

Nursing Notes

September 2010

It all adds up

When staff and volunteers commit to the basics such as rounding, AIDET, and multidisciplinary huddles, big things start to happen. Thanks to your hard work, we're seeing this at OMHS, and it's making a difference in our community. Consider some of the recent good news about our hospital:

- Continuing recognition by Healthgrades as a top hospital, with more announcements expected soon
- A bronze award for stroke care from the American Heart Association, which will be posted on the Joint Commission web site
- A Medal of Honor from Health and Human Services for outcomes in organ donation

Along with this recognition are the emails, letters, and notes we receive from individuals whose lives have been impacted in a special way by someone at OMHS. It is such an honor to work with people like you.

There is even more good news as the new hospital continues to take shape. The design is nearly complete, and a transition team is now planning the move from the current hospital to the new facility. That means reviewing our work flow to see how it fits the new building, adjusting as needed or even creating new processes. This team will also plan the training for each department, which will probably happen about three months prior to move day.

Meanwhile, mock rooms should be ready to view this fall, including a medical surgical inpatient room and a labor and delivery room, and we've also started to select new equipment, with teams working on physiological monitoring and a nurse call system. The input of unit performance improvement councils will be an important part of the process.

It may seem like a long time until 2013, but there is much planning already happening. But we must also appreciate looking back and take time to recognize what our staff is already doing. Together, their efforts add up to a safer OMHS now and during the transition to a new hospital.

**Vicki Stogsdill, RN,
MSN, MBA, AACN**
Vice President of Nursing



Dr. Bill Bryant, patient safety officer for OMHS, cautions against the use of meds to help patients sleep during a Summer Nursing Forum presentation. Dr. Bryant says using meds as sleep aids can cause adverse effects and increase the risk of patient falls.

Dr. Bryant prescribes caution in using meds as patient sleep aids

Forum presentation suggests practice could increase the risk of patient falls

At the Summer Nursing Forum, Dr. Bill Bryant, patient safety officer, described a scenario hospital nurses have encountered many times: an elderly patient wants help getting to sleep. Are meds that are considered mild, such as Benadryl, an appropriate prescription for sleep? Dr. Bryant advises caution.

“Benadryl can cause confusion and sedation and should not be used as a hypnotic,” Dr. Bryant told the crowd. He noted that Benadryl is included on Beers’ List, a list of Potentially Inappropriate Medications (PIM) for elderly patients devised by the late geriatrician Mark H. Beers. Another medicine commonly used for sleep is Tylenol PM, but it contains Benadryl and should also be avoided, Dr. Bryant said.

Dr. Bryant also addressed other medications that are often used as sleep aids, such as Ambien, Lunesta and Restoril. Use of these medications, he noted, should be weighed carefully against the potential for adverse effects, including dizziness, confusion and patient falls.

“If 3,000 patients request sleep aids and there is a ten percent rate of adverse effects, then that equals 300 patients harmed each year,” he said.

Dr. Bryant advises caregivers to minimize the use of psychoactive meds and to avoid the use of PIMs cited on Beers’ List. Instead, Dr. Bryant suggests the use of alternatives like massage, herbal tea, and noise and light reduction to help patients get to sleep.

This quarterly newsletter was developed to offer feedback to nurses on the Nursing Strategic Plan and other nursing initiatives. It also provides an opportunity to share the latest developments in nursing at OMHS and to recognize those making a difference. To submit your information, contact Brian Hamby at hambyb@omhs.org.

2011 Success Sharing update

As of Sept. 9, 2010

At the Summer Nursing Forum, Lisa Thompson, Quality Support, reviewed the eight quality goals for the 2011 Success Sharing program. OMHS must achieve five of the eight goals to receive the Target Payout of \$333.50; the hospital must meet six goals to receive the Maximum Payout of \$500.

Reduce over anticoagulation 😊
GOAL – ≤10/month
CURRENT – 9.3/month

Increase number of pneumonia patients that receive antibiotics within 6 hours 😞
GOAL – 95%
CURRENT – 93.2%

Increase combined compliance with the stroke swallow screen and education 😊
GOAL – 70%
CURRENT – 76.1%

Assure patients with congestive heart failure receive correct medication list 😊
GOAL – 95%
CURRENT – 96.1%

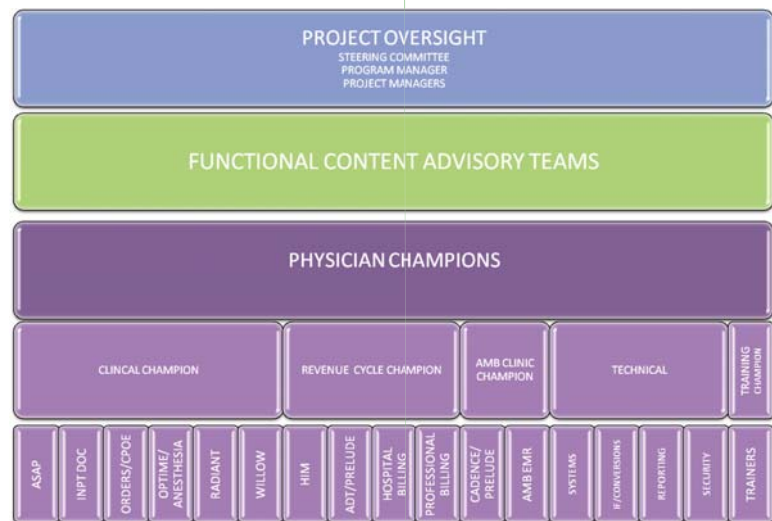
Decrease number of patient falls 😊
GOAL – 3.4/1000 patient days
CURRENT – 2.7

Decrease hospital-acquired pressure ulcers 😊
GOAL - ≤7.5/month
CURRENT – 5.3/month

Achieve provisional breast accreditation status from the American College of Surgeons 😊
GOAL – four-step goal includes:
1. Pre-application by 6/2010 ✓
2. Survey application record by 10/2010
3. On-site survey
4. Provisional accreditation by 3/2011

Patient Identifiers
A. Decrease number of mislabeled specimens 😊
GOAL - <6/month
CURRENT – 4/month
B. Decrease episodes of incorrect/absent patient identification 😞
GOAL – 73.6%
CURRENT – 62.8%

Nurses playing key roles in developing new EMR system



Epic is an electronic medical record system (EMR) that will help transform healthcare delivery over the next three years. EMRs enable healthcare providers to exchange protected health information through a secure Internet connection, improving quality and speeding the delivery of care. Over 70 OMHS employees have joined the implementation team and are concentrating their efforts on developing the project. Plans are to have the Epic EMR system well in place before relocating to the new hospital in 2013.

OMHS nurses will be playing a key role in the project. Caroline Henderson, RN, former manager of the hospitalist program, has been chosen as the Clinical Inpatient Champion for the project. Jeff Laster, RN, is serving as the Epic Team's Training Champion, while Cheryl Brown, RN, is the Clinic Champion.

“We’re glad to have so many talented nursing professionals to help make this project happen,” says Rex Vaughn, executive director of Information Systems. “Their knowledge and clinical expertise will be invaluable as we implement the Epic system.”

Look for more news and updates about the Epic project in future editions of Nursing Notes.

Nurses on the Epic project team
Nursing Champion - Caroline Henderson
Program Manager - Freda Igleheart
Clinic Champion - Cheryl Brown
Champion - Jeff Laster
Training Facilitator - Michelle Lashbrook
Ambulatory EMR Team - Kay Ewing and Cindy Bartley

Inpatient Documentation Team
Tammy Miller
Ronda Wiggington
Kim Searcy
Candace Galaske
Carolyn Davidson
Sara Abell

Orders/CPOE Team
Lauren May
Ginny Dukes
Erin Stiff

Op Time/Anesthesia Team
Angela Young
Vicki Thomas
Kim Wedding
Shannon Dean
Dori Meyer

Patient Satisfaction Comments

Labor/Delivery

When I was getting my epidural, Julie Lanham was holding my hand and telling me, "This is what they are doing. This is what it feels like. This is what you can expect." It was great. She was wonderful.

Medical Telemetry

Carol Davidson was extra sweet for me. She was very good to me. I thought all of the nurses were good to me but Carol was extra special.

Neurology

Tamara Williams was the best nurse I have ever had. I had her for two days. I was in terrible pain and she helped take the pain away.

Critical Care Unit

Desla Laster arranged for me to get a shower and gave me shampoo. She even came in to get me when the shower was ready.

Cardiac Stepdown

Everyone I had was great. Jennifer Brown, Amber Hicks, Sherry Stevens, Jan Bickett, Hillary Holcomb, Heather Zimburicki, Heather Rush, Leslie Miller, Erica May, Cheryl Morton, and Sam Lindsay. The entire floor, every person that took care of me, was wonderful. I couldn't have asked for better care.

Convenient Care

Benita Troutman discharged me and walked me out to the waiting area and explained that things would be okay and she was compassionate.

Transitional Care

Saul Lopez was always very gentle when he lifted me up to put me into bed. Christina McCrady brought in a platform and taught me how to use my walker to get on the bed by myself.

Our People

Caroline Henderson assumes new role as Epic Clinical Inpatient Champion



Caroline Henderson

Former Hospitalist Manager Caroline Henderson takes on a new challenge, helping to implement the new EMR system as part of a 70-member project team. Nursing Notes recently asked Caroline what she expects in her new position.

Nursing Notes: What will you do in your new role?

Caroline: Part of my job will be communication, taking information from the frontline staff to the Epic team. We will be working directly with employees to tweak the system and make it OMHS-specific.

Nursing Notes: What areas are you responsible for?

Caroline: Inpatient Clinical Documentation, Order Entry, Willow/ Pharmacy, Radiant/Radiology, Stork, ASAP/ ED and Op Time Anesthesia.

Nursing Notes: How will Epic improve patient care?

Caroline: It will make a big difference. For instance, legibility will no longer be an issue as physicians update charts directly in the system. For nurses and physicians, it will mean a lot less chart-chasing and fewer phone calls, and it will cut down on documentation that is repetitious.

Nursing Notes: How will employees adjust to using Epic?

Caroline: The system is very intuitive and can be learned fairly quickly. As with any change, there will be a learning curve. But at the end of the day, the result will be safer patient care and a smoother process for healthcare providers.

The Epic team is working to implement the new electronic medical record system in time for the opening of the new hospital in 2013.

Fall Nursing Forum

November 4, 2010

OMHS Conference Center

12:00 – 2:00 p.m.

Nursing Student Open House

November 4, 2010

OMHS Conference Center

5:00 – 7:00 p.m.

Spirit Matters

Sometimes humor comes to us to lighten some of the difficulties we bear; sometimes humor is a tool to teach us a great truth.

Joan, an RN, told a story about a middle-aged woman who died unexpectedly in an ICU despite all the high-tech attempts to save her life.

A 4-year old repeatedly asked, "Where's Grandma?" even as family members continued to reassure her that her grandmother had gone to heaven.

To Joan's dismay the family came into the patient room before Joan could remove all the medical equipment. The grandchild looked dumb-founded at the cluttered room with machines and medical equipment everywhere. Wide-eyed she exclaimed incredulously, "This is heaven?"

Joan recalls that as a profoundly therapeutic moment for both the family and herself as they smiled at the child's innocence and appreciated the perspective of her observation.

That vignette reminded me of situations we encounter daily. This is OMHS. It's not heaven, but it is a place made holy by the sacred events witnessed here. More lives have begun here than we can count and more people have ended their time on earth, as we know it, within these walls than we can tell. More healing, grace, goodness, kindness, and love has been experienced within these walls than we can imagine.

Embrace the sacred, the holy that surrounds you. Appreciate the wonder that you are a part of every day.

This is OMHS. It's not heaven, but what you experience here is holy.

Bonnie Brown

Manager/Chaplain,
Pastoral Care



The King himself dropped in on the Vegas-themed Summer Nursing Forum and paused for a photo-op with some of his biggest fans: Laura Gillim; Linda Schultz; Debbie Zimmerman; Lisa Thompson; and Kim Lindquist. Later the performer, who bore a striking resemblance to Jeff Zimmerman, organizational development, confessed he was not the real Elvis. "He's my daddy," the man said.

Nurses roll the dice with Vegas-themed Nursing Forum

It was glitzy, glamorous and full of Las Vegas nightlife—and no one had to leave Parrish Avenue! The Summer Nursing Forum featured blackjack tables, a drive-by wedding chapel, and even an appearance by the King himself—er, rather—his self-proclaimed son.

"Mom and Dad wanted me to live free, so they kept my birth a secret," said the Jeff Zimmerman-resembling Elvis lookalike, who then delivered a rousing rendition of Burnin' Love.

The forum, hosted by Leesa Edge and the Nursing Pride Team, also featured presentations by Dr. Bill Bryant, Lisa

Thompson, Lisa Burnett and Theresa Wettstain and an update from Chief Nursing Officer Vicki Stogsdill.

The next Nursing Forum will be November 4, 12:00 p.m., at the OMHS Conference Center.



**"Thy word is a lamp unto my feet and a light unto my way".
Psalm 119:105**