

VOL 4 | May 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.



"Inspired Care" guest speaker Rich Bluni with Pediatric nurses Lisa Garcia, Pam Yates, and Agnes Herrera.



CNO Corner – What's New by Christie Gonder

❖ Service Initiatives

➤ Room Service

- We are hearing that the patients are really enjoying the variety and taste of the food. Thank you for all of your suggestions, our process continues to improve!

- Ken and team's next initiative is to add a special significant other tray for our new mothers. The new mother will receive one couples meal with a special menu. In addition to the general menu, there is a Belgian Waffle with berries and cream for breakfast or a special selection of Petit Fours for lunch or dinner along with a dressed up tray and some sparkling grape juice with champagne glasses to celebrate the new addition to the family.

❖ Quality Initiatives

- Meditech 6.15 is here! Much thanks goes out to all of you who assisted us all to make this transition as smooth as possible. This upgrade has made significant enhancements to our system including a new Critical Care Flowsheet, the Philips Monitor Interface with Meditech (vital signs), IV infusions/Titrations in MAR with cumulative intakes and a Manage Transfer flag visible in Current Orders. As expected with this big change, there were some unexpected work flow and documentation issues. Thank you for your patience as we continue to work through these changes to perfect our systems.

➤ **Shared Governance**

- Active Shared Governance and Councils are avenues to improve the professional practice of nursing and quality and the patient experience. I encourage all clinical staff to share ideas and be curious to read the minutes and/or participate in the unit based councils. If you desire to be a member of a council, please notify your unit practice council shared governance leaders, nurse managers and or directors.
- Greg Crow, a shared governance consultant from Tim Porter O'Grady Associates will be coming to SVMH on June 20th to meet with shared governance leaders and nurse managers and directors. He will be doing an assessment of our shared governance structure and process and will provide feedback about how to make the councils more effective.
- Safety Fair is coming soon! Please join us on 5/31.

- Patient Throughput - We heard you! A team is working on an initiative to improve our process around patient throughput from the ED to the inpatient units.

❖ **People Initiatives**

- Employee Engagement/Nurse Satisfaction Survey begins May 24th and will be open for 2 weeks. Your feedback is very important, so please make every effort to complete the survey. There will be prizes for teams based on completion rates, etc. If you have feedback about barriers to filling out the survey, please share feedback with us or with Nancy Scholink in HR.
- Hospital and Nurses' Week was well received! Please congratulate Derrick Ames as Employee of the Year and Alex Gonzalez as Nurse of the Year!
- On 5/17, we had three sessions with a national speaker, Rich Bluni, RN who has written books that inspire healthcare providers on compassionate care. His talk on "Inspired Care" was powerful! If you missed the opportunity to see him, we videotaped a session that will be made available for viewing in the future.
- There has been a lot of discussion around the standardizing the nurses uniforms. The plan is to have an event in June where Teresa from JT Uniforms will display various styles and colors of uniforms and provide an opportunity for you to share feedback. We'll incorporate a mobile "fashion show" type event in an effort to reach as many nurses on the units as possible. No decisions have been made about moving forward with this initiative. We appreciate your feedback!
- Please welcome our new Case Management Director, Gloria Noell

❖ **Growth Initiatives**

- The first half of the ICU refresh is complete and the second half is underway.
- We are now offering Trial of Labor to previous C-Section patients. This is an exciting opportunity for patients who previously were not given an option to attempt a vaginal birth.

❖ **Finance initiatives**

- New Grad Program starts in August, please let us know if you have a recommendation for a new graduate student to interview from our nursing community. New grads fill vacancies and in the long run reduce overtime, staff burnout and registry costs and they also bring energy and fresh ideas to the organization.
- We continue to have weekly Complex Case Conferences and recently began weekly Renal Rounds to focus on transitions of care and appropriate length of stay. Please participate and share ideas to work collaboratively with ancillary staff to facilitate appropriate level of care.

HCAHP Top Box Scores

"Always" on survey

PRESS GANEY™ Top Box Trends

Inpatient
Salinas Valley Memorial Healthcare
Overall



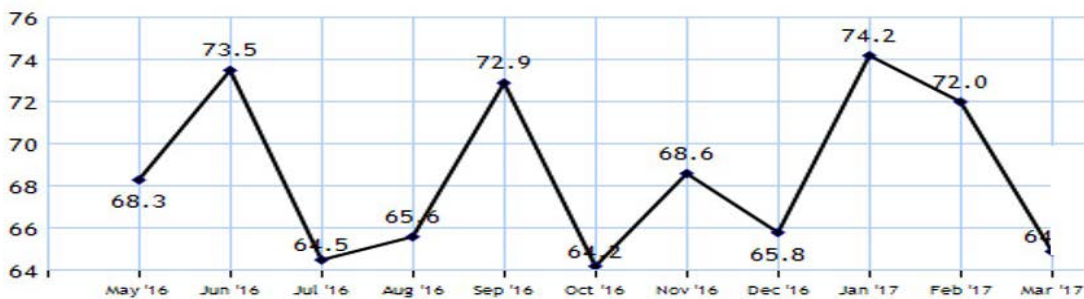
PRESS GANEY™ Top Box Trends

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



PRESS GANEY™ Top Box Trends

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





Salinas Valley Memorial Healthcare System honors our dedicated staff serving the community and each other with STAR values. STAR stands for **S**upport, **T**eamwork, **A**ccountability and **R**espect

Congratulations to Nurse of the Year: Baudelio “Alex” Gonzalez, RN, Oncology!



Baudelio “Alex” Gonzalez, RN has the respect and admiration of his colleagues and appreciation from oncology patients. Alex joined our Comprehensive Cancer Center as a Nurse Aide in 2006 and he went on to obtain his registered nurse license. He is known as a patient advocate with extensive knowledge in chemotherapy and a nurse who cares for patients and their families with extraordinary concern, compassion and commitment.

We want to recognize all of the Nurse of the Year nominees [Maya Atkins](#), [Grace Belna](#), [Michael Brown](#), [Armin DeGalia](#), [Jovita Dominguez](#), [Alejandra Garcia](#), [MaryEllen Goyette](#), [Anna Mercado](#), [Winona Michael](#), [Raquel Ramos](#), [Shannon Valdez](#)

Congratulations to Employee of the Year: Derek Ames, Video Systems Tech/Environmental Services!

Derek Ames is the person every department relies on to make every meeting, presentation and event go as planned. Derek joined Salinas Valley Memorial Healthcare System in 1996 and over the years has quietly become a MVP or in this case, Employee of the Year. It is not just his skill as a video systems tech, it is also the manner in which he does his job. Derek demonstrates extraordinary dedication and always exceeds expectations with a smile and sense of humor.

We want to recognize all of the Employee of the Year nominees [Aida Aromin](#), [Husain Asadi](#), [Llesenia Coronel \(Garcia\)](#), [Michelle Fay](#), [Donna Hughes](#), [Monica Jimenez](#), [Corrin Jones](#), [Janet Marcroft](#), [Sandra Meza](#), [Jane Pacheco](#), [Gina Perez](#), [Neria Puga](#), [Vermond Tigoy](#), [Frank Yu](#)



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

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 May the following people have been awarded tenure awards by the Board of Directors.

30 Years

Joy Careaga, Staff Nurse/Heart Center
Catherine Espina, Transcriptionist/HIM
Katherine Gulan, Equipment Tech/ RC
Frances Garcia, Staff Nurse/Special Procedures

25 Years

Frances Bullman, Nurse Specialist/Surgery
Rebecca Salvador-Mendoza, Staff Nurse/Emergency Department

20 Years

Leticia Suarez, Nurse Aide/Oncology
Dorothy Sanchez, Staff Nurse/Telemetry
Amir Hassanizadeh, Staff Nurse/Pediatric

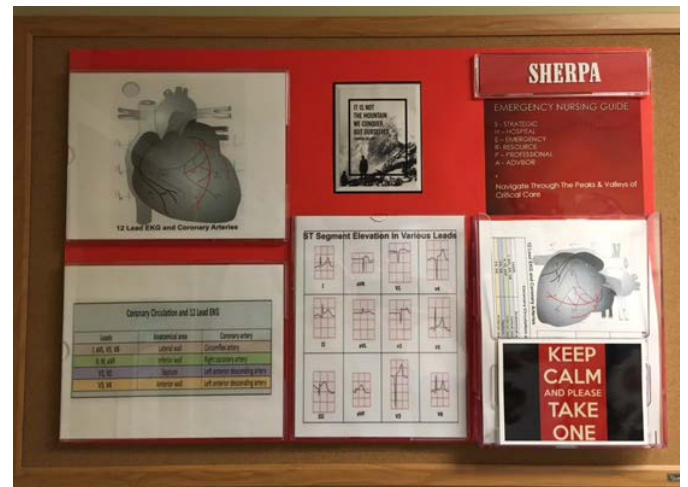
Thank you to Jesse Magallon for the new Strategic Hospital Emergency Resource Professional Advisor (SHERPA)

Submitted by Carla Spencer, Director/Emergency Department

Jesse Magallon, RN/ED created an incredible Strategic, Hospital, Emergency, Resource, Professional, Advisor (SHERPA) information board. The goal of this is to provide quick education on various topics. Jesse will be placing new topics up every few weeks.

Emergency Department staff is encouraged to share their ideas for topics to highlight. If you think of any, please send the request to Jesse.

We want to thank Jesse so much for this great idea to provide education to our staff!! This is just one example of what a great staff we have in the ED.



Exceptional response by Dr. Mark Klein and our ICU/OR Staff

We had one of those rare clinical events of a patient going into Malignant Hyperthermia (MH). First of all, Kudos to Dr. Mark Klein for prompt recognition and for his ongoing direction and support of the team. The ICU and OR staff responded to what was identified as an MH event following intubation with succinylcholine. The staff response was like a well-oiled machine and they all worked well together. Sandy Samoske, the educator from Peri-op, stated, "The team members contributed ideas/suggestions for treatment and soldiered on with equanimity in the face of physiology that did not want to respond immediately to treatment." The team successfully administered 40 vials of Dantrolene in 30 minutes with the outcome of reducing the patient's temperature from 40.7 to 38 degrees C.

This was an impressive accomplishment. Thank you to all of our physicians, educators, specialists, nurses, pharmacists and techs, anesthesiologists, runners, all those that participated to help accomplish this timely treatment.