

VOL 4 | February 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.

New RN Graduates at the Celebration Luncheon 2/14/17



Back row: Maria Mederos-Gomez, Natalie Gonzalez, Tricia Avili, Ingrid Marayag, Christine Wong
Front Row: Jarron Ramirez, Nicole Chahwan, Mary Sutliff



WOW we have had a busy month! Census has been extremely high and I would like to thank all of you for the extra effort you put in to move patients through our system. Your efforts do not go unnoticed and we appreciate all your flexibility, extra hours and extra shifts. I recommend everyone maintain solid communication during this stressful period. If you are assigned a Cisco phone, make sure you carry it with you at all times. If you page a physician, page them directly to your Cisco phone. Demonstrate patience with your colleagues, as all departments have been affected by surge and shortages due to high census and personal illnesses. If you have suggestions for process improvement, please share your thoughts with your department leaders and unit based councils. Despite our higher volumes, our patient experience results appear to be stable and or trending up. So kudos to all and keep up your spirits by taking some time for self-care. The storms brought some additional challenges with our environment and road conditions. Stay warm and safe and hopefully we will enjoy some beautiful sunshine and flowers as spring approaches us.

If you haven't shared a story yet, I am still requesting that each of you consider sending me a story of an exceptional moment during your career as a nurse. I am sure you all have received some heartfelt recognitions when providing care to your patients and or families. It would be great to share some of these stories during our hospital week celebration. Please email me your story so I can share the great things you do and if you wish, I will keep your name confidential at your request.

HCAHP Top Box Scores

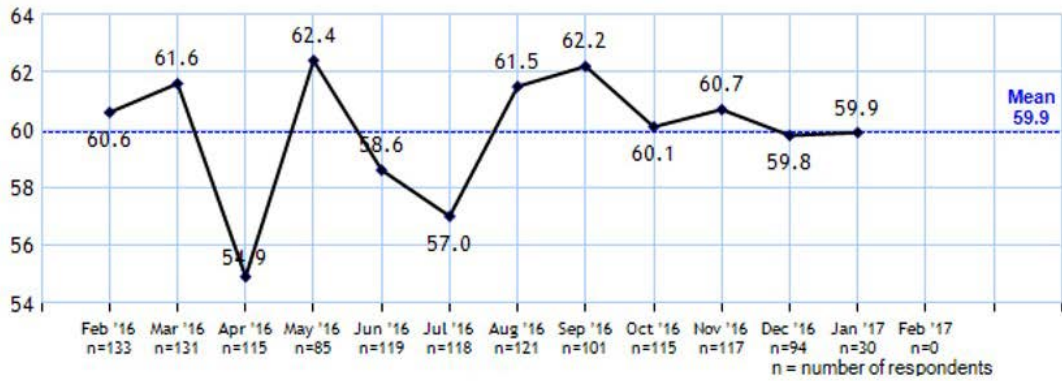


Top Box Trends

Inpatient

Salinas Valley Memorial Healthcare

Overall

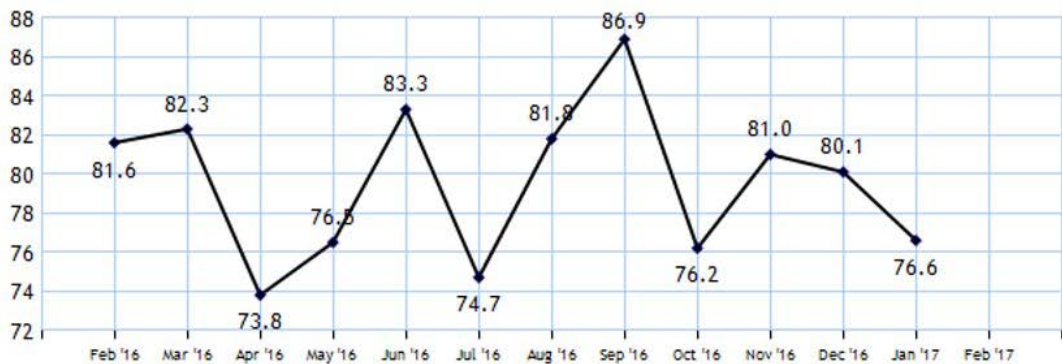


Top Box Trends

Inpatient

Salinas Valley Memorial Healthcare

Section - CAHPS - Comm w/ Nurses

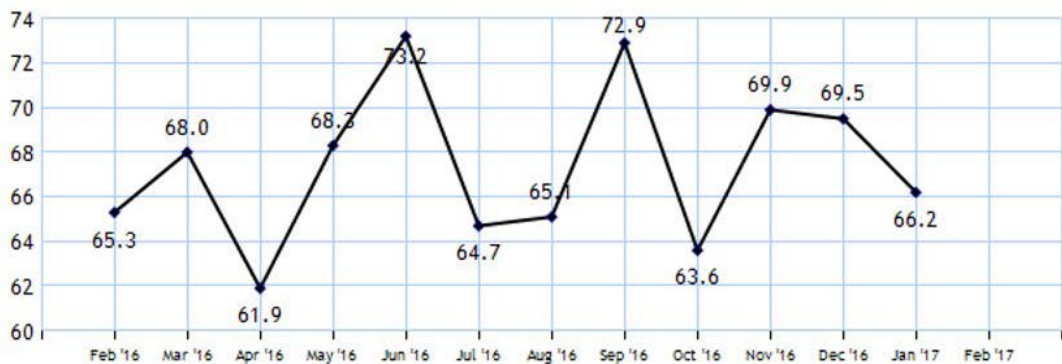


Top Box Trends

Inpatient

Salinas Valley Memorial Healthcare

Section - CAHPS - Response of Hosp Staff



Extraordinary People!

Cardiology/Nuclear Medicine

Posted on the SVMHS Facebook Page

I had an appointment in the Cardiology unit for a nuclear stress test. This was the best experience in a hospital I have ever had. The staff was so caring and professional. Every staff member who passed my mom in the waiting area said good morning to her and because she looked so cold they offered her a warm blanket even though she wasn't a patient. The care I received was outstanding. Salinas Memorial should be at the top of your list when looking for quality care in our area.

Discharge Planning

Submitted through the suggestion box

Francisco Moran-Salcedo in Discharge Planning was awesome. He helped out my family very well. Very nice.

MedSurg & ONS

Submitted through the suggestion box

My first impression of SVMH was not a good one. That was in Dec. of 2016. Then the 3rd & 4th floor manager came and we spoke and she said things would change and they did. This stay has been very pleasant. I have praise for at least 3 RNs. **Jeff Sevey** on the 3rd floor, Alex & Margie on the 4th floor. The other RNs are very pleasant, but these 3 went above and beyond. The support staff all very pleasant and helpful. It has made for a very pleasant stay this time. Keep up the good work. Thanks **Jeff, Alex Gonzalez, Terrie Salah & Margie Barrera**.

MedSurg

Submitted through the suggestion box

Cristine Torres is an excellent, patient, awesome and overall an outstanding staff member. Super nice and willing to help. Thank you so much!

Oncology

Submitted through the suggestion box

Lidia Victoriano from last night was super friendly & caring. Amazing personality and always ready to help! Thank you for your service and always keeping a positive attitude. Thank you, Lidia!

Pediatrics

Submitted through the suggestion box

I would like to thank **Meg Brown** for being a great nurse and an attentive nurse. She has gone above the standard for nurses. I was well taken care of. I wish we had more nurses like her. She is a jewel here in this hospital. Thank you for the care here. You have above standards at SVMH.

I would like to thank your nursing staff that took care of me. They are such care giving compassionate care givers.

Radiology

Submitted through the suggestion box

I would like to compliment **Elvira Franco**, X-ray tech, for her service. She has wonderful people skills, is very compassionate and made me feel at ease while my procedure was being done. Hope you have many more like her at SVMH.

Valentine's Day

New Grad Celebration Luncheon

Critical Care



MedSurg



Women's & Children's Services

