

## **CNS of the year award from Central Chapter.**

### **Jamla Bergman**

Job performance means more than simply performing elements of a position. It involves connecting and inspiring the people with whom you work. Michael Allain, MSN CCRN CEN deserves this award for his continuous dedication to the following: improving the Emergency Department processes; enhancing the professionalism of the registered nurses and emergency department technicians; and seamlessly connecting three service lines to provide award winning care to the community.

The Crouse Hospital Emergency Department boasts the best door to provider and door to balloon times in the city. Michael developed and implemented the strategies that made these times possible. His work resulted in gold plus accreditations for both stroke and ST segment myocardial infarctions.

Recently, New York State mandated hospital-wide education for sepsis identification and treatment. Michael wasted no time in formulating a house-wide plan that included not only the pathophysiology behind the disease process, but a design that implemented clinical triggers to alert staff and providers. Education occurred throughout the hospital including nurses, providers, pharmacists, and laboratory technicians. This design created such awareness and vigilance by the Emergency Department staff that fewer patients required admissions to the ICU. Early detection and treatment allowed for better stabilization of the patients.

Quality improvement initiatives continue to present opportunities. Recently, the department identified patient time on backboards as an area of process improvement. The average time for backboard removal was encroaching on 70 minutes. With dedicated, evidence-based practice education of the nursing and radiology staff that time has been reduced to 13 minutes.

After conducting a study of barriers for staff certification, Michael noted that staff identified the cost of the exam and study materials as the biggest barrier. Nonplussed, he tirelessly worked with the hospital foundation and nursing union in order to provide both certification review classes and exams to the employee free of charge. Seventeen staff members became ENA members and have applied to take the Board of Certified Emergency Nurses Exam. After achieving his Trauma Nursing Core Course instructor certification, Michael was instrumental in coordinating with the local ENA chapter to bring TNCC courses to Crouse Hospital.

These achievements require clinical excellence, proven professionalism, and unwavering vision. This emergency department has seen two directors, four managers and three educators over the span of Michael's career. This Clinical Nurse Specialist has single-handedly provided a sense of continuity for the staff and a ballast of support for the providers and senior hospital management.

If you want a project completed that exceeds expectation, you will task Michael Allain with the job. I hope that you see what we do and award him accordingly.