

Nursing Now

A publication for Stormont Vail Health nursing staff

 Stormont Vail Health

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In it to Win It - Innovative Nursing Care

By Carol Perry

Healthcare systems in today's environment are called to be agile and innovative, and nursing is the profession to lead the charge. However, it is essential to recognize that although evidence-based practice leads to change, successfully implementing and sustaining change can be difficult. While the complexity of nurses' work has only increased, there is more opportunity than ever to think outside the box and change how care is provided. Nurses are the key to understanding workflow and the environment of care. Therefore, nurses must be active participants in developing innovations in care.



Recently, clinical nurses and nurse leaders across the organization demonstrated healthcare innovations at Magnetizing KC and EPIC Users Group Meeting. Presentations included Enhanced Primary Care, Birthplace Enhanced Recovery Program, Preserving Primary Care Practices through a Remote Workforce, and the Discharge Lounge Workflow Improvement.

Each of these innovations improved patient outcomes. Each of these innovations required going back to the basics of the plan, do, check, act process. When innovating, it is ok to fail, to get it wrong, and to try and try again. The key is persistence in providing the best possible care to our patients. We are committed as nursing professionals to initiate and lead practice changes.

Magnet designation is a journey of innovation and Stormont Vail Health nurses have stepped up to innovate, inspire, and improve. Stormont Vail Health Magnet Steering Committee submitted the document on August 1, 2022, for a 3rd re-designation. The ANCC Magnet review team has accepted the initial review of the organizational overview. The document review has progressed to the standard review, anticipated to be completed this winter, with a site-visit following. Stormont Vail Health has much to share and celebrate in the accomplishment of innovating during a season of complexity.

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Senior Vice President and Chief Nursing Officer

Do you have a question or comment for Carol Perry? Please send via email to carol.perry@stormontvail.org

Giving “Treated Like Family” a Whole New Meaning

By Maureen Kennedy, Creative Writer, Marketing and Communications

While there are a number of organizations that mold their business model on family values, it takes on an entirely new meaning at 720 SW Lane. Every person who walks through the front door at the Cotton O’Neil Digestive Health Center is considered family. Diane Martinek, RN, who has worked at the center for the past four years says, “This place is different. I mean it’s truly different. It’s not only like I’m working with my sister, but everybody cares about you like you are family here and I’m not just saying that. It’s a remarkable place – the doctors care and everyone works really well together. It’s like you’re working with a bunch of siblings, really.”

Despite the chances, there are not one or two, but three separate sets of sisters that get to work together at the Digestive Health Center every day. “The best part of working in the same building is sometimes getting to walk in together at the same time and just having that little bit of time to catch up before our day,” remarked Maranda Green, RN.

Maranda and her younger sister, Desiree Bradley, RN, GI MSD, may work on different floors in the center, but they both experience the same sense of forming a familial bond through their work. Desiree explains it as, “I build a lot of really close relationships with my patients. There are people that I talk to nearly every day; who I’ve been [working] with for the past year. So, you know, it isn’t like nursing over at the hospital where you take care of a patient for a day or two and then they’re gone. This is ongoing, just building these close relationships with people. They trust me and it’s just different.”

Carrie Cummings, RN, and younger sister, Kate Sheern, RN, are the most recent pair to be ‘completed’ at the Digestive Health Center. “Everybody here, sisters and non-sisters, everybody here is so close and so welcoming. People tackle each other to help

you out,” commented Carrie. Kate agreed, saying, “We work really well together. We can be professional and have the common goals for patient care and then when we are outside of work it’s just turned off and we are back to normal family.”

Nancy Pfannenstiel, Nurse Manager at the Digestive Health Center, is another half in one of the sister duos alongside her older sister, Diane Martinek, RN. Nancy takes great pride in being a nurse and helping other nurses take care of patients every day and that’s expressed clearly by her sister Diane, “Yeah, she’s my sister, but she’s my coworker and there’s really no one I’d rather work with. I know her hard work ethic, I can trust her, and I know how professional she is with patients. It’s really comforting to know what kind of nurse she is.”

While May is National Nurses Month, we are grateful for the family of nurses at Stormont Vail Health every month, every week, and every day of the year.

Thank you all for everything you do!



Stormont Vail Health Nurse Residency Program

*By Dawn Garcia-Brinker, DNP,
Nurse Residency Program Manager*

Stormont Vail's Nurse Residency Program began on June 29, 2020 with its' first cohort of 41 new graduate RNs. The second cohort started on February 22, 2021 and included 44 new graduate RNs. Nurse Residency is a 12-month program designed to transition new RNs into their clinical practice. The program includes live classes, online learning modules, skills, and high-fidelity simulation. Two key components of the program include a Week of Intense Nurse Group Simulation (WINGS) for the Med-Surg residents, Adult Critical Care Urgent Recognition and Treatment Essentials (ACCURATE), EKG Review, and High Acuity Skills for High Acuity residents. The LTD team and Sub-Committee members exist to guide the transition to practice assessment, planning, implementation, and program evaluation and includes Brian Coover, Dena Brake, Bethany Bauman, Wallace Brannen, Emily Singleton, Tashe Campbell-Helm, Janae Waggoner, Dawn Garcia-Brinker, Rachel Ault, Nicole Bath,

Terri Dean, Allissa Dickey, Sue Iverson, Paula Sanders, Christie Mull, and Megan Stalcup.

During the winter of 2021 in response to a surge in COVID-19 patients, the Nurse Residency Program was paused as our Learning and Talent Development department staff returned to the bedside, the clinics, and assisted at the drive-through. During that time, High Acuity Nurse Managers wanted new RNs to continue the Nurse Residency Program as part of their orientation. The Nurse Residency team developed a shortened 2-day version of the program and on January 21, 2022 and February 14, 2022, two groups of residents completed the condensed program.

On May 17, 2022, the first of two nurse resident cohorts began the program post-COVID. Since they have completed the first half of the residency program, they recently began monthly learning sessions.

The first half of the residency program includes a Skills Review for residents to understand, discuss, and demonstrate skills in oxygen delivery devices, end tidal CO2 monitoring, endotracheal tubes, airway adjuncts, and interventions.

Care of the Sedated Patient focuses on the goals and outcomes of procedural sedation. Residents review documentation, intervention pre-sedation, during sedation, and post-sedation, and adverse patient outcomes. Residents will manage care of a sedated patient during simulation.

Residents shadow care areas such as: Emergency Department, Telemetry, Intensive Care, Medical Surgical Areas, Respiratory Therapy, Cath Lab, Rapid Response, Pharmacy, and Surgical Services to facilitate better communication and networking.

In Code Blue Academy, residents practice Code Blue simulation in a non-threatening environment using patient scenarios to increase confidence being an effective team member. Residents receive valuable perspectives and insight into code team dynamics.

The monthly session topics include Patient Centered Care, Working as a Member of Interprofessional Team, Quality Nursing Care - Monitoring and Improvement, Evidenced Based Practice and Problem Solving, Critical Thinking, and Empowering Your Care-Nursing as a Profession.



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www.stormontvail.org/career-opportunities

The Nutrition Care Manual (NCM)

By Shelley Carley, MBA, RD, LD/
Clinical Nutrition Manager

The NCM Diet Manual is an electronic resource on SVNet that is designed for all healthcare disciplines. It provides detailed, up-to-date diet definitions and patient education resources. Nursing team members have the ability to access this resource to provide the patient with detailed education documents for the diet order that the patient is prescribed.

Clarification: Lactose Intolerance and Milk Allergy

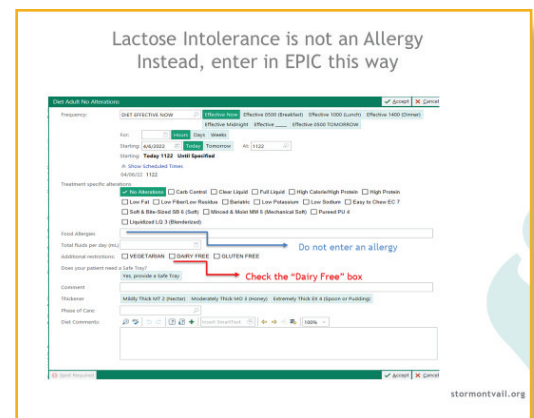
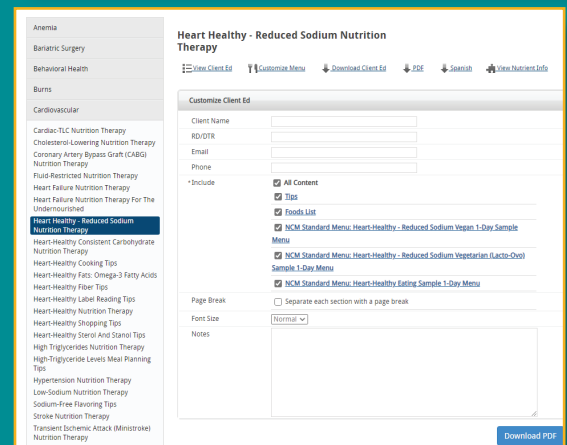
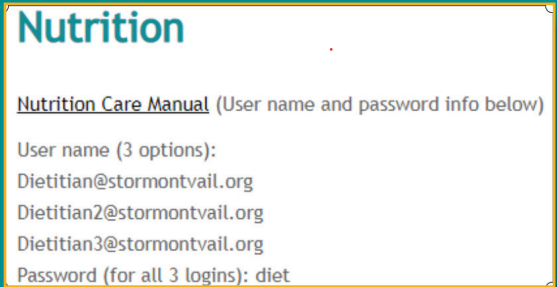
- Lactose Intolerance is not an Allergy
 - Lactose Intolerance: involves the digestive system: The body doesn't make lactase, the enzyme needed to digest lactose. That's the sugar in milk. Instead of digesting normally in the stomach and small intestine, undigested lactose moves into the colon, where it's broken down by bacteria and causes bloating and gas. It can be uncomfortable, but it's not dangerous.
 - Milk Allergy: involves the immune system: The body reacts to the proteins in milk and other dairy products as if they're dangerous invaders. It releases substances that cause

How to access the Nutrition Care Manual for Patient (Client) Education on SVNet

1. SVNet/Tools and Resources/
Clinical Resources/Nutrition
2. Enter the Username and password provided
3. Click on "User Login" in red in the top right-hand corner
4. When "cookies" information pops up, close this window throughout this process
5. Choose between
 - a. Nutrition Care Manual (adults)
 - b. Pediatric Nutrition Care Manual
6. "Enter Site"
7. Click on "Client Ed/Diets" on the top tool bar
8. Select the Client Ed that you need from the list of conditions or search in the search box in the upper right hand corner. Download the PDF for Client Ed, ensuring "All Content" is checked.
9. Open the downloaded file, and print to share with the patient.

allergy symptoms. This allergic reaction can be mild (rashes) to severe (trouble breathing, loss of consciousness).

- For Lactose Intolerance: check the box in Epic for "Dairy Free". Do not enter anything in the "Food Allergies" box



Care of Pulmonary Patients: Across the Continuum

Collaborative article by: Melanie Reamer and Ashley Florez

A multi-disciplinary team encompasses a group of professionals of varying complimentary skill sets, working together toward a shared goal. Here at Stormont Vail Health, care of acutely and chronically ill patients requires just that. We are often challenged to explore creative solutions in an effort to transition patients between care settings and enhance not only quality of care, but quality of life. This article highlights care of our pulmonary disease patients.

The process begins upon admission to the hospital for COPD or a pulmonary related concern. Promptly following admission, a respiratory therapist/pulmonary disease educator (Melanie Reamer, RRT) meets with patients, educates them on their disease process and provides resources for enhanced management of their condition. During education sessions, Global Initiative for Chronic Obstructive Lung Disease (GOLD) staging guidelines are adopted in review of the disease process and inform of symptom management or treatment. GOLD staging focuses on a combination of baseline symptom severity and exacerbation histories to advise respiratory medication considerations, vaccination opportunities, and other recommendations such as pulmonary rehabilitation and smoking cessation. Patients are often referred to internal and external community resources.

Supplemental to GOLD staging assessment, medication recommendations may be explored and recommended, this includes offering more financially affordable solutions and an individualized action plan to help guide patients through a symptom management process. The COPD action plan's green, yellow, and red zones determine current severity of symptoms course or level of exacerbation and offer guidance on next steps to remedy current symptoms at home. Actions may include additional medication instruction or direction for a patient to reach the specified RN care manager, pulmonologist, or primary care physician for further instruction and prompt follow-up.

Melanie obtained a BBC Facilitator Certification and now acts as the facilitator for Stormont Vail Health's Better Breathers Club (BBC) in conjunction with peer Kathy Jilek, RRT. BBC is an American Lung Association program designed to connect individuals living with lung disorders to opportunities such as education, support resources,

and other chronic pulmonary disease patients living in the community. The first virtual Stormont Vail Health Better Breathers Club meeting was held in June 2021. To this day, recurring, monthly meetings are held the first Tuesday of the month. Various healthcare professionals are invited each month, including, but not limited to: physicians, physical therapists, pharmacists, care managers or social workers, and respiratory therapists. Speakers present information on their area of expertise and field questions from all attendees. Training on respiratory medications, treatment for disease processes, breathing techniques, energy conserving exercises, chair aerobics, community resources navigation, nutrition, and airway clearance techniques are many of the topics that have been presented to date. Our pulmonary and BBC facilitation team members recognize a great appreciation for the education and support provided during the BBC experience from current members. This is understood to have immense impact on the daily lives of our patients and their families or caregivers.

Melanie shares, "We have seen BBC members open up and lean on each other for support and advice when it comes to living with their chronic lung illnesses, many in ways that only an individual living with their shared struggles could understand."

Kylee Skahan, RN Care Manager speaks to her experience in caring for COPD patients stating, "It has been a great experience working with Melanie and the multi-disciplinary team. We are able to communicate back and forth about options for our patients. We are able to provide insight to each other regarding patient's recent care, symptoms or challenges, whether it is from outpatient to inpatient or vice versa. It truly helps to close the loop when focusing on providing the best quality of care for each individual patient."

The outlined initiatives allow us the opportunity to provide full-circle involvement of care for the chronic pulmonary patients. Each patient encountered as an inpatient is connected with the BBC and an Ambulatory Care Manager upon discharge. The goal is to provide an elevated quality of life for patients suffering from chronic pulmonary disorders, with an emphasis on reducing hospital admissions for our COPD population.

Climbing the Ladder of Accomplishment: A look at SVH Professional Contribution Ladder

Jodi Andruss, RN, Quality Program Manager

Now that notebooks for the 2022 Contribution Ladder have been submitted, it's time to start looking forward to next year! If you're new to the Professional Contribution Ladder (PCL), or are thinking of reapplying in the future here's some information to get you started!

"The purpose of the PCL is to promote and recognize personal and professional growth within the organization". Through the Contribution Ladder, SVH promotes clinical leadership, acknowledges the hard work of our team members, and celebrates the positive impact we have within our community.

The best way to get started is to visit the PCL SharePoint site by going to SVNet and clicking on the "SharePoint Team Sites" link at the top of the page. Once on the

SharePoint Team Sites page, click on the "Contribution Ladder" link found under the "Stormont Vail Facing Sites" list. On this page, you will find a wealth of sources at your fingertips! On the left side of the page are many links including the Application Form, Handbook, and FAQ. Announcements are found in the center of the page, and are updated frequently. To the right, there are multiple buttons that correspond to the disciplines that are eligible to participate in the contribution ladder (tell your friends, because this is not just for nursing anymore). Click on the button for your discipline, and you will be taken straight to the criteria for each aspect of the ladder.

As you read through the criteria, you will find that many of the elements

are things that you may already be doing in your professional and personal life. For example, serving as a preceptor or delivering staff education, participating in a community event, working on an A3 project, collecting data for a performance improvement project, etc. Other components will encourage you to move above and beyond the required and typical expectations of your role, and your own personal goals. Also, did I mention that there is a monetary reward for applicants who are accepted into the PCL?

SO, get your three ring binders ready! I challenge all of us to participate in this wonderful program offered at SVH.



Daisy Winners

Sydney Webb, RN, Special Procedures - June

"On November 1st, I was scheduled for a procedure in Interventional Radiology that was causing me some anxiety. I have severe claustrophobia and I was very concerned about being in a confined space. Sydney was so patient with me, I voiced my concerns and she immediately explained exactly what was going to happen and assured me that they would not move forward with the procedure until I was calm and comfortable. From the moment I entered to procedure room she was calming voice in my anxiety storm. She patiently talked me thru each step from my ultrasound, to being placed on the procedure table. When the procedure started, she sat next to me and held my hand, her gentle calming voice talked me thru the hardest times. When I was concerned about having a drape over my face, she found a way to follow the infection protocols while making me comfortable. When I would open my eyes and see the X-ray machine just inches from my face she would gently pull me back from my terror and distract me with conversation and would gently rub my hand she was holding. Sydney is a true gift and SVH should be proud that she is their employee. She is one of those rare people that are as bright and warm as the sun and to me she is a true healthcare hero. I am truly grateful that she was there with me that day"



The DAISY Award
FOR EXTRAORDINARY NURSES
IN MEMORY OF J. PATRICK BARNES



Jaime Lewis, RN, CVOPC - June

"I am a 33 year old who suffered cardiac arrest and was airlifted to Stormont Vail. Although my ICU stay is a blur, my cardiac step down stay on 7 North was nothing but extraordinary. Not only were the physicians that cared for me wonderful, but one nurse in particular went above and beyond to provide my husband and I with comfort, care and time. Jaime spent time, explained procedures and made sure I was as comfortable as possible, which was not an easy feat (as I was very sore from all that I had been through). Not only is Jaime a professional, she displayed a high level of compassion and knowledge, as she was able to answer all of the questions we had, explain medications I was receiving, and again, provide comfort (which was very critical in my situation). After I had my cardiac cath procedure, I found myself nervous to get my defibrillator placed. Jaime knew, and she spent the time needed to help ease my mind. She was right there when I returned from the procedure, with an ice pack, and ready to take care of me. I know I was not the only patient she was caring for... I knew she was busy, but she never let on that we were not the most important people to her.

I believe that Jaime made my stay at Stormont Vail. I am beyond thankful for her and the quality care and expertise she displays. Your organization is very lucky to have nurses like Jaime Lewis, and I am beyond honored to have had her as my nurse."

