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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.

## Star Summit 2018



## CNO Corner – What’s New

by Christie Gonder

### Quality and Patient Safety and Efficiencies



- **Professional Practice Model – Please join us for the Pride in Care Event on 3/21/2018** to learn about our Professional Practice Model and Nursing Strategic Plan. You will have the opportunity to view our Mission Moment Nursing Video that shares how nursing practice at SVMH is reflected in our PPM. Also, make sure you complete the education in HealthStream to gain a foundation as to the “Why” behind the model, mission, vision and values.

- **Huddle Boards are here!** – Nursing unit team Huddle Boards are a tool to help the team have deliberate discussions to plan an efficient work strategy, identify any problems specific to the day, and gather input for efficient and effective solutions. Huddles assist everyone to work together for the common goal of safe, efficient patient care while allowing the team to plan for contingencies, express concerns, address conflicts, and reassign resources as indicated. Utilizing a standardized shift huddle, we are able to align our organizational goals with the work we do daily in our departments.

- **Patient Folder** – The contents in the Patient Folder are important tools to keep our patients informed and educated about their plan of care. All inpatient rooms have a Lucite “Folder Holder” to help keep information easily accessible and stored in a consistent place. The installation of these holders has just been completed... please take a look in your patient rooms and begin utilizing the holders as part of your care routine.

- **Collaboration with physicians** – Please make every effort to limit physician pages/calls by collaborating with your colleagues to make group focused page/call requests to physicians. Please remember to include your name and Cisco extension if you are using messaging.



**Mission Moment Video** - [Click to watch the Mission Moment Video](#)

## People

- **Uniform Standardization** – We have finalized the Navy colored scrub for RNs. Each RN will obtain a voucher from their manager/director to use at JT Uniforms. JT will be on site 2/5 7AM - 10AM and 2/6 7PM - 9PM. Nurses in most patient care areas are required to wear Navy colored scrubs beginning 3/1/2018. Our nurses make up the largest segment of our healthcare workforce, and have more contact with patients than other caregivers. Standardization will send a consistent professional image to our patients to help the patient and family identify RN caregivers to improve communication and the patient experience.
- **New BSN & MBA graduates:** This month we recognized the following RNs for the advancement of their education, please join me in recognizing their accomplishments!

### New BSN graduates:

Micayla Angel, Labor & Delivery  
 Maya Atkins, ED  
 Tracy Chavez, ICU  
 Kim Fisher, ICU  
 Angela Gomez, Mother/Baby  
 Israel Hester, ED  
 Andrea Huston, Patient Care Resources  
 Maria Marron, Labor & Delivery  
 Elizabeth Matteucci, ED  
 Dotty Parker, ED



**Board of Directors Meeting, January 25<sup>th</sup>, 2018**

### New MBA graduate:

Karina Kessler, NICU



**Charge Nurse Workshops on March 6<sup>th</sup> & April 12<sup>th</sup>** – Registration (through API) coming soon!



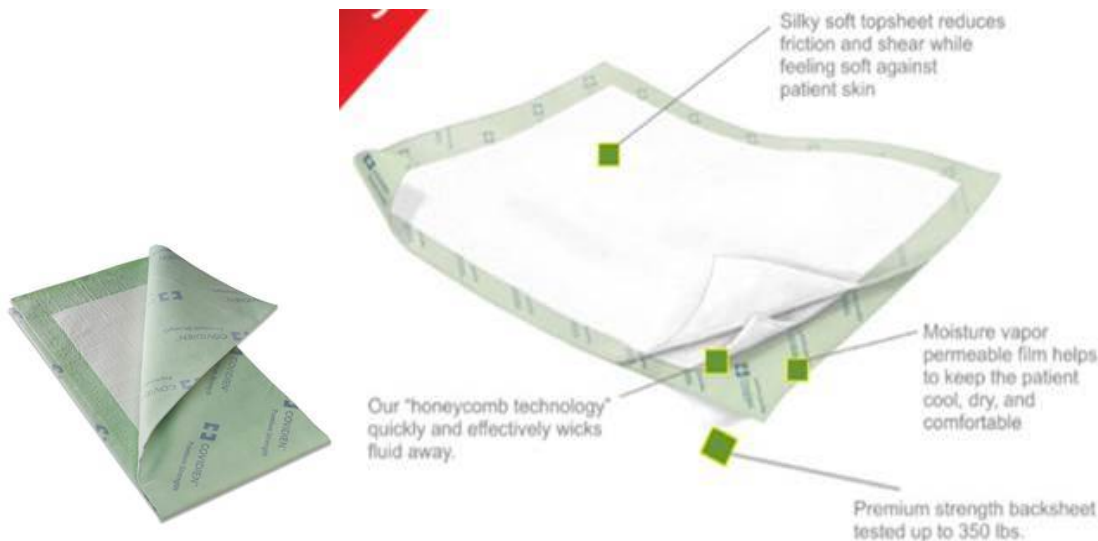
## Growth

- Many of you may have heard that we are moving forward with a new Infusion Center. In efforts to move Outpatient Infusion on a site close to the hospital, there are several moves that need to take place. The location for the New Infusion Center is the current HR Department, Health Promotion and Physician/staff sleep rooms. There will be several moves to shift these services off-site with some moves being temporary. We are considering the plan to use some space in the DRC for sleep rooms. HR and Health Promotions will move over to Education temporarily. The Foundation will move to Education permanently. Please be sensitive to meeting room space over the next 6 months during our transition.

## Finance

- In an effort to provide quality care and optimal skin barriers for patients as well as reduce excess linen resources, we are moving forward with this new product. All linen Chuxs will be phased out as we bring this new product into our inventory. More information will be coming your way with an anticipated implementation date of 3/1/2018.

### New Product:



### Wings™ Quilted Premium Strength Underpad

- Maximum absorbency, 30" x 36"
- Super absorbent core is designed to quickly lock in fluid and neutralize unpleasant odors
- Moisture vapor permeable film allows moisture vapor (gas) to transfer away from the patient, while protecting bed linens/clothing from bodily fluids, leaving the patient drier and more comfortable
- State-of-the-art top sheet is noticeably softer than traditional non-wovens, providing a more comfortable experience

# HCAHP Top Box Scores

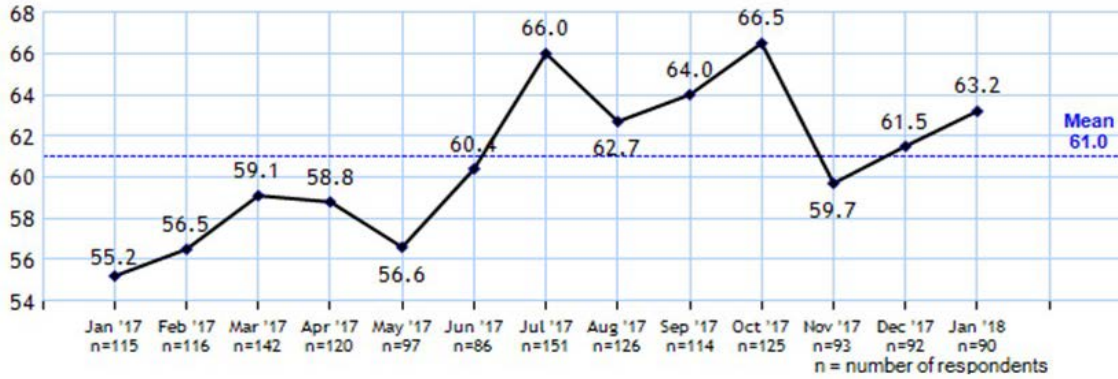
"Always" on survey



## Top Box Trends

Inpatient  
Salinas Valley Memorial Healthcare

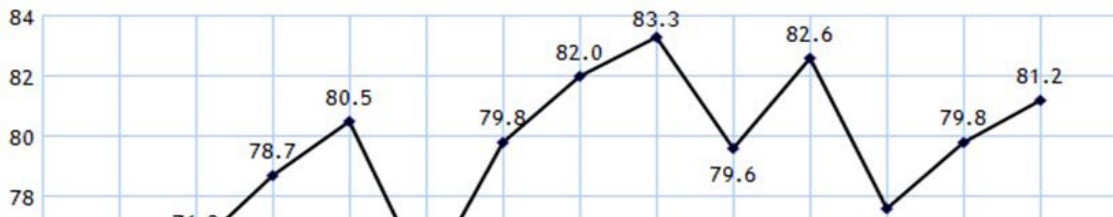
Overall



## Top Box Trends

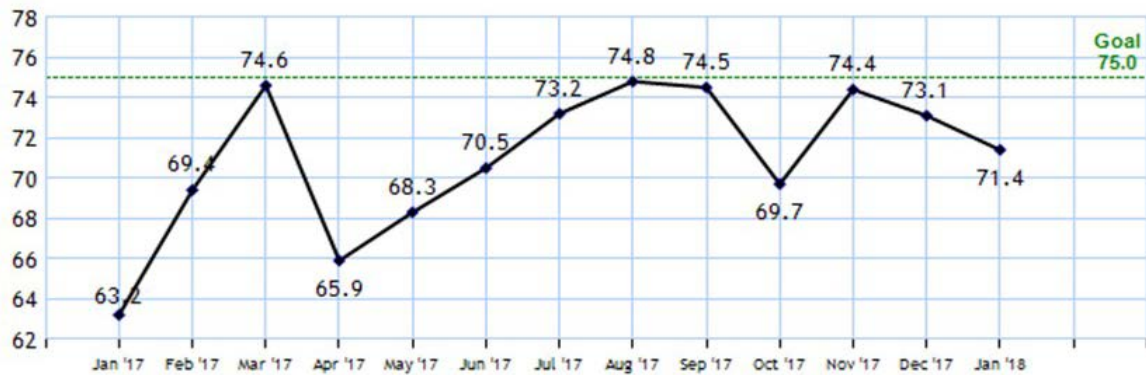
Inpatient  
Salinas Valley Memorial Healthcare

Section - CAHPS Comm w/ Nurses



## Top Box Trends

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



# 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 December the following people have been awarded tenure awards by the Board of Directors. The following employees were honored at the January 25, 2018 Board of Directors meeting.

### 20 Years

**Betsy Mount**, Staff Nurse II, Telemetry/5T

**Amelia Aromin**, Staff Nurse II, Labor & Delivery

**Erika Moncayo**, Staff Nurse II, Holding Area

**Ariel Labrador**, Clerk Typist II, Patient Financial Services

### 25 Years

**Roberta De Lasantos**, Special Projects Coordinator  
Surgery/SSPD, Surgery

**Maria Ramirez**, Staff Nurse II, Heart Center

**Maureen Siu**, Accounting Tech II, General Accounting

### 30 Years

**Maria Torres**, Physical Therapy Assistant - Certified,  
Rehab Services

## You are all so good at what you do!

Submitted by Patient



To all my Nurses,  
Thank you so much for all the help & kindness you gave me while I was there. I'm so lucky to have been placed there & not a different floor. You are all so good at what you do! If I ever come back I plan to ask for placement in pediatrics again. Thank so much!

**Special Text:** **Dana [Rogers]** was instrumental in the care of my mother-in-law, who passed away. Dana was incredibly compassionate, and that her caring nature was simply beyond words. My mother-in-law's husband was so touched by the care Dana provided that he would like to specifically thank her by mentioning Dana in his wife's obituary.

## Suggestion Box Compliments – How are we doing?

- **Attention: Manager, Marian [Fox]**  
From the beginning, I felt relieved. What an "A" team! The mystery that brings anxiety was diminished. Your staff was nurturing, comforting and informative. **Mary [Serrano]** CNA – so helpful and innovative. **Carrie [Carpenter]** RN – a real cheerleader; very positive.
- My background is in performing arts and aquatics, which makes me more critical in judging services. However, your staff was excellent – bravo and job well done!
- I spent Christmas and New Year with your staff (superb nurses on 3<sup>rd</sup> Floor/Tower). Even the food service team was a pleasure to deal with, they went out of their way to make things happen despite my difficult diet. A sincere thanks to all the nurses and food service team members.
- **Rose [Contreras]** was a great nurse. She had a great bedside manner. She was gentle with our dad even though he wasn't here there mentally for two days. She rejoiced when his memory returned.
- After being on three different floors, **Alex [Gonzalez]** RN was very attentive – by far the best nurse during our visit.
- My husband wants to recognize the following nurses for their exceptional care: **Feliciana [Orozco], Tricia [Avila], Alondra [Pineda], Edwin [Sasaki], Venus [Bolosan], Michael [Philip], and Yesenia [Fowler]**. He can't say enough about the awesome care he received.