



Nursing Notes

September 2011



Congratulations Second Quarter 2011 DAISY Award Winners!

The Nursing Professional Practice Council has chosen Bronson's second quarter recipients of the DAISY Award. 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.

See page 2 for excerpts from the DAISY award nominations for each of these special nurses.



Patty MacLeay, SICU



Jessica Adrina, Pediatrics



Angie Wurtzel, Bronson Center for Women



Linda Withers, Bronson Center for Women

Divisional Nursing Shared Governance Council Welcomes Michelle Link



Michelle Link, RN

At the August meeting of the Divisional Nursing Shared Governance Council, Michelle Link, director of medical services and cardiovascular cath lab, was introduced as the new nursing administrative advisor to the council. Welcome, Michelle!



DON'T MISS THIS SPECIAL PROGRAM!

Media Portrayals of Nurses

ONE DAY ONLY! Thursday, October 13

SHOWTIMES: 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 the Nursing Professional Practice Committee.

Congratulations June NPAL Recipients!

LEVEL II

Kimberlie Bottles OB/L&D
Carmen Everett OB/L&D
Rose Marie Sinclair T&EC
Betty Taylor AMU
Kimberly Tenney OSU
Louise Thompson OB
Nancy Heineman OB
Nicole Hess OBD
Kassandra Hinds Cardiology
Stacie Kline OB/L&D
Deborah Miller OB
Joanne Pederson OBD
Margaret Perrin T&EC

LEVEL III

Sharon Anderson-Western Cardiology
Nicole Armstrong NICU
Kristie Berryman PICU
Melanie Bridges Cardiology
Carolyn Call OB/MB
Heidi Ertman OB/L&D
Elizabeth Griggs Stomal Therapy
Sandra Harrell OB
Katrina Hasbrouk OB
Lynn Hayes PRU
Carolyn Heimann Stomal Therapy
Lise Pratt SICU
Dana Smith NICU
Debra VanSchaik OP Surgery
Lisa VanThyne C-VIP
Stacey Vogl NVU
Jane Weststrate SICU
Meghan Williams NICU
Cindy Winkel NICU
Paige Hoard C-VIP
Vickie Hull SICU
Sheril Kelly AMU
Holly LaMere OB/MB
Margaret Landon Peds Sedation
Tegan Laurens OB/MB
Cindy Mohr OP Surgery
Pamela Muvrin-McCorry OBD
Amy Olson NICU
Lindsay Pfau OP Surgery

LEVEL IV

Nancy Ausema Endo
Janet Barnes PICU
Erin Brooks NICU
Cindy Commissaris Endo
Janice Courtney NICU
Katherine Deubner NVU
Keri Dykema NICU
Lauren Fleming NICU
Susan Nason Radiology
Lynda Papendick NVU
Judy Powers OP Surgery
Kirsten Rasmussen Cardiology
Jayne Word Pre-Admission

Congratulations DAISY Award Winners

Here are some excerpts from the second quarter 2011 DAISY award nominations:



Patty MacLeay (SICU)
A difficult hospice patient was admitted with serious burns. This nurse provided excellent, compassionate care for the patient, instructed her caregiver in proper wound care and had the patient back home in 24 hours! The patient could not have been more pleased.

Patty MacLeay, RN

Nominated by Anne Cavanagh, MD

My husband was admitted in April. His name is J. Reasor. Patty is the best nurse I have ever had the honor to come across. She works harder than you would ever expect. She has taken wonderful care of my husband. I could go on and on about the good care she gave. Patty was also so kind and considerate of my daughter and I. I just want this hospital to know how lucky you are to have her. I mean this from the bottom of my heart.

Nominated by D. Reasor

CNO Denise Neely Open Office Hours

Thursday, Sept. 29, 7:30-10:30 a.m.

Physician Service Center Conf. Rm.
(by the South Campus Concierge)
Schedule an appointment with Marci Cushman at cushmanm@bronsonhg.org or stop by.



Angie Wurtzel, RN

Angie Wurtzel

(Bronson Center for Women)

When I came in April for a breast biopsy, Angie was my nurse. She was so kind and friendly; she answered all my questions and was very comforting and reassuring. Throughout the actual biopsy she was at my side, talking and laughing with me. She often put a comforting hand on my arm and I just think that physical touch is so important. She is such a sweet person! She was also so very kind and helpful through the follow-up phone calls.

Nominated by C. Balcom



Linda Withers, RN

Linda Withers

(Bronson Center for Women)

Linda empowered me to be comfortable and at ease during the 3 hours of diagnostic testing (and) stayed by my side, was cheerful, (and) positive. She explained all procedures in a listen-friendly [way]. [She] treated me with dignity, respect and as if I were an extremely important person. She embodies the spirit of the term "Nursing Care."

Nominated by A. Nedean



Jessica Adrina, RN

Jessica Adrina

(Pediatrics)

My daughter, Lela R., would like to have the Daisy award given to her nurse Jessica Andrina on the Pediatric Unit. Lela was hit by a car and broke her right femur and left shoulder in addition to road rash down her back on the left side. Lela was airlifted from Sturgis and Jessica was her first nurse. This hospital ordeal was extremely frightening for an 11-year old who had never even had stitches before. Jessica kept her very comfortable the first evening before surgery and after stabilizing her leg in surgery the next morning. Lela continued to make progress each evening ONLY with Jessica. Her reassuring and encouraging bedside manner was just what Lela needed to develop a trust and rapport to be successful. It was Jessica who got her to eat solid foods. It was Jessica who encouraged her to believe that she had the strength to do what she had to do to get out of bed and make progress. It was Jessica who got her to take control and lead her own recovery. It was Lela who began to believe because Jessica believed in her. It was Jessica who built her appetite and gave her renewed energy and confidence. Jessica was there through the good and bad. She saw the tears and enjoyed the laughter. But most of all, she needs to be formally recognized to understand that the speedy progress that my precious daughter had was because Jessica encouraged her and believed in her every step of the way. When most patients want to rest at night, my daughter wanted to do and be better.

Thank you for your consideration and know that Jessica takes care of her patients as if they were her own babies. Also, may it be known that this was my first Bronson experience. *Nominated by Mom, R.R.*

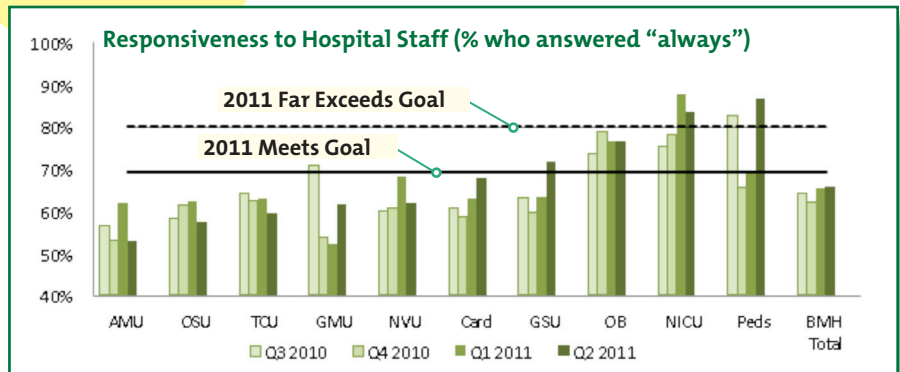
How Well Do Patients Feel You Respond?

One of the areas where Bronson Methodist Hospital is measured on the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey relates to "Responsiveness of Hospital Staff." This area is based on two questions:

1. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?
2. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?

The graph to the right shows the number of patients who answered "always" to these questions. The goal is to reach at least 69.1 percent by the end of the year. At the second quarter we were at 65.4. Talk with your manager about how you and your unit can partner to improve responsiveness.

HCAHPS Update



Survey Blitz Includes RN Satisfaction Survey

Bronson will be participating in an RN Satisfaction Survey as part of the NDNQI database, along with performing the Employee Opinion Survey and Patient Safety Culture Survey from Monday, Sept. 12 through Sunday, Oct. 2. The three surveys are being offered together for the first time for employee convenience and ease of completion.

The RN Satisfaction Survey measures indicators very specific to nurses and allows us to compare the results with like units and departments across the country. The results are also evaluated by the American Nurses Credentialing Center as part of our Magnet re-designation process. A representative sample obtained through a good survey return rate is therefore critical! Please make every effort to participate. Don't miss this opportunity to make your voice heard.

Nursing Staffing Policies Updated

The Nursing Managers group recently updated two nursing staffing policies: A-21a Nursing Department Employee Scheduling Guideline, and A-21b Nursing Department Low Census Day Guideline. This was done to improve the availability of staffing resources when needed. Here is a summary of the changes:

A-21a, #4: Concerning holiday staffing, if an LCD is approved for the remainder of the shift or a partial shift, the staff member will not be required to make the holiday up. Any staff member not needed at the start of the shift will remain on standby until 9 a.m. / 9 p.m. at which point, it will

Gerontological Certification Review Class

Tuesday, Sept. 20, 8 a.m. – Noon
BMH Gilmore Center
Rita LaReau, MSN, GNP-BC

Purpose: To prepare RNs to successfully complete the American Nurses Credentialing Center, Gerontological Nurse Certification Exam

Participants who complete this program will earn 3.6 contact hours. Sign up to attend through Bronson e-Learning. For questions, call Rita LaReau at 341-8809 or Diana Girolami at (269) 341-8702.

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.

Transporting Patients Offsite for MRI

Kalamazoo Neurological Imaging (KNI) has modified some aspects of their service. They no longer having a physician specifically available to order and supervise sedation of patients during diagnostic testing. In response to these changes, W-14 Scheduling Offsite MRI Exams Procedure has been revised. Important changes are summarized here:

- The deletion of instructions concerning taking patients who require sedation during the procedure, including obtaining a special box of drugs from pharmacy that included reversal agents. This no longer applies.
- The addition of a statement that says "CAUTION: A patient who cannot complete the exam without anxiolytic sedation should not be sent to KNI. In addition, if the patient has a provider or anesthesiologist condition classification of 3 or 4, please seek alternate imaging in-house. These patients may not be transported for off-site imaging. (See Anesthesia 4-1, Appendix 4 for ASA Classification details. This is an anesthesiologist classification, not a nursing assessment.)"
- All patients going to KNI will be accompanied by an RN. Continue to refer to policy E-07 Patient Transfers to Other Facilities Requiring RN Attendance Procedure for emergent situations/critical patients.

MARK YOUR CALENDAR FOR THE Quality Fair

Wednesday, October 26

7:30 a.m. – 4 p.m., BMH South Campus

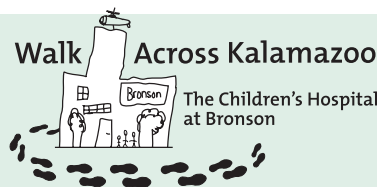
Thursday, October 27

7:30 a.m. – 1 p.m., BMH North Campus

Registration Open for Walk Across Kalamazoo

Online registration is now open for the 2011 Walk Across Kalamazoo, which takes place on Sunday, October 2 at the corner of John and Lovell streets. This fourth annual event benefits pediatric life enhancement services at The Children's Hospital at Bronson. On-site registration and pre-walk activities begin at 11:30 a.m., and the walk itself begins at 1 p.m. This year's goals are \$40,000 and 800 participants. Be sure to register by Wednesday, September 14 to guarantee a t-shirt in your desired size.

To register, visit bronsonhealth.com/walk. When you register, you can raise funds as an individual, start a team or join a team. You can also donate to support the Walk even if you can't attend.



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+ (includes t-shirt): \$25.
Children age 6-17 (includes t-shirt): \$15.
Children younger than age 6 are free (does not include t-shirt). Register by Wednesday, Sept. 14 to receive a t-shirt.

Bronson Neurology Workshop

Saturday, October 1

8 a.m. to Noon
WMU College of Health & Human Services

- Parkinson's Disease: A Multidisciplinary Approach
- Multiple Sclerosis: An Elusive Disease
- Optional Education on Performing a Neurologic Exam

To register call **(269) 6550** or e-mail ridderma@bronsonhg.org.

Upcoming Changes to the Medication Disposal Process

Watch for New Medication Labels

WHAT: New disposal process for specific medications will be implemented at Bronson.

WHY: The Environmental Protection Agency is holding hospitals accountable for protecting the environment in their communities. Medications targeted in this new process have been shown to be harmful to plants and animals in our ecosystems.

WHO: GMU piloted this program. Other units are rolling out unit by unit through the end of the year.

WHERE: Labeled medications will be collected in new Black Box containers. These containers will be placed in patient rooms and in the soiled utility rooms.

WHEN: You will begin to receive medications from Pharmacy with the new labels. Follow current practices until your unit receives black boxes.

HOW: These labels prompt you to dispose of medications in a new process. The best way to be compliant with this

new process is to focus on what the label means, and not the specific types of medications.

Additional education will be provided to your department, including live demonstrations. Please contact your manager, educator or Kylie Hayden from the Safety Department at 341-7991 with questions.

NEW MEDICATION DISPOSAL LABELS



Patient Hand Overs: A Professional Practice Change Project

The Nursing Professional Practice Council is working to standardize and improve nursing patient hand overs. Here is the first installment in a series of informational articles related to this project.

Q: What is a nursing patient hand over?

A: Verbal communication between caregivers giving a snapshot of pertinent information.

Q: Why is it important?

A: It is a national patient safety goal developed by The Joint Commission. It helps catch near misses (orders, medications, documentation). Families and patients feel they receive more information and are more involved in plan of care. There is increased delivery of evidence based care. Patient satisfaction increases.

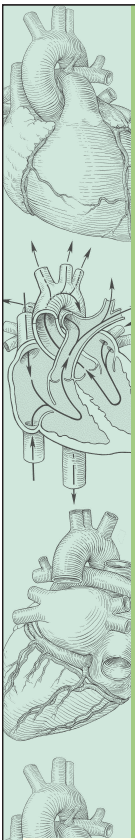
For questions or more information, contact Kim Brown at brownki@bronsonhg.org.

Bronson Neuro Workshop

Thursday, September 22
8 a.m. – 11:15 a.m.
**Gilmore Center for
Health Education**

Nurses are invited to this workshop, which will discuss neurological illness with case studies, mechanisms of injury for TBI patients, and common concussion myths.

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



Register now for the 10th Annual BMH Cardiovascular Nursing Conference.

Excellence in Cardiovascular Nursing

Tuesday, Sept. 27, 2011
Fetzer Center, WMU

Call Carmela Pulling RN, BSN, MA at (269) 341-7759.

Featured topics:

Sleep Apnea & Cardiovascular Disease

Dr. Thomas Abraham

Cardiorenal Syndrome

Dr. Aash Bhat

Cardiac Medications

Glenda Pietryga PharmD

Diabetes & Heart Disease

Sue Zimmer, RN, CDE, Kathy

Brockway MA, RD, CDE

Heart Healthy Cooking

Diane Delhey, RD

Participants who complete this program will earn 6.5 contact hours. 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.

Critical Care Units Decrease Catheter Associated UTIs by 67%

Bronson Methodist Hospital's Surgical Intensive Care Unit and Medical Intensive Care Unit have seen a 67 percent decrease in catheter associated urinary tract infections (when comparing Jan.-May 2010 to Jan.-May 2011). The units attribute this to several factors.

- **Comfort bath system:** a warmed bath in a bag that has five different cloths to be used on different sites of the body; this has eliminated the use of the bath basin, which may be a pathogen reservoir.
- **Education:** nursing staff have become more aware of the insertion technique and maintenance of the Foley catheter through unit education and staff attending the evidenced-based practice class
- **Sharing:** staff are spreading best practice knowledge to other staff
- **Daily rounding:** charge nurses are doing daily rounding on patients with Foleys to see if they are ready to be removed

Congratulations and keep up the good work! This is how we ensure safe, effective care as a requirement for excellence.

When Do I Call a Medical Examiner?

As a reminder, Nursing Policy V-03 Medical Examiner Guideline provides instruction for how and when to call a medical examiner. In particular:

A. MEDICAL EXAMINER:

1. To contact a Medical Examiner (ME), contact BRIC; BRIC will page the ME.
2. If the ME accepts the case, he/she will take control of the body and its disposition.
3. Follow ME or designee directions whether written or verbal.

B. CRITERIA FOR CALLING

MEDICAL EXAMINER:

1. Death from violence, including homicide, suicide, trauma, poisoning, burns, injury or accident, regardless of length of hospital stay
2. Death from complications of the above if known, recognizing that fatal sequelae can occur weeks or years after initial trauma
3. Death under suspicious circumstances
4. Death on arrival at the hospital (DOA) or shortly after arrival without a diagnosis, including Emergency Department Deaths
5. Unanticipated death where cause of death cannot be determined
6. Death as the result of an abortion, whether self-induced or otherwise
7. Sudden unexpected death of an infant or young child
8. Death of an incarcerated patient or one who dies while imprisoned or under the authority of a correctional facility. This includes any death associated with police action
9. Unexpected intraoperative death
10. Unexpected death shortly after surgery or diagnostic procedure
11. Death of a patient participating in a clinical trial
12. All OB deaths

These criteria, along with the death report and the family education handout Autopsy Questions & Answers are available on the Nurses and Clinicians intranet tab. Call (269) 341-7996 with questions.

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.

Patient Valuables

The process to return valuables to patients after hours has changed. Registration and Security staff will return valuables to the patient's room Monday through Friday from 9 a.m. to 7 p.m. After hours, patients may take their driver's license or other identification to the front desk at the Emergency Department entrance on the South Campus.

Please encourage patients to send their valuables home when possible. If they ask that Bronson Methodist Hospital keep their valuables safe, Patient Registration and Security will come to the room to collect valuables such as jewelry, money or wallets. Medications and entire purses are not considered valuables. Please contact Tina Nadrasik at (269) 341-8935 with questions.

Flu & Tdap Required

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

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.

Dr. Martin Draznin

Pediatrics Endocrinology

Dr. Robert Austin

Maternal-Fetal Medicine

Dr. E. L. Knight

Endocrinology

Dr. Gary Wortz

Geriatrician

Register on Bronson e-Learning.

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.