



**CIRCLE
OF EXCELLENCE 2024**



Susan Wilson
Circle of Excellence

Susan Wilson is a nurse manager at Cleveland Clinic in Ohio. As a nurse leader, Sue generates enthusiasm and engages nurses in providing high-quality, evidence-based care. Her unit's pressure injury

prevalence was 16% in 2008 and through years of hard work, the UAPI rate is 2.9% as of July 2023. She has led reduction efforts to reduce CLABSIs from a rate of 2.27 in 2022 to 0.88 as of July 2023. Sue initiated a multimodal approach that included training nurses to insert IVs via ultrasound, engaging nurses in preventive product selection, and leading a process where a nurse-to-nurse review of care resulted in professional accountability. In addition to low CLABSI and UAPI and a very low CAUTI rate of 0.26, the team has some of the lowest nurse turnover rates in the system. Under her management, the unit is a three-time recipient of AACN's Beacon Award for Excellence.