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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.

FLU VACCINATION YOUR FIRST LINE OF DEFENSE AGAINST INFLUENZA



CNO Corner – What's New

by Christie Gonder



PEOPLE:

This year, nursing recognized three physicians at the annual Medical staff meeting who have gone above and beyond or have exhibited the following qualities:

- Sits down at the patient bedside to discuss plan of care with the patient
- Seeks out to include the Primary and or Charge Nurse prior to patient rounds
- Collaborates well with nursing and is responsive to nursing suggestions/requests

Listed below are the three physicians recognized and the quotes shared by some of our nurses:

- **Rakesh Singh, M.D**

“Dr. Singh joined our Emergency Team over a decade ago. He has consistently been a leader to look up to in many ways. He has served as the Emergency Department Medical Director during the greatest surge in patient census we have seen in recent memory. Despite this, Dr. Singh’s pleasant and inviting demeanor has calmed distressed patients and family members and has led our team, even in the most difficult and overwhelming of situations. The quality of his medical care is second to none. He has proven this and has gained the trust of his patients and the rest of the Emergency team the old fashioned way: by leading by example. Dr. Singh also understands that the seemingly simple things we do can have a big impact on our delivery of care. He has been a strong advocate for quality emergency medical care with a human touch. Equally as important, Dr. Singh understands the importance of a healthy team. He has advocated for physician and nursing mentoring. He promotes constructive communication among all disciplines of the team. “

CNO Corner Cont.

- **Sunthara Hay ,D.O.**

"The patient was not a first time mom but she had her last baby several years ago and she was anxious about her admission and labor and delivery experience. She expressed that the provider was very thorough, explained care provided as well as plan of care, showed empathy and did not rush out of the room. She felt the doctor went above and beyond her expectations. The patient's mom also expressed her level of satisfaction with the care provided and said "this is the best care both my daughter and I have ever received." Dr. Hay is a caring provider; he is very responsive to nursing suggestions and nursing feedback."

- **Chelsea Chung, D.O.**

"Dr. Chung is a collaborator who welcomes input from the nurses. We are impressed with her holistic approach to patient care. She responds promptly and can be depended upon to be at the bedside when needed and sharing the plan of care with the team."

PEOPLE INITIATIVES:

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

Progressive Care Knowledge Professional Adult (PCCN-K):

Sherri L. Massey, MSN, RN, PCCN-K - Clinical Nurse Educator Supervisor/Observation Care Unit/5 Tower

SERVICE:

- Uniform Standardization: CNA leadership will be participating in effects bargaining on 10/13 with nursing leadership and Human Resources to discuss implementation of a standardized uniform for the RNs.
- Below is the impressive, improving scores for Patient Experience. Keep up the great work!

SALINAS VALLEY MEMORIAL HCAHPS BY UNIT

APR-JUN '17 TOP BOX

	HEART CENTER	ICU	MEDSURG1	MEDSURG2	ONCOLOGY	ONS	PEDS	PERINATAL	TELE	TELESD	Salinas Valley Memorial
N SIZE	31	2	41	24	17	61	9	47	21	23	302
Composite: Rate hospital 0-10	81	100	81	67	82	80	78	81	86	70	78
Composite: COMM W/NURSES	83	100	78	68	84	79	93	82	83	72	79
Composite: RESPONSE OF HOSP STAFF	84	100	55	50	83	66	90	78	54	68	68
Composite: COMM W/DOCTORS	88	100	72	74	84	77	96	89	83	73	80
Composite: HOSPITAL ENVIRONMENT	66	50	61	52	62	60	83	76	60	48	62
Composite: PAIN MANAGEMENT	76	100	57	71	75	76	78	84	68	69	74
Composite: COMM ABOUT MEDICINES	66	100	48	37	70	64	92	77	67	65	63
Composite: DISCHARGE INFORMATION	98	50	81	86	97	90	94	92	89	80	88
Composite: CARE TRANSITIONS	62	50	46	45	62	54	85	65	53	44	55

CNO Corner Cont.

QUALITY/SERVICE:

- We are finalizing the Nursing Strategic Plan and Professional Practice Model/Theory. The councils and Professional Practice Team are working on dissemination and an education plan.
- Meditech Ambulatory is going live at our first site (Taylor Farms) in November and there is plan for implementation at Doctors on Duty, PrimeCare and SVMC clinics over the next 6 months.
- We are in process of initiating the nasal antiseptic swabs prior to Cardiac surgery and we are evaluating extending this process for other surgical procedures to reduce surgical site infections.
- Inpatient Wound Care RNs are being moved from Outpatient Wound Care to report under Agnes Lalata, MedSurg Director, to enhance collaboration between inpatient RNs and Wound Care RNs.

COMMUNITY: [Please volunteer and support our community!](#)

S♥MHS VOLUNTEER



Salinas Valley Memorial Healthcare System

Clinical Volunteers Needed

Events listed below:

The Health Promotion Department needs clinical volunteers for the following events:

City of Salinas Employee Health Fair

Wednesday, October 4th, Sherwood Hall 3:00-6:00pm - Blood Pressure & BMI

Ask The Experts - Colon Cancer

Thursday, October 5th, Ryan Ranch 4:30-6:00pm - Flu Shots

Ciclovia Salinas

Sunday, October 15th, East Salinas, 9:00-1:00pm - Glucose, Blood Pressure & BMI Screenings

[Contact Health Promotion for details ext. 1890.](#)

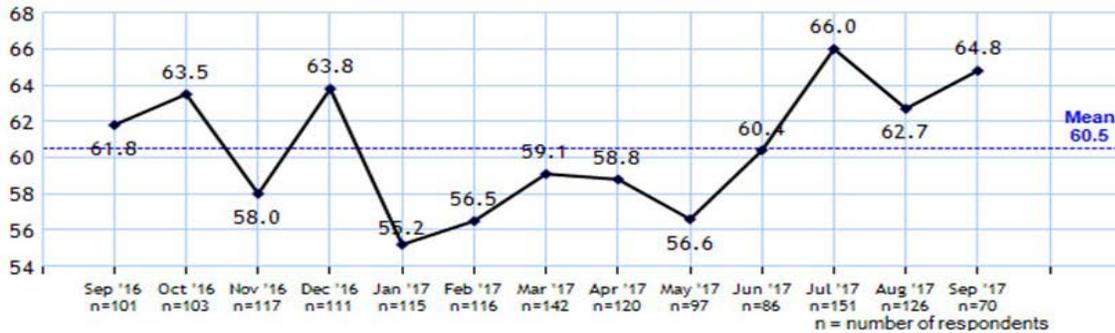


HCAHP Top Box Scores

"Always" on survey

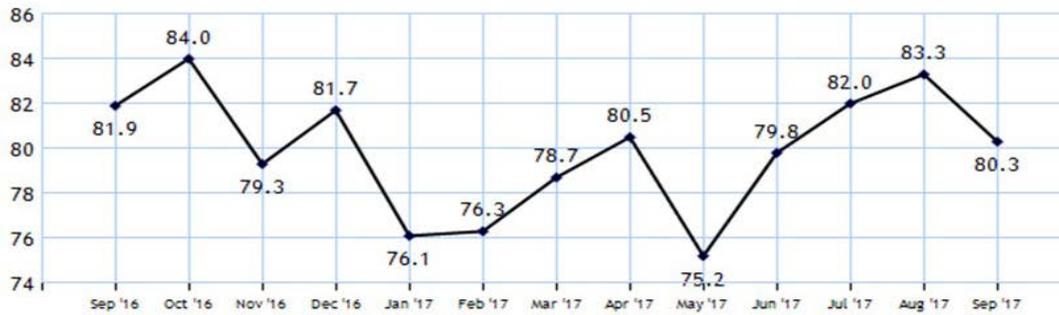
PRESS GANEY™ Top Box Trends

Inpatient
Salinas Valley Memorial Healthcare
Overall



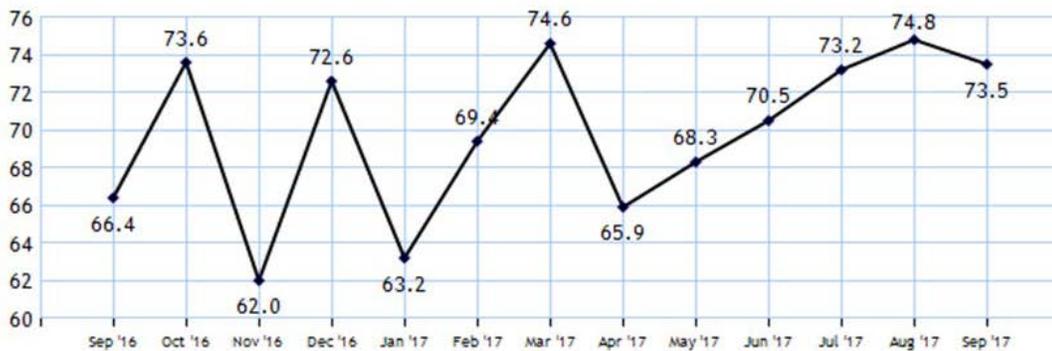
PRESS GANEY™ Top Box Trends

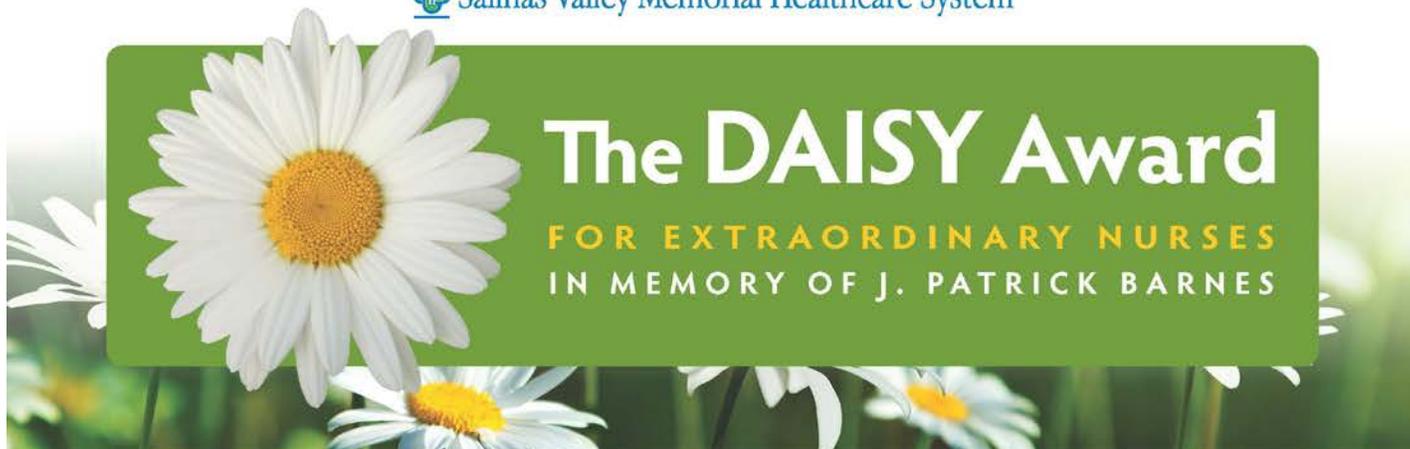
Inpatient
Salinas Valley Memorial Healthcare
Section - CAHPS - Comm w/ Nurses



PRESS GANEY™ Top Box Trends

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





Congratulations to Bryan Da Silva, RN!

A special presentation took place this week as Bryan Da Silva, a registered nurse in the ICU/CCU received the September DAISY Award.

Four people including three co-workers nominated Bryan for the exceptional and compassionate care he provides to our patients. One colleague expressed, "I praise Bryan for his expertise, as well as for his humanity, compassion and professionalism." Another co-worker wrote, "Bryan is an excellent patient advocate." Bryan exemplifies our STAR values—Support, Teamwork, Accountability and Respect. As a DAISY Award recipient, the publicly elected Board of Directors will recognize Bryan during its monthly board meeting.



The following employees were also nominated for the September DAISY Award: Stacy Espinosa, RN; Stacy Greene, RN, Jay Harris, RN, Vanessa Lockard, RN, Daniel Oliveros, RN, Sheryll Randazzo, RN and Michael Brown, RN.

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 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 May the following people have been awarded tenure awards by the Board of Directors. The following employees were honored at the September 28, 2017 Board of Directors meeting.

20 Years

Aida Valenciano, Pathology Clerk

Blanca Oliveros, Cardiovascular
Tech/Cardiology

Claudia Morales, Polysomnographic
Technician Registered/Sleep Center

Ernest Baltazar, Respiratory Care
Practitioner Certified/Respiratory Care

Najiba Caplan, Staff Nurse II/MedSurg

Sandra Jackson, Nurse Aide/ONC

25 Years

Donna Hughes, Unit Assistant II/HC

Kim Borgia, Staff Nurse II/ICU/CCU

Rodolfo Jimenez, EVS Tech

27 Years

Kathie Haines (retiring),
Administration

30 Years

Yolanda Zazueta,
Nurse Aide/Telemetry

35 Years

Leticia Ventura, Lab Tech
Assistant/Pathology

40 Years

Richard Pritt, Clinical Pharmacist

Kudos

Submitted by Joy Bautista, LD Charge Nurse

Kudos to **Nicole [Chawan]** for doing 3 admissions with 2 patient assignments. Kudos to **Sonia [Almazan]** for running the OB ED smoothly, all under control. Kudos to **Ludy [Lim]** for taking over LD patient assignment right away so the nurse can immediately take over LD admission. Grateful for teamwork last night. They are all awesome.

Collaboration

Submitted by Christie Gonder, CNO

Ms. Gonder,

I regret not being able to make it to the meeting (Physician Recognition from Nursing). I am humbled to receive that feedback. I will continue to collaborate with SVMH's amazing nursing team to the best of my ability.

Gratefully, Chelsea Chung, D.O.

Thank You...

Submitted by patients

- Thank you so much for everything you did for us during our stay. From the room to the e-mail and faxes, we so appreciate you all. We had a great experience and won't ever forget all your kindness.
- I can't thank the "Mother Baby Team" enough for helping us get off to a great start after having our baby. Your kindness, compassion & patience meant the world to us. I especially want to thank **Diane [Martin]**, **Jamie [Crompton]**, **Shawna [Helmuth]** & **Dr. Lew** for the special love.

More Extraordinary People!

Suggestion Box Compliments

- I would like to show my appreciation to **Carl [Going]**, RN. He was immediately available to help me at all times. He was very pleasant and strived to keep me comfortable with all my needs such as medication on time, warm blankets when needed, a friendly smile and chatting to change my mind. Thank you Carl (night shift).
- I would like to show appreciation to the following nurses in the 5th Tower: **Kristen [Tritt]**, **Sylvie [Fierro]**, **Betsy [Mount]**, **Afton [Azevedo]**, **Grissel [Salgado-Chavez]**, **Carl [Going]**, **Debie [Fullington]** and **Raquel [Ramos]**. These wonderful nurses are an asset to your unit. My needs were always met within reasonable time frames with smiles.
- 4th Floor nurses are amazing! Special thanks to **Maybelle [Peters]**, **Amber [Davis]**, **Sarah [Dale]**, **Divina [Cortez]** and **Sandy [Jackson]**.
- **Neena [Moriyama]**, thank you for being the leading force for morale on our floor and throughout the hospital. In the extreme heat last weekend, bringing us root beer floats showed true caring.
- **Norma [Torres]**, I appreciate your work ethics and genuine caring for your patients. As a sitter in 418-2, you did much more than previous staff. You cleaned the room, shaved the patient, ambulated him and spoke to him. He was here for mental crisis, and he was uplifted by your respect.
- I would like to compliment **Lori [Pinto]** who assisted my mother for several hours during pre-op and post-op. She was positive, professional and courteous. She also was very compassionate with another patient who was upset.
- Outstanding staff in pre-Cath, **Mercedes [Labindalaua]**, **Daisy [Alejandro]**, **Tonia [Giampaoli]**, **Suzette [Urquides]**, **Lori [Pinto]**, **Margot [Romiza]**, and **Megan [Giovanetti]** were attentive to pre & post angiogram. They focused on patient care and explained everything to my parents. The Cath Lab nurses showed great empathy as my father cried being to the Cath Lab. They were able to re-direct the conversation stating it was a "text," making him comfortable. Great crew! Dr. Gerber was great, attentive, took time to go over the test outcome and plan and this relaxed our fears. Kudos.
- 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 by expectations. Here is a list of the ones I could remember: **Robert [Enriquez]**, **Paul [Siman]** (amazing), **Dawn [Campbell-Bedard]**, **Vermont [Tigoy]**, **Shirley [Gutierrez]** (totally amazing), and Drs. Bajaj and Alison Wilson (both 5-Stars). Also, Maintenance, the Chef and food deliveries, Housekeeping, Security and the entire ancillary staff. This is a Gold Star Hospital!
- Tonight while working with **Renee [Armenta]**, RN, a patient had hair that had become matted from being in bed so long. She washed her hair and put it in braids!! The patient felt so much better. It's the little things that can mean so much when you are sick.
- The CNAs were all exceptional. I particularly appreciated **Frannie [Leupold]**, **Aida [Aromin]** and **Yolanda [Zazueta]**.
- **Shumin [Ning]** provided excellent care. She is a friendly nurse. Good employee.
- I came in to be seen 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! **Lory [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!!