

VOL 4 | June 2017

SVMHS Clinical Newsletter is a monthly publication.

For more information or to make an article suggestion, please contact Christie Gonder @ 759-1910 or x.1910.



Kurstin Thomas, aka Maggie Simpson, at the winning Patient Safety Faire booth, Surgical Patient Preparation and Transfer

CNO Corner – What's New

by Christie Gonder



❖ Service Initiatives

➤ Room Service

- We are hearing the patients are really enjoying the variety and taste of the food. Thank you for all of your suggestions. Some of the changes coming your way:
 - ◆ New menus with icons highlighting renal items
 - ◆ A separate full and clear liquid diet menu
 - ◆ Please continue to write diet times on the white boards. It is very important to collaborate and engage the patient by requesting or inquiring what time the patient has requested the delivery of their trays. This is a shared responsibility between Dietary, Nursing and the Patient
- We will be adding a heart symbol to the menus for heart healthy items in about two months with the next printing of the menus.
- We are in discussion of automatic sending of the trays for patients on clears and discussion on how we can communicate better regarding patients who chose to waive a meal.
- July 5 begins the new significant other tray for our new mothers. The new mother will receive one couples meal with a special menu. In addition to the general menu, there is a Belgian waffle for breakfast or a special dessert for lunch or dinner along with a dressed up tray and some sparkling cider to celebrate the new addition to the family.

❖ Quality Initiatives

➤ Shared Governance

- Greg Crow, a shared governance consultant from Tim Porter O'Grady Associates has been working with us to improve our shared governance process. On June 20th, Greg met with our shared governance leaders and nurse

managers and directors to assess our shared governance structure and process. My thanks to everyone who participated in this assessment, and who attended his classes on June 22nd.

- The Professional Practice Model (PPM) Team members have completed their second retreat day and have accomplished:
 - Defined SVMH nursing mission, vision and values statements
 - Selected a nursing theorist that reflects SVMH nursing practice
 - ✓ Swanson's Theory of Caring
 - Developed written descriptions of the PPM components:
 - ✓ Shared Governance
 - ✓ Professional Relationships
 - ✓ Care Delivery Model
 - ✓ Recognition, Reward, and Professional Development
 - Sketched PPM conceptual models
 - Began work on a PPM dissemination plan
- This group will reconvene on August 3rd to finalize the PPM
- Patient Throughput
 - A team is working on an initiative to improve our throughput process from ED to the inpatient units. The solution was presented at our Safety Fair and a roll out of the process is on the way.
 - The Medical Hospitalists are continuing to have a higher trend of D/C times in the earlier part of the day with a peak at 10a, but the peak time for patients leaving appears to be drifting back from a 2p peak in February to 3p peak in May. Please focus on D/C patients timely to help improve the throughput to create new beds for our new admits.
- Mass Causality Event occurred on 6/21/17
 - Thank you all for your excellent response and care that you provided for these patients. All 18 patients were successfully treated and discharged home.

❖ **People Initiatives**

- Employee Engagement/Nurse Satisfaction Survey completed. Thank you to all who participated, your feedback is very important. We expect to have the results soon to share with all of you and to learn what opportunities we have around engagement.
- There has been a lot of discussion around the standardizing the nurses uniforms. Dates have been set for July 17th 6:30AM – 8AM and July 19th from 6:30PM - 8PM with JT Uniforms to display various styles and colors. We will be asking for your feedback on style and color. If you are interested in participating in a “mobile fashion show”, please reach out to me. We appreciate your feedback!
- Please welcome Arnold Failano, new interim manager of OPS and ENDO.

❖ **Growth Initiatives**

- The ICU refresh is anticipated to be completed by mid July.

❖ **Finance initiatives**

- New Grad Program starts August 21st. Please welcome our new nurses to the family! New grads fill vacancies and in the long run reduce overtime, staff burnout and registry costs and they also bring energy and fresh ideas to the organization.
- We continue to have weekly Complex Case Conferences and recently began weekly Renal Rounds to focus on transitions of care and appropriate length of stay. Please participate and share ideas to work collaboratively with ancillary staff to facilitate appropriate level of care.

HCAHP Top Box Scores

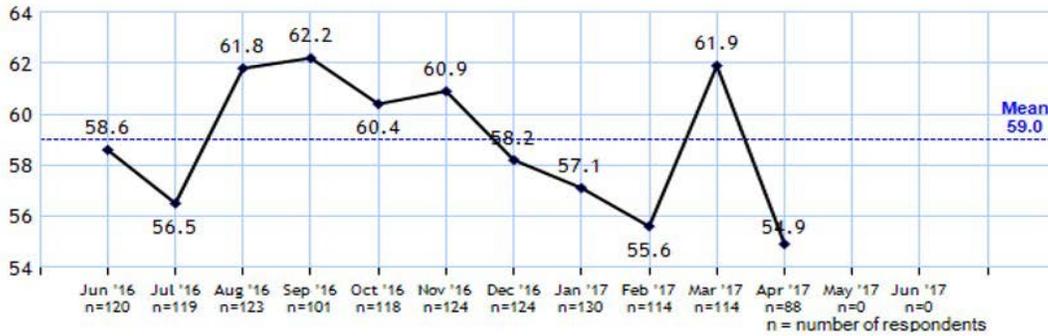
"Always" on survey



Top Box Trends

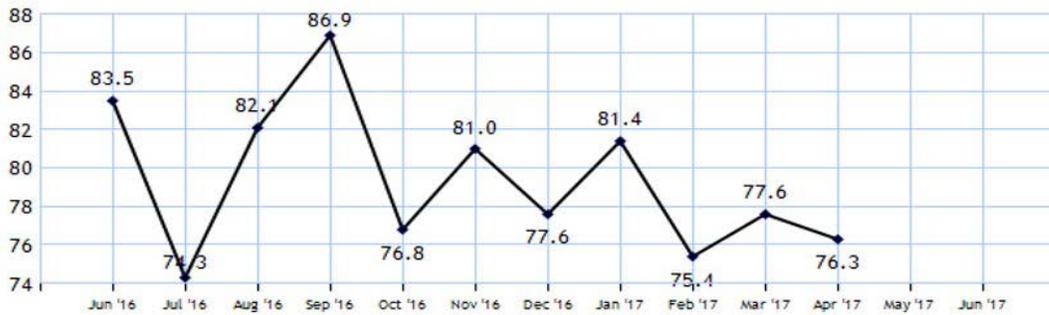
Inpatient
Salinas Valley Memorial Healthcare

Overall



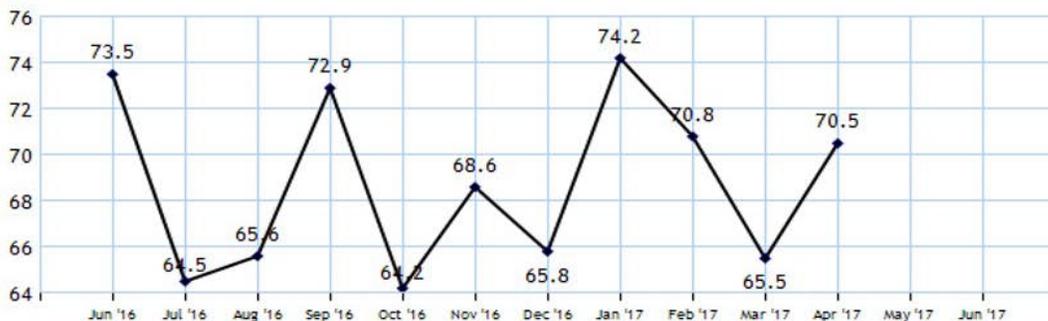
Top Box Trends

Inpatient
Salinas Valley Memorial Healthcare
Section - CAHPS - Comm w/ Nurses



Top Box Trends

Inpatient
Salinas Valley Memorial Healthcare
Section - CAHPS - Response of Hosp Staff





Salinas Valley Memorial Healthcare System honors our dedicated staff serving the community and each other with STAR values. STAR stands for **S**upport, **T**eamwork, **A**ccountability and **R**espect

Congratulations to Cara Couture, Patient Experience Coordinator!



A special presentation took place on June 12th as Cara Couture, Patient Experience Coordinator received the June STAR Award. Cara exemplifies our STAR values—Support, Teamwork, Accountability and Respect.

A co-worker nominated Cara for the compassionate and extraordinary care she provides patients. Her colleague expressed, “Cara consistently demonstrates our STAR Values in every interaction with patients, visitors, co-workers and clinical staff. She has a special way of connecting with everyone she comes into contact with.” The nomination form noted that one patient feels so

comfortable with Cara that after being discharged months ago, he continues to call her whenever he has questions about his care or needs guidance and that Cara always goes out of her way to assist him. As a STAR Award recipient, the publicly elected Board of Directors recognized Cara at its monthly board meeting.

We want to recognize all of the June STAR award nominees [Corrin Jones](#), [April Matthews](#), [Norma Ponciano](#), and [Amelia Ruiz](#).

Thank you for your dedication to the care we provide our patients and our community.

Every month, Salinas Valley Memorial recognizes an extraordinary employee with a Star Award (for all staff) or a Daisy Award (for nurses). Nominations can be submitted by patients, visitors and staff. Nomination forms and drop boxes are located throughout the hospital.

Extraordinary People!

Celebrating Tenure

The SVMH Board of Directors would like to congratulate and thank the following people for their years of service for 20 years and up (on the 5-years). We sincerely appreciate and value the contribution you have made to our patients and our hospital. In May the following people have been awarded tenure awards by the Board of Directors. The following employees were honored at the June 14, 2017 Board of Directors meeting.

30 Years

Jan Haddan, SN II/NICU
Kris Lippert, SNII/MedSurg
Julie Johnson, Clinical
Manager/MB
Rhonda Courter, SNII/OCU
Elizabeth Neunzig-Deberdt,
Clinical Coordinator/CT

25 Years

Sandra Martinez, SN II/ICU-CCU
Jeffery Sevey, SN II/MedSurg
Linda Hertzog, SN II/Surgery
Cynthia Duncan-Tolbert, SN
II/OPS
Anita Clegg, SNII/OPS
Lana Leitzell, Medical Records
Specialist/HIM

20 Years

Maryann Britzman, SN II/MedSurg
Lori Sims, OB Tech
Pamela Wilden, Cath Lab Tech
Pam Ball-Roberts, Tech Assistant/DI
Joe Loreda, RCP/Respiratory Care
Aneasa Ramirez, RCP/Respiratory Care
Charko Lemke, SN II/ED
Christine Welcome, Physician Support
Specialist/HIM
Lourdes Escolta, Manager/Education

Thank you Ken Pizarro

Submitted by Vanessa Lockard, Emergency Department

I wanted to take a minute to tell you about the last couple of hours of my shift. I was scheduled as Tynan charge. We had a challenging day with staffing but in the end the A team came out in all of us. I felt so supported having Kenneth expedite flow to the hallways, explain to patient about delays and deal with the rising number of patients arriving in the waiting room. I have always admired his calm demeanor. But last night he was such a crucial part of the team- he wasn't completing nurse tasks but was connecting with the staff and the patients everywhere. I know the patients appreciate him as much as I did!!!! I can't wait to work with him again.

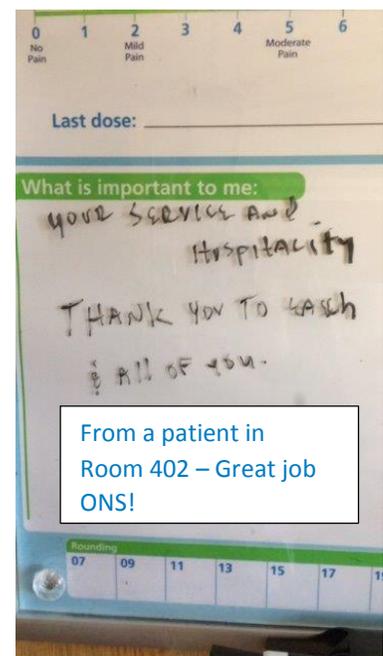
Critical Care Kudos

Submitted by Glorinda Pastorius, Director/Critical Care

Kudos to Shena Rivera, RN/5Tower who successfully passed her PCCN Certification. Congratulations to Shena!!

Thanks in a hand-written note:

Dear manager of 1 Main. **Marcia Mathew** said goodbye to me and introduced me to the next nurse for me. You may give her a good credit for her professionalism. All your team members are in full cooperation and in an amicable environment.



More Extraordinary People!

Patient / Family Center Conference Held May 25th

On March 19th shortly after midnight, [wife] woke up to her husband shaking and trembling. She shook him and he was unresponsive. Then she turned on the light and saw that he was not breathing and was turning blue. She took quick action and called 911. The EMS talked her through how to perform CPR until help came. Reflecting back she stated that help came in about 10 minutes but she felt like it was an eternity. When help arrived, they applied an AED and gave him two shocks in the field and according to Dr. Singh, they coded him again in the ED for another 25 minutes. After experiencing multiple cardiac arrests, our patient was admitted to our ICU and had a lengthy stay in the Heart Center to stabilize, then had a heart cath procedure and subsequently a successful heart bypass surgery. Throughout his stay he spent time in various departments and experienced excellent patient care.

So on Thursday, May 25th, this couple had an opportunity to personally thank the doctors and nurses that touched their lives, as well as share their overall experience, which was extremely positive. The best part of the story was the way nurses and doctors' faces lit up when they saw [patient] and there was exchange of compassion and hugs. [Wife] thanked Dr. Griffith for saving her husband's life. Dr. Griffith said, "The rewards go out to all the staff who took care of him and especially you (pointing to [wife]) as you played an integral role in saving his life by giving him immediate CPR. Although, it was touch and go for some time and our patient was difficult at times, our staff nurtured him back to health. One of our nurses, Lori Palm said, "I knew he was getting better when he stopped talking to me in French". Dr. Singh told [patient] that he had an amazing recovery given his condition on arrival.

[Patient] said his only complaint was that the bed was not long enough (he is very tall). Our nurses said they would find him getting up all the time, walking around in shorts, sleeping on chairs etc. He was a rare and tough patient who walked from ICU to the Heart Center post-operatively. He commented on how nice the doctors and nurses were during his entire stay. He stated that he does not remember two weeks of his life but is grateful for the quick action taken by the team the moment he arrived and for the communication his wife received throughout his care. When asked if at any point he needed an interpreter (being fluent in French), [patient] said, "No, because I understood everyone I encountered." When asked about his "Quiet Experience" he stated, "I adapted to the system, not vice versa." [Wife] stated that she only had one concern, and that was when the staff got him up to the bathroom that they did not stay with him and he was unstable on his feet. I thanked her for this information and told her that we have revised our policy to stay at the bathroom with all patients who are high risk to fall. I wish you could have all been there to witness this meeting, because overall, this family touched on why we are here and gave purpose and meaning to our healthcare team.

Thank you for the care you provided this patient!!

Job well done to Carla Spencer, Director/Emergency Department

Carla was the keynote speaker for the Pinning Ceremony of the Hartnell School of Nursing.

Skin Cancer Awareness

Submitted by Sandra Cohon, Employee Health Nurse



Skin cancer is the most common cancer in the United States. With most cases being melanoma, the deadliest kind of skin cancer caused by exposure to ultraviolet (UV) rays.

Sun Safety Tips

- Use a sunscreen with broad spectrum (UVA and UVB) protection and a sun protection factor (SPF) 15 or higher.
- Remember to reapply sunscreen at least every 2 hours and after swimming, sweating, or toweling off.
- Seek shade, especially during midday hours.
- Cover up with clothing to protect your exposed skin.
- Wear a hat with a wide brim to shade the face, head, ears, and neck.
- Wear sunglasses that block as close to 100% of both UVA and UVB rays as possible.

Fast Facts about Skin Cancer

- Unprotected skin can be damaged by the sun's UV rays in as little as 15 minutes. It can take as long as 12 hours for skin to show the full effect of sun exposure.
- Even if it's cool and cloudy, you still need protection.
- Tanned skin is damaged skin. Any change in the color of your skin after time outside—whether sunburn or suntan—indicates damage from UV rays.
- Indoor tanning exposes users to both UVA and UVB rays, which damage the skin and can lead to cancer.
- A change in your skin is the most common sign of skin cancer. This could be a new growth, a sore that doesn't heal, or a change in a mole.



Protect yourself and have sun safe summer!

<https://www.cdc.gov/cancer/dcpc/resources/features/skincancer/index.htm>