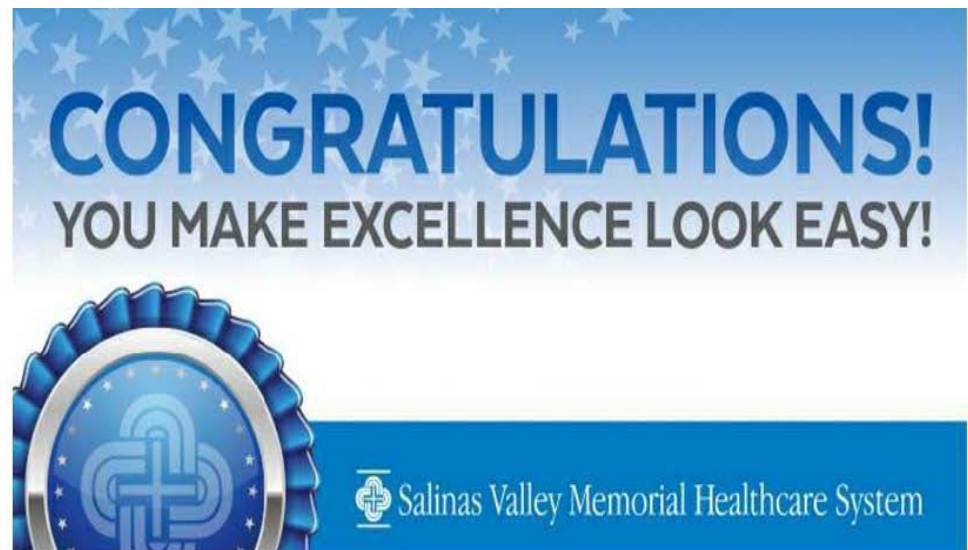


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For more information or to make an article suggestion, please contact Christie Gonder @ 759-1910 or x.1910.



## CNO Corner – What’s New

by Christie Gonder

### Quality and Patient Safety and Efficiencies

- **Professional Practice Model** – Please join us in a **Pride in Care Event on 3/21/2018** to learn about our Professional Practice Model and Nursing Strategic Plan. You will also have the opportunity to view our Mission Moment Nursing Video that shares how nursing practice at SVMH is reflected in our PPM. Also, make sure you complete the education on the PPM in HealthStream to gain a foundation as to the “why” behind the model, mission, vision and values.
- **Patient Labeling** – The Patient Safe Program is fully implemented and the great news is that we have seen significant improvements and reductions of unlabeled/unordered and mislabeled specimens.
- **Fall Reduction** - AvaSure monitoring system is close to implementation. This system helps reduce patient falls.

### People

- **Uniform Standardization** - We have finalized the Navy colored scrub for RNs. Nurses in most patient care areas are required to wear Navy colored scrubs beginning 3/5/2018. Our nurses make up the largest segment of our healthcare workforce, and have more contact with patients than other caregivers. Standardization will send a consistent professional image to our patients to help the patient and family identify RN caregivers to improve communication and the patient experience.

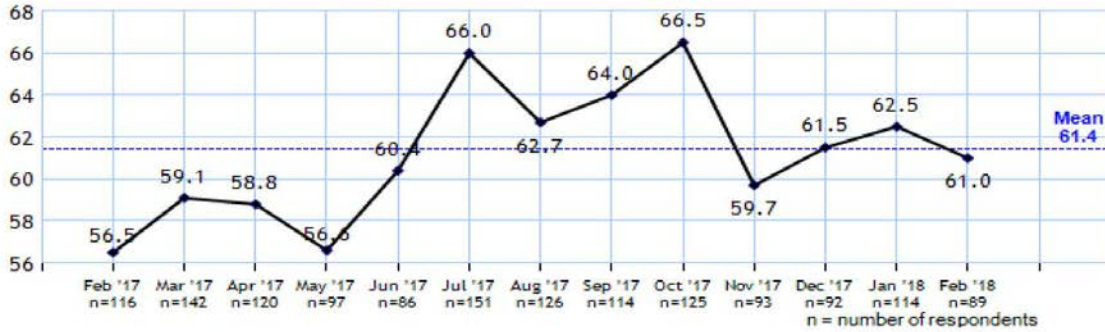


# HCAHP **Top Box Scores** "Always" on survey



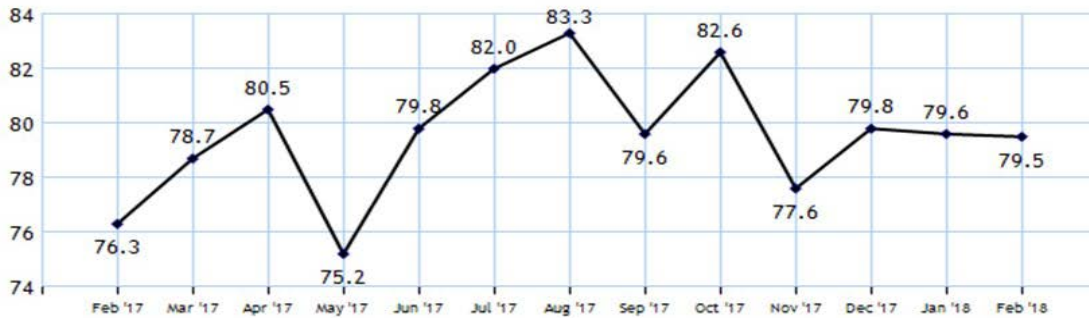
## Top Box Trends

Inpatient  
Salinas Valley Memorial Healthcare  
**Overall**



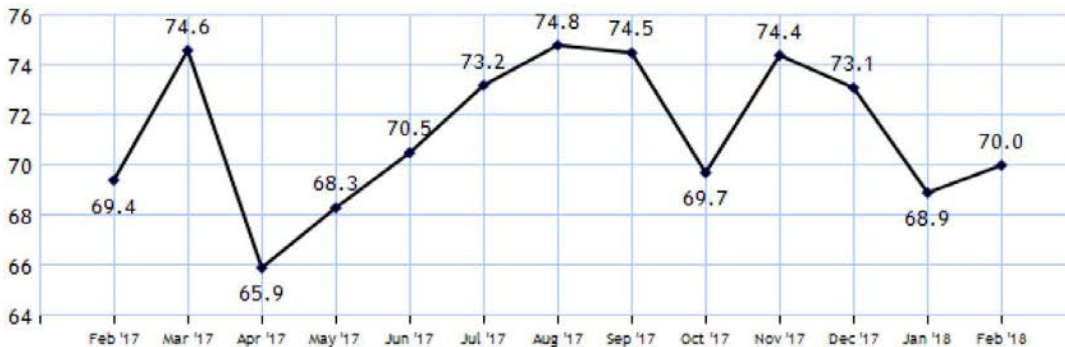
## Top Box Trends

Inpatient  
Salinas Valley Memorial Healthcare  
Section - CAHPS - **Comm w/ Nurses**



## Top Box Trends

Inpatient  
Salinas Valley Memorial Healthcare  
Section - CAHPS - **Response of Hosp Staff**





## Congratulations to Dana Rogers, RN!

A special presentation took place this week as Dana Rogers, a registered nurse in the ICU/CCU received the January DAISY Award.

The mother of one of our young patients nominated Dana for the DAISY Award. The mother wrote a letter describing the exceptional care Dana provided her son while he was in the ICU during the months of October and November. The parent expressed that Dana bought her son a pair of tennis shoes after he complimented a pair she was wearing. The patient's mother added, "My son was very happy. It filled my heart to know he was being cared for by compassionate people. My son passed away in January and Dana's act of kindness will be forever in my heart and I will never forget it".



Dana exemplifies our STAR values—Support, Teamwork, Accountability and Respect. As a DAISY Award recipient, the publicly elected Board of Directors will recognize Dana during February's monthly board meeting.

The following employees were also nominated for the January DAISY Award: Ruth Andrews, RN, Scott Baker, RN, Nicole Chahwan, RN, Jamie Crompton, RN, Claudia Getz, RN, Stevie Hardin, RN, and Maria Schell, RN.

Every month, Salinas Valley Memorial Healthcare System recognizes an outstanding employee with a DAISY Award (for nurses) or a STAR Award (for all staff). Nominations can be submitted by patients, visitors and staff. Nomination forms and drop off boxes are located throughout the hospital. Go to [SVMHS.com/nomination](http://SVMHS.com/nomination) to learn more about the awards.



## Congratulations to Aida Solorio-Holman!

A special presentation took place this week as Aida Solorio-Holman a Clinical Social Worker for Disease Specific Care received the February STAR Award.

Aida was nominated for the STAR Award by a colleague for the exceptional and compassionate care she provides patients and for always going the extra mile for them. The employee who nominated Aida shared that a patient's wife was very concerned regarding the cost of her husband's insulin and whether or not his insurance would cover it. Aida immediately asked all the right questions and worked with the patient's wife to get her the information she needed. The colleague added, "Aida called me back at 5pm to give me an update. Aida never hesitates to help and always puts patients first."



Aida exemplifies our STAR values—Support, Teamwork, Accountability and Respect. As a STAR Award recipient, the publicly elected Board of Directors will recognize Aida during its monthly board meeting.

The following employees were also nominated for the February STAR Award: Anajael Delgado, Katherine Knight, Pia Mina, Cassondra Rojas, Cynthia Vargas and David Walker.

Every month, Salinas Valley Memorial Healthcare System recognizes an outstanding employee with a STAR Award (for all staff) or a DAISY Award (for nurses). Nominations can be submitted by patients, visitors and staff. Nomination forms and drop off boxes are located throughout the hospital. Go to [SVMH.com/nomination](http://SVMH.com/nomination) to learn more about the awards.

# Extraordinary People!

## Celebrating Tenure

The SVMH Board of Directors would like to congratulate and thank the following people for their years of service for 20 years and up (on the 5-years). We sincerely appreciate and value the contribution you have made to our patients and our hospital. In February, the following people have been awarded tenure awards by the Board of Directors. The following employees were honored at the February 22, 2018 Board of Directors meeting.

### 20 Years

**Laura Scott**, Staff Nurse II, Labor & Delivery

**Jacqueline Esparza-Valdez**, Nurse Aide, ONS

## Kudos:

**Submitted by Lisa Garcia, RN/Pediatrics**

Good Morning Glorinda,

I just wanted to send out a huge thank you to Nuala for helping us so quickly with a much-needed AccuCath/PICC line on January 26. She came up quickly and easily placed a PICC line. I cannot say how wonderful she is and how this really did positively affect this patient's outcome! Thank you, Nuala!

## Congratulations:

**Submitted by Agnes Lalata/Director of MedSurg**

Dear Team,

I am pleased to announce Barbara Wall RN, BSN has accepted the Unit Shift Supervisor (USS) position for the MedSurg Cluster. Barb started her nursing career as an LVN. She originally started working at SVMH as a Travel RN. Barb liked working with our team so much she decided to accept a permanent position here. Currently, Barb is one of our Primary Charge Nurses for MS night shift. She has been an active member of the MedSurg Practice Council.

Barb will keep the hours of 9 pm-7 am Tuesday to Friday to provide support to our various departments. Beginning February 13, she will start her orientation as the USS. In her new role, she will continue to support patient rounding, review quality measures and maintain safe patient flow. In addition, Barb will assist in the implementation of unit initiatives and manage unit staffing. Above all, Barb will function as an administrative support and resource to our team.

Please join me in congratulating Barb's promotion as the USS for the MedSurg cluster. She is excited to begin her new role and to continue to work alongside a great team.

## Suggestion Box Compliments – How are we doing?

- I have been in the hospital twice now. I want to say that everyone I have had contact with from CNA to RN have been very nice and have went out of their way to help me. I want to thank them very much.
- I have had the opportunity to meet a wonderful woman and a spectacular nurse. I have had challenges during her shifts, but she meets them with experience, humor and compassion. I could ask for anything to be done and shortly it would be completed. Being ill here brings out our worst, but

**Sarah [Dale], RN** appears to not have any, only empathy and love.

- I just wanted to say thank you to **Irma [Magdaleno], RN** for being so dedicated to her patients, especially the days she was assigned to my dad. We felt very comfortable knowing she was his RN. I rate his stay a "10" overall. Thank you, Irma – the world needs more RNs like you. My dad was blessed to have you as his nurse.