

Key Contributor manages three busy nursing units with encouragement, smiles and excellent satisfaction scores

The list of nurse manager Nadine Hensley's work activities makes most heads spin. She manages three busy advance care units at Community Regional with 250 employees altogether, participates in 10 active hospital and corporate committees, has implemented several quality and customer service initiatives over the past year, and in May 2008 opened 8West with 85 new staff – and she does it all with a ready smile and lots of encouraging hugs. Within a six-month period she took HCAHPS (federally collected patient opinion surveys) scores on nursing in 10West and more than doubled satisfaction levels, bringing them up to above 95%.



She was surprised during a Dec. 18, 2008, staff meeting with a Key Contributor Award. As her supervisors applauded, Ginny Burdick, Community's vice president of human resources, praised her exceptional accomplishments and gave her a \$2,000 gift card. Hensley wiped away tears as she declared, "I can't do this without all of you in the room. For me it's about team."

Her nominators, Colette Baxter and Sue Blomquist, said while Hensley keeps her staff focused on improving patient care and keeping abreast of the latest evidence-based best practices, she does it with warmth and humor. "No matter how busy Nadine is she always has an encouraging word and a smile," they wrote. "She is an amazing person and manager. I don't know how she does it. She is a role model, advisor and mentor to every one of her 250 plus employees."

Baxter and Blomquist listed her accomplishments as:

- Helping increase revenue by overseeing the opening of 8West and the addition of 40 patient beds, and improving patient flow out of the emergency and ICU departments with a plan to care for and wean ventilator patients
- Improving quality of care by adding a pulmonary hypertension patient program in one unit and overseeing the cardiothoracic patient care quality with the "reducing sterna infection program"
- Improving physician satisfaction by working with cardiovascular surgeons to place patients in the new 8West for pre and post surgery care
- Improving patient satisfaction scores by in part implementing a pain management protocol

Hensley began working at Community Regional in 1985 while she was completing her nursing degree at Fresno State. "I love Community," she said of her work. "I work with an amazing group of talented people and we serve a population that no one else will. Even though it's challenging and hard, it provides a purpose for me ... I'm always thinking about how can I make it a memorable experience for every patient."

The Key Contributor Award is designed to reward exceptional and unique contributions to Community's success. Nominations for a Key Contributor Award are submitted to human resources and reviewed by corporate executives for approval and rewards on a semi-annual basis.

Community is committed to recognizing and rewarding employees and teams who make extraordinary efforts and special contributions to the success of our health care network.