



Greetings from Your Chief Nursing Officer



Herta Muller

St. John's Riverside Hospital
Chief Nursing Officer

I am grateful to lead our dedicated nursing team, who provide excellent, compassionate, and evidence-based care every day.

Recently, I shadowed a nurse on 5 South, gaining valuable insight and reaffirming my commitment to our frontline teams. I also met with the Mother Cabrini Health Foundation to share our Pathway to Excellence progress and connect with other hospitals. The Foundation continues to support our progress and nurse engagement.

In addition, many members of our nursing leadership and the broader hospital team have been working closely with our partners at Montefiore to strengthen our alliance as we move forward together.

We held CNO Town Halls at 4:00 AM and 11:00 AM to engage staff across shifts, answer questions, and share updates. Security leadership also discussed new safety initiatives.

The CNO Advisory Board was recognized at the quarterly Medical Staff Meeting, reflecting the dedication of our nursing teams.

Our hospital safety rating improved from a "C" to a "B," thanks to our team's hard work. We remain focused on further improvement and achieving an "A" rating.

Thank you for your commitment to our patients, community, and each other.

Herta

SUMMER 2026 HIGHLIGHTS

Council Updates

Nursing News

**Join The Night
Council**

Nursing News

Nursing Strategic Planning Retreat

On 2 June, members of the Nursing Leadership Team, the CNO Advisory Board, participants from Dobbs Ferry, Park-Care, and Andrus Pavilions, along with the co-chairs from each nursing shared governance core council, came together for a collaborative retreat focused on developing a formal Nursing Strategic Plan.

Through thoughtful discussion, we reflected on our strengths, set future priorities, and created a shared vision to guide nursing practice, professional development, quality, and staff well-being.

Thank you to everyone who contributed. More updates will follow as this work continues.



Spotlight on Patricia Williams MSN, RN

Patricia Williams, MSN, RN, has been a nurse for 29 years—28 of them at St. John's Riverside Hospital. Driven to support others and make a difference, she finds fulfillment in compassionate care and connecting with patients and families. Pat is passionate about mentoring new nurses and values the supportive, collaborative environment at SJRH.

Kiwanis Club Appreciation Dinner

The Kiwanis Club is an organization of volunteers dedicated to improving communities and changing children's lives. The Kiwanis Club of East Yonkers is the primary local chapter that hosts an annual Nurse Appreciation Awards ceremony.

This year, 9 St. John's Nurses were honored with plaques, proclamations, and community celebrations for their dedicated nursing services. Thank you to the Kiwanis Club of East Yonkers for your dedication to the community and the continued support and recognition of the St. John's nursing staff.



The 9 nurses honored are: Desmond Cypress, Justin Dontj, Alexandra Ziemer, Ofelia Liceraide, Patricia Williams, Patricia Jones, Norris Neufville, Jacqueline Semple, and Estrella Guzman.

Nursing News

Town Hall Highlights

The recent CNO Town Hall brought together nursing teams from all sites. Herta and security leadership answered questions and encouraged open discussion. The session was streamed to ParkCare and Dobbs Ferry for broad participation.

Key topics included security upgrades, improved quality scores, and new certification opportunities for nurses, with exams offered at reduced or no cost.

In addition, an important conversation took place around the development of a dedicated Night Shift Council. This initiative recognizes the unique experiences of night-shift nurses and aims to ensure their voices are heard and represented within shared governance.

Planning is already underway for the next Town Hall. Herta will also be hosting an in-person Town Hall at ParkCare.



NURSING PROFESSIONAL
PRACTICE MODEL AWARD ☒
NOMINATION



PPM Award Nomination

Help us recognize a nurse who embodies our Professional Practice Model, demonstrating compassion, collaboration, respect, and trust in every interaction. This individual exemplifies evidence-based practice, innovation, and lifelong learning while delivering safe, patient-centered care.

In 2–3 sentences, share why this nurse deserves recognition. The honoree will be announced in an upcoming newsletter.



Nurses in the Community!

St. John's nurses took part in the annual Relay for Life at Gorton High School on May 29th, marking our 30th year of participation. The event featured games, food, and a raffle table that let us connect with the community while raising funds for the American Cancer Society. Highlights included a survivor reception, opening ceremony, and the moving Luminara candlelight tribute at sunset. The event celebrated community support, honored cancer survivors, and showcased the strength of our relationships. Thank you to everyone who contributed to Hope on the Hudson!

YOUR VOICE MATTERS

JOIN THE NIGHT COUNCIL

BY NIGHT RNs. FOR NIGHT RNs.

A forum for connection, advocacy, and meaningful change.



Make an impact on the night shift

- ✓ Address night-shift challenges
- ✓ Advocate for the resources your team needs
- ✓ Help shape policies that affect your shift
- ✓ Build community among night nurses

INTERESTED? CONNECT WITH US.

Talk with your nurse manager or contact a Night Council representative directly.



Odette Bailey

OBailey@riversidehealth.org



Fortunato Catanzaro

fcatanzaro@riversidehealth.org

ST. JOHN'S RIVERSIDE HOSPITAL

Nursing shared governance

Supporting every shift. Strengthening every voice.



Education Corner

Why Get Certified? Let Your Expertise Shine!

As part of the Nursing Department's Pathway to Excellence journey, one of our Practice Excellence goals is to increase the number of nurses holding specialty certifications. Specialty certification is a meaningful way to demonstrate clinical expertise, strengthen professional practice, and enhance the quality of care we provide to our patients and community.

The Medical Library has created a flyer with resources to help you prepare, including review courses and study guides.

If you want to earn a certification, schedule a 15-minute meeting with me to review the process, resources, and possible exam vouchers.

Special discounts are available from several organizations.

Email lpaterno@riversidehealth.org to schedule.

Thank you for your ongoing commitment to professional and clinical excellence. I look forward to partnering with you as you pursue this important professional achievement.

CERTIFICATION PAYS!



ADVANCE
YOUR
CAREER.

AT ST. JOHNS, WE SUPPORT YOUR GROWTH AND CAREER SUCCESS.

HERE'S WHY YOU SHOULD GET CERTIFIED:

- **Higher Earning Potential:** Nurses with certifications earn more on average!
- **Improved Job Satisfaction:** Certification leads to greater job satisfaction and recognition.
- **Increased Career Opportunities:** Certified nurses are often considered for advanced roles and leadership positions.
- **Enhanced Patient Care:** Certification ensures you have specialized knowledge and skills to provide the best care.

**DON'T MISS OUT ON THE
OPPORTUNITY TO ELEVATE YOUR
CAREER AND PATIENT CARE. START
YOUR CERTIFICATION JOURNEY
TODAY!**

HERE'S HOW WE'RE MAKING IT EASIER FOR YOU:

- **Access to Financial Support:** We provide funding options to cover certification exam costs.
- **Study Resources:** Access to study materials, practice exams, and workshops to help you prepare.
- **Flexible Scheduling:** We offer flexible scheduling to accommodate your study and exam needs.
- **Mentorship and Guidance:** Get personalized support from nurses experienced in your certification of interest to guide you through the process!

READY TO START?



FOR MORE INFO PLEASE REACH OUT TO EMILY JAEGER, MICHELLE WEBB, NAOMI SANTONI
ejaeager@riversidehealth.org nsantoni@riversidehealth.org mwebb@riversidehealth.org



Congratulations to **Morgan Murphy, RN, ICU** on achieving her **CCRN** certification! We are so proud of you! Who is next to follow in her footsteps?

DAISY Award



Congratulations to our DAISY Foundation Award winner, Theresa McGarvey, RN.

Recently, Theresa McGarvey cared for a newborn whose grandmother recognized her—Theresa had cared for the grandmother 25 years earlier when she gave birth to the baby's mother.

Not long after, the grandmother returned to the hospital with a photo — of Theresa, 25 years younger, holding her newborn daughter in her arms.

That's what a 38-year career of caring for families at St. John's Riverside looks like.

It is exactly this kind of connection — sustained, generational, quietly extraordinary — that earned Theresa this year's DAISY Award, one of nursing's most meaningful honors. Established in 1999 by the Barnes family in memory of J. Patrick Barnes, the DAISY Award was created to thank the nurses whose compassion carried them through his illness. Unlike most professional honors, DAISY nominations come directly from patients, families, and colleagues — which means winning it is not about credentials. It is a testament to how you make people feel.

Theresa's path to St. John's began in her first year at the Cochran School of Nursing, where she worked as a Nursing Assistant on the Maternity Unit. She became a Registered Nurse the following year, spent a decade on the Post-Partum Unit, and moved into Labor and Delivery. Then, after her own personal journey with breastfeeding, she found her way to Lactation Consulting. "It felt like a path I was guided towards," she says.

For Theresa, nursing means showing kindness, caring, and knowledge to every patient and family. She values connecting with new parents during this special time in their lives.

She remembers exactly the couple who nominated her — who met her in a newly restarted Prenatal Breastfeeding and Infant Care Class that Theresa was critical in bringing back to the community after COVID. "It is a wonderful time to welcome our moms and their partners to our hospital and begin the education process of caring for their newborn," she says. When the couple was admitted to deliver, Theresa was there — just as she had hoped she would be. They later returned to the hospital with their baby to present her with the DAISY Award.

Theresa celebrated her award with her coworkers, then waited until she got home to tell her husband — who has worked in healthcare for nearly 30 years — and her three daughters, all of whom are pursuing the same path. "They all congratulated me and genuinely seemed so proud," she says.

Her advice for nurses just starting out is simple, and very Theresa: be patient with yourself, don't be afraid to ask questions, and build a healthy work-life balance from the start. She likes to close with one of her favorite quotes:

"People won't care how much you know if they don't know how much you care. "In her own words: "Let people know how much you care."

Congratulations, Theresa — St. John's Riverside is lucky to have you.

Council Updates!

Shared Governance Councils are working to ensure nurses’ voices shape our future. Here’s a quick update:

Quality and Safety Council

The Quality & Safety Council launched the Skin Integrity Assessment Alert to improve communication during transfers. A coffee cart event helped raise awareness and educate staff. The initiative has increased early identification and documentation of wounds, with strong support across disciplines.

Nurse Well-Being Council

- Request a “Calm Cart” visit after a difficult event by emailing the council.
- The Nurse Well-Being Fair is September 9th.
- The council is also planning ongoing wellness initiatives to support staff year-round.
- Contact the council to participate—everyone is welcome.

Nurse Professional Council

- Completed the Access resource reorganization and approved the Levophed policy. Work continues on improving intra-transfer policies and forms.
- The council promoted specialty certification through unit visits and flyers, and is working with nurse managers to support interested staff.
- The Growth Spotlight initiative and Nursing Career Continuum Model encourage professional development and lifelong learning, leadership development, mentorship, and ongoing professional growth.

CNO Advisory Board

Continues to meet with Herta to discuss organizational updates, hosted a Town Hall and “Partnering with Herta” session, and supports nurse recognition and PPM award nominations.

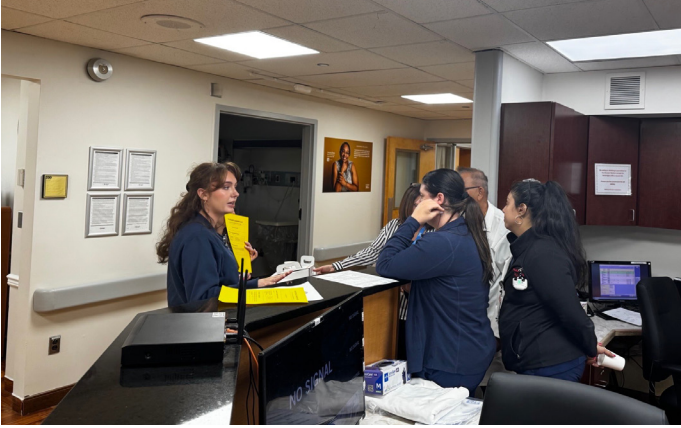
How to Contact a Council

Name	Email Address
Core Councils	
Coordinating Council	Coordinating-council@riversidehealth.org
CNO Advisory Council	Cnoadvisory-council@riversidehealth.org
Nursing Practice Council	Nursingpractice-council@riversidehealth.org
Quality & Safety Council	Qualitysafety-council@riversidehealth.org
Nurse Well- Being Council	NursingWellbeing-Council@riversidehealth.org
Unit Practice Councils	
Med-Surg UPC	medsurgupc@riversidehealth.org
ICU UPC	Icu-upc@riversidehealth.org
Telemetry UPC	Teleupc@riversidehealth.org
Surgical Services UPC	surgicalupc@riversidehealth.org
ED UPC	EDUPC@RIVERSIDEHEALTH.ORG
Maternity UPC	SJRHMaternityUPC@riversidehealth.org

Quality and Safety Initiative Rollout

The Quality & Safety Council launched the Skin Integrity Admission Assessment and Wound Policy Quick Guides for all units. Council members visited units, provided in-service education, and recognized team efforts.

This initiative supports better skin integrity assessment and aims to reduce Hospital-Acquired Pressure Injuries (HAPIs) across St. John's.



Reach Out With Any Questions

William Duross
SJRH Director of Nursing Excellence
wduross@riversidehealth.org