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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.

Certified Nurse Day March 19, 2017



Certified Nurses (L-R Front Row) Deborah Avilez, CPAN, CAPA, Abigail Acosta, CPAN, CAPA, Beverly Doerr, CNOR, with Christie Gonder, CNO, CENP, (Back row) Clement Miller, NEA-BC.

## CNO Corner – What's New

by Christie Gonder



### Service Initiatives

- **ROUNDING** Continued focus on hourly & charge nurse rounding.
- **BEDSIDE REPORT** Are your patients participating in their care? Put yourself in a patient's situation. Would you want to know what was being planned about your care and what people were saying about your care? **This is the "why" of bedside report.** Bedside report is not report at the nursing station, it is report given in front of the patient so that the patient can participate in their plan of care. This practice is evidenced based and improves both the patient experience and outcomes.
- **WHITE BOARDS** During Bedside Report, erase the board and complete with updated data. We have received feedback from patients that, "the date doesn't change, the goals, pain goals do not change and the staff name is incorrect." Remember that the white boards are a meaningful way to provide information to help keep the patient oriented and involved in their goals.

### Quality Initiatives

- **EFFICIENCY METRICS**
  - WOW the hospital has been so full over the past month! All efforts need to stay focused on **timely Admission, Discharges and Transfers**. Do you know what the goal is for Median time to bed for the patient from ED to the Unit? Data shows that patients have better outcomes and a better patient experience when they are cared for in an inpatient bed compared to prolonged stays in an ED unit. Know your part of what you can do to contribute to maximizing our patient flow.
    - Goal is 75 minutes
    - February YTD 84 minutes

- **Pressure Injury Prevention**
  - We continue to have a high incidence of device related Pressure Injuries. During your rounds, inspect under the devices and reposition devices to give skin areas a period of rest.
- **Fall Prevention**
  - *Call don't Fall signs with patient education pictures* are available to be inserted under the clear plastic cover on the White boards.
  - Patients who are confused are best not left alone up in a chair. If a confused patient is up in a chair and does not have a companion/sitter, remember to use the chair alarms as these patients are high risk to fall.

### People Initiatives

- This week we celebrated Certified Nurses Day – I was impressed about 20% of RNs working at SVMH have a specialty certification! Please join me in thanking your colleagues for becoming experts in their area of specialty.
- The new electronic RN evaluation template is almost complete with implementation scheduled for May 2017. The evaluation process has been streamlined to focus on STAR (Support, Teamwork, Accountability and Respect) behaviors, job performance and goals.
- Hospital and Nurse's Week is around the corner! Please take some time to nominate a special nurse and employee deserving recognition as SVMH's Nurse and Employee of the Year!

### Growth Initiatives

- The first half of the ICU refresh is under way.
- The ED remodel is completed.
- The OB doors begin construction 5/1/2017.
- **Hospital Room Service GOES LIVE date of 4/25**
  - New exciting Menus!
  - The Diet Clerks will inform the patients of the process and provide assistance.
  - Patients and families can call the diet office to order @ X1760.
  - Approved food for diets will be delivered within 45 minutes of ordering.
  - Remind your Diabetic patients to notify and collaborate with you at the time of placing their orders to schedule timely diabetic medication.
  - Regularly timed trays will be delivered for those patients who are unable to participate or those selecting not to participate.
  - Ordering times - 730AM with hard stop at 8:00PM .
  - Guest trays will be eliminated with the exception of Pediatrics. Trays will be provided for one parent rooming in with child under the age of 14 years.
  - Constant Companion requested by an RN (for patients confused, pulling lines etc.) will be given meal vouchers during meal times

# DO YOU KNOW YOUR HCAPHS QUESTIONS?

If you were to rate your care – would you rate yourself as “Always?”

## YOUR CARE FROM NURSES

During this hospital stay, how often did nurses treat you with courtesy and respect?

- Never
- Sometimes
- Usually
- Always

During this hospital stay, how often did nurses listen carefully to you?

- Never
- Sometimes
- Usually
- Always

During this hospital stay, how often did nurses explain things in a way you could understand?

- Never
- Sometimes
- Usually
- Always

## RESPONSIVENESS

During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

- Never
- Sometimes
- Usually
- Always
- I never pressed the call button

## PAIN

During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?

- Never
- Sometimes
- Usually
- Always

## MEDICATION SIDE EFFECTS

Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?

- Never
- Sometimes
- Usually
- Always

Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?

- Never
- Sometimes
- Usually
- Always

## DO YOU ALSO KNOW

... All hospitals are graded only on their **Always** or “TOP BOX” scores?

See the SVMH Top Box Scores for February on the next page.

# HCAHP **Top Box** Scores

*"Always"*

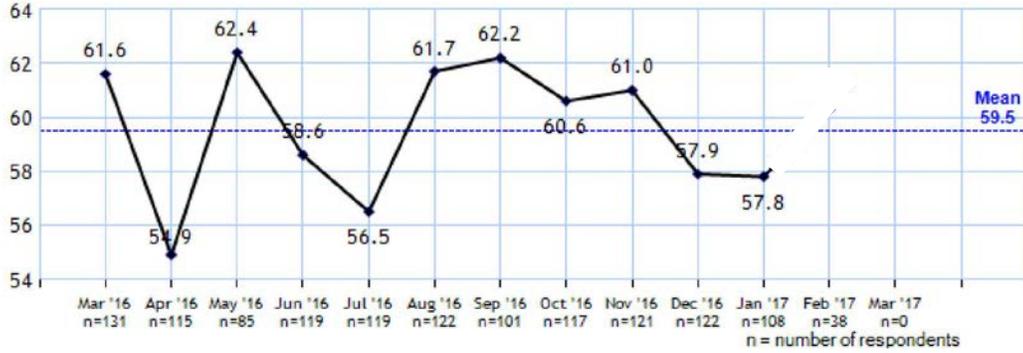


## Top Box Trends

Inpatient

Salinas Valley Memorial Healthcare

**Overall**

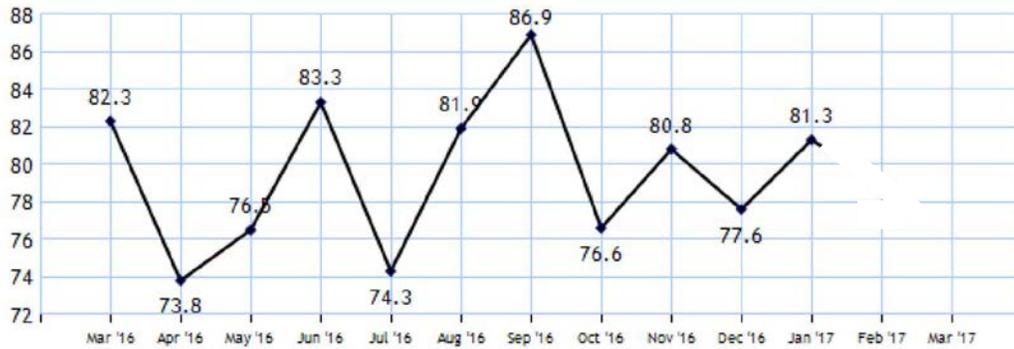


## Top Box Trends

Inpatient

Salinas Valley Memorial Healthcare

Section - CAHPS - Comm w/ Nurses



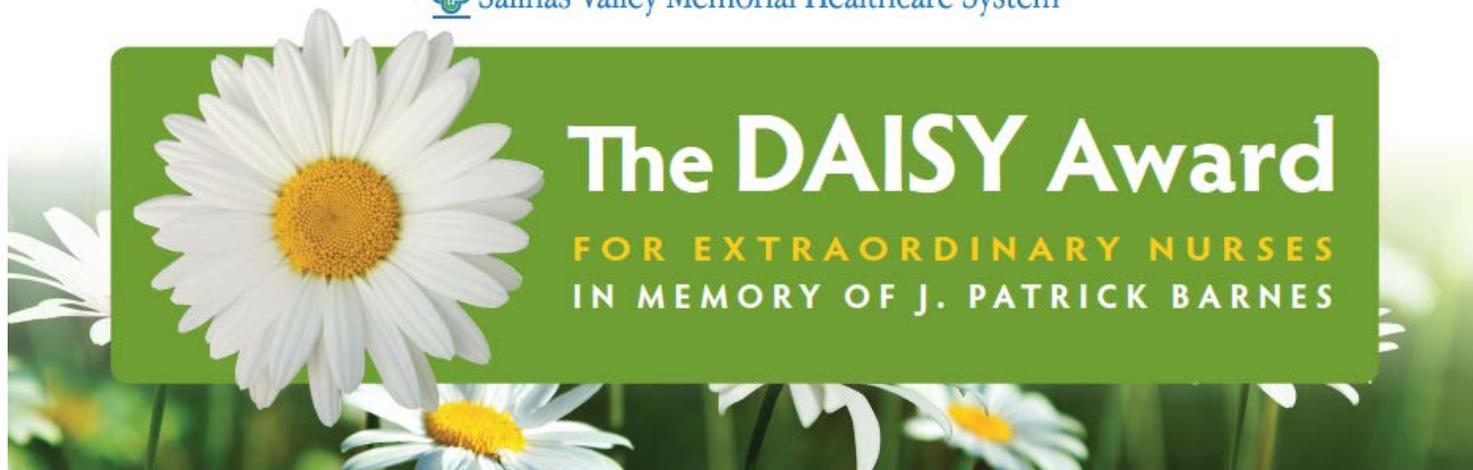
## Top Box Trends

Inpatient

Salinas Valley Memorial Healthcare

Section - CAHPS - Response of Hosp Staff





## Congratulations to Christiane Thomassin, RN, Mother/Baby!

A special presentation took place on February 22<sup>nd</sup> as [Christiane Thomassin](#), a Staff Nurse II in the Mother Baby Unit received the February DAISY Award.

A co-worker nominated Christiane for the extraordinary and compassionate care she provided to a morbidly obese patient. Her colleague expressed, "Christiane showed so much love, compassion and kindness to her patient during her stay at the hospital. The patient was so touched by the care she received, she told me Christiane was amazing and wonderful and like a sister to her." Christiane exemplifies our STAR values - Support, Teamwork, Accountability and Respect. As a DAISY Award recipient, the publicly elected Board of Directors recognized Christiane during the board meeting on March 23<sup>rd</sup>.



L-R: Pat Valenzano, Director/Women's and Children's Services, Trini Juarez, Sr. Administrative Director/Patient Care Services, Christiane Thomassin, Daisy Award Winner, and Julie Johnson, Manager/Mother-Baby

The following employees were also nominated for the February DAISY Award: [Amy Bonano, RN, BSN, MBA](#), [Najiba Caplan, RN](#), [Deloris Colclough, RN, BSN](#), [Sarah Dale, RN](#), [Tricia Deblois, RN](#), [Elvira Delfin, RN](#), [Heather Gagnon, RN, BSN](#), [Baudelio Gonzalez, RN](#), [Jose "Joe" Gonzalez, RN](#), [Shirley Gutierrez, RN](#), [Kim Hooks, RNC](#), [Mary Huynh, RN, OCN](#), [Maria Mederos-Gomez, RN](#), [Anna Mercado, RN, BSN](#), [Casey Minson, RN](#), [Francisco Moran-Salcedo, RN, BSN](#), [Feliciana Orozco, RN](#), [Michael Philip, RN](#), [Luzviminda "Minda" Ramos, RN](#), [Raquel Ramos, RN](#), [Carmel Rebancos, RN](#), [Mercedita Stoffey, RN, BSN](#), [Socorro "Coco" Uy, RN](#), [Barbara Wall, RN](#). 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. Go to [SVMHS.com/nomination](http://SVMHS.com/nomination) to learn more about the awards.

# Extraordinary People!

## Emotional Component of Healing

- I have not attended any classes at SVMH but I have had surgery there. I have also been admitted to CHOMP and Monterey Surgery Center. I have to say that the nurses at SVMH are the best ever, I have talked to others who feel the same way. The nurses at SVMH are so attentive and kind...they make you feel very safe and cared for. I believe that this team understands the emotional component of healing...my choice will always be SVMH due to the nurses!!!!

## Emergency Department

I was brought into the ER yesterday evening by my husband for very severe neck, back and arm pain. It was some of the worst pain I have ever had in my entire life. When I walked in I was greeted by a very nice grey haired security officer who helped me sit at the triage station. He also checked on me several times to ask if I needed anything. The triage nurse, **Mark Hansen** was very comforting and professional. He was able to help get me in quickly. From there my nurse was **Kim Kelley** who was quick and understanding. Then walked in **Ricardo Martinez** who took over my patient care. He greeted me with a hug as I was sobbing in pain. We were also impressed with the young physician that took care of me. I can't begin to tell you how thankful I am for their professionalism and their big hearts. It meant so much to me and my husband that I was treated swiftly and kindly. Thank you all so very much.

## Registration and 5<sup>th</sup> Floor

- I ran into a patient at the elevator as he was being discharged from 5<sup>th</sup> floor. He was extremely thankful for our services overall at SVMH. He asked if I could please tell everyone how pleased he was with our service; he stated we are all very courteous and nurses were excellent and it made a difference in his recovery.

## Rehab

- To all the therapists that helped me: You are all so wonderful! Thank you so much for the care I was given. I appreciate it very much! (And thank you for being patient with me.)
- To **Sandra Uvina** from the sister of a patient: I want to thank you so very much for advocating [for my brother]. The fact that you saw the potential was such a relief to the family and you should be so

proud of this. I spent yesterday with him and he was a complete turn-around to where he was. He is now more cognizant and doing great with his rehab. They are loading him up more with PT as he daily can handle it. The rest will come together with time but I truly believe he will be OK. That you saw this in him when others did not is commendable. Keep up the good work. Our health system needs more people like you!

## 5<sup>th</sup> Tower Compliments

- I would like to recognize **Grant Stephens** who is a very good team player. The floor was very busy and he helped everybody. He thoroughly answered my questions. He became a resource! Good job!!!
- To **Ellie Rhoades**. I appreciate the very kind services you have provided to my mom and with all due respect I wish there were more people in the world like you. You have been very professional. Most important is that you have excellent people skills and that is what I believe makes you the better person and very good at what you do. And also, the compassion that you have will take you very far in life. Thank you so much for caring for my mother. You are a great nurse with a beautiful soul. We appreciate all your help. Keep up the great work!
- To **Deb Fullington**. You are something special in so many ways. Saying "Thank you" in my world just does not even scratch the surface or do justice for the comfort of being focused and worry free leaving SVMH. Like climbing on 2,000 pounds with horns (a bull), knowing it is out to destroy life. Mom's illnesses and bulls hang out in the pen. Or this cowboy has an angel guarding the 5<sup>th</sup> floor tower and anywhere between. May life bless you in the way you have watched over my world.

## MedSurg

- Najiba Caplan**. Awesome Nurse. Best care ever!!!!

## Respiratory Therapy

- Lindsay Gimelli** is an excellent respiratory therapist. She also cares for the patient's family. Passing in the hall she saw I was crying, mostly from exhaustion. She urged me to take care of myself so I could take care of my husband. She has so much compassion.

# Celebrating Our Certified Nurses

The Salinas Valley Memorial Hospital leadership team commends and recognizes the dedication to ongoing professional education and achievement of nurses certified in their nursing specialty. Specialty certification is a key factor in the assurance of minimum standards of knowledge, skills and abilities in nursing specialty practice and contributes to better patient outcomes. National certification allows nurses to be recognized for competence in their specialty. All the SVMHS certified nurses received a Starbucks coupon as an appreciation gift recognizing the contribution of certified nurses to our professional practice environment and to nursing excellence at SVMH. We value continued professional growth and commend your efforts to build specialty skills and knowledge to contribute to exceptional patient outcomes. Below is a list of our certified nurses.

**Abigail K Acosta**/PACU, **Lilibeth Alejandro**/OPS, **Chona C Alforque**/Telemetry, **Glenda G Alinio**/Telemetry, **Linnea Alvarez**/L&D, **Maya N Atkins**/Emergency Department, **Deborah D Avilez**/PACU, **Maura E Baker**/NICU, **Bret A Barker**/ICU, **Laurel K Black**/ICU, **Eileen Boyle**/ONS, **Michael L Brown**/Heart Center, **Frances M Bullman**/Surgery, **Cheryl Campos**/Education, **Melanie S Cancio**/ONC, **Tracy L Chavez**/ICU, **Josh R Chen**/Surgery, **Shirley H Chung**/Cardiac Rehab, **Maryanne Conklin**/Telemetry, **Norma L Coyazo**/L&D, **Katrina Cross**/Wound Care, **Ildefonso Cusi**/Telemetry, **Michael Daniels**/Surgery, **Kelly K Daun**/Emergency Department, **Melissa M Dausen**/Case Management, **Elvira Mae A Delfin**/Regulatory Compliance/Org Imp, **Victoria L Delgado**/Mother-Baby, **Jahmin N Dickman**/ICU, **Ilona J Dobay**/Emergency Department, **Beverly V Doerr**/Surgery, **Missy Erasquin**/Surgery, **Maria L Escolta**/Education, **Frances M Espino**/ICU, **Sheila A Faytaren**/Heart Center, **Kelly R Flower**/ICU, **Lisa A Garcia**/Pediatrics, **Christie Gonder**/CNO, **Jose Gonzalez**/ONS, **Bernie P Gribas**/Emergency Department, **Elizabeth Grogin**/Cardiac Wellness, **Leslie Hawthorne**/Surgery, **Shawna Helmuth**/Mother-Baby, **Shauna N Henson**/NICU, **Cynthia V Hernandez**/Cath Lab, **Stephanie Holmes**/QMS, **Kim Hooks**/L&D, **Jeffrey W Horner**/OPS, **Colleen G Irish**/Surgery, **Vanessa A Irwin-Nieto**/Education, **Kerry A Kantmann**/Emergency Department, **Wendy L Keema**/Education, **Karina M Kessler**/NICU, **Mercedes Labindalaua**/Cardiology, **Jessica Lemus**/L&D, **Adrienne A Leyva**/Mother-Baby, **Kris Lippert**/MedSurg, **Tracey J L'Hommedieu**/Observation Care Unit, **Ludy Y Lim**/Mother-Baby, **Bernadette A Lucas-Burch**/Cancer Resource Center, **Susan A Maguire-Martin**/Surgery, **Rose M Maniwang**/NICU, **Nancy Manning**/Mother-Baby, **Daisy G Manugas**/L&D, **Kathleen E March**/ICU, **Diane Martin**/Mother-Baby, **Sandra G Martinez**/ICU, **Jose S Martinez Melena**/DI, **Chandra A Matteson**/Emergency Department, **Emily Melvin**/Heart Center, **Anna P Mercado**/ONS, **Diane R Mesiroff**/ONC, **Clement Miller**/Administration, **Jose Monarrez**/DI, **Olga Monarrez**/Endoscopy, **Erika F Moncayo**/Observation Care Unit, **M C Mora**/NICU, **Raymundo A Morales**/Heart Center, **Betsy Mount**/Telemetry, **James Mount II**/ICU, **Julie A Mungridis**/Surgery, **Mary Narayan**/Wound Care, **Christine E Navarro**/Mother-Baby, **Christine E Nelson**/Emergency Department, **Terri Nielsen**/Clinical Research, **Delita M Noza**/NICU, **Mary E Nuki**/ONC, **Michelle Orta**/Case Management, **Lori A Palm**/ICU, **Cielo S Pasag**/Surgery, **Glorinda Pastorius**/Nursing Administration, **Lisa M Paulo**/Nursing Administration, **Jennifer E Peters**/L&D, **Maria C Ramirez**/Heart Center, **Debra D Rauber**/L&D, **Janella Reyes**/NICU, **Julie A Robinson**/Emergency Department, **Anne Robinson**/QMS, **Daniela Robison**/L&D, **Rebecca A Rodriguez**/Emergency Department, **Infanta Rogers**/Pediatrics, **Leticia Z Rubalcava**/L&D, **Teresa D Salah**/ONC, **Rebecca Salvador-Mendoza**/Emergency Department, **Sandy Samoske**/Surgery, **Dorothy A Sanchez**/Telemetry, **Catalino Santos**/Med Surg, **Lydia Sapien**/ONS, **Maria E Schade**/L&D, **Jessica Schloemer**/ICU, **Holly J Shannon**/Mother-Baby, **Aubree Smith**/L&D, **Carla A Spencer**/Emergency Department, **Grace K Swarts**/Surgery, **Myra N Taylor**/ICU, **Erik Thomsen**/Emergency Department, **Deborah Thorpe**/NICU, **Suzette M Urquides**/Cath Lab, **Ma Margarita I Valdez**/NICU, **Julie A Vasher**/L&D, **Ivy H Vileta**/Telemetry, **Maria Vitalich**/Telemetry, **Barbara B Walker**/Surgery, **Janet Watkin**/Surgery, **Laura D Welch**/Surgery, **Sharon Williams**/Case Management, **Kirsten L Wisner**/Nursing Administration, **Lori Woodfin**/Cardiology, **Teresa Woodrow**/Pediatrics, **Lea Woodrow**/QMS, **Tolanda Wray**/L&D, **Jin Xu**/Surgery, **Sandra C Zamora**/Telemetry, **Meri H Zaumseil**/L&D.



Clement Miller, Director/Periop Services with Certified Nurses (L-R) Josh Chen, Frances Bullman, Laura Welch, Missy Erasquin and Sandy Samoske.

If you are certified and your name is not on the list, please contact your director or manager