

Nursing Notes

September 2008

Positive changes mark summer of beginnings

Summer has been a season of beginnings, and in this edition of Nursing Notes, we are taking a look at some of the positive changes that are happening in OMHS nursing.

To start, 63 nursing externs spent their summer at OMHS! These student nurses helped us test the new extern orientation developed by Leesa Edge, our nursing development specialist, and Erin Warren, our recruitment specialist. The nurses placed their stamp of approval on it, declaring the program a complete success.

We're also introducing our new nursing PRIDE team members. Congratulations to this group, and a very grateful thank you to those who will begin to enjoy "emeritus" status. In the coming year, the PRIDE team will be learning tracer and LEAN methodologies to support quality initiatives in nursing. They will continue to host the quarterly forums and annual Nurses Week celebrations.

This issue also includes outstanding results that nursing units are seeing with the implementation of hourly rounding. Falls have decreased, call lights dramatically declined, and cost for supplies have been reduced. The best comments about intentional rounding, though, come from patients, who have stated, "It's so quiet here" and "I know you will be back in an hour, and can you bring..." These testimonies indicate that not only is our staff more satisfied, but intentional rounding has helped us improve patient satisfaction as well.

Sadly, this edition of Nursing Notes also coincides with the loss of a member of our nursing staff, Earl "Butch" Evans, from 6-5 Medical. Earl received a standing ovation at the July nursing forum along with the other 6-5 presenters; he was tragically killed accidentally only days later. Staff from all over OMHS worked to support his coworkers so they could attend his funeral. This issue is dedicated to those who demonstrated such a caring spirit. Thank you.



Known for its creative spirit and a passion for nursing, the Pride Team welcomes its newest members: (back row) Kathy Neighbors, CCU; Karen Bell, Oncology; Nellie Owen, Nursing Support. (Front row) Kim Lindsey, Home Care and Erin Warren, Nurse Recruiter. "We are very excited to add such a wonderful group of nurses to our Pride Team," says Leesa Edge, nursing developments specialist. "They'll bring fresh energy and new ideas to our efforts."

Intentional rounding highlights festive Nursing Forum

The holiday season arrived early at the July 31 Nursing Forum. Under the theme 'The Gift of Giving', the forum featured Christmas decorations and music, elves, and an appearance by that loveable underdog, Charlie Brown (portrayed quite accurately by organizational development specialist Jeff Laster).

"As nurses, that is what our service is—to give to other people," said Leesa Edge, a member of the nursing PRIDE team which presented the forum.

One of the highlights of the day was a report by members of the 6-5 unit, where several impressive quality initiatives are underway. Most notably, the 6-5 floor is spearheading intentional rounding, a systemized and proactive approach to patient care. Intentional rounding will be

implemented in other nursing units in the coming year. (see page 2)

Other highlights included: a report on cascading goals, a preview of the 2009 success sharing payout plan, and updates on professional development, the inpatient design process, and nurse recruitment. The next nursing forum is scheduled for November 6, 12:00 to 2:00 p.m. in the OMHS Conference Center.



This quarterly newsletter was developed to offer feedback to nurses on the Nursing Strategic Plan and other nursing initiatives. It also provides an opportunity to share the latest developments in nursing here at OMHS and to recognize those making a difference. To submit your information, contact Brian Hamby at hambyb@omhs.org.

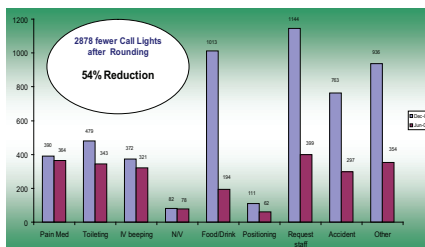
**Vicki Stogsdill, RN,
MSN, MBA, AACN**
Chief Nursing Officer



6-5 Medical: 'Intentional Rounding Yields Results'

Higher patient satisfaction levels. Fewer call lights. More time to care for patients. For members of the 6-5 medical unit, the message is clear: intentional rounding works, and the proof is in the results.

"At first, we weren't sure what to expect," says Beverly Johnson, 6-5 clinical supervisor. "But we actually have more time to spend caring for our patients."



What is intentional rounding?

Intentional rounding is a systemized, proactive approach to patient care. The basic premise is this: medical staff members check on each patient once an hour, asking specific questions and assessing the care environment. During intentional rounding visits, nurses:

- Perform scheduled tasks
 - Address the 3 Ps: pain, potty, and position
 - Assess additional comfort needs
 - Conduct an environmental assessment
 - Use key words to open and close the visit
 - Use closing key words and/or actions
 - Explain when someone will return
 - Document the round on the log
- "I was a little skeptical at first," says

Teresa Wilhelmus, CNA. "But now that I've seen the results, I believe intentional rounding is the way to go."

What are the benefits?

In the past year, the 6-5 unit has experienced dynamic results that nurses say can be traced to intentional rounding. For instance, the floor saw nearly 3000 fewer call lights this year, a reduction of 54 percent. The number of patient falls also decreased dramatically. In fact, 6-5 medical had a 45-day stretch without a patient fall.

"When patient's trust that you are going to be around to check on them, they don't need to use their call light", says 6-5 manager Cathy Sheffield. "Intentional Rounding is a proactive approach rather than reactive. We try to take care of the patient's need before they ask. It's the same concept as the waitress who brings you another drink before you ask. Being proactive really helps the patient keep control of their pain and enhances their satisfaction during their stay. By bundling tasks with rounding, the employee enjoys better time management."

What's next?

With the success on the 6-5 medical unit, intentional rounding is due to be implemented in other units in the coming year. "Our advice would be to have an open mind and give it a try," says Sherry Johnson, CNA. "It really pays off."

The Art of Giving

We give of ourselves when we give gifts of the heart:

Love, kindness, joy, understanding, sympathy, tolerance, forgiveness.

We give of ourselves when we give gifts of the mind:

Ideas, dreams, purposes, ideals, principles, plans, projects, poetry.

We give of ourselves when we give gifts of the spirit:

Prayer, vision, beauty, aspiration, peace, faith.

We give of ourselves when we give the gift of words:

Encouragement, inspiration, guidance.

Emerson said it well:

"Rings and jewels are not gifts, but apologies for gifts.

The only true gift is a portion of thyself."

From *The Art of Living* by Wilfred A. Peterson



Menfee certified



Renea Menfee, a CNA on oncology, recently took and passed the certification for hospice and palliative nursing assistants. She is thought to be the only assistant at OMHS to obtain a specialty certification.

Do you know an employee who demonstrates outstanding performance on a regular basis? It's not too early to start thinking about the person you would like to nominate for the 2009 President's Award. Nominees should be people who live out the OMHS core values. We will be accepting nominations sometime in October, so keep watching for details.

Patient Satisfaction Comments

Home Care

Susie Anderson, one of the home care nurses got my mail for me. The mailbox is about 100 yards away. I thought that was nice of her to do.

Infusion Center

Julie Thompson was one of the nurses that did my infusion. She is such a pro when it comes to getting the needle in and getting things running good.

Medical Telemetry

The entire staff was nice. I made some new friends. I hated to leave them and I'd like to see them again.

MMCC Oncology

Both Phyllis Sherritt and Debbie Willoughby did a great job and went out of their way to help me.

Neurology

Sandra Morales-Troxel was one of my nurses. She was awesome. I was dying for a shower so she taped a glove over the I.V. needle and disconnected the tubing so I could take a shower. It felt wonderful.

Emergency Department

Jarrid O'Bryan and Travis Howard were caring for my son. My son is scared to death of needles but they made him laugh so much he wasn't scared at all. I have never seen my son so calm in a hospital situation and it was because of these two nurses. They kept up a constant stream of chatter with him so he didn't have time to get scared or worried about what was going to happen next.

Always in our hearts



Our friend and beloved colleague, Earl 'Butch' Evans. You are always in our hearts.

OMHS lost a dear friend and coworker, Earl "Butch" Evans, RN on August 18, 2008 in a tragic motorcycle accident. He had been employed with OMHS since Dec. 2004 starting as a C.N.A. and then receiving his Registered Nurse degree.

His fellow employees on 6-5 and others throughout the hospital will sadly miss his leadership skills and positive attitude. One co worker stated, "Earl was a wonderful nurse. He always went above and beyond. He was always cheerful. Every time I saw him he had a smile on his face." Many nurses are grateful that he was their preceptor because he never forgot what it was like to be a new nurse.

Cathy Sheffield, Manager of 6-5 stated that, "I've seen Earl put his work aside many times to help others and never complained. He had a servant heart. Everyday he told me that he loved his job. I was so touched when he gave his speech on intentional rounding at the Summer Nursing Forum."

The entire staff of 6-5 would like to thank everyone who visited, sent condolences and shared their memories during the loss of Earl. The medical telemetry unit sent us a beautiful framed picture in his memory that stated, "Remember me often for I am only at rest in Heaven's garden." May we never forget Earl's contribution to our nursing profession.

Fall Nursing Forum

November 6, 2008

OMHS Conference Center

12:00 – 2:00 p.m.

Winter Nursing Forum

January 29, 2009

OMHS Conference Center

12:00 – 2:00 p.m.

Fall Nursing Student Open House

November 6, 2008

OMHS Conference Center

5:00 – 8:30 p.m.

Spirit Matters

Mathematician and meteorologist Edward Norton Lorenz was calculating weather predictions when he discovered that a difference of .000127 greatly altered his calculations. The lesson he learned has become known as the butterfly effect, the postulation that the flapping of a butterfly's wings in China might weeks later cause a hurricane in New York.

The butterfly effect is a reminder that the smallest things we do during our day make a difference greater than we can imagine. Speaking with a staff chaplain, an elderly patient told of a profound spiritual encounter he had experienced two nights earlier. The patient described feeling lonely and ready to give up when a lady came into his room, held his hand, gave him her undivided attention, listened to his concerns and prayed with him. The patient said he felt cared about and understood for the first time in a long time—a sign from God that he was not alone. It was one of the most profound spiritual experiences of his life, the patient said, changing his entire outlook and frame of reference. Though he hadn't seen her since, he believed this fair-skinned, blue-eyed woman was an angel.

Later the Pastoral Care staff did some checking and discovered that the 'angel' described by the patient was a chaplain who had been on call two nights earlier. How did she describe the visit? Her account read, "Patient discouraged, visited with him and prayed at his request, suggest chaplain follow-up tomorrow." Nothing there that was extraordinary from the point of view of the angel, but a life-changing experience for the patient.

That is a butterfly effect. Never underestimate your smallest efforts. No well intentioned thought or prayer or action is insignificant. That is the lesson of Mr. Lorenz and the butterfly effect and the chaplain who was mistaken for an angel.

Bonnie Brown

Manager/Chaplain,
Pastoral Care



UofL, OMHS to launch baccalaureate nursing program in Owensboro

OMHS and the University of Louisville School of Nursing will partner to offer a baccalaureate nursing program (BSN) in Owensboro through a combination of distance education and on-site clinical instruction. The program, intended to graduate 36-40 students each year, will address the shortage of baccalaureate nurses in Owensboro, the region and beyond.

Kentucky nurse license renewal process sees changes

The Kentucky nurse license renewal period runs through October 31. Please take note of the following changes to the process:

Renewal postcard reminders will no longer be mailed. You will be notified of license renewal dates through your email of record, notification to stakeholder organizations and the KBN Connection. Visit the KBN Web site, www.kbn.ky.gov for details of the renewal process. Register your current email address at www.kbn.ky.gov/license/addchg.htm.

The board is migrating to a 'cardless' system. Nurses who renew their licenses during this period will be issued a newly-

designed, permanent license card. KBN is making this move in response to increased reports of lost or stolen license cards and cards not being received in the mail. The new card shows name, license number and type, and the original date of Kentucky licensure; it does not display an expiration date.

Externs celebrate in style



It was a glimpse at the future of OMHS nursing. Sixty-three nurse externs called OMHS home this summer, gaining valuable hands-on experience and most committing to a future with the hospital. "We are very pleased that most of our externs are planning to stay with OMHS," says recruitment specialist Erin Warren.

To cap off this exciting summer, OMHS hosted a special celebration at the Business Center for these externs, third and fourth-year nursing students. The celebration followed a Fourth-of-July picnic theme, compete with chicken and fixin's, cherry pie, and outdoor games. "We appreciate each and every one of these externs," says Leesa Edge, nursing development specialist. "They are already playing important roles at OMHS."

"In a world where there is so much to be done, I felt strongly impressed that there must be something for me to do." – Dorothea Dix