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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.



CNO Corner – What's New

by Christie Gonder



Shared governance is a leadership model with the objectives to place control of the professional nursing practice decision-making authority to those that influence and provide direct care of the patient. It centers on the autonomy of nursing practice and the accountability of the RN in his or her professional role.

This month we began our new fiscal year with a steering committee of staff RNs, nurse leaders, quality initiative leaders, educators, HR leaders and Quality & Safety staff with the goal to learn the purpose and benefits of shared governance and its philosophical underpinnings. This steering committee began developing policy around council structure, communication process between councils and definition of roles, authority and responsibility of each council. Once the foundation of the council organization chart is set, there will be dissemination of house-wide education to align the hospital strategy and the nursing

strategy with shared governance practice.

Service Initiatives

- o Whiteboard trial completed and we are in process of ordering boards for Med Surg and CC clusters.
- o Physician leadership attended Compassionate Care Training.
- o Outpatient Lactation room complete and we are finalizing the workflow processes and anticipate being able to see patients next month.
- o Continue to focus on hourly, charge nurse and leader rounding.



Quality initiatives

- o Pyxis upgrade training for all nursing staff completed. Go live with new process scheduled on 9/13.
- o WOW! Another great survey! Our Hip and Knee program was recertified by The Joint Commission without deficiencies.
- o Working on transitions of care for dialysis on day of discharge (DOD) and options are being evaluated for transport on DOD to improve patient flow.
- o Working with Quality to develop templates and distribute data monthly at unit based levels.

CNO Corner

(Continued)

People initiatives

- o Working with M/B and L/D staff and CNA on proposed new schedules for a blend of 8 hour and 12 hour shifts.
- o Nursing Residents have been interviewed and selected.
- o In process of interviewing New Grads.
- o Employee engagement survey completed with outstanding participation! We appreciate your feedback!

Finance Initiatives

- o We have temporarily made a decision to stop Tagnos tags in the ED and Inpatient areas during construction period. We will continue to optimize the Tagnos processes in OR and asset tagging.
- o Finalizing priority items for Capital purchases.

Growth initiatives

- o HC refresh started on third set of rooms.
- o Yea! Our ED remodel has begun and new triage process has been put into place! Please forgive the periodic noise levels; we are doing everything we can to mitigate the impact on staff and patients.
- o The kitchen is also in process of a remodel to bring our patients room service. Please be patient during this time.

SVMH HCAHPS Scores

Salinas Valley Memorial Hospital	Score	Rank compared to all Press Ganey
Rate hospital 0-10	71.9	44
Recommend the hospital	75.4	56
Comm w/ Nurses	78.5	34
Response of Hosp Staff	66.6	47
Comm w/ Doctors	80.9	46
Hospital Environment	60.4	17
Pain Management	71.2	50
Comm About Medicines	63.7	45
Discharge Information	86.4	36
Care Transition	53.1	48

June 1, 2015- July 31, 2016 Discharge date; All PG Database (Benchmarking July 2016)

Although we have seen some minor improvements in our Nurse Communication and Responsiveness from prior year, as you can see, we have great opportunity for improvement when compared nationally with other hospitals.

HCAHP Top Box Scores

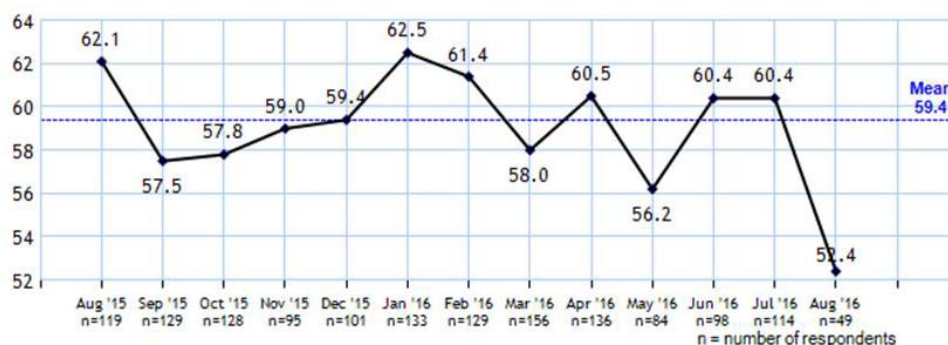


Top Box Trends

Inpatient

Salinas Valley Memorial Healthcare

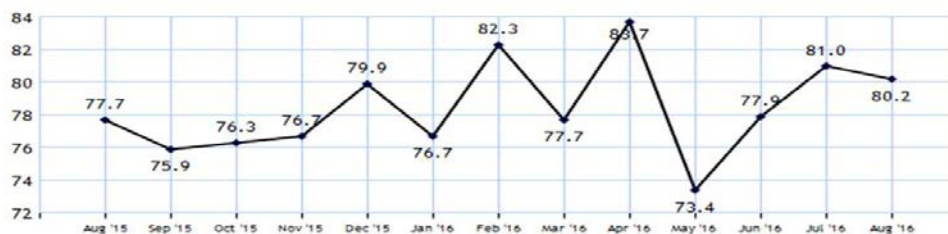
Overall



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



SVMHS STAR Award

A STAR Works Here!

We are proud to announce that Brianne Silvestre, a Nurses' Aid in the Heart Center, received the July STAR Award. Co-workers nominated Brianne for the compassionate and skillful care she provides to patients. Nurses often express how much they appreciate Brianne's attentiveness, and patients' families frequently mention the warmth and kindness she provides their loved ones. Brianne truly exemplifies our STAR values (Support, Teamwork, Accountability and Respect). As a STAR Award recipient, the Board of Directors recognized Brianne at the July 28th meeting.

We want to also recognize all of the STAR nominees for July including [Cynthia Bargas](#), [Andrea Blomquist](#), [Lisa Castillo](#), [Robert Conine](#), [Nora Deluna](#), [Gerry Dizon](#), [Jacqueline Esparza-Valdez](#), [Natividad Felix](#), [Claudia Garcia](#), [Frank Herrera](#), [Jennifer Jimenez](#), [Lolita Narte](#), [Oscar Romero](#), [Amelia Ruiz](#), [Oscar Romero](#), [Yuanming Tan](#), [Joyce Tuazon](#), [Linda Vallez](#), [Sonia Villegas](#) and [Eric Wilson](#). Thank you to all of our extraordinary STAR nominees! Each nominee receives a STAR charm in recognition of their dedication to the care we provide our patients and our community.

**It is our honor to recognize Brianne Silvestre
as a STAR Award recipient.**

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.



MORE Extraordinary People!

Jovita Dominquez, CN / OCU

Submitted by an SVMH Employee

"Good afternoon, I wanted to let you know that I floated this week both Tuesday and Wednesday to OCU. I am a Pediatric nurse and as you well know that unit is very heavy and chaotic and can be very overwhelming for anyone let alone a float nurse, but my charge nurse those two days was AMAZING!! She is a wealth of knowledge, helpful, kind & very respectful to staff/patients. She was on the floor helping with patients consistently throughout both days. I could have not done it without her; she is a great asset to that unit. I'm referring to [Jovita Dominquez](#). I would gladly continue to float there if she were my charge."

5Tower / Best of Care

Submitted through the suggestion box

"I would like to give a huge compliment to all the staff members at 5 Tower for giving me the best care after coming out of a major surgery. I would like to thank [Felicina Orozco](#), [Linda Mase](#), [Martha Galaz](#), [Yesenia Fowler](#), [Keyla Bell](#), [Monica Estrada Gonzalez](#) and [Norma Torres](#). And a very special thanks to [Crystal Peters](#) and [Leslie Lopez](#) for the excellent care I received. Thank all of you from the bottom of my heart.

4th Floor / Excellent Care

Submitted through the suggestion box

"A big thank you to [Latoya Calder](#) for her excellent care, professionalism and bedside manner!"

MORE Extraordinary People!

Ingrid Marayag, New Grad

Submitted by Nancy Manning/Mother Baby

"I wanted you to be aware of one of our New Grads. Her name is **Ingrid Marayag**. She is the most amazing nurse I have ever had the pleasure of working with. Ingrid Marayag is all of the things one would want in a nurse and more. She is positive, willing, volunteers for every experience, is generous, loving, humble, and she is proud to work here at SVMH. In my twenty five years of nursing I have never met anyone who exemplifies nursing as she does. If you have some sort of recognition for new grads she is someone who really deserves it."

As a result of Nancy's recommendation, Ingrid was honored at the Board of Director's meeting on July 28th; Ingrid received a Certificate of Appreciation.



SVMHS Supports Firefighters

As firefighters from across the state rolled into action to fight the Soberanes Fire in Big Sur, so too did Salinas Valley Memorial Healthcare System (SVMHS) and members of the community. Shortly after the fire started on July 22, SVMHS contacted the Command Center and asked how we could help. CalFire gave us a list of medical and personal hygiene supplies firefighters needed. As an organization we made four deliveries to the Medical Emergency Response Team (MERT) at the Toro Park Command Center. Those donations included poison oak treatment, Calamine lotion, Tecnu Calagel, bath wipes, sunscreen, toothbrushes, toothpaste and non-perishable food.

"We are providing much needed supplies to the firefighters protecting our community," said Pete Delgado, President/CEO of SVMHS. "All of us are grateful for the work they are doing to contain the fire and protect homes and property. The donations allow us to say thank you in a meaningful way."

"I've never seen a hospital respond in the way Salinas Valley Memorial has," says Darin Nelson, CalFire Captain and Medical Services Team Leader. "We are very grateful for all of the donations, especially the poison oak treatments and bath wipes."

Employees also rallied to help. SVMHS set up donation bins in the cafeteria and staff started filling the barrels. Employee Health took those staff donations to the Big Sur area, where volunteer firefighters are stationed.

One SVMHS nurse went above and beyond to help firefighters and fire personnel by donating six bags of supplies and non-perishable food such as beef jerky. "Our first responders are warriors just like nurses," said **Ruthie Andrews**, RN from the Mother and Baby Unit. "When the call for donations went out, my heart was lead to help. I love letting the firefighters know that Salinas Valley Memorial and all of us here appreciate the work they do."

As the firefighters work to contain the Soberanes Fire in Big Sur, we want to express our appreciation to everyone who has supported our first responders. Special shout outs to **Kyle Dixon** in Materials Management, **Jill Peralta-Cuellar** in Employee Health and **Nutrition Services** for the efforts they made to support the fire crews.



Darin Nelson, CalFire Captain and Medical Services Team Leader, Carla Spenser, RN, SVMHS Emergency Room Director and Pete Delgado, SVMHS President and CEO at Toro Park Command Center