

VOL 4 | December 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.

2017 Gingerbread House Contest Winner: ONS Department



CNO Corner – What's New



by Christie Gonder

Reflection and Self Care

As the end of the year approaches, I find it is a good time to seek out self-care and reflect on all the great things that have been accomplished over the year. Caregivers often forget about caring for themselves due to all the energy they give to taking care of others. Although caring for others is rewarding and fulfilling, it can be draining as well, so take care of yourself mentally and physically. Whatever works for you... whether it is a relaxing walk on the beach, a strenuous run or ride on the trails, a peaceful spiritual session with yoga or faith practice... take the time to be good to yourself.

Now, let's reflect on the summary of 2017 at Salinas Valley Memorial and recognize your significant accomplishments and contributions:

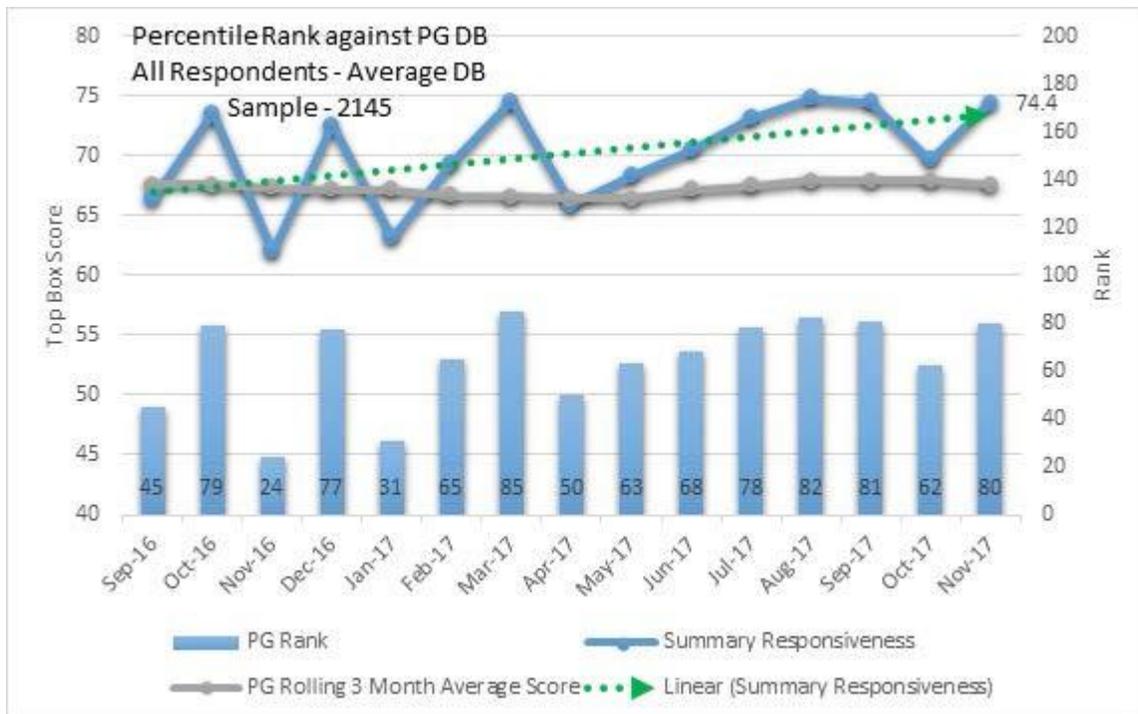
Quality and Patient Safety and Efficiencies

- Successful Joint Commission tri-annual survey accreditation for 3 years
- The Leapfrog Group once again gave Salinas Valley Memorial an "A" grade for patient safety.
- Implemented a nursing Shared Governance structure
- Developed Professional Practice Model, including nursing mission, vision nursing theorist and values as well as developed a nursing strategic plan
- Updated Meditech to 6.15 including additions of a critical care flow sheet, VS interface, IV infusion and titration screen and mange transfer functionality

- Completed ED remodel & implemented a Rapid Medical Evaluation (RME) process with significant improvements on length of stay and time from order to admission
- Improved the efficiencies in the OR on first case on time starts up to 84.5% and turn-around times down to 31.2 minutes
- Completed OB door construction to improve efficiency and employee satisfaction
- Added toileting rounds and focused on Fall reduction with improved Fall rate from 2.77 falls per 1000 patient days down to 1.45 in last quarter
- Implemented Huddles and added Huddle boards in clinical departments
- Streamlined our processes to better identify patients with Sepsis for early interventions
- Developed effective process to ensure patients are referred to the Diabetic Center
- Successful certifications surveys for Mammography and Sleep Centers
- Perinatal staff focused on providing high touch labor support and family/support person involvement and improved outcomes by increased vaginal births and reduction of primary cesareans

Service

- Supported huge transition to Room Service
- Refreshed our ICU/CCU
- Added Braham’s lullaby music after a baby is born
- Hardwired Bedside Report
- Developed patient folders for ED and Inpatient to improve patient communication
- Implemented leader and charge nurse MyRounding. (There is a positive correlation to improved HCAHPS scores with leader rounding)
- Outcomes show significant improvement of Press Ganey HCAHP Composite results in 2017 in the following categories:
 - Hospital Rating
 - Responsiveness of Staff (see graph below of positive trend)
 - Communication about Medications
 - Hospital Environment (specifically related to Cleanliness)



Service and Efficiency: Keep up the great work!

HCAHPS Results by Unit
Top Box Scores – November 2017

Inpatient Units	1Main	Heart Center	Telemetry 5T	Telemetry OCU	MedSurg1 3M	MedSurg2 3T	Oncology 4T	Ortho Neuro Spine	Perinatal	SVMHS Target
Number of Responses	7	14	9	3	10	9	3	18	19	
Overall Rating	85.7	85.7	66.7	33.3	50	66.7	33.3	66.7	73.7	74.9
Would Recommend	85.7	78.6	66.7	33.3	60	77.8	33.3	82.4	78.9	-
Communication with Nurses	85.7	85.7	81.5	66.7	50	77.3	66.7	71.7	89.5	80.3
Responsiveness	85.7	83	57.1	50	71.7	83.3	83.3	66.9	83	69.5
Communication with Doctors	87.8	71.4	59.3	100	53.3	88.9	77.8	77.3	94.7	81.3
Cleanliness of Hospital	100	78.6	88.9	33.3	70	77.8	33.3	83.3	72.2	77.8
Quietness of Hospital	57.1	42.9	11.1	33.3	60	22.2	66.7	66.7	42.1	47.1
Pain Management	50	81.2	70	75	55.6	68.8	50	74.1	76.5	-
Communication about Medicines	37.5	70.1	57.1	50	21.4	100	100	66.7	71.4	65.6
Discharge Information	71.4	94.4	72.2	75	80	100	100	97.1	97.2	88.7
Transition of Care	60.3	57	31	22.2	24.8	33.3	11.1	75.7	58	54.3
Emergency Department Overall Score: (Target 58.2)	62.7									

People

- Added 2 awesome new directors to our leadership team- Kelly Marsh, OR & Gloria Noell, CM as well as promoted several RNs into leadership and charge nurse roles
- 26 new grads hired
- 19 RNs went back to school and completed a BSN
- 3 RNs obtained a MSN
- Improved Nursing Engagement from 26th% to 45th % from prior year
- Implemented electronic RN evaluations
- Engaged expert speakers on
 - Shared Governance, Greg Crow
 - Inspired Nurse, Rich Bluni

Finance & Growth

- Appreciated significant growth in our outpatient service lines of Infusion and Cardiac Diagnostics.
- Instituted Complex Care and Renal rounds with reduction in Medicare Length of Stay from 5.3 to 4.9 days
- Offer Trial of Labor after Cesarean Section (TOLAC)

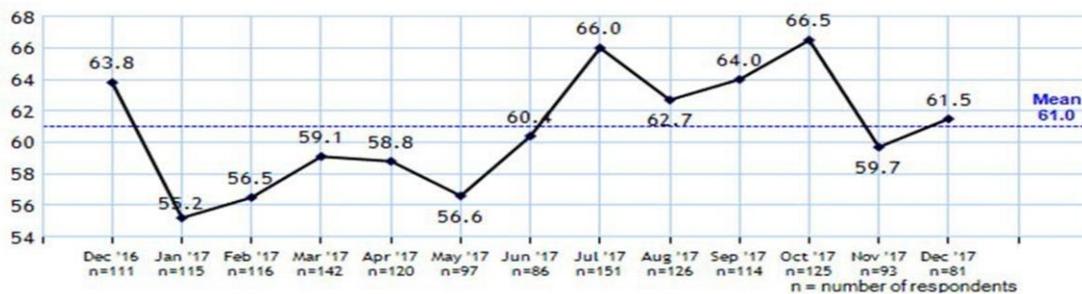
“Always” on survey

HCAHP Top Box Scores



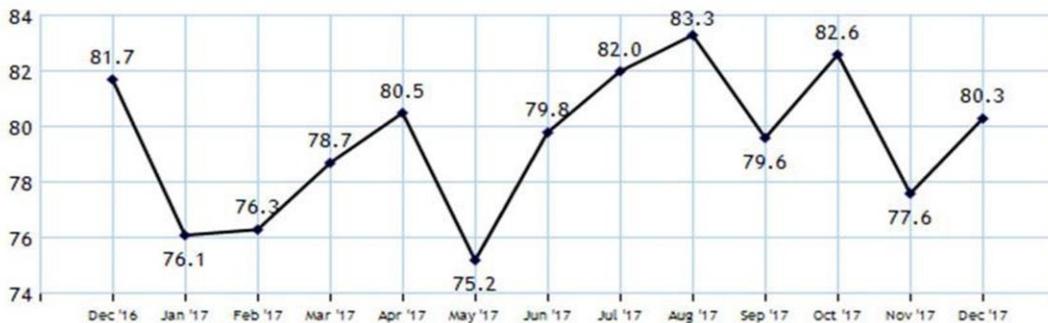
Top Box Trends

Inpatient
Salinas Valley Memorial Healthcare
Overall



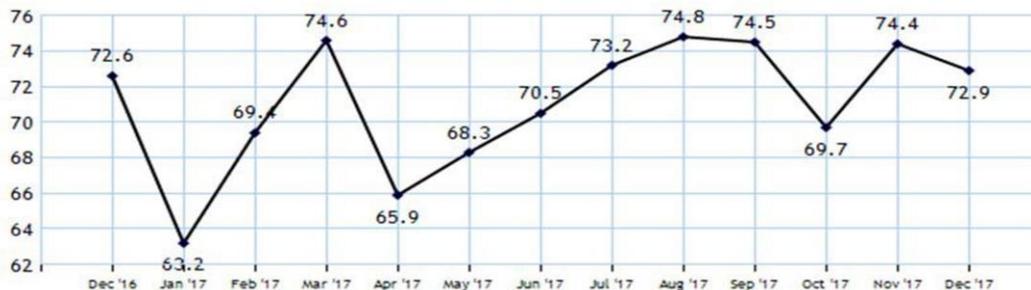
Top Box Trends

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



Top Box Trends

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





Congratulations to Joel Castillo!

A special presentation took place this week as Joel Castillo, a clinical coordinator for the Angio Special Procedures Department received the December STAR Award.

A co-worker nominated Joel for the exceptional and compassionate care he provides patients. That person shared, "Joel makes every patient feel special and relaxed and well cared for. In addition to his superior patient care, he is an expert in his role and is a great resource for nurses, fellow techs and physicians."



Joel exemplifies our STAR values- Support, Teamwork, Accountability and Respect. As a STAR Award recipient, the publicly elected Board of Directors will recognize Joel at its December meeting.

The following employees were also nominated for the December STAR Award: Fidelia Calderon, Amelia Ruiz, Juanita Silva-Jaime, Leticia Suarez, Norma Suarez, and Norma Torres. Every month, Salinas Valley Memorial recognizes an outstanding employee with a STAR Award (for all staff) or a DAISY Award (for nurses). Nomination forms and drop boxes are located throughout the hospital. Go to 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 December the following people have been awarded tenure awards by the Board of Directors. The following employees were honored at the December 21, 2017 Board of Directors meeting.

20 Years

Christa McDowell, Asst. Director, Environmental & Nutrition Services, ES

Lidia Mendez, Unit Assistant I, Labor & Delivery

Meghan Canchola, Staff Nurse II, PACU

30 Years

Jovita Dominguez, Staff nurse III, Observation Care Unit

Cherry Leslie, Clinical Laboratory Scientist, Pathology

Juanita Barrientez, Nutrition Services Aide, NS

Kudos

Submitted by Abby Acosta, RN/PACU

Hello,

I would just like to express my sincerest gratitude to Emmy and Scott. I am a PACU Charge RN in the evenings.

Last Monday, Emmy was dealing with a lot of challenges in the evening shift. Critical care and progressive care beds were very impacted. She found the time to call us back, update us and figure out a way (by some miracle, I believe) so that our patients in the PACU were appropriately placed.

Tonight, Scott was very helpful and called us back promptly to ensure proper bed placement. This allowed us to properly and efficiently staff the unit. Thank you so much for accommodating our requests which we made on behalf of our OPS RN's loved one who had surgery today.

I know that each person in your department goes to great lengths to ensure that we get the support that we need in the PACU. Please know that we do notice and appreciate this very much. This expression of gratitude is long overdue.

Happy Holidays,
Abby

A Big Thank You

Submitted by patient

Sorry it has taken me so long to write this note.

I was in SVMH on March 28th and had to have surgery. A big thank you to the hospital staff. Dr. Carver, Dr. Shen, the hospital staff (Drs, RNs, LVNs, CNAs, therapist, dietary and housekeeping). I had such wonderful care from everyone. My healing was amazing and I am now home doing well.

God bless you all for your care and dedication.

Great Experience

November 24, 2017

Salinas Valley Memorial Hospital

450 East Romie Lane

Salinas, California 93901

Attention: Nurse Manager Emergency Room

I came to your Emergency Room November 11, 2017. (with my husband) I had an appendectomy that evening, stayed in room 309 and was discharged November 12, 2017.

I want you to know how great our entire experience was from the moment we arrived.

Especially Dr. Ramos. He was so welcoming, and put me at ease as to the upcoming process.

Everyone was professional, efficient, compassionate and kind. Everyone introduced themselves and explained every process.

Unfortunately I can't remember everyone's name, but I ask that you commend everyone in the Emergency Room and the operating Room.

I truly had the best possible experience.

Thank you.

Submitted by patient

How are we doing?

Suggestion Box Compliments — How are we doing?

- **Jay [Harris]** is an amazing nurse! Thank you for your excellent care!
- I want to compliment **Judith [Vazquez]** for the amazing patient care she gave my mother. I also want to let you know that **Edel [Hernandez]** was wonderful and took excellent care of my mother.
- Compliments to **Jocelyn [Banaag]**, **Brittnee [Sandoval]** and **Jacqueline [Esparza-Valdez]**. They are all doing a very good job with my father's care. They are very patient, kind, great personalities – they care about their patients. I give these ladies a “10” for a job well done. Thank you ladies – you are truly some angels!

Gifts of Life from SVMHS



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Reno, NV 89519

SAN LEANDRO
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San Leandro, CA 94577

Donor Referral Hotline
1.800.55DONOR

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October 7, 2017

Salinas Valley Memorial Healthcare System

Many of you were recently involved in caring for a 75-year-old male, M. G. G., who suffered from a stroke. His family wanted him to be an organ donor and we thank you for your support in making this happen.

Two People Received the Gift of Life!

- A 55-year-old father of three from Northern California received a new liver. He waited one year and four months for his life-saving transplant. He is recovering and doing well.
- A 66-year-old female from Northern California received a new pair of kidneys. She is recovering and doing well.

On behalf of the recipients, their families, and the staff of Donor Network West: Thank you for all of your support of the donation process.

Janice Goins
Donation Program Consultant
Donor Network West
Cell: 510-418-7810



A Donate Life Organization

Heal a life through organ and tissue donation