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St. Cloud Hospital

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Patient Care News

May 2012

Happy Nurses Week 2012!



What a year this has been! In addition to everything else that impacts health care, we took on the task for designing and preparing to move into a 360,000 square foot tower with new Family Birthing Center, Surgery and Critical Care services. It has been much more complex than anyone ever anticipated. I am looking forward to the day when we are all moved in and enjoying the beautiful new space! Thank you all for what you have done to make this happen! We are so fortunate to have the fine facilities we have, but always remember, it is you, the staff that make the difference to our patients.

Nursing is pivotal in The Affordable Care Act that mandates health care delivery change. St. Cloud Hospital has responded by actively participating in strategies that assure improved individual health, improved health of the community and by decreasing the cost of care by improving quality. We are participating in the Voluntary Hospital of America Upper Midwest's Value-Based Care Initiative, Economic Performance Improvement and Patient Safety Initiative as well as Health Care Home, Reducing Avoidable Readmission Effective (RARE) Campaign and the Minnesota Hospital Association Safe Transitions of Care Pilot Project. Health care reform is here to stay. All the "rules and regulations" are not finalized yet, but we know this for sure – quality, patient satisfaction and cost reduction will be paramount in all we do.

Our nursing staff published in nursing journals, participated in national research studies, continued work in evidenced based practice initiatives, attended and presented at national conferences, increased numbers of certified nurses, served as faculty for area health care nursing programs. Nurses have played an integral role in the development and implementation of significant patient care protocols; skin, falls, glucose control, VAPs, sepsis, and delirium. We have managed greater volumes and increased clinical and behavioral acuity.

We have accepted the challenge to find ways to be safer, to provide more coordinated care across the continuum, to be more efficient, to focus on clinical processes of care to achieve improved outcomes and to improve the patient experience of care. Our case management system and the documentation of care have seen significant changes. Hourly rounding, white boards, Epic enhancements, patient safety initiatives, new quality measures, professional practice model – the list goes on of what we have put into place this year. Please take the time to review our 2011 Nursing Annual Report. You will have such a sense of pride in Nursing at St. Cloud Hospital. We have made impressive progress and there is more work to be done.

On the first anniversary of The Compass: Nursing's Professional Practice Model, we are focused on the theme for Nurses Week: "Heading West Toward Working Relationships". As I reflect on the past year, I want to thank each of you for your loyalty and dedication to Care Above All. I remain confident we will maintain and sustain our success in a challenging and ever-changing health care environment. Our patients remain our focus. The energy, enthusiasm and passion you bring to your work confirms our accomplishments and underscores optimism about the future.

I have tremendous respect for all of you and what you contribute to St. Cloud Hospital and its mission of improving the health and quality of life for the people we serve.

The nursing excellence journey continues.

Happy Nurses Week!!!!

Linda Chmielewski, MS, RN, NEA-BC
Vice President, Hospital Operations/CNO

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Code Blue Reminder

Joy Plamann, MBA, RN



Even though the Hospitalist physicians respond to code blue emergencies, please remember to also notify the patient's primary/attending physician of the event.

Thank you!

Public Access Videophones Meet Communication Needs of Deaf and Hard of Hearing Patients

Rosemond Sarpong Owens
Health Literacy/Cultural Competency Specialist



Two public videophones have been installed at St. Cloud Hospital to provide better communication access for the deaf and hard of hearing patients and their families. **The phone at St. Cloud Hospital is located at the entrance of the E lobby.**

St. Cloud Hospital, as a part of CentraCare Health System, is committed to meeting the needs of all patients and our community, including those who are deaf and hard of hearing.

The videophones were made possible by Project Endeavor, part of the American Recovery and Reinvestment Act. Communication Service for the Deaf (CSD) has received a grant to improve broadband access, and contributed Public Access Videophones to organizations, such as CentraCare Health System, at no charge provided we will make them available to Deaf and Hard of Hearing Patients and visitors at the hospital.

Electronic Reporting System

Chelsie Bakken, RN, Patient Safety Specialist

Yes, you heard it right! MedMarx and the "orange and whites" are going away...

We are taking another step towards our vision to be the leader in Minnesota for quality, safety, service, and value at St. Cloud Hospital with the purchase of an electronic reporting software system, RL Solutions. The system will be utilized for electronic reporting of variances, adverse drug reactions, medication safety events, and employee incidents, as well as patient feedback regarding compliments and complaints. The kick-off date for the planning phase was March 7, 2012 when RL visited St. Cloud Hospital to introduce us to the system. During the planning phase, we are gathering stakeholders to review the system and determine what events we would like to capture and how we see the system working at St. Cloud Hospital.

We will begin our rollout with two pilot units, Bone & Joint and Coborn Cancer Center, in July 2012 with the rest of the hospital going live somewhere between November 2012 and January 2013.

If you would like to learn more about RL Solutions, visit their website at <http://www.rlsolutions.com> and to keep updated on the project go to CentraNet, click on the Performance Improvement tab, and select the Patient Safety Software link.



Speech Therapy to Start Using FEES for Dysphagia

Sandi Mulliner, Speech Therapy Department

On June 5th the Speech Therapy department will implement the use of FEES (Fiberoptic Endoscopic Evaluation of Swallowing) at the St. Cloud Hospital. In addition to the clinical/bedside and the video swallow evaluation, FEES is another method of assessing for dysphagia (swallowing difficulty) and determining a patient's risk for aspiration.

What is FEES? During a FEES procedure, a speech therapist will pass a flexible endoscope through the patient's nose and into the throat in order to view the swallowing structures both at rest and during swallowing (both with and without food and drink). A lubricant may be used to make passage of the scope through the nose more comfortable. The endoscope is connected to a computer and video monitor, and the procedure can be recorded. FEES can be performed at the bedside – it is a cart-based system that can be rolled from one room to the next. A physician order is required for the procedure.

When will FEES be used? Although the clinical/bedside swallow evaluation will still be our primary standard of care for assessing our patients for dysphagia, FEES will be considered as an option and used when appropriate (similar to how we consider a video swallow evaluation). For example, A FEES study might be considered or pursued when a bedside evaluation is inconclusive or when silent aspiration is suspected.

FEES vs. Video Swallow Evaluation: A FEES examination will not necessarily replace a video swallow evaluation. Instead, it can be viewed as a complementary procedure to the video swallow evaluation or as a procedure that is available when a video swallow evaluation is not available or not an option.

FEES and the video swallow evaluation each have advantages for patient assessment. Examples of times when a FEES study might be preferred over a video swallow evaluation include when:

- The patient is unable to be transported to the Imaging Department (medically fragile patients)
- Positioning is problematic (when pt is bedridden, weak, has contractures, in pain, has decubitus ulcers, quadriplegic, wearing neck halo, obese, on ventilator, etc.)
- The patient weighs over 350 pounds (weight limit of procedure chair), the patient's weight is distributed so that the patient is unable to fit behind the imaging equipment, or the view of anatomic structures is compromised by a tight fit behind the imaging equipment
- Risk for aspiration of secretions needs evaluated

The Speech Therapy department is excited to introduce FEES to the St. Cloud Hospital. Please call the Speech Therapy department at extension 59009 or send an e-mail to mulliners@centracare.com with any questions or concerns.

Upcoming Education & Professional Development

June:

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|-------|--|
| 6 | NRP Course, 8:00 am – 12:00 pm, Oak Room |
| 6/7 | Healing Touch Program Certificate Level 2, 8:30am – 6:00pm, both days, Windfeldt Room, Plaza |
| 14 | PEARS Course, 8:30 am – 3:30 pm, St. Cloud Hospital Skyview Conference Room |
| 12 | NCI Initial Course, 12:00pm – 8:30pm, Aspen Room |
| 15 | ACLS Refresher Course, 9:00 am – 5:30 pm, Windfeldt Room, Plaza |
| 25 | NCI Initial Course, 12:00pm – 8:30pm, Spruce Room |
| 26 | NCI Refresher Course, 8:00am – 12:00pm, Spruce Room |
| 26 | NCI Refresher Course, 12:30pm – 4:30pm, Spruce Room |
| 19/20 | Basic ECG Course, 8:00am – 4:00 pm, CMHVC Conference Room |
| 28/29 | Basic ECG Course, 8:00am – 4:00 pm, Skyview Conference Room, St. Cloud Hospital |
| 28 | NRP Course, 9:00 am – 1:00 pm, Birch Room |
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Clinical Ladder

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

LEVEL IV:

Jodi Friedrichs, RN Kidney Dialysis
Nephrology Nurse Certified
Presenter: Peritoneal Dialysis Validation
Dialysis Home Instruction Modality
Care Conference Coordinator

Melissa Nagengast, RN Coborn Cancer Center
ONS Certified
Preceptor
CLABSI Report Audit
Chair, Coborn Cancer Center Safety Committee

LEVEL III:

Megan Botz, RN Bone & Joint
ROE Committee
Epic Super User
Creator of Minimally Invasive Hip Discharge Writer

Wanda Rathbun, RN Telemetry
Progressive Care Certified Nurse
Station Presenter: Balloon Pump & Aquadex
Preceptor

Carol Robinson, RN Endoscopy
BCMA Super User
Digestive Disorder Presentation
CGRN

Amy White, RN Intensive Care
Chair, Palliative Care & Evidence Based Project
CCRN
Core Group Leader

Angie Adamek, RN Neurosciences/Spine
Poster Presentation: Lumbar Drain & Cardiac Monitor
ROE
Epic Super User

Joanne Reinhart, RN Endoscopy
SGNA Certified
Chair, Endo/Ops Nurse Practice
Provation Super User

LEVEL III (cont'd):

Mary Mueller, RN Patient Care Support
Med-Surg Certified
Epic Super User
DAR Format Trainer

Tabetha Struzyk, RN Bone & Joint
Presenter: Pressure Ulcer Prevention
Website: Ortho Healthy Topic Update
Epic Super User

Jessica Reed, RN Surgical Care
Med-Surg Certified
Preceptor
Co-Presenter: Nursing Process

Sue Daniels, RN Bone & Joint
Epic Super User
Ortho Certified
Preceptor

Jill Eubanks, RN Telemetry
Cardiovascular Certified
Epic Super User
Station: Intra Abdominal Pressure (IABP)

Melinda Donner, RN Medical 1
Core Group Leader
Posters: Oxygen & What's to Eat?
Patient Satisfaction



Happy Mother's Day