was moved from the ED to the intensive care

unit (ICU) where she remained in a coma for six days. Pai Cisneros, RN, was one of the many nurses who helped care for Lisa as she started to regain consciousness.

"It was maybe a week or so before she really started to wake up after I met her the first time," Pai says. "I remember the day I went in and she was finally awake. Her husband and family were there and they were singing together, so I asked if I could sing right along with them. That's a memory that sticks with me."

To Pai, being a high-quality nurse means treating patients as if they're your own family.

"The patient is not just a room number," she says. "With Lisa, she's a wife, she's a mom, she's a daughter, she's a friend — she's somebody special to a lot of people. And for me, that's the way I try to lead all of my interactions with patients."

During her hourly rounding, Pai and her team would check Lisa's heart rate and make sure her vitals were stable. Lisa's heart monitor allowed all of the nurses in the ICU to see her rhythm, whether they were there in the room with her or at the nurses station.

Because caring for the whole patient means caring for their family, too, Pai always made sure to ask John if there was anything he needed during her check-ins with Lisa.

"I would tell him to stay positive, and just really wanted him to know that she was getting the best care possible," Pai says.

John couldn't be more grateful for the level of attentiveness and kindness Pai showed him, especially on the tough days.

"Pai always made it a point to cheer me up during times when I really needed it. I can't thank her enough for that," he says.

Now, more than two years after her heart attack, Lisa says she feels strong and healthy. She's thankful to be more knowledgeable about what she can do to stay heart healthy — something she credits her Auburn care teams, Dr. Krishnan and her primary care doctor, Nicola Walker, MD, for teaching her.

"I am grateful!" Lisa says. "Grateful to be alive, and grateful for the many people it took to keep me alive."

On the one-year anniversary of Lisa's heart attack, the Glassers delivered heart-shaped cookies to different departments at Auburn Medical Center. Pai was there that day, and both Lisa and John were thrilled to have the chance to thank her again in person.

"Everyone who works here, they all really need to know how much it means to the people they take care of. I don't think they get to hear it enough," John says. "What they do and how they do it can make the difference for the family's experience. I will always look back on our time at Auburn Medical Center with appreciation for so many who helped my wife and my family in our time of need."

"I am grateful!" Lisa says.

"Grateful to be alive,
and grateful for the many
people it took to keep
me alive."



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Tacoma General Hospital School of Nursing alumnae help pave the way for new nurses

The Tacoma General Hospital School of Nursing (TGHSON) was founded in 1895. While the nursing school no longer exists, there are over 800 living TGHSON alumnae who support future nurses through generous contributions to the TGHSON Education Endowment Fund. The endowment has distributed more than \$1 million in educational scholarships and grants for nurses.

When RI Mareham came to the United States from the Philippines at 17 years old, he wasn't sure what he'd want to do after high school. RJ's mom worked as a caregiver for most of his life, so he was inspired to follow in her footsteps.

RJ started his career as a certified nursing assistant (CNA) at a nursing home. A year later, he was offered a CNA position at MultiCare Tacoma General Hospital. He soon decided he wanted to become a registered nurse (RN) and began taking prerequisite courses at Tacoma Community College in 2014, then transferred to Yakima Valley Community College to complete his nursing program in 2017.

Because RJ's family lives in the South Sound and he wanted to keep his job working at Tacoma General on the weekends, he lived between Tacoma and Yakima while finishing school. The expenses from commuting back and forth added up quickly.

RI applied for and received a scholarship through the TGHSON Education Endowment Fund. His scholarship helped cover tuition and living expenses for two quarters. RJ graduated from nursing school in 2019 and hopes to pursue a full-time job working as an RN for the Tacoma General intensive care unit.



"I'm just so thankful because it really helped me not only with my finances, but with relieving the stress I was under. Having that scholarship money allowed me to pay for the extra gas, my food, tuition, books — everything. I just want to say thank you to everyone who makes this possible." - RI MAREHAM

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MARY BRIDGE CHILDREN'S COURAGE.

AUGUST 24 & 25 · CLE ELUM & LEAVENWORTH, WA

A cycling fundraiser benefiting Mary Bridge Children's Hospital and Health Network.

ridewithcourage.org









