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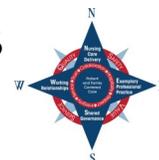
Patient Care News: January 2013

St. Cloud Hospital

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“Blocked Calls” from Patient Care Support Staffing Office

Submitted by: Terri Krause, Coordinator, Staffing/Scheduling/Secretarial Services

We need your help! Recently, Staffing has experienced several issues with calls being blocked when they are calling for help or trying to notify staff of their request cut/call. The recorded message heard is “your call has been blocked; please enter *82 to continue”. This code does not work with the hospital phone system and does not allow us to leave a voice mail message.

The hospital phone number is sent out as 251-2700; we do not block our number. The issue is related to the person’s phone carrier, especially with Charter Services, Century Link and AT&T. Staffing needs your help to correct the issue by having you contact your phone carrier and have them unblock the hospital phone number to your phone if you suspect that our calls are not getting through.

Having calls blocked results in Staffing not being able to notify staff of their request for cut/call and also limits our ability to call for extra help when needed.

Daisy Award Honoree

Carrie Rehborg, RN, Surgical Care Unit. Comments from her nominations included: Carrie’s practice embodies compassionate care. She sees the father/mother/sister/brother in the bed and treats them accordingly, even the most “difficult” of patients. Her mannerism is calm, warm and caring. Carrie excels at caring for patients with dual diagnoses – that is, those admitted for a medical/surgical problem but also have a significant mental illness. She is not intimidated by their needs. She does not engage in negativity during report. She quickly develops a rapport with the patient and sets care goals for them. Carrie also delivers care in such a way that patients believe they are her top priority, even though in all likelihood she is juggling several other equally complex patients.



Carrie fosters collaboration through her work ethic, strong communication skills and ability to be inclusive of all roles and disciplines. She welcomes patients and families with her quiet smile and always works to go the extra mile to meet their needs, without expecting reward or recognition.

Carrie gives her all to patients and families, providing a superior patient experience. Carrie establishes a relationship with her patients and families, getting to know their stories. By establishing trust, she is able to partner with them to achieve positive patient outcomes and also provide a superior patient and family experience. Carrie is recognized for strong clinical skills and a broad knowledge base. Patients remember Carrie for her warm, calm and healing presence; she makes a difference in their recovery and impacts their experience at SCH.

A SCH DAISY nurse demonstrates compassion and clinical excellence for his/her patients and families using patient and family centered principles and is an outstanding example of the core values of SCH through their daily work. Throughout the year, St. Cloud Hospital (SCH) employees, Medical Staff, patients and their families can nominate a nurse for the DAISY Award. SCH LPNs, RNs, and APRNs working in designated care centers or employed by SCH are eligible for the award. To nominate a nurse or learn more about the DAISY award, go to CentraNet/Recognition/DAISY Award, download a form, fill it out and send to Brenda Ackerman in Administration.

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Unique Treatment Plan

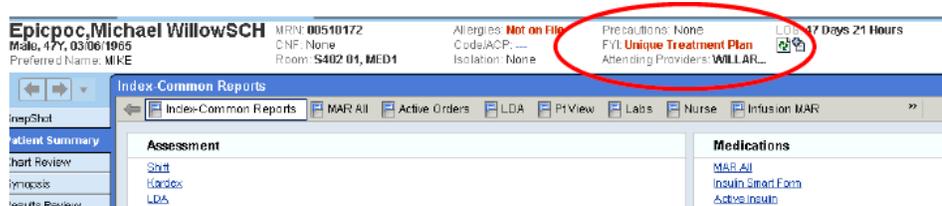
Submitted by: Jennifer Burris, Clinical Nurse Specialist, Medicine Care Center

A housewide task force was developed to address the needs of complex medical and behavioral patients. As a result, there is now an option to create a Unique Treatment Plan (UTP). A UTP is an individualized standard of care that defines specific interventions to promote a safe and healing environment. The purpose is to provide a consistent plan of care throughout the continuum of care including current admission and readmissions.

Various examples of when to implement a UTP include:

- A patient has a history of frequent intentional falls; a UTP could be developed to define a consistent process to be utilized with each admission to prevent the behaviors or injury.
- A patient that requires a specific Alcohol Withdrawal regimen to prevent violent behaviors; a UTP could outline the plan and prevent the patient from receiving medications that could provoke behaviors.

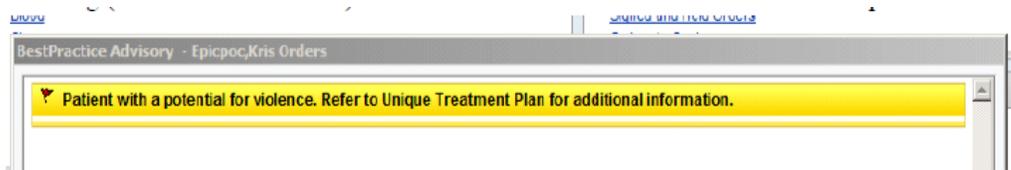
If a patient has a UTP, an FYI Flag (which has been entered by HIM staff) will be used to notify caregivers that a UTP is present in the patient's chart.



If the UTP is created to address a patient with a history of violence, a specific FYI Flag: *Potential for Violence* will be used.



This flag (Potential for Violence) will also activate a BPA whenever staff access/open the chart.



Places to find a copy of the UTP include: Inpatient Kardex, Shift Report and MD Overview; Ambulatory Snapshot and others as identified by specific departments.



If your patient has a UTP, be sure to review it throughout your shift, implement the interventions, and communicate specifics to the health care team, including but not limited to the PCA, Providers, PT/OT, etc. This is important information that needs to get passed on during shift report, transfer to another department/unit, or at any point that a hand-off occurs to allow for a successful plan of care.

If you feel your patient would benefit from a UTP, needs a current UTP adjusted/changed, or have further questions, please contact your unit Social Worker, Case Manager, or Clinical Nurse Specialist. A multidisciplinary team will join together to create the plan and take the appropriate steps to assure it gets placed into the EMR.

Patient Room Searches for Contraband

Submitted by: Jennifer Burris, Clinical Nurse Specialist, Medicine Care Center

- S:** After seeking necessary stakeholder support, a policy has been developed to outline the steps to take if a patient room search needs to be conducted when there is suspicion that the patient has contraband or potentially harmful items in their room.
- B:** There have been a few recent events that have occurred, outside of the Mental Health Unit, that have resulted in the patient's room needing to be searched. These patients had either ingested unknown substances that altered their level of consciousness or had used items to cause potential harm. Each of these situations has caused concern for potentially altering the patient/caregiver relationship, fear of legal concerns, and overall lack of knowledge of an effective process.
- A:** It was identified that a consistent process was not in place on how to complete a room search safely, efficiently, and professionally.
- R:** Under the rare circumstances that there is evidence that a patient has contraband in their room that could potentially cause harm to themselves or others, please refer to the new policy titled: [Patient Belongings/Room Search](#) (click link to view) that is located under the Safety and Security tab on CentraNet to allow for a safe and effective process that includes the utilization of Security to assist.

Upcoming Education & Professional Development

January 2013:

10/11 Healing Touch Level 1, 8:30am-6:00pm, Education Center, Plaza
21/22 Nursing Informatics Boot Camp, 7:30am-4:30pm, Windfeldt, Plaza
29/30 Med/Surg Certification Review Course, 7:30am-4:30pm, Windfeldt, Plaza

February 2013:

6 End-of-Life Training for Health-Care Providers (ELNEC), 7:45am-4:30pm, Windfeldt, Plaza
28/1 Healing Touch Level 1 Course, 8:30am-6:00pm, Education Center, Plaza

Please call the Education & Professional Development Department (x54268) with any questions.

New Nurse Practitioner

Kirstie Bingham, Director, Trauma Services

Trauma Services is proud to announce we have added a Nurse Practitioner to our team of providers. Bobbie Bertram, NP started with us on November 26th.

Her previous experience was a family practice provider at the CentraCare Health System Melrose Clinic/Hospital. She will be augmenting the trauma surgeons practice by assisting with admissions, clinical rounds and discharges of the trauma patients.

We are excited to provide this additional professional service to our trauma patients. Please join us in welcoming her to our trauma team.

CME

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.



January 15, 2013

Hoppe Auditorium

11:30-12:00 p.m. – Lunch

(Box lunches, coffee/water will be provided)

12:00-1:00 p.m. – Presentation

“Coming in From the Cold: Life After Therapeutic Hypothermia”

Physician Leader: Merryn R. Jolkovsky, MD

Facilitator: Jeff Wallager, BCC

Panelists: Greg A. Schlosser, MD

Sandeep S. Jain, MBBS

Keith Lurie, MD

Sandi Mulliner, MS, CCC-SLP

Stacy Brzezinski, RN

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.

St. Cloud Hospital
CENTRACARE Health System

care above all

“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™*. 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.

Clinical Ladder

Congratulations to the following RNs for achieving and/or maintaining their Level III and Level IV Clinical Ladder Status:

Level IV

Roland Brummer, RN **Oncology**

“End of Life Nursing” Presentation
Member of St. Cloud Hospital Ethics Committee
Preceptor
OCN / Oncology Certified Nurse

Lisa Kilgard, RN **Medical 1**

Lead EBP on 1:1 Patient Needs
Chair of Unit Gallup Committee
Preceptor
MSNC / Medical-Surgical Nursing Certification

Jill Libbesmeier, RN **Oncology**

“End of Life Nursing” Presentation
Member of Unit PI Committee
Mentor
OCN / Oncology Certified Nurse

Level III

Sheila Campbell, RN **Intensive Care**

Nursing Process Core Group Leader
Member of EPIC Super User Committee
CCRN / Critical Registered Nurse

Michelle Huffman, RN **Telemetry**

Member of EPIC Super User Committee
Preceptor
Pacemaker Skill Station at Telemetry Education Day

Sarah Studniski, RN **Oncology**

Member of Patient Satisfaction Committee
Member of Nurse Compression Task Force
Worked with Catering Services to Develop Specialized Plan of Patient Needs

Shannon Krumvieda, RN **Emergency Trauma Ctr**

NCI Presenter
Presented at the Sauk Rapid School Health Fair
Preceptor

Amy Salzer, RN **Post Anesthesia Care**

Member of ROE Committee
OR Open House Tours
Member of Employee Engagement Committee

Jennifer Sprengheler, RN **Telemetry**

Poster Presentation: Endovascular Aortic Aneurysm Repair
Preceptor
Instructor for Basic EKG Class

