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3-2014

Patient Care News: March 2014

St. Cloud Hospital

Patient Care News

March 2014

Safe Patient Handling: Do You Know Your Patient's Activity Level?

A Safe Patient Handling focus is to improve communication of the patient activity level to care providers, patient and family members.

Where To Communicate Activity Level
- Patient Care Board updated each shift; when patient status changes/declines; transfer to new unit; post operatively and immediately after a fall.
- Include under activity: ordered activity, equipment and number of staff needed, sitter observation and any special alarms used (bed alarms, chirper). If activity level unknown - check with RN on duty. Other sources: Kardex, Active Orders, Doc Flow sheet, FYI, Care Plan, Signoff Report.
  Activity Level Example: Out of bed, twice daily. Assist of 1, wheeled walker, bed alarm

Reasons To Report / Reassess Activity Level
- Unstable/impaired gait; balance changes; fatigue level; decreased ability to assist.
- Sensory (hearing or vision) or neurological changes.
- Change in cognition, delirium, fear, agitation, aggression, or impulsivity .
- Bowel and bladder issues.
- Use of medications R/T falls (diuretics, narcotics, BP & cardiac meds, multiple medications).
- Recent anesthesia.
- Change in vital signs.

You Can Make Activity Level Safer
- STOP and plan before you move any patient and then communicate plan to the patient.
- Update activity section of Care Boards every shift and with patient changes.
- Use SBAR reporting to include/communicate safe patient activity level.
- Be accountable to educate patient & family on safe activity/fall prevention/rounding with care providers.
- Be familiar with Fall/SPH guidelines and use of equipment including storage location.
- Check equipment before use: brakes, batteries charged, condition of equipment, size and weight limits.

Observation Sitter Update

This graph below indicates the progress we have made in reducing sitter hours. Our progress is good and we need to continue to work in a direction that keeps our sitter hours down while keeping patients safe.

Observation Sitter FTEs

<table>
<thead>
<tr><th colspan="2">Table of Contents</th></tr>
</thead>
<tbody>
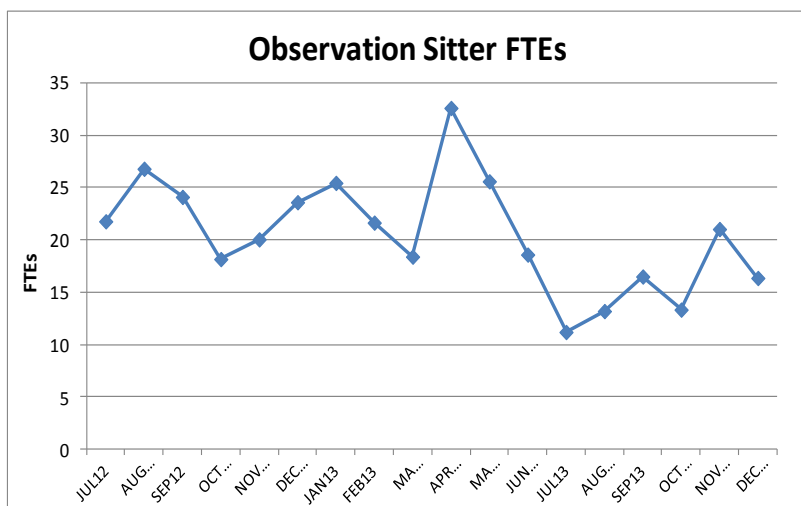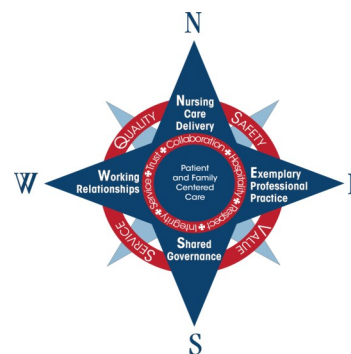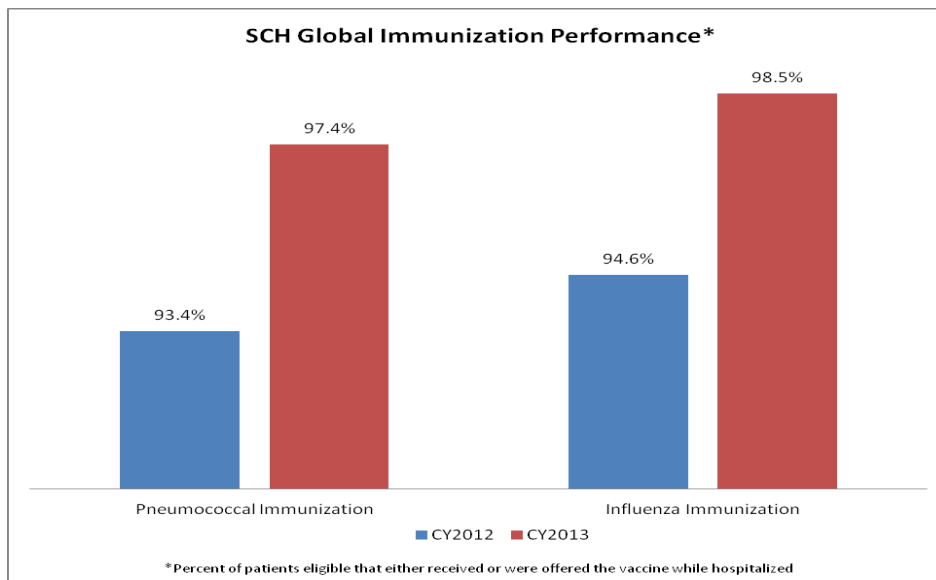<tr><td>Flu Screening</td><td>2</td></tr>
<tr><td>Clinical Ladder Status</td><td>2</td></tr>
<tr><td>Upcoming Education and Professional Development</td><td>2</td></tr>
<tr><td>Certified Nurse Day</td><td>2</td></tr>
<tr><td>Patient Throughput</td><td>3</td></tr>
<tr><td>Schwarz Center Rounds</td><td>4</td></tr>
</tbody>
</table>

Flu Screening Ends April 1st

Kristi Patterson, RN BSN
Clinical Utilization Specialist

SCH will stop screening patients for the influenza vaccination on April 1st. At that time, the FHAAS influenza screening questions will be hidden and the associated BPA will be turned off until next Fall. If a provider orders the influenza vaccine for their patient after March 31st, complete the order as you would any other order. Pneumococcal screening occurs year-round.

St. Cloud Hospital reports influenza and pneumococcal performance to the Joint Commission and Medicare. Influenza immunizations are now part of Medicare's Value Based Purchasing; performance in calendar year (CY) 2014 will impact payment in 2016.

SCH Global Immunization Performance*

	CY2012	CY2013
Pneumococcal Immunization	93.4%	97.4%
Influenza Immunization	94.6%	98.5%

Percent of patients eligible that either received or were offered the vaccine while hospitalized

St. Cloud Hospital performance has improved significantly over the past year. Thank you for supporting global immunizations. Please contact your unit based case manager or charge nurse if you have questions.


Clinical Ladder Status

Attainment or Maintenance of :

Clinical Ladder Level 4:
Amy Bianchi, RN - Chemotherapy/Infusion
Debra Thompson, RN - Surgery

Clinical Ladder Level 3:
Rebecca Boesl, RN - PCS Float Pool
Marilyn Drontle, RN - Surgical Care 1
Desiree Fuecker, RN - Surgery
Terri Nicoski, RN - Family Birthing
Andrew Pokornowski, RN - Telemetry
Stella Scholl, RN - PCS Float Pool
Michelle Shaw, RN - Surgery
Amie Stark, RN - PCS Float Pool
Sara Teich, RN - Surgical Care 2
Maria Voigt, RN - Surgical Care 2
Sharon Walesch, RN - Family Birthing
Elizabeth Weber, RN - Surgical Care 1

ANCC AMERICAN NURSES CREDENTIALING CENTER

MARCH 19

CERTIFIED NURSES D·A·Y
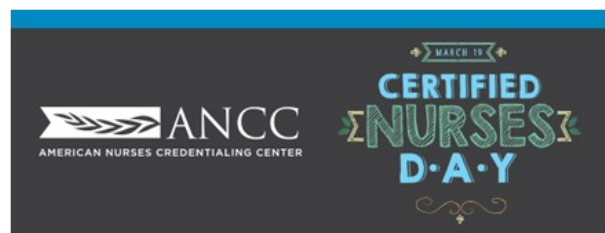
Upcoming Education & Professional Development

March 2014:
5   We Honor Veterans, All Day, Windfeldt (Plaza)
11   ACLS Initial Course, 7:30am-8:30pm, Windfeldt (Plaza)
15   Women's 101, All day, CentraCare Health Plaza
25   ACLS Refresher Course, 1:00pm-9:30pm, Spruce Room
25   Medical Nsg Conference/Internal Medicine Conference,
         7:30am-4:30pm, Windfeldt (Plaza)
26   Social Work Conference, All day, Windfeldt (Plaza)
28/29   HTI Healing Touch Certificate Program, Level 2,
         8:00am-6:00pm, CentraCare Plaza

# Patient Throughput - We Need Your Help!

Patient Throughput Task Force: Kate VanBuskirk, Barb Scheiber, Paul Reisdorf, Jennifer Seifert, Karen Neis, Aleen Roehl, Michelle McDonald, Joy Plamann, Paul Schoenberg, Roberta Basol

A task force is taking a close look at moving patients through the hospital in a timelier manner. Failure to admit patients or transfer them to their next unit results in patients in the ETC for long periods of time, staffing for the next shift not knowing if the next room is ready or not, or holding patients in PACU. There may be safety concerns when this happens (patients waiting in the ETC lobby) and this results in unhappy patients. We need your help to improve our process of timely, efficient patient placement.

Patient Interviews: A subgroup of the Patient Throughput Task Force surveyed over 50 patients that were admitted to the hospital and asked them questions about their transitions between units (i.e. ETC to inpatient bed). The feedback received from these patients was very positive! Patients identified smooth transitions with good communication between units and they were almost always welcomed immediately when they arrived at their destination. This is great! They also stated that it was very helpful when they were kept up to date about the next step in the admission process and associated approximate wait times. The bottom line is that patients want to get up to their bed on the unit <u>as soon as possible</u>. We should be making every effort to take report and get the patient settled in a very timely manner in order to provide a superior patient experience.

Environmental Services Impact: The subgroup has also been working with Environmental Services to consider opportunities to improve efficiency with patient room cleaning. This has been identified as one of the factors contributing to delays in timely patient placement. EVS is committed to providing support to place patients efficiently and maintain high quality service in the cleaning of patient rooms throughout the organization and day. ***The preferred method of communication to EVS related to patient room cleaning at the time of patient transfer or admission is through Epic instead of a phone call to the individual housekeeper or EVS supervisor on duty.*** The use of Epic as a consistent tool allows EVS to see the big picture and prioritize where housekeepers focus their efforts. Here are some basic directions for the process:
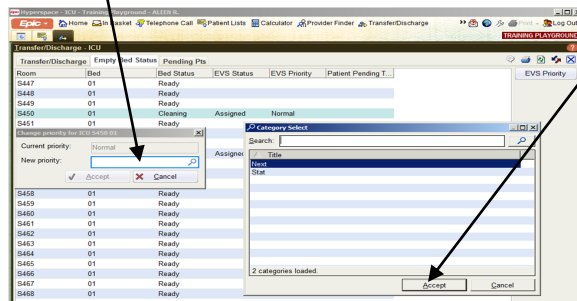
1. From Epic Home Screen, select Transfer/Discharge tab near the top of the screen. It will open the unit patient list as seen below:
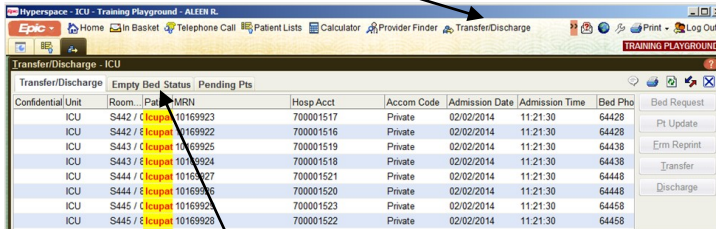
2. Click on the "Empty Bed Status" tab
3. Select the Room to be addressed, and then click EVS Priority if you need something other than "Normal".
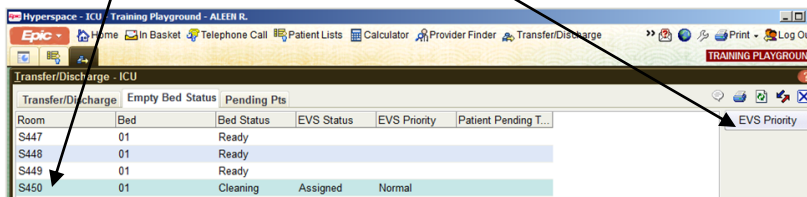
4. Select the priority needed; "Next" or "Stat" are the options. Then click "Accept"

5. EVS will receive a message about the need for room cleaning and use the priority you've established to efficiently assign priority to room cleaning needs.
6. This eliminates the need for phone calls in most situations. If there is a need to contact EVS for special circumstances please contact the EVS supervisor at Ext 59608.

Schwartz Center Rounds®

A multidisciplinary forum where clinical caregivers discuss social
and emotional issues that arise in caring for patients.

Schwartz Center Rounds® sessions are open to ALL employees, affiliated clinicians, trainees and other authorized personnel.

CENTRACARE
✚ St. Cloud Hospital

March 18, 2014
Hoppe Auditorium
11:30-12:00 p.m. – Lunch*
(Box lunches, coffee/water will be provided)
12:00-1:00 p.m. – Presentation

"When Your Patient is Your Co-Worker"

Physician Leader: Merryn R. Jolkovsky, MD
Facilitator: Jeff Wallager, BCC
Panelists: Kristin Brandt, RN
Henry Chapa, RT
Paul L. Marek, MD

Objectives:

At the conclusion of this presentation, participants should be able to:

1. Demonstrate enhanced communication with patients, family members, and colleagues.
2. Value opportunities to explore and understand multiple perspectives across professions and disciplines.
3. Value opportunities to provide and receive professional support.

CME

"The St. Cloud Hospital is accredited by the Minnesota Medical Association to provide continuing medical education for physicians."

"The St. Cloud Hospital designates this live activity for a maximum of 1.0 *AMA PRA Category 1 Credit*[TM]. Physicians should claim only the credit commensurate with the extent of their participation in the activity."

"This education offering has been designed to meet the Minnesota Board of Nursing continuing education requirements for 1.2 contact hours. It is the personal responsibility of each participant to determine whether this activity meets the requirements for acceptable continuing education by their licensing organization. To earn contact hours, participant must attend the entire session and complete an evaluation form."

"St. Cloud Hospital has been approved as a provider by the State of Minnesota Board of Social Work – CE Provider Approval Number CEP-77. Participants will earn 1.0 contact hour(s)."

Please contact Deb Weber at 251-2700 x 54197 if you have special mobility, dietary, vision, hearing, or other needs.