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SVMHS Clinical
Newsletter is a monthly
publication.

For more information or
to make an article
suggestion, please
contact Christie Gonder
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CNO Corner – What's New

by Christie Gonder



Wishing you Happy Holidays and a healthy, Happy New Year.

Thank you for giving your input on the Employee Engagement and the Culture of Safety surveys. We have received the results and are looking forward to your input on developing an action plan for improvement. Unlike many initiatives, changing the culture and aligning strategic goals of the organization to all employees is a transformation of care. Our results in comparison of benchmark results show that we have opportunity to improve in areas such as teamwork among units. In order to transform our culture, we need to understand the data and confront it with a positive approach to move the needle in the right direction. This will require that we respect individual and group values, perceptions, behaviors and openly discuss information, report adverse events, near miss events, process problems and behavioral events. Events that are high severity events (never events) should be entered into our incident reporting system and escalated through the chain of command such as your manager, director, administrative executive, medical staff leadership and Quality and Risk. Improving safety requires an environment that understands that there will be errors and to not treat errors as personal, but rather an opportunity to improve the system and prevent harm. Your level of commitment and engagement as a key stakeholder by participating in the action planning process and reporting events will contribute to help us on the journey to improve the safety of our organization.

HCAHP Top Box Scores

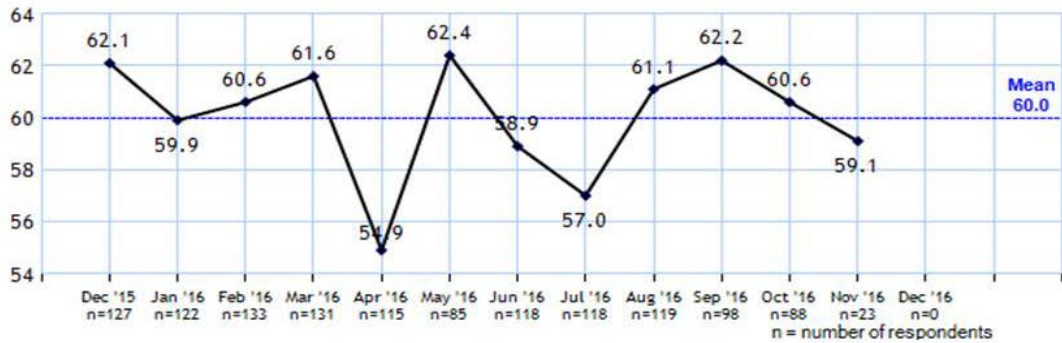


Top Box Trends

Inpatient

Salinas Valley Memorial Healthcare

Overall

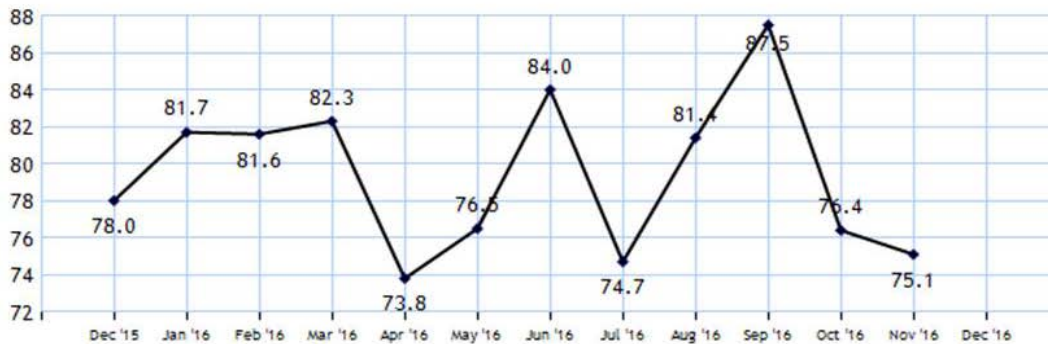


Top Box Trends

Inpatient

Salinas Valley Memorial Healthcare

Section - CAHPS - Comm w/ Nurses

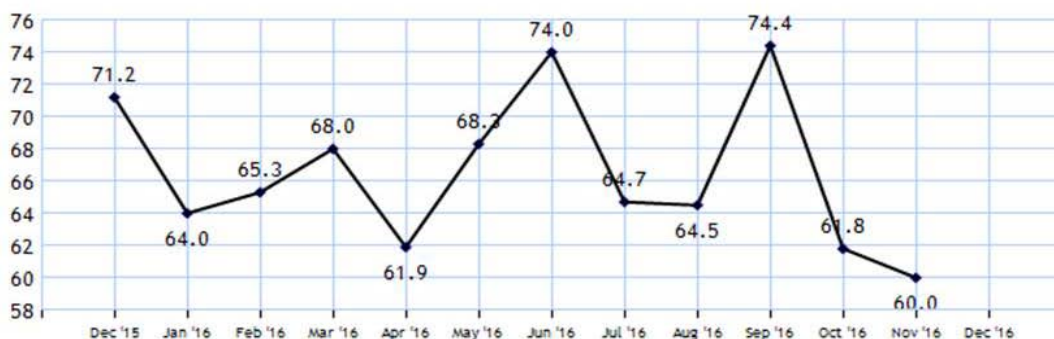


Top Box Trends

Inpatient

Salinas Valley Memorial Healthcare

Section - CAHPS - Response of Hosp Staff



Extraordinary People!

3rd Floor

Submitted through the Foundation

I wanted to share that last Wednesday, the Foundation received a lovely call in the office from a woman who made a very generous donation. Her husband had passed away earlier this year from complications of a stroke. She was very grateful for the care that he (and the family) received while he was here. She wanted to recognize **Mercedes Labindalaua** and the **nurses and staff of 3rd Floor Main**. She also thanked physicians, Mark Klein, Frank Ganzhorn, Mario Cole, Patrik Zetterlund, Harlan Grogin, Michael Dicus and Wayne Shen.

3Tower

Submitted through the suggestion box

I want to recognize the 3T unit for providing excellent care. In particular, **Amanda DeMello** and **Irma** (last name unknown) for their "gold star" care. I was very pleased with their care.

MedSurg

Submitted through the suggestion box

- Everything was great, everybody that I met was super nice. Just like being on a cruise ship without the view. Thanks.
- I want to compliment 2 nurses from the 3rd floor; nurses **Robert Enriquez** and **Marie Marbach**. My husband has been in this hospital several times this year and these two nurses have been very helpful and kind. They really stand out .
- I have to say that every staff member on all shifts have been extremely nice, helpful, happy, considerate, friendly and downright loving!! Thank you so much.

General

Submitted through the suggestion box

Very happy with the fast service. I will recommend this hospital to family & friends. Aside from all the construction going on, I was amazed in how well my mother got taken care of by receptionist, nurse and doctor.

Infusion Center & Nutrition Services

Submitted through the suggestion box

I came to SVMH for a blood transfusion. The care that I have received has been one of the best. I would highly recommend SVMH to patients looking for a hospital. **Marilyn Barriger** who gave me the transfusion has been kind and very informative. The lunch I had was delicious. Hats off to the chef. Thank you!

Nutrition Services

Submitted through the suggestion box

Wendy in kitchen has gone way beyond to help me. Very nice lady. Please thank her for me.

Ortho-Neuro-Spine

Submitted through the suggestion box

Xiaoli Liu on the 4th floor provided exceptional care. She went above and beyond the normal care. Always checking needs and desires. She showed personal interest.

Wonderful Nurses and OB Techs in M/B

A letter sent with cookies

Words cannot express how incredibly grateful we are to you for taking such good care of us last week. After losing our little girl last year, coming to the hospital to deliver [our baby girl] was terrifying to say the least. That being said, we appreciate your patience when we asked too many questions, or got frustrated, or tried too hard to do every single thing right.

Taking care of soon-to-be moms, new moms and babies, and their families takes an extra special set of qualities and we are so thankful you all possess them. You all made us feel like part of your own family the way you all cheered us on, encouraged us, and reassured us that we were doing a good job.

Thank you from the bottom of our hearts.

Thank you from Edward Moreno, MD, MPH, Health Officer and Director of Public Health

Submitted through a letter to Dr. Allen B. Radner, Chief Medical Officer

Thank you for working with the Monterey County Health Department to bring no-cost immunization clinics to the Salinas and Gonzales communities this influenza season. Through collaboration with SVMHS staff, over 600 individuals were immunized against influenza, pneumonia, and/or pertussis. I received positive feedback from Health Department staff and community members on the services provided. Nurses and support personnel were enthusiastic and knowledgeable.

In addition to protecting the health of our communities through immunizations, the joint clinics hosted by SVMHS and Monterey County Health Department strengthen our ability to respond to disasters and foster resilient public health systems in times of crisis.

We look forward to continuing this partnership in the years to come.

Safety Tips

Submitted by Tak Saito, Senior Administrative Director/Plant Operations



HOLIDAY SAFETY TIPS

Do not leave packages or valuables on the seat of your car. This creates a temptation for thieves. If you must leave something in the car, lock it in the trunk or put it out of sight

Be sure to locate your keys prior to going to your car

Be aware of your surroundings. If you see any suspicious activity, notify the police, security, or appropriate personnel

Be extra cautious when using ATM's. Use machines located in highly populated areas and be aware of your surroundings

Avoid overloading yourself with packages. It is important to have clear visibility and freedom of motion

When leaving home for an extended time, have a neighbor or family member watch your house and pick up your newspapers and mail, do not advertise your vacation plans, times you will be away from home or the amount of cash you are carrying.

Be extra cautious about locking doors and windows when you leave the house, even for a few minutes

While at work, lock valuables such as a purse, wallet and keys in desk drawers or other secured areas.

**SVMH SECURITY DEPARTMENT
WISHES YOU A SAFE AND HAPPY
HOLIDAY SEASON**

Gifts of Life

Submitted by Donor Network West

Many of you were recently involved in caring for the following:

A 29 year-old female who suffered from an Anoxia event. She had registered her wish to be an organ donor on the donor registry and we thank you for your support in making this happen.

Three people received the gift of life and are all recovering and doing well:

- A 70 year-old mother of two from Southern California received a new liver. She is recovering and doing well.
- A 43 year-old female from Southern California received a new right kidney. She is recovering and doing well.
- A 41 year-old male from Northern California received a new left kidney. He is recovering and doing well.

A 42 year-old male who suffered from a stroke. His family wanted him to be an organ donor:

Four people received the gift of life and are all recovering and doing well:

- A 67 year-old father of one from Southern California received a new heart.
- A 25 year-old male from Utah received a new liver.
- A 55 year-old father of two from Northern California received a new right kidney. He had been waiting 5 years.
- A 67 year-old father of two from Northern California received a new left kidney. He had been waiting for 6 years.