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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.



*Congratulations to the Perinatal Team and the Emergency Department Team for receiving the Beta Healthcare Excellence Award Tier 2!
In photo (Left to Right): Perinatal Services: Mayra Abraham, Julie Vasher, Norma Coyazo, and Leticia Rubalcava & Emergency Services: Jeremy Hadland, Carla Spencer and Kenneth Pizzaro*

CNO Corner – What’s New

by Christie Gonder



People

Uniform Standardization: We are close on finalizing the implementation of Navy colored scrubs. Communication will be forthcoming in December on date of implementation and other details. Nurses make up the largest segment of our healthcare workforce, and have more contact with patients than other caregivers. The goal behind the standardization is to send a consistent professional image to our patients and to help the patient and family identify RN caregivers to improve communication and the patient experience.

Quality

- **Professional Practice Model Rounding** - A group of staff nurses have been making departmental rounds throughout the units over the past couple of weeks. The overall feedback from nursing has been positive. Nurses expressed satisfaction with the development of the model by a diverse team of staff nurses, support nurses and nurse leaders. Staff also expressed that “the model provides structure, support, and protection to empower nurses to bring projects or causes that deserve to be discussed to the forefront”. The nurses communicated support of the creative model design and commented on the pictorial uniqueness as it identifies to both our region and nursing culture. In the near future a Healthstream module on the PPM will be assigned to all RNs to assure that all RNs have had exposure and education as to the “why” behind the model, mission, vision and values. Following the Healthstream education, there will be an educational day/fair on February 8th (similar in style to our Patient Safety Fair) supported by our RNs who helped create and develop our model. Please save the date to learn more about our model, and the nursing and hospital strategic plan. A few of our nurses are going to participate in filming a Mission Moment video to share how their nursing practice is reflected in our PPM. Display of the video will be available for all nurses to view soon!

- Huddle boards coming your way** – All the Nursing leaders have ordered huddle boards for your areas and will be installed by the end of the month. 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.
- Pain Assessments** - Effective January 1, 2018, AB 1048 (Chapter 615, Statutes of 2017) removes the requirement that health facilities licensed by the California Department of Public Health (CDPH) assess pain concurrently with the collection of patient vital signs. The bill retains the requirement to assess patient pain but does not specify when the assessment will take place. Removal of the requirement to assess patient pain along with vital signs allows facilities to create their own policies and procedures surrounding pain assessment and management, consistent with clinical practice.

Service

Service and Efficiency scores are outstanding! Keep up the great work! Have a Happy Holiday!

**HCAHPS Results by Unit
Top Box Scores – October 2017**

Inpatient Units	Heart Center	1Main	5Tower	MedSurg	Oncology	Ortho Neuro Spine	Perinatal	Total SVMH
Number of Responses=	25	17	8	14	6	23	15	108
Overall Rating	84	70.6	62.5	85.7	66.7	87	73.3	75.69
Would Recommend	96	77.8	50	78.6	66.7	73.9	73.3	73.76
Communication with Nurses	88	77.2	83.3	86.7	94.4	78.3	86.7	84.94
Responsiveness	83.8	56.1	58.3	80.4	67.5	64.7	100	72.97
Communication with Doctors	87.8	86	70.8	84.4	55.6	77.8	86.7	78.44
Cleanliness of Hospital	88	84.2	50	80	83.3	87	80	78.93
Quietness of Hospital	44	43.8	25	57.1	50	34.8	85.7	48.63
Pain Management	90	87.5	66.7	66.7	100	73	77.3	80.17
Communication about Medicines	80.6	75	78.6	100	67.5	67.3	100	81.29
Discharge Information	92.6	82.9	93.8	89.3	91.7	90	80	88.61
Transition of Care	63	63	47	53.3	50	58.1	56.1	55.79
Target: 73.4	Average: 76.9	68.43	57.83	73.02	66.62	67.91	76.18	77.27

Emergency Department (Target: 55.1)	Overall Score: 58
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Huddle Boards

Guidelines and recommendations written by Laurel Black, RN

Huddle Guidelines

- Attendance to include all care delivery staff.
- Provide active discussions rather than dictating information and goals.
- Use a standardized agenda and keep the huddle no more than 5-7 minutes.
- Open concept. Huddles are held in the middle of the unit, not in the break room.
- Inclusive to all staff. Physicians and all staff that come in contact with our patients are welcome to listen.

Standardizing our Huddle

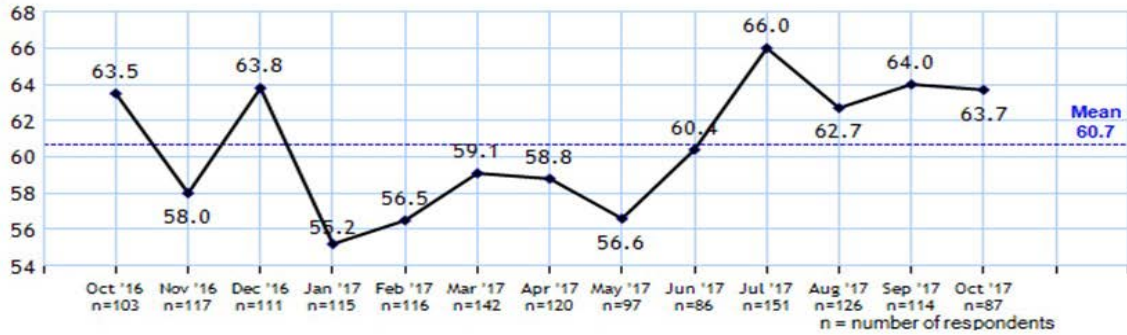
- Wins/Recognitions- Always start with the positive first!
 - Accomplishments by staff (degrees, certifications, etc.)
 - Reading a thank you letter from a patient, families, or donor network
 - Kudos from management/administration
 - Acknowledging someone's birthday or special event.
 - We like to add a quote of the week
- Review current daily dashboard/ key results specific for the unit.
 - Falls, HAPIs, VAP, CAUTI, etc.
- Review of safety and patient experience that are a priority
 - Patient or family issues
 - Pts in restraints
 - Pts on devices (assure removal to prevent pressure injuries)
 - Reminders (documentation, hourly rounding, AIDETS...basically any reminders that pertain to patient safety or patient experience)
 - Safety, security, equipment, and supply issues
 - Emotional needs: patients and families
- Other information the staff needs to be aware of to provide the best patient care and service
 - Patient issues that have recently happened
 - Updates/changes with workflow issues
 - Reminders from management (review reminder emails from clinical managers/directors)

HCAHP Top Box Scores "Always" on survey



Top Box Trends

Inpatient
Salinas Valley Memorial Healthcare
Overall



Top Box Trends

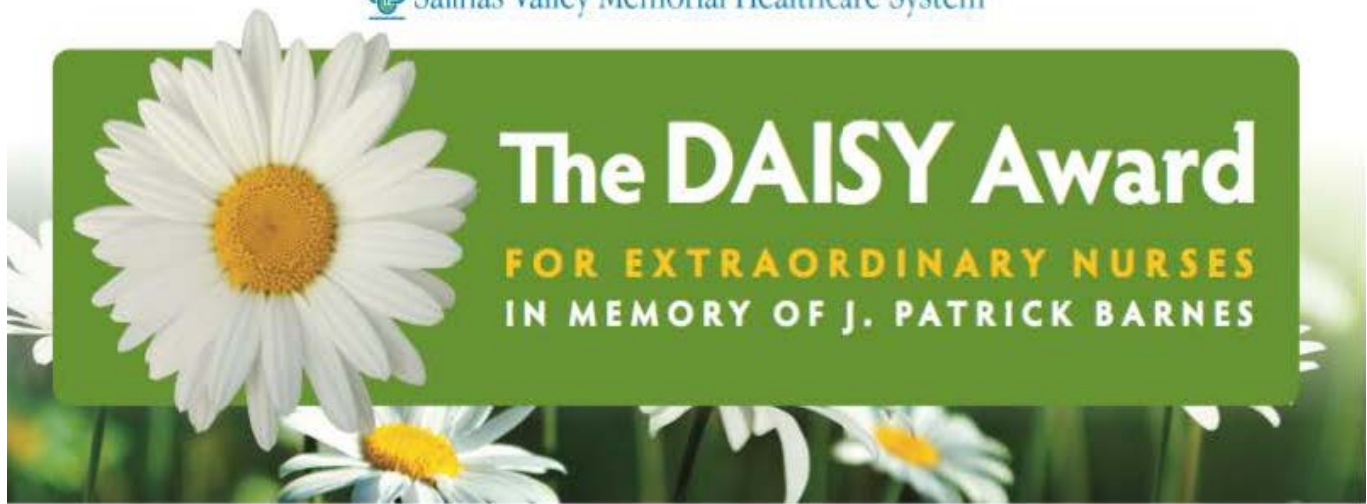
Inpatient
Salinas Valley Memorial Healthcare
Section - CAHPS - **Comm w/ Nurses**



Top Box Trends

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





Congratulations to Michael Jarschke, RN!

A special presentation took place this week as Michael Jarschke, a registered nurse in the Medical Surgery Unit received the November DAISY Award.

Michael was nominated for the DAISY Award by a co-worker and by a patient for the exceptional and compassionate care he provides patients. His colleague expressed, "He goes the extra mile, he's a great team player and has excellent bedside manners." A patient who was very ill and thought he was going to die stated Michael was there to comfort him. The patient added he felt cared for and appreciated the compassion Michael showed him. Michael exemplifies our STAR values—Support, Teamwork, Accountability and Respect. As a DAISY Award recipient, the publicly elected Board of Directors recognized Michael during the November monthly board meeting.



The following employees were also nominated for the November DAISY Award: Norma Coyazo, RN, Salvador Delahno, RN, Jennifer Hiller, RN, Jonathan Iglesia, RN, Lenora Mangone-Melendy, RN, Mary Nuki, RN, Debra Rauber, RN, Francesca Soria, RN.

Every month, Salinas Valley Memorial recognizes an outstanding employee with a DAISY Award (for nurses) or a STAR Award (for all staff). Nominations can be submitted by patients, visitors and staff. Nomination forms and drop boxes are located throughout the hospital. Go to SVMHS.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 November the following people have been awarded tenure awards by the Board of Directors. The following employees were honored at the November 16, 2017 Board of Directors meeting.

25 Years

Lori White, Lead Administrative Supervisor, Nursing Administration

Audrey Parks, Chief Information Officer, IT

30 Years

Mercedes Labindalaua, Staff nurse III, Cath Lab

Kudos

Submitted by patient

I wanted to send a letter of thanks and acknowledgement for the following staff in Out-Patient Services at SVMH, yesterday November 7, 2017. Beginning with **Anita [Clegg]** in pre-op, who explained everything that was going to happen that morning, she was very reassuring and comforting. Next in to see me was **Irene [Borchard]**, one of the operating room nurses, who also explained her role in my procedure that morning and also answered all my questions fully, then I had **Eileen [Boyle]** come in to see me, and she explained that she would be rolling me into the operating room, and clearly explaining her role in my day as well. I also had another floating/prep nurse **Rachel [Collantes]** who introduced herself to me too. Your nursing staff absolutely knocked it out of the park, kudos all around. On top of that, **Anita [Clegg]** called me this morning in follow-up (I know that is standard practice), and asked how I was feeling, pain levels, etc. She is a gem! I also had Dr. Garvin for anesthesia and Dr. Dickey was my surgeon- they were top notch. Please ensure that the nurses involved in my care receive this letter/message of thanks from me, as I know they may not hear it enough from the patients they see each day. Thanks again. When follow up call was made, patient added that the staff who took care of him in Recovery were also excellent, but that he couldn't remember their names because he was "out of it."

Suggestion Box Compliments

- **Dana [Newman]** rocks! Thank you, so much!
- **Crystal [Jones]** is such a caring and compassionate person. I just noticed her feeding my dad's neighbor, an older lady who was having trouble feeding herself.
- I would like to thank **Aileen [Barrera]**, my nurse, for her compassion and positive energy for she make me feel happy and safe. She is wonderful at her job.

November Happenings:



Veterans Day - Proud Mother!

Featured in the Californian, Michelle Orta, Case Management

Employee Recognition with Jamba Juice:

To celebrate improvement and sustainment of Patient Experience scores, a successful TJC survey and other quality and organizational goal achievements!



Hospital Tour:

In photo: Kelly Marsh-Hogue, Nursing Director of Perioperative Services & Interim Women/Children's Services

