



# Nursing Notes

October 2011

## A PATIENT SAFETY PRIORITY: Critical Lab Value Test Results Read Back

When nurses receive a telephone call from one of the diagnostic departments to report critical test results, the value(s) must be written down and read back to the person making the call. This process is reflected in Nursing C-02 Reporting and Documentation of Critical Tests and Results Procedure.

Here are some important key reminders from the procedure:

- Once a critical result has been relayed to the patient's RN, the RN must read back the information received. The Lab will record the full name of the nurse who received the result.

- The RN will relay information to the provider within 60 minutes or less.

*Exception: Glucose less than 40 and Hemoglobin less than 6 must be called to provider within 30 minutes after the test is resulted.*

- Documentation of a Critical Result, and/or interventions implemented must be captured in the medical record.

The electronic medical record has a Critical Results section where the RN can select the appropriate documentation and check "!" as significant and/or

annotate additional information. Be sure you write down the results that you were just given over the phone, read them back, and give the caller your full name.

This Joint Commission requirement has been reflected in C-02 for the past year. Following this procedure assures rapid and accurate communication of results requiring immediate action because of the potential risk severity; providing timely intervention may significantly impact the patient's condition.

## Shhhh! Our Patients Are Healing

Research has linked a quiet hospital environment with improved patient healing. In today's high-tech healthcare facilities, controlling noise is a growing challenge.

### Tips to promote a quiet area for patients to heal

- Keep your voice down.
- Close doors to patient rooms (unless patient's condition or wishes require it to be open)
- Turn down the volume on phones and pagers.
- Request repair to squeaky carts, loud doors, and noisy equipment.
- Ask patients how they feel about the noise level.
- Provide earplugs for patients to use if desired.
- Dim lights at night to encourage quiet time voices.
- Move away from patient room doors for conversations.

Due to evidence-based research supporting healing through a quiet environment, the Centers for Medicare & Medicaid Services (CMS) are holding hospitals accountable for patient satisfaction scores in this area. Please find ways to partner with patients and families to reduce noise. Report equipment/facility concerns to your manager.

## Surveys Stay Open Through Sunday, 10/2

### RN SATISFACTION SURVEY

Only registered nurses at Bronson Methodist Hospital may take this survey. It can be found on the Nurses and Clinicians tab on the intranet. Use code 9C7G4NJ. RNs may print the final page and fax to 341-6742 to be entered in a drawing.

### PATIENT SAFETY CULTURE SURVEY

This survey is for all direct care employees. A separate link was sent to each employee's e-mail account on Monday, September 12 from Press Ganey. The employees are to print the final page and turn it in to their manager to receive a flashlight to help "shine the light on safety."

### EMPLOYEE OPINION SURVEY

ALL Bronson employees are asked to take this survey. A link was sent to each individual employee's e-mail account on Monday, September 12 from IHStrategies Survey Coordinator. The employees are to print the final page and turn it in to HR, Concierge or a house manager for their choice of candy bar/nature grain bar.

**DON'T MISS THIS SPECIAL PROGRAM!**

### Media Portrayals of Nurses

#### ONE DAY ONLY!

**Thursday, October 13**

7:45 -8:45 a.m., 1-2 p.m.

5:30-6:30 p.m. FREE to any nurse!

The media commonly presents nurses as handmaidens, sex objects, angels, or battleaxes. While there are exceptions, the most influential media rarely conveys the importance of nursing. Today, too few decision-makers, from government to the public at large, know that nurses are skilled professionals who save lives and improve outcomes.

#### Sandy Summers, MSN, MPH, RN,

executive director of the Truth About Nursing, will offer strategies to increase the value placed on nursing to make patients safer and move the image of nursing to that of a profession that's second to none.

*Sponsored by  
Nursing Professional  
Practice Committee.*



## Legal and Ethical Issues for the Bedside Nurse

**Monday, October 3, 4-6:45 p.m.**  
**Gilmore Center**

Register in Bronson e-Learning or call Education Services at (269) 341-6405. Chris Sangalli and Karon Tolbert from Bronson Risk Management Department are repeating the informative and stimulating educational event presented first in July. The presentation will inform the bedside staff on how to ethically and legally respond to adverse events in patient care and clarify the terms of decision-making capacity and surrogate decision maker.

## October Pain Management Classes

**Class 1: Monday, October 3**  
**Class 2: Monday, October 17**  
**8 a.m. - 5 p.m. (both days)**  
**Gilmore Center**

Enroll on Bronson e-Learning for Pain Management Day 1 & 2. Be sure to enroll in both classes! Call Pat Woitzel at (269) 341-8844 or pager (269) 269-513-3008. Or, call Lu Lutz at (269) 341-6004.

## Grocery Tour

**Harding's on Howard St., Kalamazoo**  
**Thursday, October 6, 6:30-8 p.m.**

Join a registered dietitian on a grocery tour. Explore the food aisles and move toward your health goals. Learn to decode food labels and make sense of claims like "organic" and "all natural." Make an investment in your health. Space is limited. Register at [bronsonhealth.com/classesandevents](http://bronsonhealth.com/classesandevents).

## Burn Workshop

**Wednesday, October 11**  
**Class 2: Monday, November 28**  
**8 a.m. - 12:30 p.m.**  
**Gilmore Center Auditorium**

8 a.m. Initial Care of the Burn Patient  
9 a.m. When Lightning Strikes  
10:15 a.m. HazMat Decon  
11:15 a.m. Inhalation Injuries

Sign-up for this free program on Bronson e-Learning or call Education Services at (269) 341-6405.

## VAST Nurses Using New Technology for PICC Placements

The Bronson Vascular Access Specialist Team (VAST) has added the Sapiens 3CG technology for use during peripherally inserted central catheter (PICC) line placements. Currently, VAST uses the ultrasound machine to locate and access the vein and Sherlock technology to ensure the PICC threads down to the distal superior vena cava/cavo-atrial junction. Adding the Sapiens technology allows the VAST nurse real-time feedback of the PICC tip location using ECG waveforms.

The VAST nurse attaches ECG leads to the patient prior to the procedure to assess the patient's waveform. As long as the patient is in sinus rhythm, the VAST nurse is able to use the Sapiens. Patients whose ECG P-wave is difficult

to interpret will not be candidates for Sapiens. For example, when the P-wave is not present, P-wave is not identifiable, P-wave is intermittent, or atrial fibrillation or flutter are present, the Sapiens cannot be used.

In most cases, Sapiens technology will eliminate the need for a post-procedure chest X-ray, thus saving the patient the charge for an X-ray and exposure to radiation, and will allow for immediate use of the PICC. VAST will continue to order chest X-rays on those patients whose P-wave is difficult to assess during the Sapiens procedure and those patients where Sapiens was not used. E-mail [VAST@bronsonhg.org](mailto:VAST@bronsonhg.org) for more information.

## Chlorhexidine Skin Preparation Cloths for Patients Before Surgery

One best practice in surgery that has significantly reduced the risk of infection is the use of chlorhexidine as a preoperative skin preparation agent to reduce the amount of infection-causing bacteria on the patient's skin. Studies show that total body application of chlorhexidine to the patient's skin the day before and the day of the procedure significantly reduces the risk of infection. For scheduled and outpatient surgery, the patient applies the chlorhexidine at home before

arriving for their procedure. Bronson is now using pre-moistened chlorhexidine cloths on inpatient units to prepare our patients for surgery. These packets will be stocked on the patient care units. When an inpatient is scheduled for surgery, the staff will use the new cloths to prepare the patient for surgery. Now inpatients, outpatients and scheduled surgery patients will all get the benefit of preoperative chlorhexidine.

## Policy Changes for Emergency Resuscitation

Effective November 2011, emergency resuscitation status will be addressed with every patient at each admission. All patients will be "Medical Care with Full Resuscitation" unless an order otherwise is clearly written in the chart. There are four options.

1. "Medical Care with Full Resuscitation" – green sheet
2. "Medical Care without Cardiac Resuscitation at Time of Arrest" – blue sheet
3. "Medical Care without Resuscitation" – orange sheet
4. "Allow Natural Death (AND)" – purple sheet

Nursing Policy Q35 Identifying Patient Code Status Procedure will be revised to reflect these changes. A question and

answer document will also be available on the Nurses' Practice Calendar on the Nurses & Clinicians intranet page.

## Discharge DNR Orders for EMS

Effective November 2011, if a patient will be Do Not Resuscitate (DNR) after they leave the hospital, the physician will review and sign the State of Michigan DNR discharge order with the patient. Nurses will teach patients about DNR after discharge to ensure the patients' wishes are carried out after they leave the hospital. Patient education modules are available. The new procedure will be included in Nursing Policy E10 Discharge DNR Order Procedure.

# 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. Choices include through ProHealth, via the practices, at the pharmacy, and others. 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.

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, 2011.

## 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 Program Began September 19

The inpatient influenza vaccination program began on Monday, September 19. The 1023 Influenza Vaccine Protocol has been revised and HED was updated to match the protocol. When you complete the vaccine assessment of the nursing admission screen, you order the vaccine if the patient is eligible and has no contraindications. If you have questions, you can access the protocol from HED by clicking on the chartable views on the menu bar. Nursing should remove the vaccine via the Patient's Profile in Pyxis.

Denise Neely  
Vice President & Chief Nursing Officer  
Bronson Healthcare Group



Dear Denise,

Congratulations to you and the nursing team for improving overall inpatient satisfaction at Bronson Methodist Hospital. In the first six months of 2011, the overall Press Ganey mean score for BMH inpatients increased to the 87th percentile of the Press Ganey database and to the 98th percentile in the Magnet Peer Group. Your team's commitment to provide excellent service and improve patient satisfaction is evident in these recent scores. I, along with the Board of Directors and Executive Team, am very proud of your achievement.

Please share this with your staff and encourage them to continue to partner with patients and families. Their actions are working and our patients have noticed!

Congratulations!

Sincerely,

*Frank Sardone*  
Frank J. Sardone

## Caring Responses to Uncaring Behavior

**Thursday, October 13, 7:45 a.m.**  
How to handle disruptive, rude behavior. Register on Bronson e-Learning.

## Diabetes Management Throughout Life Stages

**Wednesday, October 19, 8 a.m. to 12:30 p.m.**  
**BMH Gilmore Center Auditorium**

Free. Continental breakfast provided. The conference will address challenges and barriers that each unique population may face, medications, unique characteristics of the population and transitions to the next stage of life. Register on Bronson e-Learning.

## 2011 QUALITY FAIR: Putting Patients First

**Wednesday, October 26, 7:30 a.m. – 4 p.m.**  
**BMH South Campus**  
**Thursday, October 27, 7:30 a.m. – 1 p.m.**  
**BMH North Campus**

Join us for the 7th Annual Quality Fair! Each Bronson department is encouraged to show how improvement projects help put patients first. The presentations should use the Plan-Do-Check-Act (PDCA) model for improvement. Include before and after measures of success. Don't let the lack of data stop you from sharing your story! Presentations are due October 14. Tri-fold poster board will be available from the Quality & Safety Department. For more information, or for a poster board, contact Hilary Knight at [knight@bronsonhg.org](mailto:knight@bronsonhg.org) or (269) 341-7906, or Stacey Finley at (269) 341-6332 or [finleys@bronsonhg.org](mailto:finleys@bronsonhg.org).

## Conversations in Clinical Ethics

**Social Media —**  
**Do we want to know what our patients are saying about us?**  
**Thursday, October 27**  
**Noon – 1 p.m.**  
**Gilmore Center**

Lunch will be provided if you register on Bronson e-Learning. Contact Nora Chaus at (269) 341-8599 for more information.

# VOLUNTEER OPPORTUNITIES

## VOLUNTEERS NEEDED!

### Walk Across Kalamazoo

Bronson Methodist Hospital  
Sunday, October 2, 10 a.m. – 3p.m.  
Contact Deb Carpenter at  
carpentd@bronsonhg.org  
or 341-8830.

## VOLUNTEERS NEEDED!

### Senior Expo Kalamazoo Co. Expo Center & Fairgrounds

Tuesday, Oct. 4, 9 a.m. - 3 p.m.  
Contact Allisa Chamberlin at 341-6328  
or chambera@bronsonhg.org

## VOLUNTEERS NEEDED!

### Walk to School Day

Wednesday, Oct. 5, 7-8:30 a.m.  
Central Elementary School,  
Parchment  
Contact Deb Carpenter at 341-8830  
or carpentd@bronsonhg.org.

## VOLUNTEERS NEEDED!

### Head Start Fire/Burn Prevention Program

Tuesday, October 18  
9-10:30 a.m., 1:45-3:15 p.m.  
Wednesday, October 19  
9-10:30 a.m., 1:45-3:15 p.m.  
Contact Deb Carpenter at 341-8830  
or carpentd@bronsonhg.org.

## VOLUNTEERS NEEDED!

### Lowe's Fire Safety Day

Saturday, October 29,  
10 a.m. – 3 p.m.  
Lowe's 5108 S. Westnedge, Portage  
Contact Deb Carpenter at 341-8830  
or carpentd@bronsonhg.org.

## Using Bronson's Compassionate Companion Program

Anyone may call or page Pastoral Care 24/7 at 122-203 to have a compassionate companion volunteer sit vigil with a patient. This program is designed to provide a reassuring presence to dying patients who would otherwise be alone in their final 48-72 hours.

## Flu & Tdap Required

Employees are required to be immunized with the annual influenza vaccine and once-in-adulthood Tdap vaccine for pertussis by December 1, 2011. Contact ProHealth at prohealth@bronsonhg.org for vaccine or questions.

**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.

## Register Early for Advanced Life Support Training

The 2012 Advanced Life Support course catalog and schedule are now available for employees seeking Advanced Cardiac Life Support (ACLS) and Pediatric Advanced Life Support (PALS) certifications or renewals.

Class sizes are limited and fill up quickly. Employees should register early. Classes are especially limited this year because of the requirements of Epic, Bronson's electronic health record initiative. The registration form can be found on the Education Services and Center for Learning websites. Employees have only one month to register before the training is made available to external organizations. Don't delay! For questions, contact Bronson Life Support at (269) 341-8934.

## November Pain Management Classes

**Class 1: Monday, November 14**  
**Class 2: Monday, November 28**  
**8 a.m. - 5 p.m. (both days)**  
**Gilmore Center**

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## Nursing Grand Rounds On the Road

**Why is My Patient  
Acting So Nuts?**  
**Friday, November 18**  
**8 a.m. – 11:30 p.m.**  
**Chartered bus to Chicago**

Presented by the Bronson CNS Group. Pain CEU included.

## Good News

BMH house manager **Kathy Betz, RN**, has received her BSN from Walden University. Way to go, Kathy!

Outpatient surgery nurse **Jamie Chiles, BSN, RN**, has passed her adult nurse practitioner boards. Congratulations, Jamie!

Congratulations to **Karen Bergman**, neurosciences program coordinator, for having her article "Symptom Self-Management Measures for TBI" published in the *Journal of Trauma Nursing*.



## Don't Miss the 2011 Walk Across Kalamazoo

**Sunday, October 2, 1 p.m.**

at the corner of John and Lovell streets on the BMH North Campus in downtown Kalamazoo (On-site registration and pre-walk activities begin at 11:30 a.m.)

### Registration costs:

Adults age 18+: \$25.  
Children age 6-17: \$15.  
Children younger than  
age 6 are free.