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Patient Care News: December 2013

St. Cloud Hospital

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Patient Care News

December 2013

Happy Holidays 2013!!

As we celebrate this wonderful season and think about what is right with the world, my wish for all of you is that you have the time to enjoy the special moments that are given to us. Our lives are so busy and often time so stressful. We are pulled in so many different ways, how do we stay resilient, healthy and happy? I promise to work on answering this question so that we reduce the burnout potential and increase our resilience and health of body, mind and spirit.

Every Christmas when I venture to the basement to unpack my Christmas decorations, I spend extra time thinking about the memories that go with each treasure. This year, I also sat there surrounded by all the Christmas books I've collected over the years. I got started reading and couldn't quit until I had perused them all! It was good for the soul, for putting things in perspective.

My husband checked on me "because what could I possibly be doing in the basement so long." I told him "I was working on my resilience and mindfulness." It was a wonderful time, sitting on a hard stool, in a cool basement, with less than adequate light reading messages of the human spirit! I was in a different place when I finished.

I found this in the book "I'll Be Home for Christmas" compiled by Anne Christian Buchanan. This is my wish for you.

*I shall attend to my little errands of love early this year,
So that the brief days before Christmas may be unhampered and clear
Of the fever of hurry, the breathless rushing that I have known in the past
Shall not possess me. I shall be calm in my soul and ready at last...
I shall have leisure – I shall go out alone from my roof and my door;
I shall not miss the silver silence of stars as I have before;
And oh, perhaps – if I stand there very still and very long,
I shall hear what the clamor of living has kept from me –
The angel's song.*

Grace Noll Crowell

Wishing you a wonderful Christmas and a Happy New Year!

Linda Chmielewski, MS, RN, NEA-BC
Vice President, Hospital Operations/Chief Nursing Officer

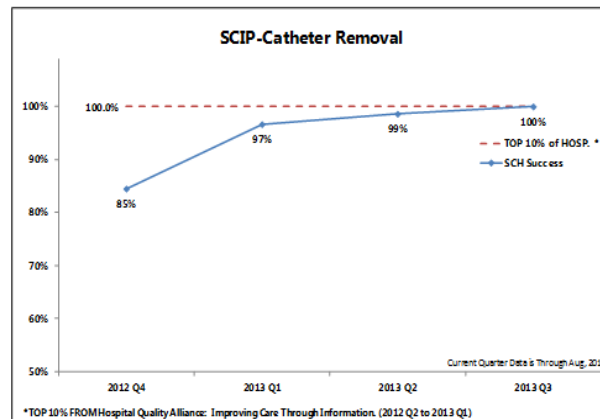
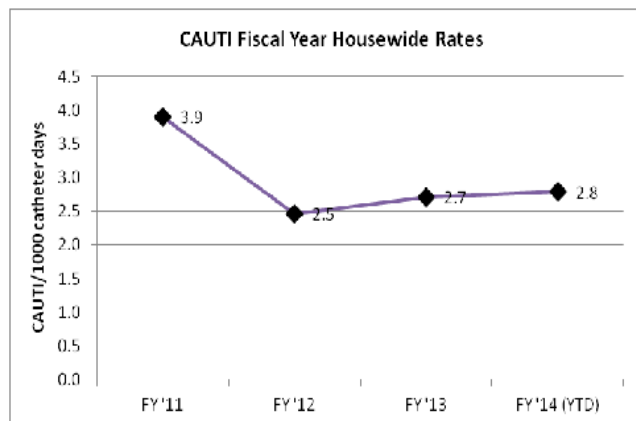


Housewide Indwelling Urinary Catheter Protocol Go Live

Kristi Patterson, RN BSN
Clinical Utilization Specialist

Effective January 21, 2014, St. Cloud Hospital will implement a housewide indwelling urinary catheter protocol. The purpose of the protocol is to decrease catheter associated urinary tract infections (CAUTI) and improve SCIP 4 measure performance (catheter removal by post-op day 1 or 2) by utilizing an evidence-based protocol. It is well established that the risk of CAUTI increases with increasing duration of indwelling urinary catheterization.

The protocol was piloted by the CentraCare surgeons for cases on Sur 1 and approved for housewide implementation by the Medical Executive Committee (MEC) at the September 2013 meeting. The 5 month pilot successfully improved SCIP 4 performance.



The protocol prompts the RN to review any patient (medical or surgical) with an indwelling urinary catheter for appropriateness for either removing the catheter or continuing it based on evidence-based criteria. For more information, please contact your unit based case manager, charge nurse, or nurse educator.

Christmas & New Year's Holiday Sign-up Sheets for Cut/Call

Terri Krause, Coordinator of Staffing/Scheduling

The Christmas and New Year's Holiday cut/call sign-up sheets will be arriving on the units in the very near future. The holidays fall on the same schedule, however, **the sign-up sheets will be posted separately for Christmas and New Years**. Due to the large volumes of staff requesting cut/call for the holidays, collecting your requests in advance allows the Staffing Office adequate time to prepare the information needed to accurately determine the order of who will be placed on-call/cut first, second, etc.

The Christmas Holiday Sign-up Sheets will arrive on the units December 6th and remain posted until December 20st at 8:00 am. The sign-up sheets will cover scheduled shifts starting at 3:00 pm on Tuesday, December 24th through the 11:00 pm shift on Wednesday, December 25th. If any portion of your scheduled shift falls outside of these timeframes you will need to call the Staffing Office after 8:00 am on Sunday, December 22rd to request for that portion of your shift.

The New Year's Holiday Sign-up Sheets will arrive on the units December 11th and remain posted until December 27th at 8:00 am. The sign-up sheets will cover scheduled shifts starting at 3:00 pm on Tuesday, December 31st through 11:00 pm shift on Wednesday, January 1st. If any portion of your scheduled shift falls outside of these timeframes you will need to call the Staffing Office after 8:00 am on Sunday, December 29th to request for that portion of your shift.

Please refer to the On-Call/HTO Policy Guidelines and/or your Unit Specific Scheduling Guidelines on how cut/calls are determined on the holiday. We would like to remind you to please make sure you **write legibly** and **provide a telephone number** where you can be reached.

Please do not call the Staffing Office to inquire if your request will be granted. Staffing will notify you. If you do not hear from Staffing you should report to work as scheduled. We also ask that you please refrain from calling the Staffing Office between the hours of 5:30–7:30am, 12:30–3:30pm, 4:30–7:30pm and 8:30–11:00pm. These are our busiest timeframes in the Staffing Office in meeting the deadlines to finalize the staffing for the patient care units for the upcoming shifts. If you have any questions, please call Terri Krause at Ext. 55705.

Notifying Funeral Homes After Death

Barb Scheiber, Director of Patient Care Support

Recently there were a few instances when a funeral director received a message from staff or family to remove a body. Our policy and Death Checklist indicate the Patient Access Staff (Admissions) will notify funeral directors for this. The call is made once the Administrative Nursing Supervisor/PPC is certain all releases have been finalized.

We are required to screen all deaths for Medical Examiner cases, organ/tissue/eye donation, and follow through with physician/family requested autopsies. Sometimes, these processes span across change of shifts. The Administrative Nursing Supervisor/PPC maintains a log for every death, checking off each release as it is completed. He/she receives a call from the Medical Examiner (when applicable) and/or LifeSource once the body can be released to the funeral home.

What is happening? Funeral directors arrive only to learn we are still waiting for one more release. The funeral director ends up staying here for another 1-2 hours or leaving and driving back again. We need your assistance. Please do not call a funeral director to remove the body and/or remind family there are a number of steps we need to complete prior to having the funeral director come here. The official call will be made by Patient Access Staff (Admissions) as directed by the Administrative Nursing Supervisor to ensure everything has been completed before the final release.

Thank you for your help!

Urinary Catheter Protocol: Implementation January 2014

Amy Listerud, MA, RN, CNS, CBN, PCCN
Clinical Nurse Specialist, Surgical Care Unit

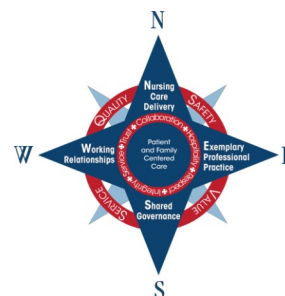
Clinical Patient Care Committee and Medical Executive have approved implementation of the Urinary Catheter Protocol for all St. Cloud Hospital inpatient areas. This protocol provides direction for an RN to discontinue or continue urethral urinary catheters. The protocol is based on current evidence and was successfully piloted over a 6+ month period.

The plan is for the protocol to go-live in January 2014, following nursing education and communication. Provider communication will also occur prior to go-live. Numerous order sets are in the process of being revised to include the Urinary Protocol whenever a urinary catheter is an option within the order set. Order set revisions are being coordinated by the Medical Staff Office, Epic Orders Team, and Amy Listerud. Please be aware that non-urgent order set changes may be delayed to facilitate this work.

Clinical Ladder Status

Attainment or Maintenance of Clinical Ladder Level 3:

- Erin Droegemueller, RN - Medical 2
- Colleen Layne, RN - Center for Surgical Care
- Kallyne Harren, RN - Family Birthing Center
- Nicole Nelsen, RN - Neuroscience/Spine
- Larisa Pearson, RN - Surgery
- Mary Pohlmann, RN - Kidney Dialysis
- Joanne Reinhart, RN - Plaza Endoscopy
- Sharon Spanier, RN - Surgical 1
- Cindy Stormo, RN - Neuroscience/Spine
- Amandah Wilhelm, RN - PCS Float Pool



Upcoming Education and Professional Development

December 2013

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|-------|---|
| 5 | Death & Dying in the Somali Community, 12:00-1:00pm or 5:00-6:00pm, Hoppe (the 12:00pm session can be viewed in Hughes/Mathews Room at Plaza) |
| 5 | AHA Advanced Cardiac Life Support (ACLS) Refresher Course, 9:00am-5:30pm, Windfeldt |
| 6 | AHA Advanced Cardiac Life Support (ACLS) Initial Course, 7:30am-8:30pm, Windfeldt |
| 7 | Diabetes Conference, Windfeldt |
| 13 | Neonatal Resuscitation Program, 8:00am-12pm and 1:00-5:00pm, Birch |
| 13/14 | ONS Chemotherapy & Biotherapy, 8:00am-4:30pm, Hughes/Mathews |
| 14/15 | Basic Electrocardiography (Basic ECG), 8:00am-4:00pm, Skyview |
| 19 | AHA PEARS (Pediatric Emergency, Assessment, Recognition & Stabilization), 8:30am-3:30pm, Skyview |
| 20 | S.T.A.B.L.E.- Initial/Renewal, 7:30am-5:30pm, Hughes/Mathews |
| 22/23 | Healing Touch Certificate Program (HTI), Level 1, 8:30am-6:00pm, CentraCare Health Plaza |
| 26 | AHA Pediatric Advanced Life Support (PALS) Refresher Course, 8:00-4:00pm, Hughes/Mathews |
| 26/27 | Emergency Nursing Pediatric Course (ENPC) Initial, 7:30am-5:30pm, SCH Conference Center |

Requesting an IV Start from a Central Resource

Barb Scheiber, Director of Patient Care Support

The Clinical Nurse Practice Committee approved a new process for requesting assistance from central resources when an IV is to be started/restarted. In the past, you were asked to provide two unique identifiers (Patient Name/Medical Record Number) when calling for an IV start. This required the Float to have paper and pen handy to transcribe the information.

Effective November 11th, please indicate the need for an IV start in the Care Team Communication Screen in Epic. Also, add any special considerations or requirements (specific catheter size) and the location (if applicable), such as Antecubital Area. Then call the Nursing Supervisor with the room number of the patient (i.e. Need an IV start in room South 799).

The central resource person will look up the patient by room number and be able to see all the information in the Care Team Communication screen, which includes the two unique identifiers. Once the IV has been started, the central resource person will delete the information from this screen.

Please see a sample of the Care Team Communication Screen below:

The screenshot displays the Epic EMR interface for patient Sinus, Wendy R. The top header shows patient demographics: Female, 47Y, 05/01/1966, Pref Name: EMILY. It also lists MRN: 10143487, FYI: (None), Code/ACP: Status Re..., Isolation: None, Pref Oral Lang: Engl..., PCP: Adrenal, Alan,..., Attending: THOMAS, M..., Precautions: None, CNF: None, Allergies: Not on File, Room: med1 NONE, M..., LOS: 80 Days 15 H... The left sidebar contains a 'Patient Summary' menu with options like Chart Review, Results Review, Notes, Demographics, Medications, Manage Orders, MAR, Intake/Output, Doc Flowsheets, Work List, Care Plan, and Discharge. The main content area is titled 'Shift' and includes a navigation bar with icons for Shift, Kardex, Index, MAR, Active, LDA, Orders Hx, Diabetic, Nurse, Anticoag, and Admit. The screen is divided into several sections: 'Patient-Level Advance Directives' (red bar) with a comment 'There are no patient-level advance directives.'; 'Patient-Level Guardianship' (purple bar) with a comment 'There are no patient-level guardianship.'; 'Care Team Communication' (light blue bar) with a 'Comment' link and text: 'Need 18G AC IV for Cardiac CTA in 1 hour. Pt has a limb restriction due to Dialysis access. House supervisor called and HF will come start IV. Please call Kristin RN for assistance upon arrival. Cisco- 54208. Last edited by Brandt, Kristin R, RN on 11/05/13 at 0849'; 'Patient's Progression/Major Complications During Hospital Stay' (light blue bar) with a 'Comment' link; 'Patient-Level Unconsciousness' (green bar) with a comment 'There are no patient-level...'; 'Patient-Level POA' (blue bar) with a comment 'There are no patient-level...'; 'Doctor Please:' (light blue bar) with a 'Comment' link; 'Care Plan Problem' (pink bar) with a comment 'None'; and 'Hospital Problem' (teal bar).