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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



It is hard to believe that we are entering another Holiday Season. It is this time of year that it is good to practice Self Care. 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 this season, take the time to care for yourself mentally and physically so that you gain sustenance to continue to care for others. Listed below are some ideas to take care of yourself that I found in an article called "45 Simple Health Practices for a Healthy Mind, Body and Soul," written by Helen Bard.

TINY SELF-CARE IDEAS FOR THE MIND

1. *Start a compliments file. Document the great things people say about you to read later.*
2. *Scratch off a lurker on your to-do list, something that's been there for ages and you'll never do.*
3. *Change up the way you make decisions. Decide something with your heart if you usually use your head. Or if you tend to go with your heart, decide with your head.*
4. *Go cloud-watching. Lie on your back, relax, and watch the sky.*
5. *Take another route to work. Mixing up your routine in small ways creates new neural pathways in the brain to keep it healthy.*
6. *Pay complete attention to something you usually do on autopilot, perhaps brushing your teeth, driving, eating, or performing your morning routine.*
7. *Goof around for a bit. Schedule in five minutes of "play" (non-directed activity) several times throughout your day.*
8. *Create a deliberate habit, and routinize something small in your life by doing it in the same way each day—what you wear on Tuesdays, or picking up the dental floss before you brush.*
9. *Fix a small annoyance at home that's been nagging you—a button lost, a drawer that's stuck, a light bulb that's gone.*

10. *Punctuate your day with a mini-meditation with one minute of awareness of your thoughts, feelings, and sensations; one minute of focused attention on breathing; and one minute of awareness of the body as a whole.*
11. *Be selfish. Do one thing today just because it makes you happy.*
12. *Do a mini-declutter. Recycle three things from your wardrobe that you don't love or regularly wear.*
13. *Unplug for an hour. Switch everything to airplane mode and free yourself from the constant bings of social media and email.*
14. *Get out of your comfort zone, even if it's just talking to a stranger at the bus stop.*
15. *Edit your social media feeds, and take out any negative people. You can just "mute" them; you don't have to delete them.*

TINY SELF-CARE IDEAS FOR THE BODY

16. *Give your body ten minutes of mindful attention. Use the body scan technique to check in with each part of your body.*
17. *Oxygenate by taking three deep breaths. Breathe into your abdomen, and let the air puff out your stomach and chest.*
18. *Get down and boogie. Put on your favorite upbeat record and shake your booty.*
19. *Stretch out the kinks. If you're at work, you can always head to the bathroom to avoid strange looks.*
20. *Run (or walk, depending on your current physical health) for a few minutes. Or go up and down the stairs three times.*
21. *Narrow your food choices. Pick two healthy breakfasts, lunches, and dinners and rotate for the week.*
22. *Activate your self-soothing system. Stroke your own arm, or if that feels too weird, moisturize.*
23. *Get to know yourself intimately. Look lovingly and without judgment at yourself naked.*
24. *Make one small change to your diet for the week. Drink an extra glass of water each day, or have an extra portion of veggies.*
25. *Give your body a treat. Pick something from your wardrobe that feels great next to your skin.*
26. *Be still. Sit somewhere green, and be quiet for a few minutes.*
27. *Get fifteen minutes of sun, especially if you're in a cold climate. (Use sunscreen if appropriate.)*
28. *Inhale an upbeat smell. Try peppermint to suppress food cravings and boost mood and motivation.*
29. *Have a good laugh. Read a couple of comic strips that you enjoy. (For inspiration, try Calvin and Hobbes, Dilbert, or xkcd.)*
30. *Take a quick nap. Ten to twenty minutes can reduce your sleep debt and leave you ready for action.*

TINY SELF-CARE IDEAS FOR THE SOUL

31. *Imagine you're your best friend. If you were, what would you tell yourself right now? Look in the mirror and say it.*
32. *Use your commute for a "Beauty Scavenger Hunt." Find five unexpected beautiful things on your way to work.*
33. *Help someone. Carry a bag, open a door, or pick up an extra carton of milk for a neighbor.*
34. *Check in with your emotions. Sit quietly and just name without judgment what you're feeling.*
35. *Write out your thoughts. Go for fifteen minutes on anything bothering you. Then let it go as you burn or bin the paper.*
36. *Choose who you spend your time with today. Hang out with "Radiators" who emit enthusiasm and positivity, and not "Drains" whose pessimism and negativity robs energy.*
37. *Stroke a pet. If you don't have one, go to the park and find one. (Ask first!)*
38. *Get positive feedback. Ask three good friends to tell you what they love about you.*

39. *Make a small connection. Have a few sentences of conversation with someone in customer service such as a sales assistant or barista.*
40. *Splurge a little. Buy a small luxury as a way of valuing yourself.*
41. *Have a self-date. Spend an hour alone doing something that nourishes you (reading, your hobby, visiting a museum or gallery)*
42. *Exercise a signature strength. Think about what you're good at, and find an opportunity for it today.*
43. *Take a home spa. Have a long bath or shower, sit around in your bathrobe, and read magazines.*
44. *Ask for help—big or small, but reach out.*
45. *Plan a two-day holiday for next weekend. Turn off your phone, tell people you'll be away, and then do something new in your own town.*

Quality initiatives

- o Code Purple
Have you ever felt like you were under water and challenged due to overwhelming patient priorities? This scenario happens a lot to the ED due to high volumes and limited space. The staff and physicians often feel isolated as if they are on an island without rescue in sight; we all need to pitch in as a hospital system and decrease and improve our CODE PURPLE response. How can we prevent CODE PURPLE and help keep the Emergency Department(ED) throughput flowing to provide safe patient care for all patients presenting to our ED? It takes support and teamwork. We need timely tests, discharges, transfers, bed cleans, bed ahead assignments, communication and support. A WIN Tip Sheet is coming as well as posters for the clinical units detailing an algorithm to help guide actions to improve patient throughput. The posters have all Charge Nurse Cisco Phone numbers listed to improve RN to RN communication. We will also begin having Supervisor/Charge Nurse huddles in the Staffing Office within 10 minutes of each CODE PURPLE announcement to give status updates and collaborate among departments to address immediate bed flow opportunities to downgrading patient status, transferring patients to lower levels of care and delegating staff to "pull" patients out of the ED during these surge times.

Service initiatives

- o The Patient Experience
 - Our scores continue to move in the right direction. Keep up the good work and all that you do to keep our patients central point of our focus.

Growth initiatives

- o The ED remodel is moving along with an anticipated occupancy after the first phase by December 1st.
- o Kitchen remodel and Hospital Room Service anticipated GO LIVE date slightly delayed with anticipated date for 2/2017
- o Plans for ICU refresh are beginning with a plan to start in 4/2017.

People initiatives

- o Employee Engagement and Culture of Safety
 - Results of the surveys are in... please engage and give your leadership team feedback for future improvements.

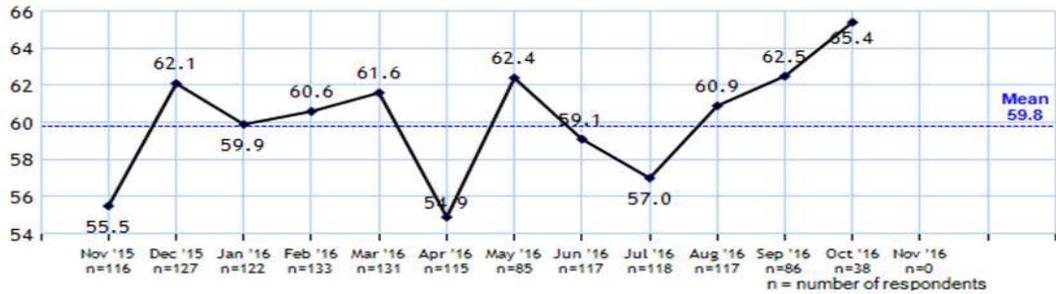
HCAHP Top Box Scores



Top Box Trends

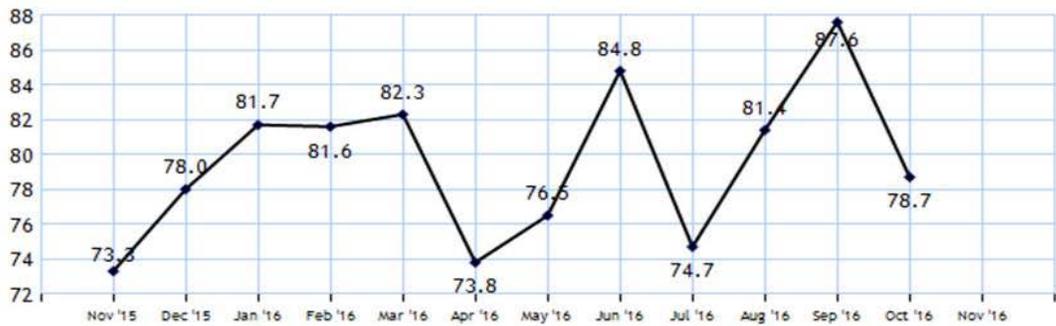
Inpatient
Salinas Valley Memorial Healthcare

Overall



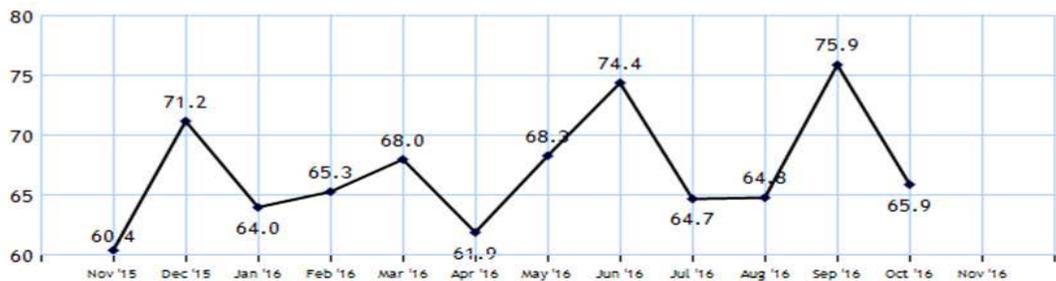
Top Box Trends

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!

Bree Nakashima, LMFT is the recipient of November's STAR Award. The surprise celebration was held Thursday November 17th at 10am in Cislini Plaza 1. She has been a clinical social worker at SVMHS for 11 years.

Holly Shannon, Staff Nurse II, nominated Bree for this SVMHS STAR award stating:

"Over the years I have seen Bree go above and beyond to support our patients. She holds the difficult job of supporting our mothers (and fathers) and intervening to ensure our infants are going home to a safe location. She is full of knowledge, compassion and insight! I've seen her walk in to a room of tears and hostility, then walk out, leaving the mother calm, with a plan, appropriate resources and a good dose of reassurance. We are so lucky to have her."

Bree's first nomination, earlier this year, was submitted by the Director of Patient and Community Relations, and Volunteer Services, Tiffany DiTullio. "Bree went above and beyond to support the new chaplain. She collaborated with multiple departments to ensure the chaplain felt at home and identified opportunities to improve accessibility. Bree consistently is an exceptional communicator."

We want to recognize all of the Star nominees this month including [Shawn Brooks](#), [Divina Cortez](#), [Roberta De Lasantos](#), [Jacqueline Esparza-Valdez](#), [Genieve Fematt](#), [Frank Herrera](#), [Regina Kennedy](#), [Joanna Larios](#), [Regina Linares](#), [Irma Penamante](#), [George Ross](#), [Susie Stogden](#), [Ramon Vega Vazquez](#).

Thank you for your dedication to the care we provide our patients and our community.



It is our honor to recognize Bree Nakashima as the November 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!

4th Floor

Submitted through the suggestion box

I want to say a big thank you to the whole 4th floor nursing staff that took care of my sister. Everyone was amazing with her. Patient & kind. A special shout out to **Vermond Tigoy** for teaching her to ballroom dance and **Divina Cortez** for your amazing bedside manner and **Mabel Tomimbang, Shelly Holzwart** and others. Thank you so much for the extra care you showed not only my sister but to me during this difficult time for my family. You all showed me amazing empathy. I think it's important that you realize you touched my heart. So thank each and every nurse I met on the 4th floor.

Cardiology

Submitted by a hand-written note

I would like to extend a warm thank you! I was very nervous when I was recommended to your care. Your kindness through all the tests you ran put my mind at ease. Again, your care was greatly appreciated. A special thank you to **Mike Lake**, Nuclear Medicine Tech, **Lori Woodfin, RN, Betzi Grogin, RN, Bianca Oliveros, Cardiology Tech.**

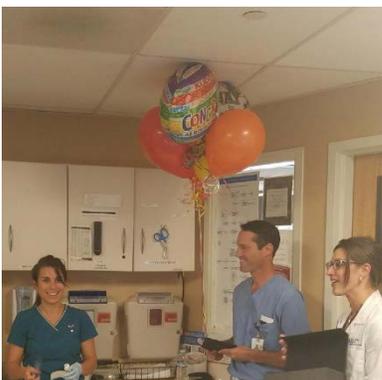
3rd Tower

Submitted through the suggestion box by Barbara Wall, RN

Jackie Esparza-Valdez was our CNA on 3T today. She is awesome! She attended to the patients in a very professional & courteous way. The patients' rooms and the patients were immaculate! No call bells rang for 3.5 hrs which is a prime example of her attendance to the patients! I totally appreciate her help! I did express my appreciation to her as well! Please transfer her to us! Ha! Ha! p.s., Lorynn agrees with me!

A 2nd (separate) thank you submitted through the suggestion box

I want to recognize the 3T unit for providing excellent care. In particular, **Amanda DeMello** and **Irma Magdaleno** for their "Gold Star" care.



Emergency Nurse of the Year

Maya Atkins, RN, has been an RN at SVMH for 14 years. Maya has worked in the Emergency Department with us for 12 years. For many years Maya has exemplified what an Emergency Nurse should be.

For Emergency Nurses week this last October we decided to let staff put in nominations as to who they feel should be recognized as Emergency Department Nurse of the Year. Maya received an overwhelming number of nominations. On October 12th we recognized Maya for this and celebrated our awesome staff and department.

MedSurg

Submitted through the suggestion box

Aizel Castaneda, RN and **Kris Lippert, RN** were very respectful & attentive. We instantly spoke as we were best friends. Just overall the most attentive & TLC. **Nuria Bron, RN** is a very wonderful nurse. She is detailed and excels by doing more than is expected. She is a great listener and carrier of TLC. **Vermond Tigoy & Dolores Amorsolo**...best CNA's this place has. They always carry a contagious smile and seem to say the right things at the right time. They need a raise. LOL. Wonderful **Divine Orata, RN** on night shift. She just treated me as if I were her family and always found a way to make me smile during difficult times. Such a great angel

Outpatient Infusion

Submitted through the suggestion box

I came to SVMH for a blood transfusion. The care that I have received has been one of the best experiences. I would highly recommend SVMH to patients looking for a hospital. **Marilyn Barriger, RN**, who gave me the transfusion, has been kind and very informative. Thank you to charge nurse – **Celia Grace, RN**. The lunch I had was delicious. Hats off to the chef. Thank you!

Very Kind and Compassionate

Submitted through the suggestion box

Very much appreciated during a difficult time for our family. All doctors & nurses caring for our loved one are/were very caring. Thank you!

MedSurg

Submitted through the suggestion box

Dawn Campbell-Bedard: OMG this woman is a holy mother figure at her job. She transferred too much warmth & managed to make me have a different outlook in life with her never ending love. After she gave me some advice I just became stronger and strength to keep going. Thanks Dawn.

MORE Extraordinary People!

Thank you Critical Care Practice Council

Submitted by Ray Morales, Co-Chair

I would like to thank **Michael Brown, RN; Laura Brem, RN; Erika Moncayo, RN; Linda Mase, RN; Carol Fuller, RN; Wendy Keema, RN; Kirsten Wisner, RN; Stephanie Fierro, CNA; Patty Borna, UA** and the entire CCPC that participated in the development of the Nurse Bedside Shift Report poster. As you may know, our poster was accepted at the *Hospital Quality Institute (HQI) 2016 Annual Conference* that was held this October. I had the opportunity to attend the conference, representing Salinas Valley Memorial Healthcare System and our council. The poster received an abundant amount of complements. The dedicated work that the team put together in this project really showed. Attendees were even more amazed when I told them that we also created a video demonstrating Nurse Bedside Shift Report. I cannot tell you how impressed people were and wanted to learn more.

As a team, we continue to improve patient care and safety. I am proud to work alongside each member. However, our work is never done. We must continue our mission and seek more opportunities to represent SVMH in future national conferences.

Sincerely, Raymundo Morales, RN, BSN, PCCN, CCPC



Ray Morales in front of the poster at the HQI 2016 Annual Conference



Nurse Bedside Shift Report

Michael L. Brown, RN, BA, BSN; Raymundo Morales, RN, BSN, PCCN; Laura Brem, RN, BSN; Erika Moncayo, RN; Linda Mase, RN; Carol Fuller, RN; Stephanie Fierro, CNA; Patty Borna, UA

BACKGROUND & SIGNIFICANCE

Communication breakdowns have consistently ranked among the top 3 leading contributors to adverse events in healthcare settings since 2004. Patient and family involvement in care can improve communication and safety outcomes by engaging patients in their care and allowing them to contribute important clinical information to healthcare providers. The use of bedside report has been shown to reduce the incidence of falls, aid in the detection of blood product incompatibility increase patient and nurse satisfaction, and improve communication between clinicians and between clinicians and patients.

THE PROBLEM - A CASE STUDY

A patient was transferred to our unit from the emergency department and the off-going nurse provided report at the nursing station. After report, the oncoming nurse assessed the patient and found him obtunded, as well as identifying numerous other assessments that did not align with what was reported during handoff. Since the off-going nurse was gone, details regarding the patient's baseline status could not be verified. Hence, multiple tests and studies were ordered to further investigate the patient's condition. This case illustrates a situation where conducting report outside of the patient's room resulted in a missed opportunity for important sharing and verification of information during handoff. If both nurses had witnessed the patient's current state, the off-going nurse could have contributed his/her evaluation of the patient's status in light of prior assessments, which may have resulted in fewer treatment delays and unnecessary interventions and tests.

THE PROJECT

We sought to implement a change in practice around our handoff process to include bedside reporting based on our understanding of its well-established benefits. We anticipated challenges related to this change in practice which included:

- Fear of change and reluctance to "let go" of current processes
- Anticipating shift report taking longer to complete
- Dealing with sensitive information and concern about violating patient confidentiality
- Not wanting to disturb the patient



The Critical Care Practice Council was asked to lead this process change by creating structured education and teaching tools for staff and patients. We employed the following modalities:

- Produced an educational video for staff
- Developed an e-learning module within HealthStream
- Created a patient brochure explaining bedside shift report
- Constructed one-page flyers for staff
- Developed posters for the documentation computer stations
- Presented at Nursing Competency Camps
- Surveyed staff several months after implementation for feedback

IMPLEMENTATION

Bedside shift reporting was rolled out in the critical care cluster on July 1st, 2016. The bedside nurse reviews the "Bedside Shift Report" brochure with the patient on the day of admission, inviting the family to participate in the process. The handoff process typically takes 5 minutes per patient and occurs twice daily between 07:00 - 07:30 and 19:00 - 19:30. Charge Nurses ensure that the process is being practiced. Ambassadors or nurse champions from our Critical Care Practice Council encourage adherence to the new process by actively discussing the benefits of bedside reporting and monitoring the project's successes and challenges.

ONGOING EDUCATION

Upon hire, Registered Nurses and Certified Nursing Assistants are provided the educational DVD that we developed on bedside reporting as a reference for their unit orientation. Each WOW computer has a laminated "Bedside Hand-off Communication Guidelines" staff reminder affixed to it. The components of bedside reporting have been simplified to the acronym "BHOCS" which stands for:

- B** - BRIEF DESCRIPTION
- H** - HISTORY
- O** - OCCURRENCES
- C** - CARE PLAN
- S** - SAFETY

LESSONS LEARNED

Feedback has been largely positive:

"When taking report at the bedside, I feel that I have a better understanding of my patient's condition and am less likely to have any unanticipated adverse events."

"This type of reporting (as a patient) makes me feel that the nurses know what's going on with me."

"At first, the process caused incidental overtime, but now I have been able to reduce the time on my reports by seeing what formerly was given to me in narrative."

"During bedside report, a family member corrected the dosage of a medication. Had this not been caught, it could have caused the patient harm."



PRINTED MATERIALS:
Nurse Bedside Shift Report admission brochure (above) produced in English and Spanish
Bedside Hand-off Communication Guidelines flyer (right)

REFERENCES:

- Agency for Healthcare Research and Quality (2013). Strategy 3: Nurse bedside shift report. AHRQ: Rockville, MD.
- Rutherford, P, Lee B, Gruneir, A. (2004). Transforming Care at the Bedside: IHI Innovation Series white paper. Boston: Institute for Healthcare Improvement.
- The Joint Commission. (2016). Sentinel event data: Root causes by event type, 2004-2015.