

Nursing Notes

May 2011

Get Ready for Nurses' Week Celebrations!

Nurses' Week 2011 begins on Monday, May 9 and continues through the week with fun, celebrations and recognition.

The highlight of the week, the Excellence in Nursing Celebration, will be held at 11 a.m. on Tuesday in the Gilmore Center Auditorium. This ceremony recognizes the excellence exhibited by you — our Bronson nurses.

DAYS OF SHARING RETURN

Days of Sharing, the popular opportunity to give back to the community that was part of last year's Nurses' Week celebrations, is returning again this year. The 2011 Nurses' Week and Hospital Week Days of Sharing will be from Monday, May 9 through Friday, May 13. Bring in these items to support our community! Give donations to your unit champion:

Munchie Monday: *Bring individually wrapped, pre-packaged snacks for the SW Michigan Hospitality House*

Toiletry Tuesday: *Bring toiletries for the Gospel Mission*

Mouth Watering Wednesday: *Bring individually wrapped hard candy for WMCC cancer patients*

Thirsty Thursday: *Bring single serving juice and water for SW Michigan Hospitality House*

Fun Day Friday: *Bring art and coloring supplies, small games, cards, etc. for YWCA*

Besides donating all these wonderful goods, nurses can give back to the community during Nurses' Week by volunteering to assist with the delivery of Meals on Wheels Monday, Wednesday, Thursday, or Friday. Contact Jessica Ward at 382-0515 x 317 to sign up. Or participate in Children's Education Day at the Gospel Mission. Contact Jennifer Singleton at singletj@bronsonhg.org.

SAVE YOUR POP TABS!

The Nurses' Week Committee is asking all staff to please save their pop tabs (or any aluminum tab from a soup can, etc.) for Hospitality House of SW Michigan. Hospitality House recycles these

tabs for money to help them purchase needed items as they provide care and lodging to our patients' families. The Nurses' Week Committee is coordinating a pop tab war at BMH as a way of giving back to the community. The unit that collects the most tabs wins a pizza party. Save your tabs and place them in your unit's bucket or jug in your break area. For more information e-mail Nurses' Week chair, Erin Brooks at brookse@bronsonhg.org.



BMH Receives 2011 Emergency Medicine Excellence Honor

For a second year, HealthGrades has rated Bronson Methodist Hospital in the nation's top five percent for emergency medicine. The 2011 study shows that of 4,873 hospitals reviewed, 268 are in the top five percent and Bronson is the only one in southwest Michigan. The study finds survival rates are nearly 40 percent higher for Medicare patients admitted through the Emergency Department at a top performing hospital like Bronson. Congratulations to nurses involved in providing care to patients who enter the hospital through the Emergency Department!

BMH Again Earns Spot on 100 Top Hospitals List

Bronson Methodist Hospital is again rated among the 100 best hospitals in the country. Thomson Reuters annual 100 Top Hospitals® study identified Bronson as the only hospital in southwest Michigan to earn a spot as one of the United States' top performing hospitals. This is Bronson's third time on the 100 Top Hospitals list for overall organizational performance. Thank you nurses for the important role you play in contributing to high performance in these 10 areas the study evaluated: mortality; medical complications; patient safety;

Nursing Team Members Receive President's Award

The following Bronson nursing team members have been honored with the 2011 President's Team Award.

Sharon Cousineau, Unit Clerk – OSU
Bonnie DeVries, Unit Clerk – Burn/Wound
Laura Donaldson, PCA – Pediatrics
Layne Endres, RN – Maternal Fetal Med
Tina Garcia, NP – Peds GI
Rebecca Hill, RN – BLH T&E
Kristin Hughson, RN – Palliative Care
Kristi Johnson, RN – Peds Cardiology
Susan Jordan, RN – Cardiology
Satinder Kaur, PCA – NICU
Hilary Knight, RN – Clinical Operations Imp.
Patricia Madison, RN – Outpatient Surgery
Patricia Muma, PCA – OB/Mother Baby
JoRae (Joanne) Porter, RN – BLH Med Surg
Mark Remmler, PA – Trauma Surgical Svcs.
Jill Riley, RN – Preadmission Center
Elvia Rocha, CENA – BNRC
Quinn Thomas, PCA – Float Pool
Stephanie Wagner, RN – Adult Neurology
Karen Warner, RN – BWS
Jamie Whelan, PCA – BMH T&E
Kelli Witters, RN – GSU

CNO Coffee Clutches

Join vice president and chief nursing officer Denise Neely for coffee! Nursing team staff are invited to touch base, meet Denise or share opinions and suggestions.

Wednesday, May 4, 6:30-8:30 p.m.
SkyCourt Café, BMH South Campus

Friday, May 6, 6:30-8:30 a.m.
Terrace Café, BMH North Campus

Friday, May 13, 6:30-8:30 a.m.
SkyCourt Café, BMH South Campus



average patient stay; expenses; profitability; patient satisfaction; adherence to clinical standards of care; post-discharge mortality; and readmission rates for acute myocardial infarction (heart attack), heart failure, and pneumonia.



Nursing Scholarship Application Period Now Through May 31

Increasing nursing education has been a nursing strategic and quality goal for several years. The Nursing Professional Advancement Ladder encourages advancing education as part of the criteria. At Bronson, we have seen the educational level of direct care RNs with a BSN or higher degree rise from 28% in 2004 to an anticipated 41% in 2010. Bronson is committed to advancing the education of our nurses and has created nursing scholarships in an effort to increase the number of direct care RNs that are prepared at the BSN level or higher.

The nursing scholarship application period begins May 1-31, 2011. Recipients are notified in June. There are limited scholarships available each year. Each scholarship is up to \$2,500. **See below for scholarship requirements.** A Nursing Education Benefits brochure is available in Education Services and also on the Educational Service department webpage. Applications may be obtained online from the Bronson intranet at the Center for Learning webpage, under Staff Education, Financial Assistance. There are two parts to the application. You must complete both an online application and a paper copy (which asks for additional information).

Scholarship Requirements:

- Scholarships are for nursing degrees in BSN or higher programs (such as MSN, DNP, APRN).
- Employees must have one or more consecutive years of service with BHG or any of its subsidiaries or affiliates and in good standing.
- Employees in approved hour positions of 48 hours or more are eligible.
- Preference will be given to those who have received a previous scholarship and are on track to complete their degree within four years.
- Renewable scholarship is for four consecutive years (applicant must reapply each year).
- Applicants must be accepted into an approved nursing program.
- Nursing staff eligible for NPAL must have achieved level II, III, IV.
- Grade point must be maintained per tuition assistance policy.
- Preference will be given to applicants pursuing a nursing degree from the Bronson School of Nursing at WMU.
- All other available educational benefits must be exhausted prior to use of the nursing scholarship program.

Simulation Manikin Added to OB Nursing Education Tools

We have a new assistant in the Obstetrics area, under the name Noelle. She is a high-tech manikin that will be of great assistance in simulations and training. She comes with her newborn, so practice can be accomplished in the management of maternal as well as newborn emergencies. This offers staff an opportunity to simulate certain situations and then evaluate their response from Noelle's feedback. We welcome her to our educational toolbox.

Patient Ed Council Membership: Opportunity for House-Wide Committee Involvement

Have you considered broadening your professional involvement in nursing at Bronson? Do you enjoy patient teaching and have a desire to contribute to the development of patient education materials? If so, joining the Patient Education Council may help you realize your goals. Participation as a Patient Education Council member offers the added advantage of helping you qualify for Nursing Professional Advancement Ladder points. Under NPAL category 10, Advanced Role, there is a criterion that states, "Participates on unit or hospital-wide council/committee with at least 50% attendance." This is worth six points. Also, category 7, Patient Education, criterion A. states, "Develops organization patient education materials (follows appropriate organizational pathway, i.e. Forms Committee). This is worth four points toward NPAL.

Get involved in a new way. The Patient Education Council meets on the second and fourth Monday of the month from 9 to 11 a.m. Discuss your interest with your nurse manager and contact Jackie Wahl at wahlj@bronsonhg.org or 341-6287 for more information or to join.

Basic Life Support Courses Changing

Health Care Provider Basic Life Support (BLS) is currently in transition to match the most recent Guidelines from the American Heart Association (AHA). This means that BLS students attending courses after March 1 will learn slightly different methods of performing BLS from those taught before. During the transition, the AHA encourages everyone to perform BLS the way they were taught at their last BLS course. Questions may be directed to Dale Wilson (341-8019), unit instructors, or any BLS instructor.



OB educator Beth Sangalli (left) and OB CNS Marshe Remyse work with the new high-tech manikin.

Survey on Nurses and Clinicians Tab about WMU MSN Program

Have you noticed a link to a brief survey for nurses posted on the Nurses and Clinicians Tab of the intranet? Dr. Linda Zoeller, director and professor from Western Michigan University Bronson School of Nursing is seeking your input on your needs and preferences regarding graduate (MSN) nursing programs. This is a short, 10 question survey. Take a moment and respond, especially if you have interest in furthering your nursing education by completing an MSN degree.

New Surrogate Decision Maker Process

Beginning this month, pre-operative patients will have a new form on the front of their chart that documents the patient's surrogate decision maker. A surrogate decision maker can be: 1) A court appointed guardian, 2) A patient advocate named in a Power of Attorney for Healthcare (Advance Directive) document, or 3) The patient's next of kin. As the process rolls out hospital wide, unit clerks will start identifying and documenting the surrogate's name and phone number, as well as the names and phone numbers of two people who can get patient information over the phone. This form combines the Patient Update Card and Surrogate Decision Maker Form. Nurses should continue to document Advance Directives per current practice until the new process is rolled out on each unit. Contact Nora Chaus at 341-8599 with questions. Thank you OSU for piloting the process!

Bronson Forms HCAHPS System Improvement Team

Starting July 2011, data from the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey administered to recently discharged Bronson patients will be used to determine Medicare reimbursement. Performance is based on 10 key themes, many of which are related to nursing. Bronson recently formed an Inpatient HCAHPS System Improvement

Team to work on improving our scores. The group will meet every two weeks to identify best practices and implement them throughout Bronson Methodist Hospital. The committee will report quarterly progress to the Customer & Service Excellence Strategic Oversight Team. Please contact a representative from this committee with your suggestions on how to improve results.

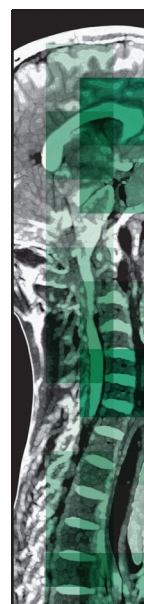
TARGET AREAS/DIMENSIONS FOR IMPROVEMENT:

HCAHPS Measure	2010 YTD			
	Actual	Meets	Exceeds	Far Exceeds
Communication with Nurses	78.2 %	80.5 %	82.7 %	85.0 %
Responsiveness of Hospital Staff	63.6 %	69.1 %	74.5 %	80.0 %
Room and Bathroom Cleanliness	72.6%	76.7 %	80.9 %	85.0 %
Quietness at Night	59.6 %	65.1 %	70.5 %	76.0 %

MEMBERSHIP & CO-CHAIRS:

Leadership: Cheryl Knapp (Chair), Denise Neely (Co-Chair)
 Nursing Representatives:
 Professional Practice/
 Medical Services – Tina Sullivan
 TCU – Mary Hood
 NVU – Marcia McCune
 OSU – Marla Atkinson
 AMU – Natasha Watson
 GSU – Mark Messner
 MICU – Denise Sonier

Patient Family Advisory Council: Marilyn Potgiesser, Kerry Seaver-Block
 Environmental Services: Diane Luyendyk
 Pharmacy: Louis Kynard
 Food & Nutrition Services: Mike Rowe
 Case Management (MICU): Laura Vandermeer
 Corporate Communications: Maggie Bullard-Marshall
 Process Management: Chris Ward
 Patient Satisfaction: Jo DeNooyer
 Nursing Quality Coordinator: Charlotte Rensberger
 Administrative Fellow: Sapna Sharma



SAVE THE DATE: Neuroscience Symposium: Innovation & Collaboration in Neuroscience

Friday, May 6, 2011
 8 a.m. – 3:45 p.m.
 Radisson Plaza Hotel
 Kalamazoo, Michigan

Featured Speakers:

Harel Deutsch, MD
 Robert Lisak, MD
 US Rep. Fred Upton
 Hal Jensen, MD

Register now at
bronsonhealth.com/neurosymposium

NEUROSCIENCE GRAND ROUNDS

Friday, June 10
 Pediatric Case Studies
 Daniel Fain, MD and
 Kellie Sweet, DO
 Noon – 1 p.m. Gilmore Center
 Contact Karen Bergman at 341-7587
 to register or for more information.

New Perspective Diminishes Racial Bias in Pain Treatment

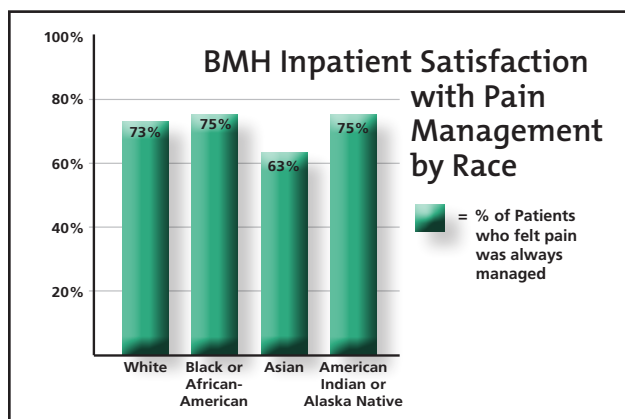
A new study in the journal PAIN suggests that a quick dose of empathy helps close racial gaps in pain treatment. The study found that college students and nurses went to greater lengths to ease the pain of members of their own race. White participants ordered significantly more pain treatment for white patients, and scored higher on tests measuring the empathy they felt for the patients who received preferential treatment. Yet, there is a simple solution — ask students and nurses to briefly put themselves in their patients' shoes. The study showed this had a drastic effect on their decisions.

"With half of our participants, we said, 'Before you make your treatment decisions, spend a moment imagining how your patient feels about his or her pain and how this pain is affecting his or her life,'" said study author Brian Drwecki, a psychology graduate student at the University of Wisconsin-Madison. The quick shift of perspective reduced the pain treatment gap by 55 percent

among the nurses in the study, which was funded by the Robert Wood Johnson Foundation. Drwecki continues, "Yes, this study demonstrates that racial bias in pain treatment exists, but, more importantly, it teaches us that it's not inevitable."

At Bronson, we strive to manage pain in all patients, regardless of race. The graph below shows that from April 1, 2010 to March 31, 2011 Bronson Methodist Hospital inpatients overall feel their

pain is "always" managed about three-quarters of the time. There does appear to be opportunity with our patients who identified as "Asian" on the Press Ganey survey. Partnering with patients and families to control pain and deliver optimal care for every patient every time is part of Bronson's strategic plan and equitable requirement for excellence. Please consider following the advice from the study and put yourself in the patient's shoes.



Nursing Grand Rounds

Monday, May 23, 8-11 a.m.
 Gilmore Center

Delirium: "My Patient is Nuts!"
 Chronic Pain: "Are Patients Really Drug Seeking or Pain Relief Seeking?"

A FREE program is presented by the Bronson CNS Group. No sign up needed. Questions? contact Glenn Carlson at carlsong@bronsonhg.org or 341-8424.

VOLUNTEER OPPORTUNITIES

VOLUNTEERS NEEDED!
(NPAL eligible)

Sports Safety Clinic

Saturday, August 6, 9-10:30 a.m.
Centerville High School
Contact Deb Carpenter at
carpentd@bronsonhg.org
or 341-8830.

VOLUNTEERS NEEDED!
(NPAL eligible)

Girls on the Run of Greater Kalamazoo

Thursday, May 26, 4:30-8:30 p.m.
WMU Waldo Stadium
First Aid Volunteers Needed
Contact Ashley Foster at (312) 520-3352
or ashleyfoster2@gmail.com

VOLUNTEERS NEEDED!
(NPAL eligible)

Richland Bicycle Safety Camp

Saturday, June 4, 10 a.m. - Noon
Gull Lake United Methodist Church
Contact Deb Carpenter at 341-8830
or carpentd@bronsonhg.org.

VOLUNTEERS NEEDED!
(NPAL eligible)

Bicycle Safety Camp

Tuesday, August 2, 9 a.m. to Noon
Loy Norrix High School
Contact Deb Carpenter at 341-8830
or carpentd@bronsonhg.org.

VOLUNTEERS NEEDED!
(NPAL eligible)

Oshtemo Fun Days

Saturday, August 20, 10 a.m. - 4 p.m.
Flesher Field, 3664 S. 9th. St.
Contact Deb Carpenter at 341-8830
or carpentd@bronsonhg.org.

VOLUNTEERS NEEDED!
(NPAL eligible)

KIDS BURN CAMP

June 19-24
Camp Manitou-Lin
Counselors & volunteers needed.
Contact Jen Lechota at 341-8587
or lechotaj@bronsonhg.org.

VOLUNTEERS NEEDED!

Ryan Intermediate Health Fair

Monday, May 2, Tuesday, May 3 (2 shifts each day)
Contact Deb Carpenter at 341-8830
or carpentd@bronsonhg.org.

How to Make Sure Bed Alarms Work

During a recent patient safety round, a staff member pointed out that the bed alarms that are built into beds are not working. After investigating, it was determined that even though you don't use the scale on the bed, it must be zeroed out for the bed alarm to work. Since each patient has a different weight, zero out the weight between

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patients so the bed can calculate the new patient's weight and activate the bed alarm. Contact your unit educator with questions.

CARDIAC WORKSHOP

Monday, May 16, 2011

Gilmore Center for Health Education

"Wassup with the Heart Association"

"Clearing Coronary Occlusions –
The Cath Lab Way"

"Those Puzzling Rhythms"

"Ventricular Assist Device
for Heart Failure"

Sign-up for this free program on
Bronson e-Learning or call
Education Services at 341-6405.

Good News

Seema Thomas, MSN, RN- BC, CNRN, PBNC has successfully completed her ANCC Gerontological Nurse Certification exam. Congratulations, Seema!

Vivien Mudgett, nurse manager for Labor and Delivery, was selected to attend the American Association of Colleges of Nursing summit. She was chosen to go as a representative of Western Michigan University's MSN program. AACN is the national voice for baccalaureate and graduate nursing education. They are committed to using their influence, data resources and network to advance the health needs of the nation. This summit was to educate current BSN, DNP, PhD students on the importance of using our voices to influence health policy.

Pediatrics and PICU nurse manager **Mary Woodhouse** received her BSN from Western Michigan University. Congratulations, Mary!

Compliance team nurse auditor **Cynthia Lebiecki** has earned her BSN through South University. Congratulations!

i-Optimization Go-Live Dates

Go-live dates have been scheduled for the four implementation stages of Bronson's new electronic health record (EHR).

Ambulatory Practices – Primary Care Practices, Kalamazoo and Calhoun Co.

Go-Live Date: Nov. 1, 2011

Training Begins: Sept. 2011

Ambulatory Practices – Specialty Practices, Kalamazoo and Calhoun Co.

Go-Live Date: Feb. 1, 2012

Training Begins: Dec. 2011

"Inpatient" Hospital – BMH and BVOC, all departments (IP and OP)

Go-Live Date: May 1, 2012

Training Begins: March 2012

Bronson LakeView Hospital and Practices, all departments

Go-Live Date: Aug. 1, 2012

Training Begins: June 2012

Training will begin 6-8 weeks prior to each go-live event. All nurses will receive classroom training during that period. This will require a great deal of teamwork and flexibility. We appreciate your commitment to having One Patient, One Record.