



# Nursing Notes

October 2010

## Congrats 2nd Quarter 2010 DAISY Award Winners!

The Professional Practice Council has announced the second quarter 2010 DAISY Award winners. Congratulations to Krista Augustine, Jennifer Decker, and Ingrid Williams!

The DAISY Award recognizes nurses who make a special connection with the patient and family, include patients and families in the planning of their care, do an excellent job educating patients and families, work well with the healthcare team to meet patient and family needs, make patients and their families feel comfortable, and go above and beyond.



Krista Augustine



Jennifer Decker



Ingrid Williams



Read excerpts from their nominations on page 3, and please take the time to congratulate your colleagues.

## Bedside Nurses Have a Voice: Take the Satisfaction Survey

Bronson will be participating in an RN satisfaction survey as part of the NDNQI database. This survey will give us the ability to measure indicators very specific to nurses and compare the results with like units and departments across the country. The RN Satisfaction Survey will be available to complete October 4-24, 2010. A link to the survey will be set up on the intranet on the Nurses & Clinicians tab. The survey can be taken from any computer in the hospital or from home and takes about 20 minutes to complete. This survey is completely anonymous. Look for more information in your mailboxes during the week of September 27.

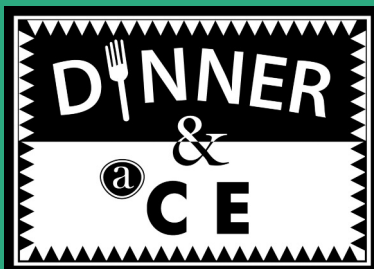
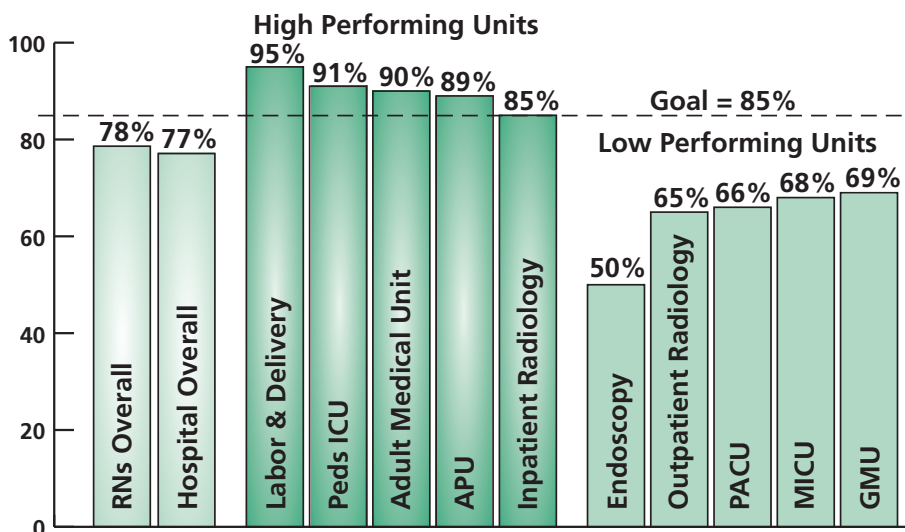
### Can we raise the bar?

Our participation goal is 90 percent. Last year our overall participation was 80 percent. Units with at least 90 percent participation will have a pizza party for day shift and night shift. If you have questions or would like more information, see your unit partner, Unit Shared Governance Council Chair or contact Diane Tramel at 341-8584.

## Providing Medication Purpose and Side Effects Education

The "Providing Medication Purpose and Side Effect Information to Patients" CBL is available for completion in Bronson e-Learning. This one-time requirement was recommended to be completed in September by staff that administer medications. It will also be listed as mandatory for the first quarter of 2011, so if not completed this year, it must be completed by March 2011. It will not be necessary to repeat if completed in 2010. Questions? Contact Education Services at 341-6405.

## BMH Hand Hygiene Update: August 2010



## Healthcare Reform

James Falahee  
Senior Vice President  
Legal & Legislative Affairs

Tuesday, October 26  
5 p.m. Registration  
5:30 p.m. Dinner  
6 p.m. Presentation

Contact Diana Girolami at [dgirolam@bronsonhg.org](mailto:dgirolam@bronsonhg.org) or 341-8702 to register.

Contact hours may be available through Bronson Methodist Hospital. Bronson Methodist Hospital is an approved provider of continuing nursing education by the Wisconsin Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.



## Good News

**Deborah Laughlin, MSN, RN** and **Rosemarie Nedeau-Cayo, MSN, RN** have been appointed as Accreditation Program Appraisers by the American Nurses Credentialing Center. As appraisers, they will be asked to review accreditation applicant documentation and to assess adherence to accreditation criteria. Congratulations on this accomplishment!

**Donna Moyer**, pediatric clinical nurse specialist, was awarded a Dissertation Fellowship from Rackham, the graduate school at U of M, to complete her PhD. The fellowship, offered to one student per semester, pays tuition, fees, and a stipend while the student completes her dissertation. Congratulations, Donna!

Congratulations to **Maggie Frank, BS RN-BC** on becoming certified and **Shawn Slattery, RN-BC** on achieving recertification, in gerontological nursing. Thank you both for maintaining high standards in gerontological nursing care! Your names will be added to the list of certified gerontological nurses listed on the NICHE website.

**Joyce Anderson, Terri Arndt, Lisa Crooks, Annette Gipson** and **Terri Hartman** all passed a national certification examination to become Certified Case Managers. This National accreditation recognizes excellence in practice and knowledge and is a very esteemed certification. Congratulations to these five Bronson Nurse Case Managers who now have their CCM!

## Congratulations!

For a seventh year, Bronson Healthcare Group has been named by *Working Mother* magazine as one of the nation's "100 Best Companies for Working Mothers." Bronson is one of only three companies in Michigan on the 2010 list, and of the three, Bronson is the only nonprofit organization. Congratulations to Bronson's 2010 Working Mother of the Year, Anna Cox, RN at Bronson Rambling Road Pediatrics, and to all of our nurses who are also working parents!



Anna Cox is Bronson's 2010 Working Mother of the Year.

**WORKING MOTHER**  
**100 BEST COMPANIES 2010**

**25th ANNIVERSARY**

## Pharmacy Identifies Med Safety Concerns

Patient safety reports are an important tool in identifying factors contributing to medication errors. Two such cases recently communicated by Pharmacy include the following.

### Be sure to double check the pharmacist order entry.

If there is an "R" in front of the frequency (such as "RTID"), there will be no prompt from your Caret to administer the med. "R" frequencies were made for medications for which no prompt from the Caret is desired (respiratory medications given by RT, chemotherapy). Please be aware when checking the pharmacist entry, the R in front of the frequency should not be used for medications you administer.

### Torseamide conversion from Lasix is NOT a 1:1 conversion.

In adults, torsemide is half the ordered Lasix dose. In peds, 1mg of furosemide (Lasix) = 0.2mg of torsemide.

## Critical Results Reporting Now Requires Full Name

The standards for documentation of a laboratory critical result notification have been revised. The laboratory is required to maintain records showing prompt notification when critical results are obtained. These records must include the first and last name of the person notified. The standard clearly states that the person's first name alone is not adequate documentation.

When critical results are communicated by phone, laboratory personnel will ask for a verification "read-back" of the results, along with the full name of the person receiving the results. Documentation of notification of critical values and who received them assures that Bronson is addressing patient safety by improving the effectiveness of communication among caregivers.

## Leave Isolation Precaution Signs Until Room is Clean

Please leave the precaution sign in place when your isolation patient is discharged or transferred. EVS will take it down. When this process is not followed, the room may be cleaned the wrong way requiring another cleaning, EVS personnel may be exposed to infection, or it may not be discovered that the room was not cleaned correctly exposing others to infection.

## CNO to do Night Rounds



Neil Johnson

Neil Johnson, Vice President of Patient Care Services and Chief Nursing Officer, will do night rounds on **Thursday, October 28** and day rounds on **Thursday, November 5.**

## A Patient Safety Practice: Preventing Misconnection of Lines & Cables

**Purpose:** To prevent the misconnection of lines, tubing, cables, oxygen, etc. to ensure patient safety. See G-25 Preventing Misconnection of Lines and Cables Policy and Guideline, new in the BMH Nursing Manual online.

### How often are these to be performed?

All line tracings/connection checks should be done whenever:

- new equipment or infusions are connected
- a shift change occurs
- there's a change of caregiver
- whenever there's a line/tubing change

### Who is responsible for performing

**these checks?** RNs, Respiratory therapists (oxygen sources), and any licensed provider who has been trained or authorized to

## 2nd Quarter 2010 DAISY Award Nominations

### Krista Augustine (NICU)

Krista made us feel comfortable, concerned we rested. We didn't miss doctors on rounds. We felt our son was her only patient. When she did leave, she assured us we weren't alone. We felt she did what was best for us. She laughed when our son did cute things; cried as he went to surgery; prayed with us, sharing our mutual love of God. Going above and beyond, the passion and joy she brings to work each day made us believe that there was no place she would rather have been than in our room, caring for our son. *Nominated by: D. and T. S.*

### Jennifer Decker (GSU)

Jenn D. made it possible for a young family to enjoy birth under terrible circumstances. Jill H. was unexpectedly diagnosed with cancer just days before her partner was due with their second child. Jenn stayed 4+ hours past her shift, and worked with the midwife to ensure the family could be together. She will forever be known as our "hero nurse." Thank you for your generosity and love. *Nominated by: G.Z.*

Because of Jen's immense compassion and generosity, our best friend, Jill, was able to attend the birth of her second child only one day after undergoing surgery to remove colon cancer. It was so important for Jill to be by her wife's side during delivery, and Jen stayed 4 hours past her shift to make sure that was a reality. She was a total hero to all of us there that night! *Nominated by: J.G.*

The birth of a child is much anticipated, but when your spouse is diagnosed with cancer when you are 40 weeks pregnant the world changes. Jen took extra time

use the given patient care equipment. Staff not trained or authorized to disconnect/reconnect lines must call for help and not attempt to reattach.

**Where and how do I document?** For IVs, oxygen, and invasive lines, document in the "Interventions" tab in HED. There will be check boxes where you will verify that the line tracing has been done for each piece of equipment/line. All other lines/equipment connections will be charted in their given system sections. For example, tube feeding line tracing will have a checkbox in the GI section.

### What if I find a misconnection?

Correct the problem and complete a "Patient Safety Report" online.

with my spouse and gave her comfort as she faced both cancer and the reality of missing the birth of her child. When Jill got permission to go to the birth, Jen volunteered to accompany her. She took care of Jill during labor and even stayed several hours after her shift ended. Jen made it possible for our family to be together and she did it with love. *Nominated by: J. H-W*

### Ingrid Williams (OB L&D)

As a first time mom to be, Ingrid eased my mind, worries, questions and nervousness in such a manner that I will never forget her. She was very positive, gentle and humorous through every aspect of my experience. I felt completely & utterly comfortable with her as my caregiver and I can't imagine bringing my daughter, Kellyn into this world without Ingrid there beside me. *Nominated by: E.M.*

## Active Shooter Awareness Training Offered

### ACTIVE SHOOTER AWARENESS TRAINING

Tuesday, October 12

7:30 a.m. (Forum Room A)

11 a.m., Noon, 3:30 p.m.

(Gilmore Center Auditorium)

Thursday, October 14

7:30 a.m. (Forum Rooms B&C)

11 a.m., 3:30 p.m. (Gilmore  
Center Auditorium)

These 30-minute sessions will include a video of an active shooter situation and allow time for questions and answers.

## Back to School?

The Bronson Health Sciences Library is available to help Bronson employees with their educational needs.

### Library resources available include:

- Health sciences books and journals in print and electronic format
- Databases with information to aid in evidence based practice and research
- Acquiring any articles that are needed for references
- Personalized training with the various databases
- Assistance with research
- 13 computers where you can research your topics

The library is on the first floor of the Medical Office Pavilion, overlooking the SkyCourt Café. It is open to the public from 8 a.m. to 5 p.m., Monday through Friday. Bronson employees have 24-hour access to the library. You can use the computers and educational resources when it is convenient to your schedule.

For more information, call 341-6318 or e-mail [BronsonLibrary@bronsonhgh.org](mailto:BronsonLibrary@bronsonhgh.org).

## Keep it Cool: Prevent IV Med Waste

Since Wednesday, September 1, IV compounded medications and IV medications that require refrigeration per manufacturer guidelines are being refrigerated at all points of storage and distribution in order to extend stability and decrease IV waste. This change in storage on the nursing unit is estimated to result in about a 30 percent reduction in IV waste. Notices will be placed in the patient's medication cart drawers reminding nursing staff to look in the refrigerator for their IV if not in Pyxis. Thanks for helping to decrease IV waste!

A recent shooting at Johns Hopkins Hospital in Baltimore, MD is a good reminder that a hospital can be a dangerous environment. Bronson Methodist Hospital has an active shooter policy (Safety Manual I-02) and procedure in place in case there is an active shooter here.

### Active Shooter Situation: How to Respond

1. Stay calm and quickly determine the best way to protect yourself.
2. Evacuate: If there is an accessible escape path, attempt to leave the area where the threat may be present.
3. Hide out: If evacuation is not possible, lock and barricade doors and windows. Turn off radios and silence cell phones and pagers. Hide behind large items like desks, file cabinets, etc. Remain quiet.
4. Only confront an active shooter if your life is in imminent danger! In that situation, act as aggressively as possible by yelling and throwing items.

## Flu Update

**When will Bronson start to distribute flu vaccine?** Bronson has already started to receive flu vaccine. We will receive multiple shipments to several locations. Vaccine availability depends on how you plan to receive your vaccine (through ProHealth, via the practices, at the pharmacy, at a community clinic, etc.). Some sites will have vaccine before others. At this point, all departments that requested vaccine should receive their complete supply by the end of October.

### **When will employees, providers and volunteers be vaccinated?**

Those who registered online at <https://webapp.bronsonhg.org/EmployeeFluVaccineRequest/> will be notified via e-mail when requested vaccine is available.

Leaders were asked for the number of requested doses for their unit staff. Only departments with a secured medication refrigerator may receive vaccine. The total number of requested doses may not be supplied all at once. This year there will be smaller deliveries to each unit. Units will be refilled until requested supply is exhausted.

ProHealth will schedule flu blitzes in October.

All employees, providers and volunteers are expected to be vaccinated before December 1, 2010.

### **What if I have more questions?**

There are several ways to get answers. You can visit [bronsonhealth.com/flu](http://bronsonhealth.com/flu). Follow the Bronson flu blog. E-mail [fludoctor@bronsonhg.org](mailto:fludoctor@bronsonhg.org). Call the flu hotline at (269) 341-6400.

## Inpatient Influenza Vaccination Programs Began September 28

Since Tuesday, September 28, at 0700, HED has included an influenza vaccination assessment to be completed and ordered if the patient meets criteria. The influenza vaccine will be stored in the Profiled Pyxis Stations and nursing should remove the vaccine via the Patient's Profile in Pyxis. Please refer to online manuals for any additional information about the protocol.

## Volunteers Needed!

### **Walk Across Kalamazoo**

Sunday, October 3, Noon – 3 p.m.  
The Children's Hospital at Bronson  
Contact Deb Carpenter at 341-8830 or [carpentd@bronsonhg.org](mailto:carpentd@bronsonhg.org)

### **Walk to School Day**

Wednesday, October 6, 7:30-9:30 a.m.  
Woodland Elementary School  
1401 Woodland Ave., Portage, MI  
Contact Deb Carpenter at 341-8830 or [carpentd@bronsonhg.org](mailto:carpentd@bronsonhg.org)

### **Bronson Disaster/Surge Drill**

Wednesday, October 6, 6-9 p.m.  
Volunteer duties: act as disaster victims  
Contact Tim Owen at 341-7741 or [owent@bronsonhg.org](mailto:owent@bronsonhg.org)

### **Community Flu Clinic**

Tuesday, October 12, 9 a.m. – 1 p.m.  
Portage Senior Center  
320 Library Lane, Portage, MI 49002  
Volunteers needed to give flu shots to seniors. Contact Robin Smith at 341-6667 or [smithrob@bronsonhg.org](mailto:smithrob@bronsonhg.org)

### **Ski Helmet Blitz**

Saturday, October 16, 10 a.m. – 2 p.m.  
Bronson Gilmore Center  
Contact Deb Carpenter at 341-8830 or [carpentd@bronsonhg.org](mailto:carpentd@bronsonhg.org)

### **Head Start Fire Prevention Program**

October 19 & 20, 9-10:45 a.m. and 1:45-3:45 p.m.  
Bronson Gilmore Center Auditorium & Forum Rooms  
Contact Deb Carpenter at 341-8830 or [carpentd@bronsonhg.org](mailto:carpentd@bronsonhg.org)

### **7th Annual Family Fire Safety Day**

Saturday, October 30, 10 a.m. – 3 p.m.  
Lowe's on Westnedge  
Contact Deb Carpenter at 341-8830 or [carpentd@bronsonhg.org](mailto:carpentd@bronsonhg.org)

## Compassionate Companion Program To Begin October 1

The Compassionate Companion program can provide a volunteer to sit with your patient who is dying without family or friends at the bedside. Any Bronson provider can make a referral for the service by dialing "0" to page a chaplain. Companions will sit with a patient for four hour shifts. They are trained in basic safety and how to respond to patients' needs for a comforting presence. They will need nursing staff assistance to be part of the care team.

The Compassionate Companions coordinating group is pleased to be working with our patient care teams to develop this program. Your work with the companions and your feedback will help the program continue to become what is needed.

### End of Life Class

#### **Wed., Oct. 6 and Wed., Oct. 20 8 a.m. to Noon**

The End of Life Nursing Education Class (ELNEC) class is taught in two, four-hour sessions. Nurses can sign up for the classes through Ed Services and must sign up for both sessions in order to obtain the CEUs. Once you complete the class, you get a certificate stating you are ELNEC trained. Contact Jennifer Swope at 341-7762 with questions.

### Bronson Burn Workshop

#### **Wed., Oct. 20, 8 a.m. to 12:15 p.m. Gilmore Center Auditorium**

- Michigan's State Mass Burn Casualty Plan
- An Ethical Dilemma in Burn Care
- Fluid Resuscitation of the Burn Patient
- Case Scenario Panel Discussion

You may attend 1, 2, 3, or all 4 sessions. Enroll using the Bronson e-Learning System.

### Weight Management Strategies to Prevent or Treat Type 2 Diabetes

#### **Wed., Nov. 3, 8 a.m. – 12:30 p.m. Gilmore Center for Health Education**

This free 4-hour CME program will explore the weight management options for people with type 2 diabetes that help control diabetes. Attendees will hear from experts in physical activity, nutrition, internal medicine and bariatric surgery.

Sign up on Bronson e-Learning or call 341-8585.

### Research: Down and Yummy

#### **Fri., Nov. 19, 8 a.m. – 11:30 p.m. Chartered Bus to Chicago**

Purpose: To conduct simple and fun research and educate on the research process. Presented by the Bronson CNS Group.

**Bronson Nursing Notes** is published monthly by Bronson Healthcare Group. If you have a topic you would like addressed in this publication, please call 341-7018 or send your request to Gail Mercer at [mercerg@bronsonhg.org](mailto:mercerg@bronsonhg.org).

# Joint Commission Reminders

## Label all medications, medication containers, and other solutions on and off the sterile field.

Medications or other solutions in unlabeled containers are unidentifiable. Errors, sometimes tragic, have resulted from medications and other solutions removed from their original containers and placed into unlabeled containers. This unsafe practice neglects basic principles of safe medication management. The labeling of all medications, medication containers, and other solutions is a risk-reduction activity consistent with safe medication management.

## Comply with either the current CDC hand hygiene guidelines or the current WHO hand hygiene guidelines.

There is a direct link between hand hygiene and health care-associated infections. According to the World Health Organization, hand hygiene is the primary way to reduce health care-associated infections. Nearly 100,000 deaths occur each year in America's hospitals due to healthcare-associated infections. Although the action of hand hygiene is simple, compliance among healthcare workers is variable throughout the world. Thus, improving compliance can greatly improve

the safety and quality of care. In fact, according to the Centers for Disease Control and Prevention, studies have found that hand hygiene — the most basic, low cost, and low technology infection prevention and control strategy — is ignored by half of healthcare workers. See *Bronson policy O-06 for specific details.*

## Restraints... knot-so-fast!

The Joint Commission and CMS closely monitor the use of restraints in healthcare facilities. Alternatives should be attempted prior to the decision to use restraints. Once restraints are ordered, careful attention must be paid to specific assessments, timelines, and documentation. See *Bronson policy PCS G-02 for more detail.*

## EXP in 28 days

The Joint Commission requires that hospitals store medications according to the manufacturer's recommendation. If you are using a multidose vial, it should be dated 28 days from the time it is opened, unless otherwise specified by the manufacturer on the vial. For example, insulin that is opened on 10/1/10 should be marked with "EXP 10/29/10."

## Moderate sedation

Any adverse events that occur during sedation must be reported through the report of concern or patient safety report process. The Clinical Scene Investigator should also be contacted if the severity of the event is such that immediate investigation regarding root cause should occur.

Adverse events can be defined as, but not limited to, the following:

1. Bag/mask assisted ventilation
2. Hypoxemia-defined as SaO<sub>2</sub> <90% for > 1 minute OR SaO<sub>2</sub><75% for any time period.
3. Unanticipated intubation
4. Admission to a higher level of care post procedure
5. Sedation discharge criteria not met within 2 hours post procedure
6. Unplanned admission of an outpatient
7. Persistent nausea/vomiting
8. Use of reversal agents (naloxone, romazicon)

A new sub-category, "Adverse Reaction to Sedation" has been added to the Patient Safety Report under Treatment/Procedure Related. Please identify the adverse event(s) listed above plus any others that occur in the box labeled "Please describe what happened."

Joint Commission Consultant Visit	Joint Commission Jumpstart
<p><b>Tuesday, Oct. 5 and Wednesday, Oct. 6, 8 a.m. to Noon</b> Bronson Methodist Hospital</p> <p>Tuesday, 10/5: 10-1230 Tour IP &amp; OP Operating Rooms/Preop/PACU/Endo/Cath Lab; 1500-1630 Tour North Campus (OB, NICU &amp; AMU)</p> <p>Wednesday, 10/6: 0830-1200 Tour South Campus (MICU, Car, GMU, PRU, Peds, PICU, OSU, GSU, NVU, SICU, ED); 1300-1400 Review PPR submission/ visit additional units</p>	<p><b>Thursday, Oct. 7, 7:30 a.m. to 4 p.m.</b> BMH South Campus Atrium</p> <p><b>Friday, Oct. 8, 7:30 a.m. to 4 p.m.</b> BMH North Campus Pavilion</p> <p>This program is designed to assist direct care staff in preparing for the upcoming Joint Commission site visit.</p>