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10-2014

### Patient Care News: October 2014

St. Cloud Hospital

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# Patient Care News

October 2014

## RNs Performance Appraisal Requirement

Roberta Basol MA, RN, NE-BC

Care Center Director; Intensive Care/Surgical Care and Clinical Practice

All RNs are asked to bring a printout of their EduTrack record for review and updating to their performance appraisals. This is for anyone who is an RN, including APRNs and RNs in non-clinical roles. The purpose of accuracy in EduTrack are the multiple reports created, some of which are submitted for Magnet designation.

Of special importance to review is the following:

- Education
- Certification
- Clinical ladder
- Publications, podium presentations, and poster presentations

Thank you for your support for accurate reporting.



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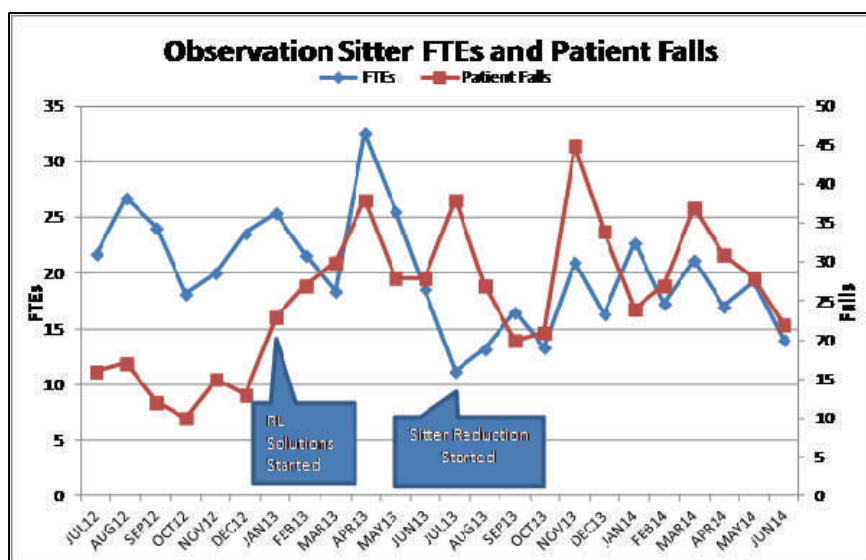
## Observation Sitter FTEs and Patient Falls

Lisa Kilgard, RN  
Medical 1 Unit

As a result of your hard work and dedication to patient safety, as a hospital we were able to meet our goal set last year to reduce the number of sitters used by 6 full time employees. By doing this the saving to the organization is over \$229,000.

With all the efforts and assessments, we were able to safely decrease sitter use while not affecting patient safety. This continues to be a top priority for the organization and your continued efforts are the right thing to do for our patients.

Thank you for all your hard work and all that you do.



## New Electronic Request System for On Call/HTO Goes Live on October 1, 2014

Terri Krause, Coordinator of Staffing/Scheduling/Secretarial Services

### Overview of process and recently approved policy changes:

The Staffing Office is pleased to announce an exciting change to our current request process for On Call/HTO. Effective October 1, 2014, all patient care staff have the ability to submit their requests electronically via email to the Staffing Office. If you do not have access to email from off-site, you are able to phone in your requests. There have been some inquiries from staff related to being allowed to access OWA email on unpaid work time. To clarify, staff are allowed to access email for purposes of their own schedule needs for making requests and submitting exchanges but not to complete anything that would be considered work, like reading emails, etc.

There are a few policy changes that were recently approved by Resource Management as of 10/2014 that staff should be aware of. Please access the Staffing/Scheduling: On Call (Off Premise) and Hospital Time Off (HTO) for areas utilizing the Patient Care Support Staffing Office Services policy on CentraNet for further clarification. The requested by times have been revised. The timeframes are as follows:

<u>Requested by:</u>	<u>Start of the shift:</u>
7:00P (night before)	7:00A
11:00A	3:00P
3:00P	7:00P
7:00P	11:00P

The approved policy also includes clarification of on call parameters for staff scheduled 12 hour shifts. *"The automatic end for on call does not apply to staff who are scheduled for 12 hour shifts. If placed on call for the first portion of a 12 hour shift, the employee would remain on call until the start of the next shift. Example: Scheduled 7A-7:30P and granted on call for the first 8 hours – on call would be 6A-3P."*

There are 5 key pieces of information that need to be included in your request

1. Date of request
2. Start and end of the shift you are requesting
3. Unit scheduled to work on
4. Full first and last name
5. Phone number where you can be reached

An auto reply message will be sent to the employee indicating that the request has been received. If an auto reply message is not received you may have sent your request to the wrong email address. Please keep in mind your request cannot be more than 24 hours in advance of the shift requesting and late requests should not be sent via email – they need to be called to the Staffing Office.

We believe this process will result in:

1. Improved communications
2. Provide a tracking mechanism for staff and the Staffing Office by having a copy of the email with a date and time stamp when it was submitted
3. Eliminating missed requests
4. Allowing the staff to electronically submit their requests from within the hospital and from offsite through OWA

We recognize there might be some anxiety related to this process change for some staff. The Staffing Associates will be glad to assist you by offering instructions on how to submit your requests and answer any questions you may have. We are committed to providing excellent customer service and look forward to implementing this exciting change!

## Remote Cardiac Monitoring Comes to the Medical and Oncology Unit at SCH

Medicine Care Center

Beginning Tuesday, November 4, 2014 at 0700, the Medical and Oncology unit will have capability to provide remote cardiac monitoring for up to six patients. The Medical Progressive Cardiac Monitor Techs will oversee these patient monitors. The ability to provide remote monitoring will improve continuity of care for patients who will no longer need to transfer off the unit for this service. We look forward to the ability to provide an additional option for patients and providers at St. Cloud Hospital.

## Staffing Office Reminders

Terri Krause, Coordinator of Staffing/Scheduling/Secretarial Services

The Staffing Office would like to remind you of some important information related to on call, exchanges and other general reminders:

- Please do not request on call if you are not feeling well or if you are unable to report to work if called in. We place staff on call to provide backup to the patient care units for increased patient care needs for that shift.
- Please keep in mind that on call begins 1 hour prior to the start of your shift. When placed on call you should be ready to report to work within 1 hour of being called in by the Staffing Office. Staff living a distance greater than 1 hour away are responsible for making arrangements to report to work within the 1 hour timeframe.
- Staff who pick up extra to work in the House Float Pool need to check in with the Staffing Office to see where they have been assigned to work. Do not check on the web as your assignment may have changed from what was originally planned.
- Staff that exchange shifts outside of their home cost center are considered part of that unit's staff for the shift and should not expect Staffing to assign them back to work their home unit.
- When exchanging shifts with a House Float Pool staff member, you are considered part of the Float Pool staff and are subject to float within the Interunit Float Grid and should not automatically expect Staffing to assign you back to work on your home unit.
- Please do not call the Staffing Office during peak staffing timeframes (6-7A, 2-3P, 6-7P and 10-11P) for any non-emergent issues.
- When you have a change in your phone contact information, you need to contact the Staffing Office and your Scheduling Associate to have your information updated. You will also need to provide your updated contact information to Human Resources by going to the Employee Self Service (ESS) on CentraNet.

### Clinical Ladder Status

Congratulations on your Clinical Ladder attainment and/or maintenance of:

#### Level IV:

Kristi Tomporowski, RN ..... Surgical 1

#### Level III:

Gary Lahr, RN..... Inpatient Dialysis

Angela Kiffmeyer, RN .....PCS Float Pool

Keri Hall, RN ..... Inpatient Dialysis

Thomas Bailey, RN ..... Surgical 2

Jennifer Moores, RN .....Emergency Trauma

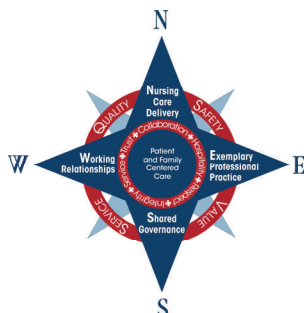
Kayla Ackerman, RN..... Surgical 2

Sarah Dancer, RN.....Surgery

Terri Even, RN ..... Post Anesthesia Care

Becky Puzel, RN .....Emergency Trauma

Mollie Taber, RN ..... Oncology



### Upcoming Education & Professional Development

#### October 2014:

- 2 Epic Renew Course; 8:00am, 2:00pm, or 4:00pm; Cedar
- 9 Optimizing Care for the Seriously Ill & Dying Patient; 7:30am-4:15pm; Windfeldt\*
- 14 Wound Care Conference; 7:30am-4:15pm; Windfeldt\*
- 16 Epic Renew Course; 8:00am, 2:00pm, or 4:00pm; Cedar
- 17 Health Literacy: Assessing the Issue-Reviewing Solutions; 11:30am-12:30pm; Windfeldt\*
- 20 Health Literacy: Assessing the Issue-Reviewing Solutions; 11:30am-12:30pm; Windfeldt\*
- 21 PCS Float Pool-Pick 4; 8:00am-12:00pm; Hoppe Auditorium
- 22 Health Ministries of Central Minnesota; Windfeldt\*
- 22 Neonatal Resuscitation Program; 8:00am-12:00pm & 1:00pm-5:00pm; Women & Children's Classroom
- 23 Mental Health Topic Trio; 9:00am-12:00pm; Spruce
- 24 The Opioid Explosion in Minnesota; 8:00am-12:00, Hoppe Auditorium
- 27/28 Professional Nursing Staff Development Certification; 8:00am-5:00pm; Hughes/Mathews\*
- 28 AHA PEARS (Pediatric Emergency, Assessment, Recognition, & Stabilization); 8:30am-3:30pm; Women & Children's Center Classroom (3rd Floor)
- 30 Harvest the Fruits Orthopedic Care Conference; 7:30am-4:15pm; Windfeldt\*

\*Located at the CentraCare Health Plaza