



Welcome to summer! I hope you all are enjoying this lovely weather so far, and that you will be able to take some time in the next few months to spend with family and friends. I know it is a bit unusual for me to combine my monthly messages, but it has been a busy time lately and I want to share some important updates with you.

As many of you have heard, I have transitioned out of my role as Chief Nursing Officer at UNC Medical Center as of July 1. As the Associate CNO and then CNO, I have had the privilege and pleasure of serving as a nurse leader at UNCH for the past 13 years (and as the Director for the Heart and Vascular service line for 5 years before that). I was asked to step into the role of Chief Nurse Executive for the UNC Health system approximately 18 months ago, but our Magnet re-designation journey and then the COVID pandemic necessitated serving in both roles for a while. Now, it is time for me to move into the CNE position full time. As we search for a new CNO, I know I am leaving the division in great hands with Jeff Strickler, DHA, RN, NEA-BC serving as the interim CNO, and Jacci Jacobs continuing in the ACNO role. Jeff is a seasoned nursing leader and has been with UNC Hospitals for 17 years, and I am sure many of you know him from his time at the Medical Center and now as COO of our Hillsborough campus and President of Chatham Hospital. I am delighted to have these leaders in place to ensure a smooth transition.

While I am excited to begin my new journey, it is a bittersweet time for me as well. I could not ask for a better team these past 18 years, and together we have accomplished some superb outcomes for our patients and our staff. A few come to mind:

- Magnet designated 3 times!
- Special recognition as a Leapfrog 'straight A hospital' - having just received our 10th consecutive patient safety A grade from Leapfrog, considered the gold standard measure of patient safety and based on 28 different outcome measures and data,
- Received the *Outstanding Patient Experience Award*™ from Healthgrades every year since 2015- given to the hospitals that are in the top 15% in the nation for overall patient experience based on HCAHPS scores,
- Achieved **FOURTEEN** inpatient units that have received the Beacon Award for Excellence from the American Association of Critical Care Nurses (AACN) – created to recognize individual units that have set a path to excellence in an effort to highlight those that distinguish themselves in every facet of patient care. This is the most in North Carolina—and the country!
- Continued to deliver Carolina Care, every day, to every patient, in every setting,
- Over the years, I have had the pleasure of watching and working with many of you as you have progressed in your careers, and it has been a highlight of my time here to have been a part of some of your journeys—from CNI through the clinical ladder, to Nurse Manager, to Director and other roles. I know I am leaving the Nursing Division in good hands!

While the list of accomplishments is long, it is the sense of appreciation that I have for you and the work that you do every day to care for the people of North Carolina that I take with me. Your dedication has been particularly inspiring these past 18 months, and I can say with my whole heart that you are the best nursing staff and leaders with whom I have worked. I think it's easy to understand why I am so grateful to have had the opportunity to contribute – with you – to fulfilling our mission of serving the people of North Carolina. I am very grateful for your and your colleagues' help and support over the last 18 years and am confident you will continue to meet future challenges. I look forward to working with all of the hospitals in our system to learn about their unique accomplishments and challenges, and am excited to have the opportunity to represent Nursing at the system level. One Great Team—we are better together than we are apart!

I would like to end once again with my "3 good things" for the month:

1. I encourage you to visit the nursing intranet Division of Nursing annual goals site <https://collab.unchealthcare.org/sites/nq/DONSD/SDNursIntranet/SitePages/Home.aspx> to see where we are with our FY21 goals. I am particularly delighted to see our great outcomes for pressure injury prevention outcomes, kudos to all who have worked so diligently on this important patient outcome metric!
2. I received some very lovely comments about our terrific CTSU team, and would like to share them with all of you—another great example of Carolina Care at its finest. This is from a patient who has been a nurse for many years, and has been hospitalized here several times:

Hands down, my experience on CTSU was the absolute best I have ever had. Kudos to you & your team!! I don't ever want to be sick again, but if I had to pick any unit to go to, it would be CTSU. Every person had a slightly different approach to care because they were genuine & showed their individual personalities. They also worked so well together as a team. They anticipated my needs. I was scared to death and thought at times that I was going to die. They made me feel SAFE because everyone - every nurse, every NA, every team member - was tuned into ME. It was top-notch! I've been a nurse forever & I've never seen teamwork like this. On other units you hear "that's the RN's job" or "that's the NA's job" - but on CTSU, everyone just stepped up to do whatever was needed. They should be teaching everyone else how to do it!

I never get tired of hearing about the great care that you are giving to patients and their families!

3. A final thank you for your support, friendship, and dedication over the years. I will have the same email, and hope that you will reach out to me once in a while with your input or ideas. And, I hope to guest edit this column occasionally as well to share with you what is happening in the system!

Take good care of yourselves, and each other. I hope the month ahead is a good one for you. Please feel free to email me ([cathy.madigan@unchealth.unc.edu](mailto:cathy.madigan@unchealth.unc.edu)) with anything that you would like to communicate or suggestions that you may have about this or any other topic.

Warmly,

*Cathy Madigan*