

CentraCare Health

DigitalCommons@CentraCare Health

Patient Care News

CentraCare Health Publications (Newsletters,
Annual Reports, Etc.)

12-2012

Patient Care News: December 2012

St. Cloud Hospital

Follow this and additional works at: <https://digitalcommons.centracare.com/patient-care-news>



Part of the [Organizational Communication Commons](#)



Happy Holidays

As we reflect on the past year, I want to thank each of you for your loyalty and dedication to Care Above All. I remain confident that we will maintain and sustain our success in a challenging and ever-changing health care environment. Our patient's remain our focus. The energy, enthusiasm, and passion you bring to your work confirm our accomplishments and underscore optimism about the future.

One of my favorite books is "*Heart of a Caregiver Touching Lives with Compassion and Care*" by Paula J. Fox. I share this story from that book...

His name was Jason, and he was about six foot five with a powerful presence but a gentle countenance. He had been a nurse for 15 years and there was a definite difference about him... a level of compassion and care that was above the norm.

The thing that stands out in my mind is the way he demonstrated a sensitive servant's heart every time he walked into the room with a *PAUSE* to deliberately acknowledge the patient as a person of value. This simple act spoke volumes.

I wrote this poem as a tribute to all the "Jasons" in the world, both male and female, who give such compassionate care!

A Servant's Heart

by Paula J. Fox

With his long blond hair in a ponytail, he was muscular and tall. When he first walked in, he just didn't fit my image of a *Nurse* at all. But this gentle giant had a ***Servant's HEART*** and I soon began to see, he was a picture of compassion and kindness and as skilled as a *Nurse* could be. There was something special about his manner that showed dignity and respect. He cared for the person *inside* the body with a heart and a sole to protect. He entered the room which was sterile and *cold* but he brought in a *warmth* with him. Introducing himself, he smiled at his patient and *PAUSED* before he began. He called her by name and looked in her eyes, taking time to really *see* beyond what was wrong with her physical body to what other needs there might be. As he *PAUSED*, he folded his hands together leaning forward as if to say (with a very slight bow in his body language) "I'm here to *SERVE* you today".

He took a minute to ***listen*** to her, allowing her voice to be heard, validating her worth as a person, giving *Strength* without saying a word. I watched what transpired in that moment of time as he gave her his focused ***attention***. Expressing such genuine care and concern, he relieved her apprehension. I could see her heart begin to relax when she knew she could trust in his *CARE*. He eased her mind with his comforting presence in the very brief time he was there. What a special lesson I learned that day, from this kind and compassionate *Heart*, Just a simple *PAUSE*...to show you care makes *Nursing* a beautiful *ART!*

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.

Every day I am reminded of the tremendous impact we make in the lives of the people we serve and in the lives of our co-workers. I am eternally grateful for the opportunity I have been given to work with you.

May you have a Blessed Christmas and a Happy New Year,

Linda Chmielewski, MS, RN, NEA-BC

Vice President, Hospital Operations/Chief Nursing Officer



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

Submitted by: Terri Krause, Coordinator, Staffing/Scheduling

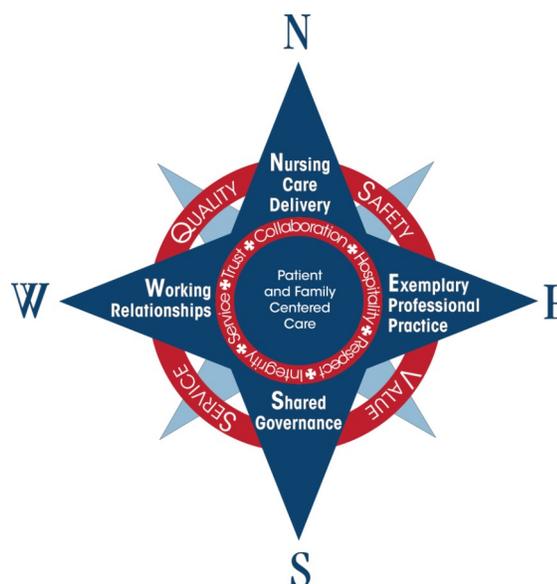
The Christmas and New Year's Holiday cut/call sign-up sheets will be arriving on the units in the very near future. The holidays fall on the same schedule, however, **the sign-up sheets will be posted separately for Christmas and New Years**. Due to the large volumes of staff requesting cut/call for 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 Friday, December 7th and remain posted until Friday, December 21st at 8:00 am. The sign-up sheets will cover scheduled shifts starting at 3:00 pm on Monday, December 24th through the 11:00 pm shift on Tuesday, 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 23rd to request for that portion of your shift.

The New Year's Holiday Sign-up Sheets will arrive on the units Friday, December 14th and remain posted until Friday, December 28th at 8:00 am. The sign-up sheets will cover scheduled shifts starting at 3:00 pm on Monday, December 31st through 11:00 pm shift on Tuesday, 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 30th 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. If you have any questions, please call Terri Krause at Ext. 55705.

Table of Contents	
Daisy Award Recipient: Cara Plaine	3
Patient's with Legal Guardians	3
Staff Injury Due to Aggressive Patient	4
Clinical Ladder	5
Upcoming Education & Professional Development	5



Daisy Award Honoree

Cara Plaine, RN, Behavioral Health Services. Comments from her nominations included: Cara has always looked at the whole “family.” She cares about all of us. She gives our recommendations for our son and helps us make the right decision. She is awesome.

Cara is caring, honest, takes her job seriously, will help you with everything, from seeing my son for appointments, seeing us as to what we need from her, to following up to the treatment that my son needs. She respects our decisions. Cara has always done what is best for us and our son. She has a heart of Gold. Cara truly is a nurse that shows compassion, sincerity and love all together. I can say that every time I have called for help, she has been there to help us and see our son by staying late several times and it is after her normal hours of work. To all of this, Cara, shows excellence in the nursing field and we cannot thank her enough.



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.

Help! My patient has a guardian. What does this mean?

Submitted by: Deb Klaverkamp, LSW, Medical Social Worker, Telemetry

As patient care providers, you will encounter patients with guardians. It is important to know what a guardian is and when a patient has one. **A Legal Guardian** is a person appointed by a judge to make another's personal decisions (including consenting to or refusing medical care). In order to have a legal guardian, a judge must determine the person in question to be legally incompetent.

If your patient has a **legal guardian, it is necessary for you to regularly update the guardian as to the plan of care and to have the guardian provide consent for all procedures.** Remember to document these conversations and consents. A person who has a legal guardian cannot provide their own consent. A social work consult is also suggested if a patient has a legal guardian.

Sometimes family will tell us that they are the **Power of Attorney** for a patient and expect to provide all consents. A Power of attorney is a legal document in which one person gives another the authority make specified financial decisions or assume certain financial responsibilities. If the patient has a **Power of Attorney for Healthcare** (e.g. an agent) this person has a legal document that appoints their agent to make health care decisions in the event that the person becomes incapable of doing so themselves.

Please contact your unit Social Worker regarding any questions you might have regarding this issue.

Staff Injury Due to an Aggressive Patient

Submitted by: Kacey Hiltner, Director, Med 2

In an effort to increase transparency, I want to share with you an event that occurred on Med 2 where a staff person was injured by a patient. This event was formally reviewed and I would like an opportunity to share some details so that you can learn from it and incorporate the key findings into your practice in order to prevent this from happening in the future.

Patient Factors:

- A patient was transferred from another hospital with a diagnosis of somnolence, decreased intake and weakness.
- Past medical history included mental health issues and panic attacks. The patient had recent behavior changes which resulted in multiple medications being put on hold.
- Throughout the patient's stay, the patient was noted to have unpredictable behaviors varying from being pleasant and cooperative to demonstrating agitation, confusion, restlessness, and impulsiveness.
- Patient had a history of chronic pain. He was being treated with medications and frequent repositioning. When the incident occurred, he was trying to get out of bed.
- Recently quit smoking.
- Needed restraints for a short period after admission related to pulling at tubes. The patient remained on a 1:1 observation for most of the hospital stay because of impulsive behaviors.
- Panic attacks worsened when more people entered his room, causing further aggression.



Key Learnings:

1. Information received from sending facilities
 - This patient was transferred from another hospital; however, the complete mental health history was not a key piece of information that was readily known by staff caring for him.
 - When receiving report from another hospital or unit within our hospital, ask about any history of mental health illnesses and share that information during handoff report.
2. "I need some help"
 - Medical Unit 2/MPCU has purchased 3 devices called "Mugger Stoppers". This is an alarm for 1:1s. It can be activated easily by pulling the device apart.
 - Keep yourself safe. When a patient demonstrates behaviors that exhibit aggression, keep yourself between the patient and the door at all times to allow an easy escape.
3. Unit Awareness
 - Be aware of patients who are on a 1:1. Make a note of which rooms have 1:1s present, check on those staff frequently and answer call lights promptly.
4. Shift to shift report
 - According to policy, hand off report is required amongst the 1:1 care givers and between the RN and the assigned 1:1. The staff assigned to the 1:1 should be given the phone number for the RN.
 - Information exchanged includes (but is not limited to): patient history and behaviors, what triggers the patient to change behaviors and what keeps them calm and safe.
5. Care plan documentation
 - The Care Plan is a communication tool to outline patient goals and interventions to achieve high quality patient outcomes. The problems included on this patient's Care Plan were: fall risk, skin, pain and breathing. Unfortunately, there was no indication of confusion, harm, safety, or reasoning for the 1:1.
 - Utilize the My Care Board to identify the patient's likes, dislikes and plan for the day.
6. Documentation
 - The patient's behaviors were described as restless, impulsive, confused, and agitated. How did the patient demonstrate these behaviors? Be descriptive in your documentation so that individualized interventions can be determined.
7. NCI training
 - By 2014, all staff will have completed NCI training. This is an 8 hour class designed to give you the tools you need to intervene with aggressive patients.
8. 1:1 Nursing Observation Policy (available on ContraNet)
 - If you are assigned to a patient who needs a 1:1, always keep yourself safe. Position yourself between the door and the patient, sit within 2 arms length away from the patient, be able to visualize the patient's hands, carry a "Mugger Stopper", and make sure you have a phone and the phone numbers of your team.

The key message is that we want you and your patients to be safe. If you have any questions about this, please feel free to ask.

Clinical Ladder

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

Level IV

Colleen Porwoll, RN **Bone/Joint**

- Presented Lateral Violence PowerPoint at Staff Unit Meeting
- Preceptor
- Member of Nurse Practice Committee
- National Certification in Orthopedic Nursing (ONC)

Amy Bianchi, RN **Chemo/Infusion**

- CADD Pump Facilitator
- Presented BCMA Training for Staff
- Participated in Relay for Life
- National Certification in Oncology Nursing (OCN)

Level III

Kristin Bartosiewski, RN **Medical 2/MPCU**

- Compiles Restraint Audits for Med 1 and Med 2
- Poster: Peanut Allergies and Gluten Allergies
- National Certification in Med/Surg Nursing (CMSN)

Nikki Nelsen, RN **Neuroscience/Spine**

- Preceptor
- Provided Stroke Education for Staff
- National Certification in Neuro Nursing (CNRN)

Sharon Spanier, RN **Surgical Care 1**

- Provided Vascular Inservices for Staff
- Preceptor
- National Certification in Med/Surg Nursing (ANCC)

Jill Kemper, RN **Telemetry**

- Developed Education Module on Atrial Clip Placement
- Guest Speaker at Apollo Health Career Class
- Participated in Heart Walk

Mary Pohlman, RN **Kidney Dialysis**

- Developed Vascular Access Patient Teaching Sheet
- Skills Station for Staff Education Day: Code Blue/Airway Management/AED
- National Certification in Kidney Dialysis (CDN)

Felicia Morrissey, RN **Kidney Dialysis**

- Developed Patient Tracking Log for Hepatitis Vaccination
- Patient Education Posters: C. Diff and C. Diff, How to Prevent the Spread of
- Developed Patient Teaching Sheet on Engerix-B Injections

Upcoming Education & Professional Development

December 2012:

- 3 PALS Initial Course, 7:30am-7:30pm, Hughes Mathews Room, Plaza
- 5 NCI Initial Course, 12:00pm-8:30pm, Spruce Room
- 12 NRP Course, 8:00am-12:00pm, Oak Room
- 11 NCI Refresher Course, 8:30am-12:30pm, Aspen Room
- 11 NCI Refresher Course, 12:30pm-4:30pm, Aspen Room
- 13/14 Basic ECG Course, 8:00am-4:00pm, CMHVC Conference Room
- 14 ACLS Refresher, 8:30am-5:00pm, Spruce Room
- 14 NCI Initial Course, 7:30am-4:00pm, Windfeldt Room, Plaza
- 14 PEARS Course, 8:30am-3:30pm, Skyview Conference Room
- 18 NCI Initial Course, 2:00pm-10:30pm, Windfeldt Room, Plaza
- 27 NRP Course, 9:00am-1:00pm, Birch Room
- 27 NCI Initial Course, 8:30am-5:00pm, Windfeldt Room, Plaza

Please call the Education & Professional Development Department at ext. 54268 if you have any questions.



Have a safe and happy
holiday season!