

VOL 4 | October 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.



## CNO Corner – What’s New

by Christie Gonder



### People

This year, we are going to start recognizing a DAISY TEAM AWARD. This is an award that recognizes that it often takes an entire team to implement an idea or process that leads to better patient and family outcomes. The DAISY Team Award is designed to honor collaboration by two or more people, led by a nurse, who identify and meet patient and/or patient family needs by going above and beyond the traditional role of Nursing.

**I am requesting nominations from RNs for this year’s DAISY TEAM AWARD.**



## Criteria

1. Teams must be led by a nurse or group of nurses, be role models of collaboration and teamwork and who make a difference in the lives of patient, families, employees and the community
2. Team members exemplify SVMHS organizational and nursing values and embody our organizational and nursing mission and vision.
  - **Organizational Values:** Support Teamwork Accountability Respect
  - **Organizational Mission:** It is the mission of Salinas Valley Memorial Healthcare System to provide quality healthcare to our patients and to improve the health and well-being of our **community**
  - **Organizational Vision:** To be a center of excellence where an inspired team delivers compassion and culturally sensitive care, outstanding quality and an exceptional patient experience
3. Team members exemplify SVMH nursing values and embody the nursing vision:
  - **Nursing Values:**
    - P We provide professional, patient-centered care.
    - R We are respectful of our patients, families and colleagues.
    - I We serve our patients with integrity. We are honest, ethical and authentic in our actions.
    - D We welcome and embrace diversity.
    - E We provide excellent, evidence-based care.
  - **Nursing Mission:** Heal – Protect – Empower – Teach
  - **Nursing Vision:** To be an innovative leader in nursing excellence – a place where patients choose to come and nurses want to practice.
4. The Team's project should be described in detail, including outcomes.

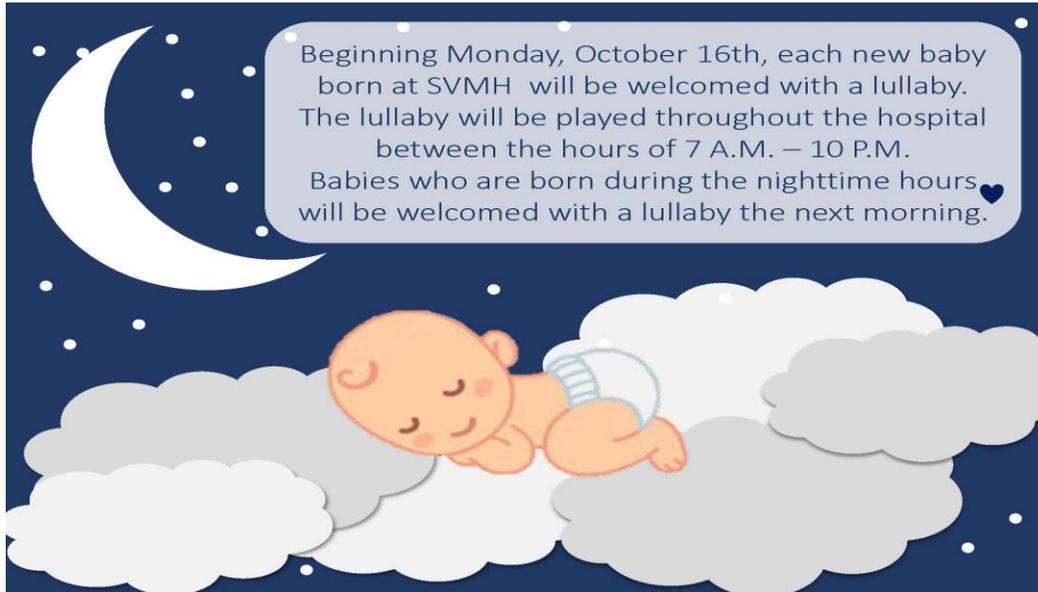
## Service

- **Uniform Standardization:** CNA leadership has been participating in Effects Bargaining for the past month. There was a request by the CNA leadership to have another Survey Monkey on uniform standardization with the original three colors (Royal Blue, Pewter and Navy) *to CNA RNs only*. The survey will commence on 11/1/2017 and complete on 11/14/2017. The Nursing and Human Resource leadership will meet again with CNA leadership on 11/6/2017 to further bargain the effects of uniform standardization.
- Look below at the impressive improving scores for Patient Experience. Keep up the great work!

Top Box Scores – September 2017

Inpatient Units	Heart Center	1Main	5Tower	MedSurg	Oncology	Ortho Neuro Spine	Perinatal	Total SVMH	
Number of Responses=	17	10	7	22	5	28	17	106	
Overall Rating	82.4	70	85.7	77.3	80	78.6	88.2	80.31	
Would Recommend	94.1	60	57.1	56.5	80	88.9	88.2	74.97	
Communication with Nurses	86.3	56.7	71.4	76.5	93.3	81	89.7	79.27	
Responsiveness	80.4	66.7	60	52.2	50.0	84.1	82.3	67.96	
Communication with Doctors	87.9	53.3	81	82.2	80	81	84.3	78.53	
Cleanliness of Hospital	82.4	70	71.4	73.9	100	85.7	88.2	81.66	
Quietness of Hospital	47.1	40	33.3	42.9	100	46.4	64.7	53.49	
Pain Management	88.9	50	75	68.8	100	83.3	83.3	78.47	
Communication about Medicines	69.2	43.8	60	69.8	100	59.4	80	68.89	
Discharge Information	96.4	75	78.6	90	100	82	90.6	87.51	
Transition of Care	76.7	27	54	50.6	68.9	68.8	60.3	58.04	
Target: 73.4	Average:	75.73	51.88	61.21	63.56	79.77	72.27	76.4	76.26
Emergency Department (Target: 55.1)	Overall Score:	51.2							

- When a baby is born between the hours of 7AM and 10 PM a 15 second clip of the Braham's lullaby will be played overhead. Implementation of this initiative has had a positive impact for all patients at other facilities. It just creates a feel good moment.



- MedSurg has implemented a Quiet at Night pilot for the MedSurg cluster:
  - Quiet time is all the time
  - Staff reporting noise issue to Engineering
  - Empowered staff to coach all individuals to reduce ring tones on phones
  - Mandatory eLearning to all staff
  - Scripting developed to share expectations with patients (IV alarms etc.)

### Quality

Congratulations on a successful TJC survey! As Pete said in his Memo on Sept 22<sup>nd</sup>, “the surveyors were very impressed with the front line staff. More than once they commented on what a rarity it is for them to meet staff who are so willing to be open and transparent and who answered questions directly”. These comments should make us all proud to work here at SVMH. Each of your contributions of professionalism, compassion, skill and commitment to quality are like threads that complete the weave of a quilt. Thank you, for all that you do!

- Be curious... seek out to know and understand our Nursing Strategic Plan and Professional Practice Model/Theory as developed by a team of SVMH staff and leadership RNs.
- What is the purpose of a Huddle board?
  - A huddle board will be located on the units and used as a tool to gather the team to discuss and document common unit goals, efficient patient care, plan for contingencies, assign resources and align departmental goals to the organizational goals. There will be more education to guide you as we begin the use of this evidenced based practice on our nursing units.
- The Wound Care nurses hours and days have been extended Monday through Saturday, under Agnes Lalata's leadership. I hope you are seeing a difference in support for both RNs and our inpatients wound care needs. Please let the inpatient leadership know if you have additional suggestions during this transitional time. Our Clinical Informatics staff in collaboration with our Outpatient Diabetes Clinic have modified the documentation in the Meditech system to improve the referral process for our at risk patients to the Diabetic Clinic.

### Finance

- The Case Management department is in the process of setting up a Durable Medical Equipment Closet that will provide needed equipment to expedite discharges.

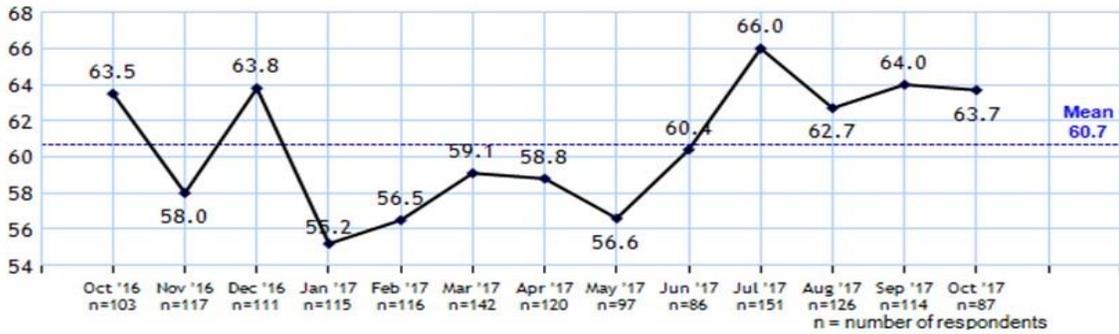
# HCAHP Top Box Scores

"Always" on survey



## Top Box Trends

Inpatient  
Salinas Valley Memorial Healthcare  
Overall



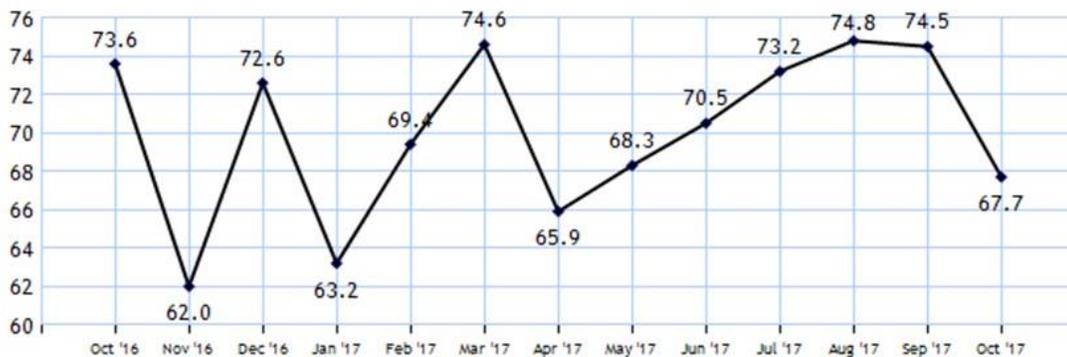
## Top Box Trends

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



## Top Box Trends

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





## Congratulations to Janet Marcroft!

The October STAR Award goes to Janet Marcroft, Senior Graphic Designer in the Marketing Department (center in photo).

Janet was nominated for the STAR Award by sixteen registered nurses who are part of the Professional Practice Model Team. The group represents all areas of practice at Salinas Valley Memorial Hospital and with Janet's assistance and guidance helped develop a graphic that best depicts the hospital's nursing professional practices.



One nurse expressed, "Janet is a STAR! She was supportive and demonstrated exceptional teamwork and understanding of multiple viewpoints and perspectives as she helped us work through our ideas and come to consensus on the best model. Janet is an extraordinary graphic artist and a true team player and collaborator. We are lucky to have her working for our organization as she makes us all shine!"

Janet exemplifies our STAR values—Support, Teamwork, Accountability and Respect. As a STAR Award recipient, the publicly elected Board of Directors will recognize Janet during this month's board meeting.

The following employees were also nominated for the October STAR Award: Robert Conine, Lindsay Gimelli and Loreta Patague. Every month, Salinas Valley Memorial recognizes an outstanding 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. Go to [svmh.com/nomination](http://svmh.com/nomination) to learn more about the awards.

# 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 October 25, 2017 Board of Directors meeting.

### 20 Years

**Carl Going**, Staff Nurse II, Telemetry

**Rebecca Gonzalez**, Wound Care Clerk, Wound Care

### 25 Years

**Chang Bradford**, Sr. Healthcare Allocation Specialist, Materials Management

**Pamela Vincent**, Respiratory Care Practitioner Certified, Respiratory Care

### 30 Years

**William Curnow**,

Stationary Engineer, Plant Operations

### 40 Years

**Kim Hooks**, Staff Nurse III, Labor & Delivery

## Thank you, for all you do!

### **SVMHS Receives Seventh Consecutive “A” Rating for Patient Safety Safety Grade is Gold Standard of Patient Safety**

**SALINAS, CA, OCTOBER 31, 2017** – Salinas Valley Memorial Healthcare System (SVMHS) has earned a seventh consecutive “A” rating for its commitment to exceptional patient safety. The Leapfrog Group, an independent national nonprofit organization announced today it awarded SVMHS an “A” grade in the Fall 2017 Hospital Safety Grade, which rates how well hospitals protect patients from errors, injuries and infections. Hospitals that repeatedly earn an “A” grade such as Salinas Valley Memorial demonstrate an ongoing commitment to the care of their patients.

“Providing exceptional medical care and making sure our patients are always safe from any complication is our top priority,” says Pete Delgado, President/CEO of Salinas Valley Memorial Healthcare System. “We set the bar high in the care we provide our patients and earning seven consecutive A grades is a tribute to the dedication of our physicians, nurses and entire staff. We are constantly reviewing best practices in all areas of care and have initiatives in place that hard wire safety-first measures.”

The Hospital Safety Grade uses 27 measures of publicly available hospital safety data to produce a single letter grade ranging from “F” being the worst and “A” being the best. The Hospital Safety Grade is compiled under the guidance of the nation’s leading experts on patient safety and is administered by The Leapfrog Group to represent a hospital’s overall capacity to keep patients safe from preventable harm. Each measure analyzed falls into one of two categories – a process/structural measurement or an outcome measurement, each accounting for 50 percent of the overall score.

“It takes consistent, unwavering dedication to patients to achieve the highest standards of patient safety. An ‘A’ Safety Grade recognizes hospitals for this accomplishment,” said Leah Binder, president and CEO of The Leapfrog Group. “We congratulate the clinicians, Board, management and staff of Salinas Valley Memorial Healthcare System for showing the country what it means to put patient safety first.”

The study analyzed more than 2,600 general hospitals nationwide and Salinas Valley Memorial Healthcare System was one of 832 hospitals to receive an “A” grade. On the A-F scale, the greatest number of hospitals received a “C” letter grade and more than 1100 received a “C” grade or below. The Hospital Safety Grade is calculated under the guidance of the Leapfrog Blue Ribbon Expert Panel, with a fully transparent methodology analyzed in the peer-reviewed Journal of Patient Safety. For more information about the A grade received at SVMHS or to view the list of state rankings, visit [www.hospitalsafetyscore.org](http://www.hospitalsafetyscore.org).

## Kudos

Dear Christie:

Today Megan Reclusado, RN, one of our ED staff nurses, shared her inspirational story: while driving to work a few days ago, she noticed what seemed to be an old lady lying on the side of the highway, still moving. The old lady was a few feet shy of being run over by moving highway traffic. Ms. Reclusado noticed something else, too: that not one car dared to pull over for her despite being very visible from the highway. Not thinking about being late for work, Ms. Reclusado pulled over and approached the old woman. She said she was lying on the ground still conscious but very confused and her head rested on a piece of rock as her pillow. She asked the lady a question but she was answering inappropriately. When Ms. Reclusado touched the old lady, she said the lady was “cold as ice”. She then called for help and dialed 911. She never left the old woman until the paramedics arrived. She does have a photo of the lady in her phone which she showed to me and I did see an old lady lying on a highway asphalt concrete. I thanked Ms. Reclusado for what she did because, if not for her, the lady could have died of hypothermia and that she showed compassion when nobody else cared.

I am sharing this story because her actions exemplified the true values of an SVMH nurse. She did not think about running late for work. Her compassion was worth-emulating. It was a moment that one can proudly say, “That nurse works at SVMH!” I hope that Ms. Reclusado can be recognized in any way for helping a complete stranger and being an exemplary SVMH nurse.

Thank you for listening!

Sincerely,

Kenneth Vincent T. Pizarro, RN, BSN

**Unit Shift Supervisor, Emergency Department**

Ext. 5087

## Suggestion Box Compliments

- **Aileen [Barrera]** is a very special employee, constantly checking in with me and making sure I had everything I could possibly need. I broke a crown in my mouth on some food. I wrapped it up and it somehow made it into the trash. When I told her about my \$1500 crown, she found it. It seem like she goes the extra mile to make people happy. I know I am very happy. I will remember the extra care I was given.
- Compliments to your ICU Staff – **Patricia Holmes**. I was there with my mom for a few days in September and October. **Sophie [Teneyuque]** was extremely nice. I was feeling very emotional and she took the time to show me how to get to the Emergency Room parking lot. She always greeted me with a genuine smile and remember me a month later. **Jarron [Ramirez]** greeted us with hugs and was so gentle with his care of my mom. He even noticed that she had lost weight since her last visit. **James [Mount II]** was great. There was a problem with the bed – an air leak. He had a great sense of humor. After trying to fix on his own and unable to, he got someone to come right away. **Francie [Espino]** was incredible. She was calm and so very caring in the way she treated my mom. She anticipated her needs and Dr. Carver’s as well. She was one step ahead. She came with us to the 5<sup>th</sup> floor and told me I could call her if I needed anything. **Tricia [Avila]** even called to let me know mom was doing well. **Candice [Ward]** and **Jacqueline [Banuelos]** on 5<sup>th</sup> floor were very sweet and attentive, too. When you have a dear, sweet mom like mine it makes such a difference knowing she will be attended to with lots of attention and care. Salinas Valley Memorial ICU does a fabulous Job!