

VOL 4 | January 2017

SVMHS Clinical Newsletter is a monthly publication.

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

Outpatient Lactation Clinic Ribbon Cutting 1/19/17



Press Ganey Nursing Excellence Results

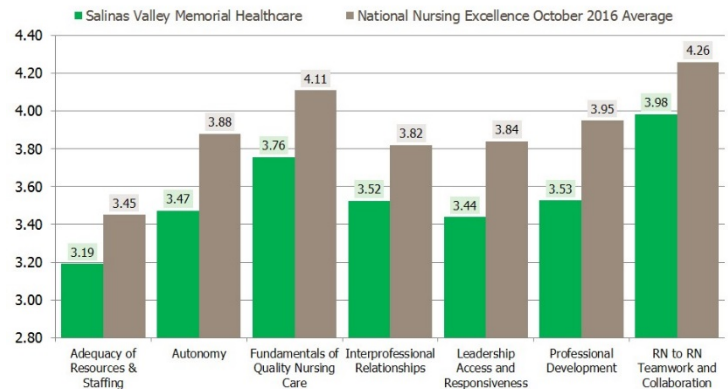


Last year we conducted our first nurse satisfaction survey. This was part of the house-wide employee engagement survey. The reason for adding these questions is that they are specific to the professional development and practice of nursing and are a more accurate reflection of nurse satisfaction in an organization. The survey measures nurses' perceptions of their work environment in 7 domains. These are: 1) adequacy of resources and staffing, 2) autonomy, 3) fundamentals of nursing care, 4) inter-professional relationships, 5) leadership access and responsiveness, 6) professional development, and 7) RN to RN teamwork and collaboration. While some units had scores that outperformed the national average in certain domains, when looking at all units compiled, our scores were below the

national benchmark in all categories. (See graphic for a summary of our scores compared to the national average in the 7 domains.)

According to the analysts at Press Ganey, scores such as these are not uncommon for a first survey of this nature. Understanding where and how we need to improve is a first step and we are viewing these results as important information to help guide and lead a path forward. We understand that a thriving nursing workforce is fundamental to quality care and success as an organization and we're eager to dialogue with you about ways that we can collaborate to improve our work culture and environment. Your nurse manager or director will be sharing your unit's scores in upcoming staff meetings. Please share your ideas for improvement with your leaders or take ideas to your unit-based practice council.

ANCC Category Performance Scores



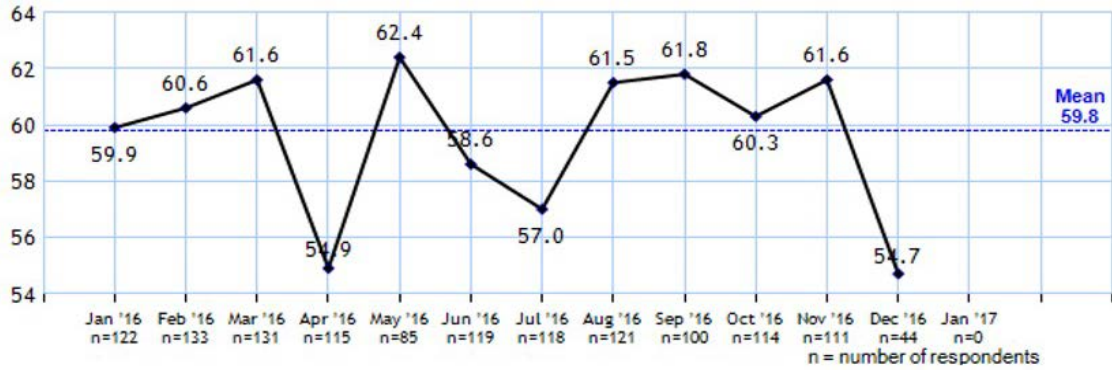
HCAHP Top Box Scores



Top Box Trends

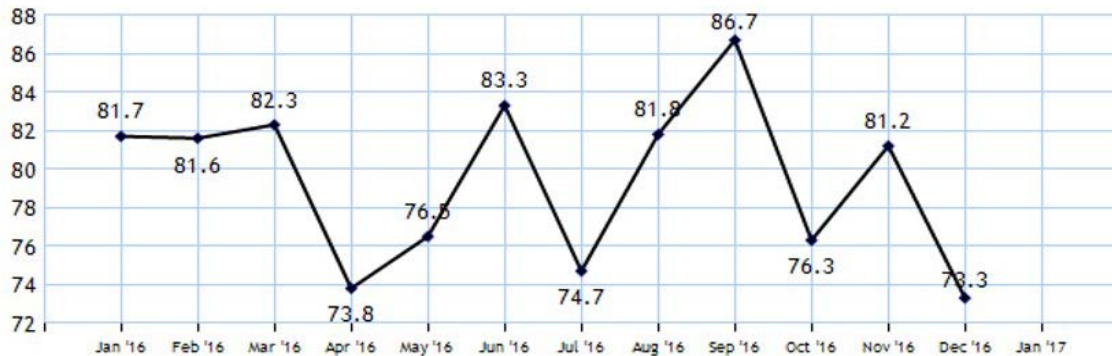
Inpatient
Salinas Valley Memorial Healthcare

Overall



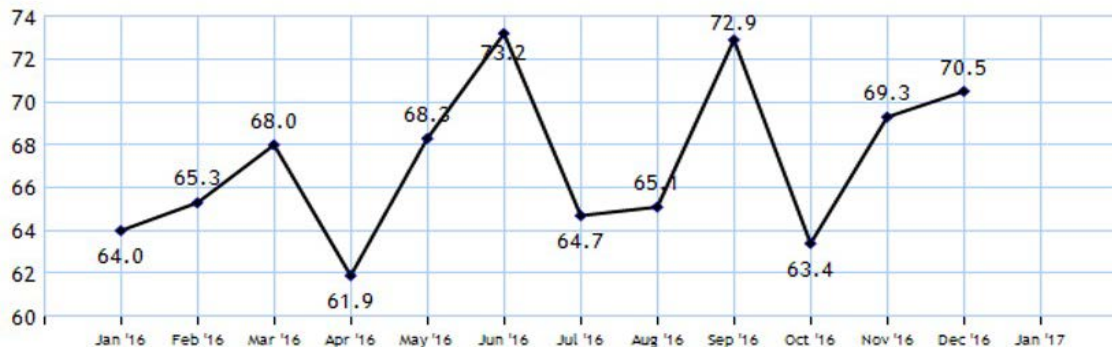
Top Box Trends

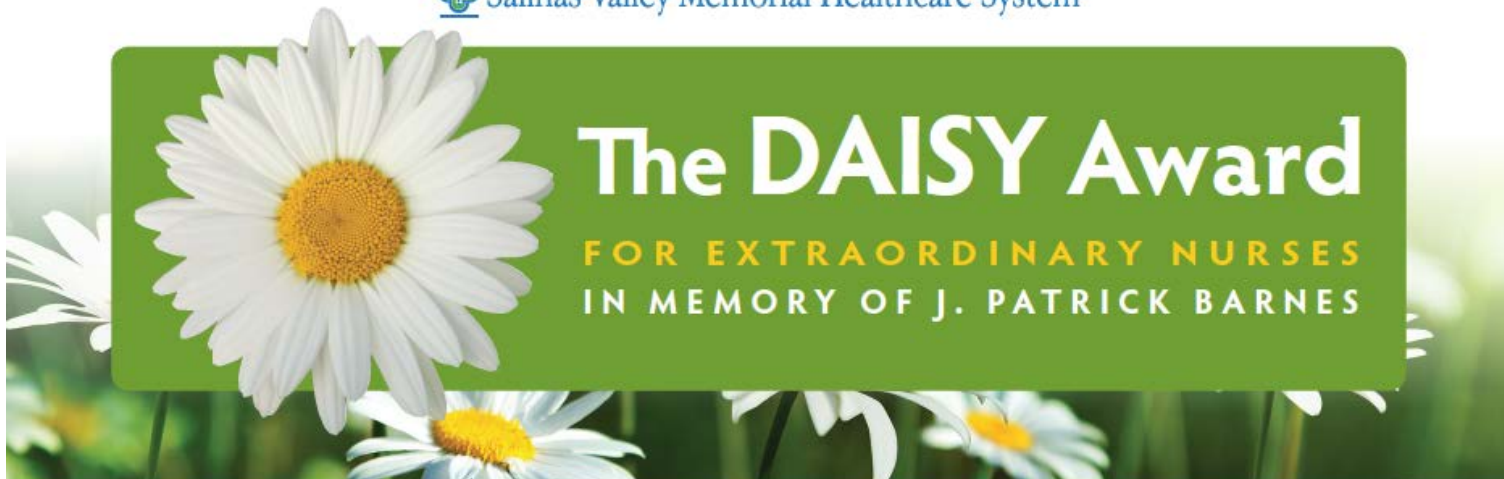
Inpatient
Salinas Valley Memorial Healthcare
Section - CAHPS - Comm w/ Nurses



Top Box Trends

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





Congratulations to Mary Nuki, RN II Oncology!

A special presentation took place December 16th as **Mary Nuki**, a Staff Nurse II in the Oncology Department received the December DAISY Award.

A co-worker nominated Mary for the extraordinary and compassionate care she provided to a terminally ill colleague. Her co-worker expressed "Mary was strong even when caring for our friend drove her to tears. She passed away in the most dignified way possible and Mary was exceptional in leading the way for the amazing care she received." This month the recognition truly honors the entire Oncology Department for their exceptional care during an especially trying time. Mary and the Oncology team exemplify our STAR values- Support, Teamwork, Accountability and Respect. As a DAISY Award recipient, the publicly elected Board of Directors also honored Mary and the Oncology Department during December's Board of Directors meeting.

The members of the Oncology Department include [Renee Armenta, RN](#), [Diane Mesiroff, RN](#), [Aida Morales, RN](#), [Marian Fox, RN](#), [Cledeline Alerta, RN II](#), [Marisa Baker, RN II](#), [Margarita Barrera, RN II](#), [Daisy Carrillo, RN II](#), [Delories Colclough, RN II](#), [Amanda Countryman, RN II](#), [Trisha Foxworthy, RN II](#), [Baudelio Gonzalez, RN II](#), [Jonathan Iglesia, RN II](#), [Sylvia Lara-Sanchez, RN II](#), [Lucia Mc Cleary, RN II](#), [Annie Pobre, RN II](#), [Brooke Robinson, RN II](#), [Erlinda Rodriguez, RN II](#), [Teresa Salah, RN II](#), [Denise Sheets, RN II](#), [Claudia Stevens, RN II](#), [Mercedita Stoffey, RN II](#), [Lidia Victoriano, RN II](#), [Lisa Blean, RN II](#), [Maritess Condolor, RN II](#), [Mary Huynh, RN II](#), [Tina Leng, RN II](#), [Melanie Cancio, RN II](#), [Agnes Lalata, RN](#). We also want to recognize the following employees [Jaclyn Bayhonan, CNA](#), [Dolores Duenas, CNA](#), [Nonila Dunaven, CNA](#), [Frank Herrera, CNA](#), [Sandra Jackson, CNA](#), [Joanna Larios, CNA](#), [Leticia Suarez, CNA](#), [Jessica Vega, CNA](#), [Gabriela Villa, CNA](#), [Tiffanee Villanueva, CNA](#), [Deborah Cruz, Jennifer Jacobs-Ellis, Alma Lopez, Minerva Odell, Penny Call, and Sandra Contreras.](#)

The following employees were also nominated for the December DAISY Award: [Jocelyn Banaag, RN II](#), [Margaret Brown, RN II](#), [Michael Brown, RN II](#), [Jose "Tony" Coronado, RN II](#), [Sabrina Davis, RN II](#), [Amanda Demello, RN I](#), [Heather Gagnon, RN II](#), [Gabriela Gonzalez, RN II](#), [Adrienna Leyva, RN II](#), [Bernadette Lucas-Burch, RN](#), [Linda Mase, RN II](#), [Chandra Matteson, RN II](#), [David McQueen, RN](#), [Shumin Ning, RN II](#), [Maybelle Peters, RN II](#), [Sara Silacci, RN](#). Thank you for your dedication to the care we provide our patients and our community.



L-R: Christie Gonder, CNO, Mary Nuki, RN/Oncology, Agnes Lalata, Director/MedSurg



Congratulations to Jackie Esparza-Valdez, CNA HHA Oncology!

A surprise presentation took place as Jackie Esparza-Valdez, CNA, HHA, a nurse aide in the Oncology department received the January STAR Award on January 24, 2017.

Patients and co-workers nominated Jackie for her dedication to patients and families. Colleagues praise her knowledge, insight, compassion, skill, and work ethic. A patient wrote that after surgery, Jackie taught her how to push herself up on the bed to avoid causing pain. That person stated Jackie was very attentive to her needs. One co-worker commended Jackie for going above and beyond in taking care of patients. Another colleague complimented Jackie for being kind and compassionate to patients and their families. This is Jackie's 4th nomination for the STAR Award. Jackie exemplifies our STAR values—Support, Teamwork, Accountability, and Respect. As a STAR Award recipient, the publicly elected Board of Directors will recognize Jackie at the January board meeting.



L-R: Marian Fox, Clinical Manager/MedSurg, Christie Gonder, CNO, Jackie Esparza-Valdez, CNA, Star Award Winner, and Agnes Lalata, Director/MedSurg

We want to recognize all of the Star nominees this month including [Miranda Aguilar](#), [Aida Aromin](#), [Xochil Benting](#), [Christina Correa](#), [Matt Countryman](#), [Liz Garcia](#), [Cyndie Mar](#), [Dolores Martinez](#), [Ariel Mendoza](#), [Norma Merser](#), [Maria Meza](#), [Crystal Morales](#), [Maria Navarro](#), [Christina Padilla](#), [Jeanette Pineda](#), [Renee Salazar](#), [Aida Solorio-Holman](#), [Shalong "Noi" Teats](#), [Angelica Villarreal](#), [Carolyn Yoakum](#), [Nellie Zambrano](#).

Thank you for your dedication to the care we provide our patients and our community.

Every month, Salinas Valley Memorial recognizes an extraordinary 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 boxes are located throughout the hospital.

Extraordinary People!

Dietary

Submitted by Roberta Delasantos

I wanted to say thank you to the dietary staff very much for the beautiful and delicious holiday meal provided. I am sure a lot of hard work went into setting up, cooking, serving and cleaning up such a nice feast.

Emergency Department-Cardiology-Nuclear Medicine

Submitted through the suggestion box

Great service, very nice & knowledgeable. Very attentive while conducting tests. Especially, EKG Tech: **Ravonda Green**, Nurse: **Flor Fernandez**, and Nuclear Medicine Tech: **Vanessa Lopez**.

Ortho-Neuro-Spine

Submitted through the suggestion box

The staff has provided an excellent care. They didn't just take good care of me, they made my care personal, and that I really appreciate.

General

Submitted through the suggestion box

I've noticed a BIG change when you come to the hospital. Staff is sincerely friendly. It's really nice especially since you're here because of someone that is ill. Appreciated. Thank you.

General

Submitted through the suggestion box

Everyone in this hospital has been extremely knowledgeable and very helpful. From **Christina Padilla** in the lobby to the cafeteria, surgery, post-op 4th floor and especially 5th floor. Emergency Room was the best! My husband arrived about 11pm Thursday night and within 7 hrs was in emergency surgery with Dr. Ushiba. Thank you for your great, fantastic staff!! I know what a great staff is because I was an instructor of customer service at NMC.

STARcomm Message Award

Congratulations to **Kathy Hopkins, Tonya Garcia, and Christine Welcome** for winning the Best STARcomm Message award this winter. The roving trophy was awarded to three participants this quarter as this concise, to the point, and very creative message was a group effort. Kathy, Tonya and Christine were each awarded a STARbucks gift card and received a thank you letter from SVMHS President/CEO Pete Delgado.

STARcomm messages play on the big screen in the cafeteria. Make sure your department is submitting messages and photos! If you want more information contact Meredith Evans X 3035 or Claudia Otero X 1825.



Thank you for your creativity!

Reminder about BRN License Renewal

RNs with Incomplete Records Must Submit Fingerprints

From an email from JB Bartleson, RN, MS, NEA-BC, VP/Nursing & Clinical Services, California Hospital Association

As previously reported in [CHA News](#), the Board of Registered Nursing (BRN) has determined certain licensed registered nurses (RNs) do not have both Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) fingerprint results on file with the BRN. LiveScan testing incorporates both DOJ and FBI requirements; however, if LiveScan technology did not produce clear results or an outdated method of fingerprinting was used, the RN may not have acceptable fingerprints on file.

The BRN is working to contact all affected RNs via mail and/or email with instructions. To avoid potential delays in license renewal or other action, RNs should read the information carefully and respond accordingly. In most cases, RNs will be required to submit fingerprints within 60 days of notification or risk citation, fines or referral to the Attorney General's office for possible disciplinary action. To avoid potential delays in license renewal, RNs should make sure their BRN contact information is up to date and renew their license as early as possible.

Detailed information is available at www.rn.ca.gov. Please contact me at (916) 552-7537 or bjbartleson@calhospital.org if you have any questions.

Lifeline: Free Fall Detection

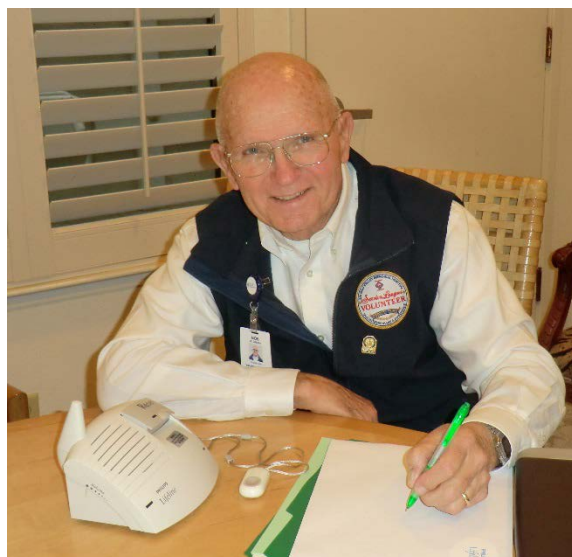
Submitted by Rosemary Tarp, Lifeline Liaison/Volunteer Services

The facts regarding falls with long lie times are alarming. The CDC recently reported that 29 million older adults in the US will fall this year. That's about one fall EVERY second, and in half of the falls, the senior will not be able to get up without assistance. You can help these at-risk seniors develop a plan to reduce potential harm resulting from a fall by referring them to Lifeline's 24-hour personal emergency response service with AutoAlert. Lifeline with AutoAlert can be lifesaving when a senior falls and can't, won't or forgets to press their Lifeline button.

- AutoAlert is the first medical alert pendant that can automatically call for help if it detects a fall.
- AutoAlert detects greater than 95% of most types of falls.
- AutoAlert is the most widely adopted and proven fall detection in the US market for personal emergency response systems, with over 200,000 signals for help sent without the push of a button.
- AutoAlert is also available for those clients who no longer have a landline with Lifeline's wireless system.

The Service League Lifeline Program at Salinas Valley Memorial Hospital would like to offer all of your referrals during the months of January and February the fall detection personal help button, AutoAlert, **free for one year**. Your referrals will pay just \$38 per month and the Service League will include the fall detection button for free for one year! This is a **\$10 per month or \$120 per year value**. This offer is being made to the first 50 referrals we receive from all of our referral sources.

Make sure the patients in your care have the most advanced technology - Lifeline is North America's leading medical alert service. We are proud to have partnered with Philips Lifeline since 1989 and are currently serving over 700 Lifeline clients in our area. Our trained Service League volunteers install and service the Lifeline equipment providing your patients with our local service. Please contact our office for further information: 755-0788 or Ext 1788, Fax: 755-0798.



Flu Clinic January 15th

Submitted by Claudia Otero, Community Outreach Coordinator and Karina Rusk, Director of Marketing & Public Relations

Salinas Valley Memorial Healthcare System once again joined forces with the Monterey County Health Department and held its third free community flu clinic this season. The event on Sunday, January 15 was a huge success. Nearly four hundred people attended and were vaccinated against the flu. Some people also received a pneumonia and T-dap vaccine.

"We want to thank our nurses for volunteering and administering hundreds of flu vaccines", says Christie Gonder, RN, Chief Nursing Officer at Salinas Valley Memorial Healthcare System. "You made our community members feel welcome and supported. You clearly demonstrated our STAR Values- Support, Teamwork, Accountability and Respect."

In addition to Christie, the nurses who volunteered include [Francesca Dianne Soria](#), [Melissa Deen](#), [Ginger Fong](#), [Judith Alfaro](#), [Agnes Lalata](#), [Trini Juarez](#), [Marion Fox](#), [Lilia Meraz-Gottfried](#), [Mercedes Labindalaua](#), [Charvelle Noble](#), [Lea Woodrow](#), [Melissa Dausen](#), and [Angie Gladstone](#).

Entire families came to the free community flu clinic. "I'm grateful that Salinas Valley Memorial is offering free flu clinics to the community," says Claudia Venegas, a Salinas resident who received a flu shot. "There are people who don't have money or health insurance and don't protect themselves with the flu vaccine. This is the third year I've come to this free flu clinic. The nurses are great, it's fast, and it's a nice environment. Thank you!"



In addition to the nurses, we want to thank our entire team of volunteers for their assistance at the flu clinic. Special thanks to [Maria Alejo](#), [Janet Esparza](#), [Alyssa Rodriguez](#), [Elizabeth Avalos](#), [Josselyn Navarrete](#), [Rosanelda Robles](#), [Dariana Magana](#), [Anne Pauley](#), [Kelly Richlin](#), [Jasmine Vargas](#), [Nan Lansdowne](#), [Jean McGregor](#), [Christy Anderson](#), [Virginia Shannon](#) and [Cynthia Vargas](#). We couldn't do these events without the support and commitment from our clinical and non-clinical volunteers.



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ACCREDITED[®]

CONGRATULATIONS SVMHS LABORATORY
for receiving gold standard accreditation from
the College of American Pathologists!