

VOL 4 | July 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.



Sherri Portillo/Education, Maryanne Conkin/1Main, Laura Stone/5Tower, and Teresa Lepiten-Tobias/HIM enjoying line-dancing at the SVMHS Family BBQ July 8, 2017

## CNO Corner – What's New

by Christie Gonder



### ❖ Service Initiatives

**Scores** continue to have positive trends in our patient satisfaction. Please keep up the great service! Our opportunities for improvement are in Communication of Medication Side effects and Noise at Night. If you are in a charge nurse role, remember to **perform leader rounding with the IPAD MyRounding application** because data shows that a patient's perception of experience significantly improves when rounded on by a nurse leader. Beginning July 1, we have made a change to post our data Patient Satisfaction Data based on *Receive Date* rather than *Discharge Date*. The reason for this change is two-fold. Our data will be final at the end of the month rather than a two month delay while we wait for the surveys to come in and this is

how CMS also reports HCAHPS data. **Good news is on the horizon!** Our **Medical Hospitalists join SVMC** beginning 8/1/2017. We anticipate an improvement in service as we onboard loyal physicians which will result in a more consistent physician staffing model, dedicated physician administrative time, less locums and more physician engagement. This month SVMH will begin serving a **special meal for our new mothers** and their significant other. We will also be rolling out a **new patient folders specifically for the ED and the Inpatient** areas to help the patients better organize their patient data and education.

### ❖ Quality Initiatives

We have completed our validation of the Patient Classifications (Acuity) system. The results will be shared with the task force for later this month to evaluate if we need to make further changes in the electronic data mapping. Remember that you can always over write an electronic acuity by doing a manual acuity on a patient in the system. The Professional

## CNO Corner – What's New (Cont.)

*by Christie Gonder*

Practice Team has one more retreat scheduled to finalize the Nursing Mission, Vision and Values and a Professional Practice Model Logo. This team is moving along with great focus and energy! Thanks for all that you are doing to lead with Professional Nursing Practice! This past week we had an unanticipated information technology system wide downtime on 7/21. I know that this was a difficult day/ night for many of you to practice but we got through this event, reviewed our opportunities and we are working on a plan to upgrade our information technology system to have complete redundancy and will be updating our system over the next few months. We also had a planned water-shut down on 7/28 and repaired some of the piping infrastructure as well added a new water softener system. These projects are never easy on staff and patients, however we accomplished the mission very smoothly. The Joint Commission is expected sometime on or after 8/28. Please keep current by reading the updates and be vigilant on documentation and maintaining a clean environment of care.

### ❖ **People Initiatives**

This month we recognized the following RNs for the advancement of their education, please join me in recognizing their accomplishments!

#### **BSN:**

Norma Coyazo, SNII

Stephanie Guerrero, SNII

Olga Kepler, SNII

Anna Linn, Clinical Manager

Susan Manda Maguire Martin, SNII

Ingrid Marayag, SNII

Gabriela Morales, SNII

Roan E. Niduaza, SNII

Luzviminda T. Ramos, SNII

Shena L. Rivera, SNII

Mario C. Zermeno, SNII

#### **MSN:**

Diana Griggs, MSN, SNII

#### **MSN-CNL:**

Iana Johnson, MSN-CNL-SNII

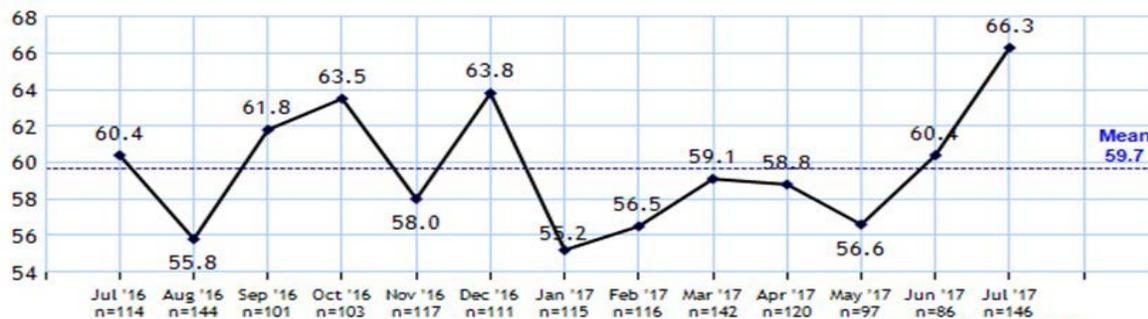
28 new graduates will start this month! Please mentor and welcome them with open arms!

# HCAHP Top Box Scores

"Always" on survey

PRESS GANEY™ Top Box Trends

Inpatient  
Salinas Valley Memorial Healthcare  
Overall



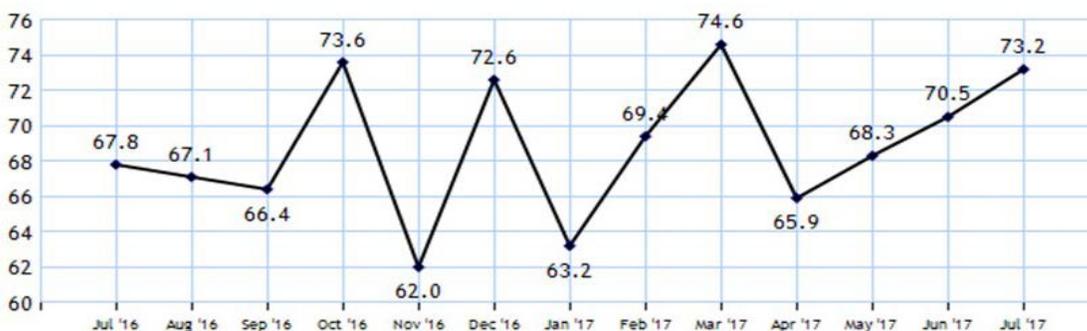
PRESS GANEY™ Top Box Trends

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



PRESS GANEY™ Top Box Trends

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





## Congratulations to Stephen Isbill, RN II!

A special presentation took place this week as Stephen Isbill, a Staff Nurse II in the Heart Center received the July DAISY Award.

Stephen was nominated for the DAISY Award by the daughter and son of one of his patients in the Heart Center. They stated he provided exceptional care to their mother and he witnessed how compassionate and attentive Stephen was with her. The family expressed that their mom specifically requested Stephen to assist her with various task on multiple occasions. "Stephen would show up with a warm smile and a wonderful attitude to help my mother," wrote the patient's son. "He is a warm and caring nurse who will stop everything he is doing to attend to his patients."



The following employees were also nominated for the July DAISY Award: Marlyn Berkenpas, RN II, Michael Brown, RN III, Israel Hester, RN I, Aracely Martinez, RN II, and Janice Suhat, RN II. Thank you for your dedication to the care we provide our patients and our community.

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.

# 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 July 27, 2017 Board of Directors meeting.

### 30 Years

Tom Wages, Business Application Manager/ Financial Planning & Development

### 20 Years

Kimberly Stewart, SN II/ Med Surg  
Cynthia Emeterio, SNII/Pediatrics

### 20 Years (Cont.)

Sara Silacci, Assistant Head Nurse/HC  
Arnold Failano, SN II/PACU  
Rosalia Madrigal, Administrative Assistant/Administration

## Dedicated Nursing Staff in NICU

*Submitted by Dr. Robert Castro*

Julie R. Johnson

I wanted to share with you how fortunate I am to work with such a dedicated nursing staff in the NICU. I could cite several examples from both our day and night staff. However, I must highlight the events that occurred the other day in our NICU.

We had received a transport from Lucille Packard Children Hospital (LPCH), an ex-27 week very low birth weight infant who was now in his 4<sup>th</sup> week of life, but still was requiring non-invasive ventilator support. Although he was stable, when he arrived, his oxygen requirements were moderately high and had increased even in the days prior to transport. We discovered that he was significantly anemic and would require a blood transfusion. Due to his decreased blood count and current size, 1100 grams or 2 lb. 6 oz., obtaining intravenous access for this urgent blood transfusion was extremely difficult and appeared not possible. I was so impressed by the commitment of our nursing staff that day, **Jan L. [Hadden]**, **Esther L. [Bronson]** and **Maura E. [Baker]**, who diligently attempted to secure this needed IV access. As I was communicating with LPCH regarding assistance and possible back-transport to their facility, **Jan [Hadden]** obtained peripheral IV access and the Baby received the packed red blood cells over a 4-hour period that day. Of note, his oxygen requirements decreased significantly and has remained clinically stable in our NICU.

I am so appreciative of that shift's commitment and the level of care provided by all our NICU RNs, RCP and other important ancillary staff that care for our babies and parents.

Gratefully,

Robert Castro, M.D.  
Medical Director, NICU  
Clinical Professor of Pediatrics  
Stanford University School of Medicine

## Labor & Delivery Kudos

*Submitted by Joy Bautista, Charge Nurse/LD*

I just want to give kudos to **Tricia [Deblois]**. It's not the first time last night that she came in to help us out. I always resort to her if nobody can really come in. Same thing to all the staff who worked with me last night, **Daisy [Manugas]**, **Michelle [Balco]**, **Amanda [Hoeft]**, **Kathy [Blazek]**, **Alyssa [Alexander]** & **Christine [Wong]** for their flexibility, teamwork, good nursing care. Also to **Nina [Perez]** & **Rony [Gutierrez]** for helping us out and making sure we got what we need.

## More Extraordinary People!

### A Big Thank You to the ED Staff

*Submitted by Daniela Robison, Manager/L&D*

Hi **Carla [Spencer]** and **Jeremy [Hadland]**,

I would like to recognize the ED staff that provided care for my mom today. My mother woke up with a severe headache, nausea & vomiting, dizziness and had bilateral leg cramps. She could not ambulate. My mother has history of hypertension, right branch bundle block and I was afraid she was having a stroke or a DVT. My maternal grandmother died from a DVT.

The ED staff who took care of my mom was EXCELLENT. **Sandra [Meza]** from registration expedited my mom's transfer to a room. Angie the charge nurse came in to the room soon after and was on top of my mom's care. **Angie [Guerra]** explained the plan of care and involved my mom and myself in the plan of care. Angie went above and beyond to provide excellent care to my mom. **Victor [McKenzie]** was the primary RN and was also excellent and made my mom comfortable and was very attentive. He also explained everything that he was doing. **Veronica [Elizondo]** the tech was great. She was very professional and compassionate. **Cynthia [Barajas]** from lab came in with a smile and introduced herself and explained to my mom what she was doing. (By the way Angie started the IV and was able to draw labs to avoid 2 sticks!). **Glenn [Scales]** from ultrasound was kind and very helpful. He too explained everything that he was doing in a way that my mother could understand (Angie-took the time to take my mom to ultrasound! –She is AWESOME). **Dr. Stehmeir** was very down to earth and examined my mom thoroughly and listened to our concerns. He spent a good amount with completing his H&P and provided excellent communication in a compassionate and kind way. I am very grateful to all of the ED staff that provided care to my mom today and my apologies if I missed anyone.

It is so difficult to see your own mother in a gurney in the ED however, the ED staff made it us feel like family. A BIG THANK YOU to all of you. Sincerely, Dani

### Wonderful Young Man

*Submitted by Dana Rogers, RN/ICU/CCU*

Good morning,

I wanted to pass on how wonderful the young man **Ramon [Vega]** CNA in HC is to patients and families. I worked the last three days in HC and observed how he treated the patients; he answered any light right away even ours in the extension. He would always come by and ask if we needed any help if he saw we might need assistance. His genuine kindness was very nice to observe.

I feel it is important to recognize the good work when we see it. Thanks, Dana

### Job Well Done

*Submitted by David McQueen, Case Manager*

I want to both thank and acknowledge **Francisco [Moran Salcedo]** for a job well done, for his handling of a case. Excellent work on both preventing an inappropriate admission and expediting his discharge to the ARU. This case should be presented to the group as an example of how Case management can and should work. ~ Dave

## More Extraordinary People!

### They are the greatest!!!

*Submitted by patient*

Dear Ms. Gonder,

Last year, I had the pleasure to meet with you and your nursing leadership team after I retired from Natividad Medical Center. Shortly thereafter I became a nursing faculty member with Unitek College and have been a clinical instructor since October. On June 7 of this year, I was once again a patient at your facility where **Dr. Swan** performed a reverse total shoulder replacement. (2+years ago I had a total hip done there, too) Recovery is going well and just started Physical Therapy.

The care and treatment I received was outstanding from the moment I was taken in the pre-op until the next morning when I was discharged. A week after discharge I had to have a drain and Jackson/Pratt bulb inserted in Interventional Radiology. Again, the staff were compassionate and thorough. I wish I could remember all the names of the staff who were involved in my care, but the following are the ones I recall: **Heather [Gagnon]** and **Adelpha [Villanueva]**, ( 4<sup>th</sup> FL.), **Cemy [Regaldo]**, **Gabby [Gonzalez]** and **Regina [Bautista]** ( 4<sup>th</sup> FL.), All the staff of OPS, **Megan [Lopez]** and **Jose**, ( IR), **Connie [Barraza]**, **Jen [Jimenez]**, **Cindy [Frye]**, **Xiaoli [Liu]**, **Joe [Gonzalez]**, **Maybelle [Peters]**, **Alma [Alamos]**, **Irma [Penamante]** and **Jacqueline [Esparza Valdez]**, **Dr. Villalobos** ( IR), and many others who contribute to the overall healing, welcoming environment at your hospital.

Please convey my deepest appreciation to your staff. They are the greatest!!!

P.S. the room service was great!

## Suggestion Box Compliments

*Submitted in the last 90 days*

- 3Tower is completely amazing. I felt like I was staying at a 5-Star hospital. Your staff was so amazing and there was not one person who did not exceed my expectations. Here is a list of the ones I could remember: **Roberto [Enriquez]**, **Paul [Siman]** (amazing), **Dawn [Campbell-Bedard]**, **Vermont [Tigoy]**, and **Shirley [Gutierrez]** (totally amazing), and **Drs. Bajaj and Alison [Wilson]** (both 5-Stars). Also, **Maintenance**, the **Chef** and food service people, Housekeeping, Security and the entire ancillary staff. This is a Gold Star Hospital!
- I came in to be seen on May 2nd and didn't expect to be admitted. Low and behold I was taken care of by the best team of nurses and doctors I could have asked for! **Lori [Woodfin]**, **Zhivka [Dickerman]**, **Todd [Ripley]**, **Lynn [Martinez]**, and **Dr. Zetterlund** are exceptional individuals and professionals exceeding my expectations and experience. I couldn't be more grateful. I love you guys, you all Rock!!

## Promoting Professional Practice and Teamwork

Every once in a while, someone stands out above others. Today, I would like to recognize one of our new nurses, **Izzy [Hester]**. Over the past couple of months, I heard that many nurses have been talking about him and a couple of them took the time to document his professional nursing practice. One supervisor wrote that she overheard nurses talking on four different units about this new amazing nurse, Izzy. On one instance he came to 3T to help with an IV start. The patient was a very hard stick and he went above and beyond to help her and support the rest of the seasoned nursing staff. On another instance a nurse stated she needed to do an Influenza swab which unfortunately she had not done in a long time. He demonstrated patience and took the time to show me how to perform this test. He was very thorough in explaining the procedure to the patient and calming all her fears. The nurses believe that Izzy goes above and beyond what has been requested of him and his actions don't go unnoticed! So from several nurses, "we truly appreciate his professional practice, teaching us and promoting teamwork!"