



National Nurses Month 2020

Thank You Nurses!

Thank you Tonja!



Tonja Moss | Nurse Manager | Roane Medical Center

Nominated by: Brenda Gray

She serves the patients in this community with excellent emergency care. She has raised the bar through communicating her high expectations of professionalism & patient care with her team. Tonja has worked hard to ensure that patients receive the excellent care they deserve. One example of this is when she noticed that the blood culture contamination rate was unstable and climbing, she worked diligently within her department to ensure that staff were educated, confident, and competent. She was certain to include the ramifications a contaminated blood culture could cause the patients once they left the Emergency Department. She took the initiative to invite an Infection Prevention physician to come and do education at her staff meeting. Her hard work and dedication has plunged the blood culture contamination rate created from nursing staff to an all-time low, and has held this trend for nearly a year.

This nurse feels very strongly about the patient's perception of care. She rounds daily on the patients in her department and sets the example to her staff of the professional behavior that is expected. Her presence and dedication to visiting her patients has led to increased Emergency Department patient satisfaction scores. Tonja can often be heard communicating with her staff on the importance of empathy and caring. She has shared many times with staff, and expects that once

the patient is admitted and we have done all of the required tasks, she encourages them to turn off the nurse, and turn on the person. This is her way of encouraging staff to stop for a minute and see the person, not the patient. The emergency department can be scary for many of its patients, but thanks to this nurse's compassion and empathy, we are able to provide not just physical comfort, but emotional comfort to those patients as well. She has set the expectations high in the Emergency Department & provides coaching daily for her staff. She takes ownership of her department daily. Tonja is making tough hiring decisions, hiring for fit and culture and not just anyone that applies. She participates on several committees that are aimed at promoting and maintaining quality outcomes. She is an integral member of the Stroke Team, Falls Committee, Patient Satisfaction Committee, and Emergency Management. She is dedicated to serving the residents of this community and can also be found volunteering for community stroke education.

This nurse is a great collaborator. She is someone who comes to the table with an open mind, and tries to ensure that we are getting things right. She is viewed as approachable by her peers, staff, and even staff members from other departments. She was selected and serves as leadership advisor to the hospital Shared Governance Team, providing them leadership & guidance. One of the projects she participated in this past year included how to improve communication and handoff from the Emergency Department to the Medical Surgical Floor. She has currently enrolled in school working to complete her MSN in Leadership & Management through Western Governors University. She participates in professional organizations, such as AONL-TN. She sought out more education relating to sepsis and was able to attend a Sepsis Seminar in Memphis, TN. This past year she has also read several leadership books: The Five Dysfunctions of a Team, Dare to Lead, and The Nurse Leader Coach. She has been and continues to be an incredible asset to the leadership team at Roane Medical Center.

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