

Exchange

Information brought to you by nurses ... for nurses.

September 2006

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NDNQI RN Satisfaction Survey

Don't forget to fill out the NDNQI Survey. The survey is available now and runs through Oct 1. Instructions for taking the survey have been mailed to your home and e-mailed to you by your Service Leader. You may access the survey online at your work site through ERNIE, the MHS Intranet. Click on the “Just for Nurses” tab on the far left side of the home page and follow the links to the survey site. From your home computer, go to www.bestcare.org, select For Employees and log onto ERNIE. ♦

OB Journal Club

Topic: Breastfeeding
 Oct. 26
 6:30–8:30p.m.
 Cost \$8

Nebraska Methodist College —
 The Josie Harper Campus

Register by calling Diana Lutz, x5632.
 Article will be available electronically either on ERNIE or via email.

New Pilot from Staff Nurses

— *Deb Fickel, RN, BSN, Neuroscience Care Manager, 5 South, and Jean Orr, RN, Service Leader, 5 South Ortho/Neuro/Observation*

Patient satisfaction data was presented at the May meeting of the Shared Governance Performance Improvement Council.

Data analysis led to a discussion regarding the category ratings of “discharge medications discussed,” at which time the council decided to conduct a review of the current process for discharge education on all units.

The Council learned that a new pilot program to improve patient satisfaction in this very area of concern was being tested on 4 South and 5 South.

The piloted program involves steps to ensure that each patient receives the yellow “discharge information packet,” which contains discharge information and a list of discharge medications, on admission to a unit. Each day/night nurse reviews the packet information with the patient and removes outdated material. As new information is added to the packet, the nurse makes sure the patient has a clear understanding of its content.

At the time of discharge, the information is reviewed again by the nurse and the patient, and any patient questions are answered. After discharge, patients can refer to their packets as needed to care for themselves at home.

After review of the new pilot, the staff nurses on the Council decided to implement the piloted process house-wide, with the goal of increasing patient satisfaction ratings related to patient education and discharge medications throughout the hospital.

The Shared Governance Performance Improvement Council will continue to monitor the results of this pilot, sharing them with staff nurses through their Unit-Based Councils. ♦



Goal to Increase Certifications

“Specialty nursing certification is considered the standard by which the public recognizes quality nursing care.” (Shirley M, 2005). Currently 13.44 percent of our nurses are certified. The Shared Governance Professional Development Council has set a goal to increase that number to 16 percent by April 1, 2007. Some Unit-Based Councils are also working on plans to increase certifications on their units. Remember, Methodist Hospital Foundation reimburses the costs of classes and exams for certification and recertification. To review the details of eligibility and reimbursement, go to: ERNIE/Learning/Educational Development Opportunities.

Congratulations to the most recently certified nurses at Methodist Hospital:

- Kathryn Bartz OCN (Oncology)
- Peg Dyer OCN (Oncology)
- Sue Miller CIC (Infection Control)
- Therese Nevinski PCCN (Progressive Care)
- Chris Reiter CRRN (Rehabilitation)

Shirley, M.R., Celebrating Certification in Nursing. Forces of Magnetism in Action, Nursing Administration Quarterly, July-Sept 2005, Vol 29, No.3, pp245-253. ♦

Nurse Mentorship Program

Methodist Hospital provides its nurses with a uniquely supportive one-year Mentorship Program. The program includes a one-on-one partnership with an experienced member of the Health System team as well as access to a team of clinical and management experts for ongoing guidance and support.

The Program, which focuses on professional growth and development, is available to both new and current employees.

To learn more about finding a mentor, contact your Service Leader.

Don't Forget Your Flu Shot!

— Roberta Opperman, RN, Service Leader,
Employee Health

Health care workers decrease the risk of acquiring influenza infection at work, and decrease the risk of exposing their families at home, by getting vaccinated. Influenza (flu) is highly contagious.

The following good-health habits can help prevent the flu from spreading:

- Practice good hand hygiene and remember the “hands up” campaign.
- Stay home when you are sick.
- Cover your mouth and nose when coughing or sneezing.
- Avoid touching your eyes, nose or mouth.

Why Annual Immunizations?

Influenza viruses change from year to year and protection from the vaccine does not last more than one year, so an annual influenza immunization is necessary each fall. Employee Health will be offering the flu vaccine free of charge to all Health System employees in late October (*dependent on when the vaccine arrives.*)

Please protect yourself, your families, and our patients. **Immunization is a patient and employee safety priority!** Source: www.cdc.gov ♦



E-mail – “Ruth”

Do you have an idea that will improve the care of our patients and/or improve your work environment? Let your ideas be heard by sending them directly to Ruth Freed, VP of Patient Care Services.

Just send an e-mail to ruth@nmhs.org, or complete the “On-line Suggestion” form located in the E-forms Library on ERNIE. ♦