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Patient Care News: January 2011

St. Cloud Hospital

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Patient Care News

January 2011

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Interpreter Services: Quick Reference Guide

Rosemond Sarpong Owens

Health Literacy/Cultural Competency Specialist

Limited English Proficient Persons (LEP) Interpreter Services:

- The Certified Language International CLI (primary), Telelanguage (secondary) lines are available 24 hours/day via the St. Cloud Hospital Customer Contact Center (Switch Board by dialing "0").
- The Bridge Language Service Contact Numbers:
Phone: (320) 259-9239 or 1-800-835-6870
Fax: (320) 654-1698 or 1-800-468-0166
Pager: (320) 260-6572 (emergencies)

Deaf and Hard of Hearing Interpreter Services:

- Staff facilitates interpreter services for deaf and hard of hearing patients.
- Sign language interpreters can be arranged 24 hours a day by calling Communication Services for the Deaf-Minnesota (CSD).

CSD: 1-877-456-7589 24 hours a day.

Updated Fall Variance Tool

Fall Taskforce Committee

The St. Cloud Hospital Fall Taskforce has updated the fall variance tool in order to incorporate new aspects of the Fall Management policy. Please disregard the old fall variance tools (white) and begin to replace them with the new tool which is yellow and available for order through Smartworks #5100493. If you have questions, please contact a member of the Fall Task Force.

TASKFORCE MEMBERS:

Joy Plamann - Medicine Care Center
Julie Abfalter - AMHU
Barb Nelson - Coborn Cancer Center
Katie Gefre - CSC
Sara Erickson - ETC
Catherine Standfuss - Float Pool
Jan Schutz - Float Pool
Kristen Klein - Home Care
Becky Kulzer - ICU

Donna Gregory - Oncology
Elaine Thyen - OPS
Lori Mader - Bone & Joint
Deb Miller - Pharmacy
Alice Frechette - Performance Improvement
John Sipe - PT/OT
Joyce Belanger - Rehab
Amy Hilleren-Listerud - Surgical Unit
Janelle Maciej - Telemetry

See next pages for revised form...

Fall Variance Tool

Date: _____ Day of the Week: _____ Time of fall: _____ Unit fall occurred: _____
 Room # _____ Patient Admit Date: _____ Patient Diagnosis: _____
 Staff reporting fall: _____ Title: _____

Type of fall (check all that apply)

- From chair/portable commode
- From bed
- While walking
- In bathroom
- Assisted to floor by staff
- Found on floor/unknown
- Other: _____

Level of Injury
 None apparent
 Minor Moderate
 Major Death

Has patient fallen during this hospitalization? Yes No

Fall risk completed prior to fall? Yes No Time: _____
 If yes, Risk Level: Low High

Fall risk completed immediately post fall? Yes No

*Patients who fall should automatically be placed on High Fall Risk Precautions.

Was fall observed? Yes No

Assessment of Injury *Obtain photos if appropriate

- Skin: Hematoma Redness Abrasion
- Laceration Skin Tear

Describe: _____

Head - describe: _____

Sprain/strain - describe: _____

Fracture - describe: _____

Dental/oral injury - describe: _____

Other - describe: _____

Provider Notification
 Name: _____ Time: _____

Charge Nurse Notification
 Name: _____ Time: _____

Quality Resources Notification
 Name: _____ Time: _____

Family Notification (if granted permission by patient or per Advance Directives)
 Name: _____ Time: _____

Description of Event/Patient's report of fall

Treatment Needed: _____

Equipment involved: _____

Assessment of Contributing Factors:

Was there a change in Vital Signs that may have contributed to the fall?
 Yes No

Did patient take a medication (including patches), in the past 0-8 hours that may have contributed to the fall (i.e. Cardiovascular: antihypertensive, diuretic, antiarrhythmic; CNS: narcotic psychotropic, anticonvulsant, benzodiazepine or anesthesia within 24 hours)?
 Yes No

Name of medication: _____

Time last administered: _____

Were the meds Chronic Newly initiated or dose increased

Patient's cognitive status at time of fall:

- Not impaired
- Impaired Describe: _____

Was patient incontinent at time of fall? Yes No

Safety Measure	Before Fall			After Fall		
	Yes	No	NA	Yes	No	NA
Call light within reach?						
Personal items within reach (i.e. telephone, remote control, etc.)?						
Bed, wheelchair, commode brakes locked?						
Bed in low position?						
Side rails up?	<input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4			<input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4		
Non-slip shoes/slippers on?						
Fall Prevention Slippers on?						
Transfer belt used for transfers or ambulation?						
Use of Mechanical Lifting/standing Device?						
Bed alarm in use?						
Charger in use?						
Pusey sitter in use?						
Restraints in use?	<input type="checkbox"/> None <input type="checkbox"/> Waist <input type="checkbox"/> Wrist <input type="checkbox"/> Jacket <input type="checkbox"/> Other			<input type="checkbox"/> None <input type="checkbox"/> Waist <input type="checkbox"/> Wrist <input type="checkbox"/> Jacket <input type="checkbox"/> Other		
Patient in highly visible area?						

Patient ID Label

Follow up to be completed by involved individual:

What could have been done to prevent this fall?

 Signed: _____ Date: _____

Additional interventions to prevent future falls:

- Pharmacy review of meds
- Add to FYI
- Other: _____

Director/Coordinator or Designee

Follow up Action:
 None
 Policy/Procedure Changed
 Staff Education
 Report to Risk Management
 Review of Staffing/Assignment Adequate Inadequate
 Other _____
 Signed: _____ Date: _____

Comments: _____

Risk Management Review

Follow up:

 Signed: _____ Date: _____

* This form is NOT a permanent part of the patient's medical record.

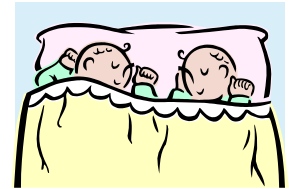
SCH Director Receives Star of Excellence Award

Kay Greenlee, Director of QR/CU/PR, received the Star of Excellence award November 11th at the annual induction ceremony. Kay was honored for her accomplishments, specifically for her contributions to administration and education within the field of nursing; however, Kay has marked accomplishments in all areas of nursing and has both a local and national presence in nursing.

The Star of Excellence is awarded to a member of the Kappa Phi Chapter-at-Large of Sigma Theta Tau International who has demonstrated superior professional leadership in any one or more of the following areas of nursing: education, research, practice, consultation, service or administration. The recipient demonstrates marked achievement in the field of nursing in traditional or non-traditional roles. The nature of the individual's accomplishment shall reflect breadth, depth and scope. In addition, nominees have demonstrated leadership and/or influence beyond the individual's place of employment at the local, state, regional, national or international level. Kay's name will be inscribed with past recipients on the Star of Excellence plaques displayed in alternating years in the nursing department at either the College of Benedict or St. Cloud University.

Scholarly Article Critique: First-Time Mothers Over the Age of 35 Years – Education Needs

Brenda K. Lenz, RN; PhD, CNE
Chair and Associate Professor
St. Cloud State University



This qualitative study described the experience of first time mothers over the age of 35 years regarding education needs about pregnancy, birth, and newborn care. There were two samples. Sample one included 22 first-time mothers, over the age of 35 years, receiving pregnancy and delivery care in Australia. In-depth interviews were used to collect data from the mothers during three time periods over the pregnancy and up to eight months postpartum. The second sample included midwives and maternal-child nurses employed at Maternal and Child Health Centers and used focus group methodology.

Questions for the mothers included: how have you prepared for birth and mothering; how well did your preparation match what you later needed to know; what, if anything, might have helped? The midwives and nurses were asked: what are the health information needs of first-time mothers over 35 years of age; how do health professionals meet those needs; what, if anything, helped?

Themes identified included the older mothers wanted to know everything as compared to younger mothers, including medical literature. For many mothers, the early days of mothering were consumed with anxiety. The mothers didn't think past the birth, and reported feeling lost and helpless, ill-prepared and ill-equipped for the new role.

Midwives and nurses observed there was a tendency towards over-information by the older mothers. The mothers reading of medical literature added to, rather than alleviated their concerns as it included information about high risk pregnancy/birth. The midwives/nurses reported these mothers lost the instinctive side, so they tried to make it up with reading. Both samples reported what would have helped was an emphasis on normalizing the maternity and new mother experience as it would have reduced their anxiety versus providing them with more health-related information.

REFERENCE: Carolan, M. (2007). Health literacy and the information needs and dilemmas of first-time mothers over 35 years. *Journal of Clinical Nursing*, 16, 1162-1172.

A Request from Your Friends in Staffing

*Terri Krause, Coordinator, Staffing/Scheduling/Secretarial Services
Patient Care Support*

When calling during normal business hours between 5:30 a.m. and 11:30 p.m. each day we ask that you make every attempt to speak to a Staffing Associate if calling in ill or absent for your scheduled shift and that you not leave a voice mail message. With the volume of incoming calls received and calls being made to finalize the unit staffing needs it can make it difficult to retrieve time sensitive voice mail messages that may affect the shift we are staffing for.

Your efforts in this matter would be greatly appreciated!

Clinical Ladder

Congratulations to the following individuals for achieving/maintaining their Clinical Ladder status.

Level III

Roland Brummer, RN Oncology

- Oncology Certified Nurse
- ROE Committee
- St. Cloud Hospital Ethics Committee

Sheila Campbell, RNC Intensive Care

- Critical Care Registered Nurse
- Safe Patient Handling Committee
- Evidence Based Practice: Early Mobility for Ventilated Patient

Ann Hess, RN Imaging

- Chair: Bone & Joint PI
- Epic Super User
- Instructor: Bone & Joint Class

James Jaster, RN Medical 2

- Barcode Super User
- Instructor: BLS Certification
- St. Cloud Hospital Staff Governance

Amy Junes, RN Family Birthing Center

- Care Across Unit Communication
- Resolve Through Sharing Facilitator
- Preceptor

Lisa Kilgard, RN Medical 1

- Hourly Rounding Presentation Author
- PI Committee
- Chair, Med I Gallup Committee

Shannon Krumvieda, RN Emergency Trauma Ctr

- Emergency Nurses Association
- Epic Super User
- Instructor: NCI - Non-Violent Crisis Intervention

Jill Libbesmeier, RN Oncology

- PI Committee
- Chair, MOST
- Barcode Super User

Jennifer Moores, RN Emergency Trauma Ctr

- Certified Emergency Room Nurse
- Instructor: Education Day for Adult & Pediatric Trauma
- Stroke Protocol Pathway Committee

Breanna Olsen, RN Medical 1

- PI Committee
- Super, Super User Committee
- Preceptor

Jeanie M. Olson, RN Family Birthing Center

- Instructor: Nursing Scope & Standards Policy
- Resolve Through Sharing Facilitator
- Barcode Super User

Carol Primus, RN Chemo Infusion

- Oncology Certified Nurse
- Co-Chair, PI
- Neulasta FMEA Task Force

Carla Vanderpool, RN Children's Center

- Barcode Super User
- PICU Core Nurse
- Preceptor

