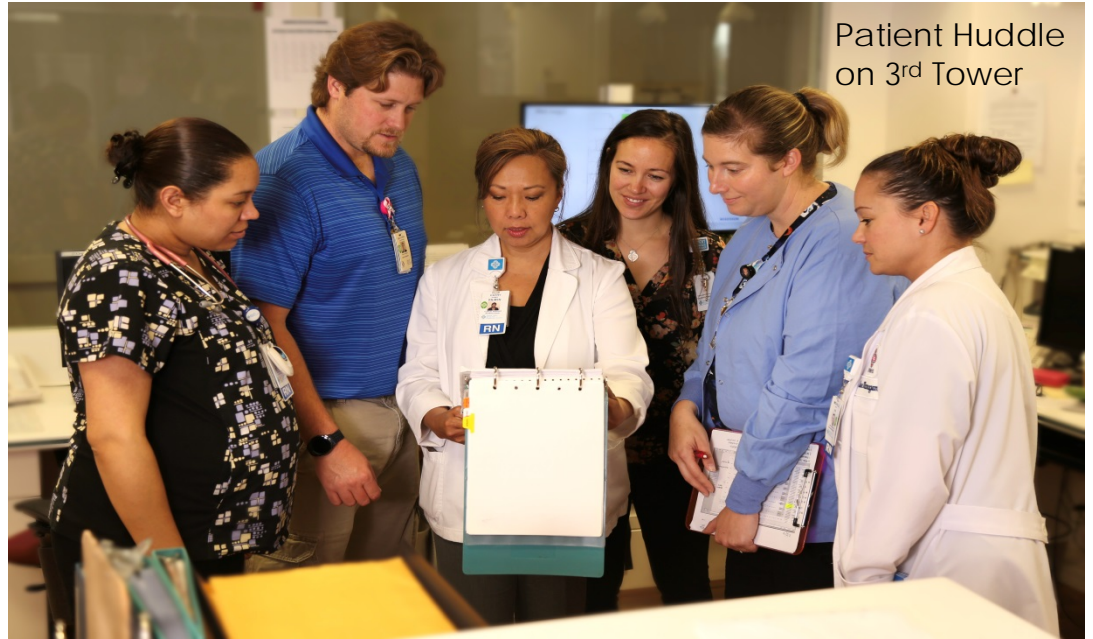


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For more information or to make an article suggestion, please contact Christie Gonder @ 759-1910 or x.1910.



CNO Corner – What’s New

by Christie Gonder



Service Initiatives

Coming your way is a Customer Service Initiative incorporating scripting for your first encounter with your patients. Scripting has been demonstrated in improving the customer experience with multiple corporations – think of the companies such as Disney™ and Marriott™ who use phrases and the right words when communicating. These techniques give the customer the perception and the confidence that you are giving your best and will set the stage for a positive patient experience. Starting customer interaction with a welcoming phrase helps put your best foot forward. By speaking compassionately and respectfully, you will build a relationship with your patients and families.

Consider incorporating the following scripting examples into your practice:

- Charge Nurse
 - My name is Christie and I am the Charge Nurse for this shift. My goal is to assure that our team exceeds your care expectations.
- Clinical Assistant or anyone answering the phone
 - Hello; My name is Christie, RN, Med Surg; How can I help you?
- Certified Nurses Aid
 - My name is Mary and I am your nurse aid for this shift and I will be working with Christie to provide you excellent care.
- Another major initiative to improve Service is the enhancement of our Ambassador Program. Beginning on 12/1, the volunteers will be rounding regularly on the inpatient units between the hours of 4PM – 8PM with a cart supplied with the following items
 - Phone chargers
 - Quiet packs
 - Hand sanitizer
 - Lotion/ aromatherapy scented oils
 - Water
 - Magazines
 - Books, coloring books, crayons
 - Playing cards, Sudoku

- Continue to focus on hourly, charge nurse rounding
- 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.

Quality initiatives

- New screens have been implemented to focus on assuring that nurses are evaluating necessity for the continuation of Central Lines and Urinary Foley catheters. There will be a new audit for many of the inpatient units to assure we are following bundle compliance for lines.
- Yes – Flu season is upon us. Please assure all patients will be screened for flu vaccine and check your quality dashboards daily to assure all patients are vaccinated as appropriate prior to discharge.
- Make sure you remove and adjust Sequential Compression Devices (SED) as well as inspect the skin under SEDs. There has been a trend of Pressure injuries recently noted with patients on these devices.

People initiatives

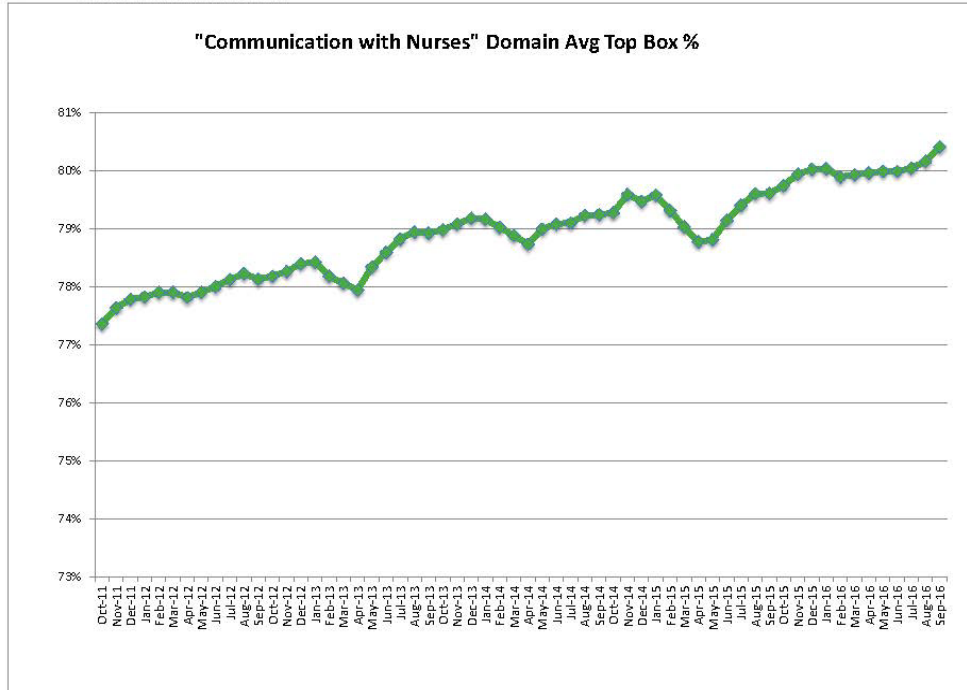
- Masking order goes into effect 11/1/16. Assure that you have either received the vaccination and or declared that you are going to wear a mask in patient care areas to provide safe care to our patients.
- Employee engagement and culture of safety survey results are in. Your leaders will be meeting with you to share this data and to develop action plans to improve the engagement and safety in our organization

Growth initiatives

- HC refresh is completed.
- Plans for ICU refresh will be under way soon.
- The ED remodel is moving along with an anticipated occupancy after the first phase by December 1st.
- Kitchen remodel and **Hospital Room Service** anticipated GO LIVE date of 1/24
 - Reduced kitchen space 11/9 & start with a limited patient menu
 - Information Cards will be delivered on breakfast trays to share the news about the future Room Service
 - Patients will meet with Diet Clerks in their rooms
 - 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 diet will be delivered within 45 minutes of ordering
 - RDs/MDS will continue with Boost shakes, protein supplements
 - Diabetic patient will need to notify and collaborate with their RN 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

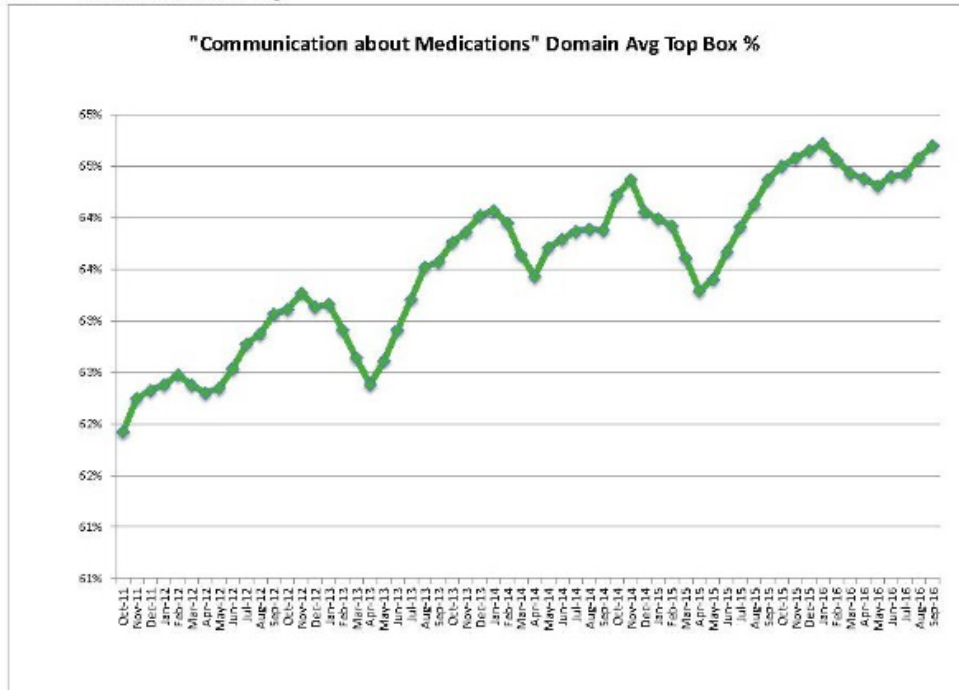
HCAHP 5-Year Trends

Below are a couple of Nurse Sensitive Patient Experience 5 – year trend graphs. Sometimes it feels like we are not making a difference, yet – check out the impressive trends. Thank you for all that you do to deliver excellent patient care!



*Represents results from 1984 Press Ganey clients based on received date.

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Regulatory Reporting



*Represents results from 1629 Press Ganey clients based on received date.

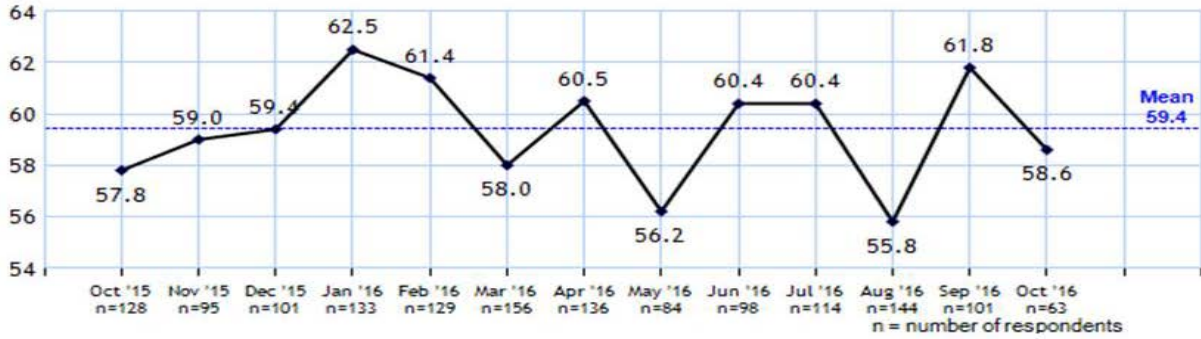
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HCAHP Top Box Scores



Top Box Trends

Inpatient
Salinas Valley Memorial Healthcare
Overall



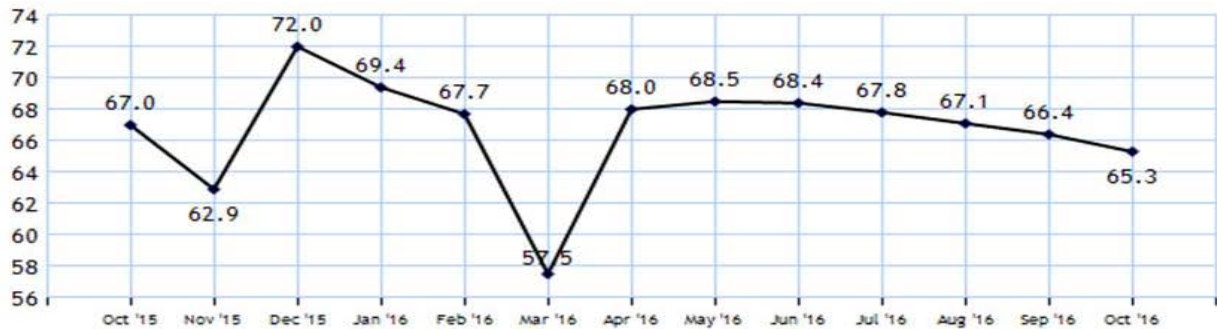
Top Box Trends

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



Top Box Trends

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



The DAISY Award

FOR EXTRAORDINARY NURSES
IN MEMORY OF J. PATRICK BARNES

October Award Winner

Robert is a wonderful, dedicated and compassionate nurse. He has been nominated 4 times in the last year for the DAISY award – three times by his patients. This says a lot! The nominations consistently expressed Robert’s compassion, attentiveness, going the extra mile and kindness that he consistently provides to all of his patients. This last nomination was from a fellow coworker that appreciated Robert’s efforts in providing exceptional care to one of his patients who was on palliative care. He went out of his way to obtain pain medications for this patient. He had to make multiple phone calls which consumed a large portion of his time to advocate the needs for his patient. His peers observed how Robert comforted the patient and the family. He is recognized for his exceptional patient care and the compassion he has towards his patients and their families. Congratulations Robert for winning the DAISY Award, for being a role model in your field and for always going beyond your duties to create an excellent patient experience.

We want to recognize all of the Daisy nominees this month including [Maria Andalio-Angeles](#), [Heather Barigian](#), [Keyla Bell](#), [Helen Betts](#), [Aizel Castaneda](#), [Tracy Chavez](#), [Patricia Deblois](#), [Roxane Dunphy](#), [Roberto Enriquez](#), [Louise Gaeke](#), [Baudelio Gonzalez](#), [Lety Hernandez](#), [Nancy Manning](#), [Marie Marbach](#), [Charvelle Noble](#), [Allen Range](#), [DD Rauber](#), [Laura Ruff](#), [Lydia Sapien](#), [Mabel Tomimbang](#), [Mary Weigand](#), [Lisa Witte](#), [Soledad Lee](#), [Maryellen Goyette](#), and [Stephanie Frizzell](#).

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



Melissa Barnes, VP, visiting from the DAISY Foundation, Marian Fox, Manager, Roberto Enriquez, Agnes Lalata, Director, Cathy Gomez, Manager, and Christie Gonder, CNO, at the celebration on MedSurg.

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!



Poster Presentation for SVMH

Recently Doreen Faiello, MHA, RN, Accreditation/Regulatory Specialist, Lourdes Escolta, MSN, RN, CNS, CMSRN, CNN, ONC, Manager/Education and Agnes Lalata, MSN, RN, CMSRN, Director/MedSurg attended the Academy of Medical Surgical Nurses Annual Convention to present their poster *Fall Prevention Innovation Program: Our Journey Toward Best Outcomes*. Thank you for representing SVMHS with your research!

Lourdes Escolta, Manager/Education Manuscript Reviewer

We are excited to report Lourdes has been appointed as a manuscript reviewer for the *MEDSURG Nursing Journal*. Peer reviewers are a key role of the journal's editing staff. Lourdes will be validating and confirming researcher's work or establishing the value of a clinical manuscript. Lourdes will be a key contributor to the continued success of this widely read journal.

Charvelle Noble, RN, Unit Shift Supervisor

Submitted by Agnes Lalata, Director/MedSurg

We are pleased to announce Charvelle Noble has accepted the Unit Shift Supervisor position for the Medsurg cluster. Charvelle has been involved in many projects and initiatives since graduating from Hartnell College Nursing Program in 2004. Some of them include the Nurse Practice Council, Wound Care Champion, eMar/BMV Superuser and currently the Co-Chair of Nursing Peer Review.

In addition to coaching Varsity volleyball at Everett Alvarez High School, Charvelle volunteers her time to the community and the hospital. Such events include American Heart Walk, Heart and Sole Race and Streets of Bethlehem. She is pursuing a BSN in Nursing and will be completing it soon.

The new hours for the USS will be from 7pm – 530am Tuesday to Friday to provide support to the off shifts. She will continue to conduct patient rounding, ensure quality measures are met and patient flow is seamless. In addition, Charvelle will assist in the implementation of hospital and unit initiatives, provide input for staff evaluations and focus on patient satisfaction. As the USS, she will function as an administrative support and resource to the team.

Charvelle has proven to be an effective leader and has represented the Medsurg areas well. She is eager and excited to start her new role. Please join me in congratulating Charvelle's promotion as the USS for the Medsurg cluster.

Wonderful Care Received: ED/4T/5T/Lab/Housekeeping/Dietary/Ancillary Staff

Abstracted from a phone call the Pam Hitchcock, Administrative Supervisor

This morning I received a call from a patient who wanted to let me know about the wonderful care she received while being a patient in our Facility. She stated she "wished she could take all of our staff home." Her admission began with the Emergency department then 5th and 4th Towers. She stated she received excellent, compassionate care throughout her admission, and also wanted to compliment the Lab, Housekeeping, Dietary and ancillary staff throughout the hospital.

It is truly wonderful to accept an outside call from someone "wanting to speak to the Nursing Supervisor" and receive glowing compliments rather than complaints. I know our staff are exceptional and go above and beyond to provide excellent care, and it's nice to hear it from a former patient. My compliments to all our wonderful staff.

MORE Extraordinary People!

Linda Sarratt, RN, AHN/Telemetry

Submitted by Doreen Faiello

I want to let you all know about a positive patient interaction I witnessed on Monday. As I came out of HR, I saw a man walk over to the HR sign and sit on the ledge. He was pale and short of breath. His wife was with him and she looked very concerned. **Linda Sarratt, RN** was walking by and immediately stopped and asked how she could help. The couple told her that they were looking for the lab so he could get blood work. Linda said, you just wait right here and I will go get a wheelchair. They started to protest saying he would be fine in a few minutes. Linda told them it was no problem and that she was happy to help him. She went back across the street and returned with the wheelchair and wheeled him to where he needed to go.

I do not know where Linda was originally headed but she stopped to help this man get the lab work he needed. She simply put her own agenda aside and assisted this man and his wife. Her positive attitude and quick action is very reflective of the compassion of many of our employees at SVMH.

All These Compliments Were From One Patient

Submitted through the suggestion box

Helen Betts, RN: Beautiful job. I felt as though I was at home with my sister. I just saw brighter days with her endless TLC. You're great. Thank you, Helen.

Oh my lord. **Irma Magdaleno??? rubio???, RN** just brightens my mornings with her smile and dedication to care. Very hard working and on top of her routine. Never showed a sign of stress & always complimented my persona. Just a beautiful being.

Lino Santos, RN. Always ready to take the place of his co-workers when busy and was there for me without delay. Amazes me with his ability to take on the whole floor with ease & patience. Wonderful nurse.

Vermond Tigoy, CNA. Just impeccable, exceptional, hardworking human being. Never waited for me to call. He was there asking if anything was needed of the status of my comfort. Very neat, clean & sharp guy. Great hair. Thank you, Vermond.

SVMH - Thank you so much for **Carolina Rodas, RN** for making my dark days brighter with her beautiful life stories & humor. She has managed to make my stay here a healthy and very productive one. I applaud Carolina for her hard work & dedication.

RNs Edel Hernandez & MJ Andilo-Angeles. Just two wonderful, gifted angels. Very detailed and cautious at their jobs. Very smooth techniques. Always on the dot with many of my requests & eager to hear out my opinion to my care plan. I fell in love with these two angels.

Night Nurses @ 5th tower **Coco Uy & Ed Sasaki** are such an awesome set of two very hard working and attentive to my needs with immediate response they tickled my soul those two. LOL. Thanks, Guys

3rd Tower. **Alex Gonzalez, RN & Sylvia Lara-Sanchez, RN** received me @ 3:31 AM. I really appreciate their attention and concern towards my situation they are great. Thanks.

Barbara Wall, RN with the greatest smile contagious at that. Great listener and just amazing. I fell in love. Thanks, Barbara.

RNs - Raquel Ramos & Amparo Gutierrez received me at the beginning of my journey at 5 Tower and treated me like I was their best friend for years and made me laugh a few times. Feliciano - RN came in after and was full of TLC. Overall they made me feel wanted and important with respect, dignity and love. Not many people can multitask this way. Thank you ladies. Thanks SVMH.

My transfer to 3rd Tower was very joyful due to a very wise, dedicated and strong young lady, **Teresa Delgado, Transporter.** Thanks, Teresa!

Amand DeMello, RN Love her shoes, very hardworking, and dedicated her young soul just brings light to the room. Just in love with her style. Beautiful human being.

Lorynn Monroe-Rainieri, RN - Noc. Shift. This angel was always there at the right time and place. Such a great guardian. Thanks, Larynn.

Michelle Orta, RN, Case Manager: Very respectful and attentive working woman. She even went out of her way to get me this lil paper to complain about y'all. (I'm kidding)

Thank Salinas Valley Memorial. There's many more that made a difference in my stay here. Yet these stayed in my heart. Thanks Salinas Valley Memorial.

The Power of One / The Teamwork of Many

Many, many people cared for this patient; one at a time. Just think of how many people touched the life of this patient, one by one over several units of the hospital. Thank you to everyone he recognized. Together you made this man feel "at home, cared for by angels, respected, and involved with his care." Enough for him to write a separate thank you to each of you and put them in the suggestion box.

Diagnostic Imaging

Submitted by a patient hand-written letter

I just wanted to tell you all how much I appreciate you and all you do for me. Your nurses and operating room techs make me feel like I am coming home for a visit. Your smile and laugh and joke. It makes getting my tubes done feel like an adventure to a class reunion or something.

My radiology or guys and girls are **The Best**. I love your smiles and much cheerfulness makes all the difference in the world!

I **love** my nickname. You **all** make me feel special and loved and spoiled and "cared for."

During this cancer thing, I will be going through and my regular tube changes, is going to be rough. **But** seeing my good buddies in radiology will pick me right up!

And thank you Dr. Bass for putting up with me and my quirks!

SSPD

Submitted through the suggestion box

I want to thank **Susie Stogden** from SSPD for always being a team player. Really appreciates her being efficient and providing us with equipment. Always friendly with a smile and on top of things. "Little" heavy things (SCB, pumps, etc.) goes a long way. They are there even before we need them.

3rd Tower

Submitted through the suggestion box

Mabel Tomimbang, Divina Corez, Joslyn, Eama, Mary. I couldn't believe how professional your staff does their jobs. Outstanding. The night shift RN & support staff were just as professional.

4th Floor

Submitted through the suggestion box

A big thank you to **Latoya Calder** for her excellent care, professionalism & bedside manner!

5th Tower

Submitted through the suggestion box

I would like to give a huge compliment to all the staff members at 5th Tower for giving me the best care after coming out of a major surgery. I would like to thank **Feliciana Orozco, Linda Mase, Martha Galaz, Yesenia Fowler, Keyla Bell, Monica Geissler & Norma Torres**. And a very special thanks to **Crystal Peters and Leslie Lopez** for the excellent care I received.

SVMH is Awesome

Submitted through the suggestion box

You have lifted a burden for me and my mother during her stay. On behalf of myself, my mother & all whom you feed every day, THANK you! You are an important part of what makes SVMH an awesome place to seek medical care & getting healthy.

MedSurg

Submitted through the suggestion box

Dawn Campbell-Bedard: OMG this woman is a holy mother figure at her job. She transferred to 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 with strength to keep going. Thanks Dawn.

Norma Ponciano-Tolentino, CNA, such a loving young lady & hardworking was always ready to attend to my request always with a smile shining the love she has for her job & patients.

Aracely Martinez, RN: So very detailed at her job and she transfers the love an auntie would to her nephew. We had amazing conversations about our same taste in music. She never lost her cool no matter how hard her job got. She deserves a free lunch!

Nutrition Services Supervisor

Submitted through the suggestion box

I am very grateful to all of the the people who attended to me while I was in this hospital. All of the people treated me with a lot of caring and respect. They are professionals and know what they are doing. I met Supervisor **Albert Guierrez** (a very friendly, courteous and attentive person). It was a pleasure talking with him. Anita is a very friendly person.

Dietary

Submitted through the suggestion box

Compliments to the chef! Lunch provided was tasty & appreciated. Best regards to the SVMH kitchen staff. My tray was picked up before I could write a thank you note. I appreciate the extra effort in getting a meal to me this morning. Have a good day.

You are all angels

Submitted through the suggestion box

Compliments: Nursing staff remarkable. All 3 shifts did an outstanding job with my wife attending to her needs and my concerns. I am happy with the service they provided and the love and patience they displayed while on duty. **Housekeeping staff** did a wonderful job as well making sure that the room was clean and disinfected. I applaud all staff as far as I am concerned, you're all angels. God bless you all.

Mother-Baby (Feedbaqck from both patient and mother)

Submitted through the suggestion box

Sheila Lumbi was a really nice nurse. Very helpful and patient; also very understanding. **Jessica Lemus** was real good as well. Every time my baby's heart rate dropped, Jessica was on it. Especially in after care she was really patient when I was in pain and very helpful when needing to use the restroom.

My daughter came in to give birth and the first nurse in the labor room, **Sheila**, was very attentive and very caring and made my daughter feel at ease and comfortable and Sheila made my daughter feel like someone cared. When her shift ended, she was replaced by **Jessica** and she was on it. She helped my daughter through several rough patches of pain before and after the epidural.