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Patient Care News: February 2008

St. Cloud Hospital

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St. Cloud Hospital, St. Cloud, MN

St. Cloud Hospital Achieves Joint Commission Reaccreditation

St. Cloud Hospital has earned the Joint Commission's Gold Seal of Approval by demonstrating compliance with The Joint Commission's national standards for health care quality and safety.

The hospital has been continuously accredited since 1956. St. Cloud Hospital's Home Care and Behavioral Health programs also earned accreditation. The Joint Commission conducted an unannounced, on-site evaluation of St. Cloud Hospital on August 13-17, 2007.

The accreditation award recognizes St. Cloud Hospital's dedication to complying with the Joint Commission's state-of-the-art standards on a continuous basis.

Submitted by:
Chris Nelson
Communications Specialist

Doctors Featured in Healthcare Magazines

An article written by Barbi Kaplan-Frenkel, D.O., Coborn Cancer Center, about partial breast irradiation, was published in the December issue of *Minnesota Physician* magazine. An article written by Joseph Nessler, M.D., St. Cloud Orthopedic Associates, about hip replacement surgery, was published in the January issue of *Minnesota Health Care News* magazine.

Submitted by:
Chris Nelson
Communications Specialist

Accepting Your Patient's Healthcare Directive

The Medical Information Department has continued to find healthcare directives in the discharged patient's medical record that are deficient due to one or more of the following:

- Not signed
- Not witnessed or notarized (either/or is acceptable)
- The witness is an agent (not legally acceptable)
- No date of birth (needed as a second identifier)
- No date of the signature

While currently a patient, these deficiencies can be rectified more easily. However, after discharge, the errors are corrected by sending a letter, which may be misinterpreted. When a healthcare directive is delivered by family to be made part of the current medical record, look for these unusual errors whenever possible, as well as for a general knowledge of the content. Doing this will help to ensure patient autonomy. Your unit Social Worker is your unit resource.

Karen Kleinschmidt, RN

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Patient Care Support

CentraCare Dialysis Services Expand to Big Lake, Cambridge and Litchfield

The CentraCare Kidney Program in Monticello is moving its dialysis services to the new Big Lake Clinic, operated by CentraCare Health System and Monticello-Big Lake Hospital. The Big Lake Dialysis Unit will have nine stations ready for patients on January 23rd, 1/3 larger than the Monticello program. The anticipated opening of CentraCare Kidney Program-Cambridge Dialysis is the end of March with 15 dialysis stations. The anticipated opening of CentraCare Kidney Program-Litchfield Dialysis is April with nine dialysis stations.

The outpatient dialysis program has a broad reach providing 43,000 treatments a year. With the addition of Big Lake, Cambridge and Litchfield, dialysis services will be provided to nine communities, including Alexandria, Staples, Little Falls, Brainerd, St. Cloud and Princeton. The units provide hemodialysis, home hemodialysis and peritoneal dialysis. In addition, St. Cloud Hospital provides continuous renal replacement therapy for acutely ill inpatients, therapeutic plasma exchange for patients with neurological problems, and aquapheresis to remove excess fluids from congestive heart failure patients.

Tom Leither, M.D., is the program's Senior Nephrologist and Program Medical Director. He and Dialysis Director, Cathy Sindelir, have been with the program since its inception in 1987. To make a referral to Dialysis Services, please call the CentraCare Dialysis Admissions Nurse at (800) 835-6652, ext. 24542.

Submitted by:
Chris Nelson
Communications Specialist

Schedule Posting Date Changes Effective Friday, February 22, 2008 ***For areas utilizing Centralized Staffing and Scheduling out of Patient Care Support***

Great News! The Scheduling Associates recently brought forward a recommendation to move up the posting date of the Unit Schedules by three days, which Resource Management has approved. We believe that moving up this posting date will allow staff to be able to plan more in advance for their personal appointments, family gatherings and daycare arrangements by receiving their schedules three days earlier. This change will also provide a dedicated wrap up day for the Scheduling Associates to finalize reporting functions of their roles and move on with the next scheduling period.

The schedule posting date change will occur with the posting of March 9 through April 5, 2008 schedule dates. This schedule will be posted on Friday, February 22nd by 3:00 p.m. Requests for the next schedule are due the day the schedules are posted.

The attached revised schedule dates indicate the new posting and request due dates for the remainder of the 2008 schedule dates. We are pleased to be able to provide this new and improved service. If you have any questions regarding these dates, please contact your unit scheduler for more information.

Terri Krause
Coordinator, Patient Care Support

See schedule of Friday Post Dates on the next page

REVISED DATES

For Friday Schedule Post Dates – Starting Friday, February 22, 2008 Request Due Dates for 2008-2009 Schedule Dates (For Areas Utilizing Centralized Staffing and Scheduling Services)

Schedule Dates	Requests Due in Locked Box	Final Schedule Posted
January 13 –February 9, 2008	December 3, 2007	December 31, 2007
February 10-March 8, 2008	December 31, 2007	January 28, 2008
March 9-April 5, 2008 (Easter Holiday March 23)	January 28, 2008	February 22, 2008
April 6-May 3, 2008	February 22, 2008	March 21, 2008
May 4- May 31, 2008 (Memorial Holiday: May 26)	March 21, 2008	April 18, 2008
June 1-June 28, 2008	April 18, 2008	May 16, 2008
June 29-July 26, 2008 (4 th of July Holiday)	May 16, 2008	June 13, 2008
July 27-August 23, 2008	June 13, 2008	July 11, 2008
August 24-September 20, 2008 (Labor Day Holiday: September 1)	July 11, 2008	August 8, 2008
September 21-October 18, 2008	August 8, 2008	September 5, 2008
October 19-November 15, 2008	September 5, 2008	October 3, 2008
November 16-December 13, 2008 (Thanksgiving Holiday: November 27)	October 3, 2008*	October 31, 2008
December 14, 2008-January 10, 2009 (Christmas & New Years Holiday Schedules)	October 31, 2008*	November 28, 2008

***Request due dates for Thanksgiving, Christmas and New Years schedules may vary from unit to unit. Please check with your unit scheduler for specifics.**

When making requests, please keep in mind for scheduling purposes, if you are scheduled to work the Christmas holiday you will be scheduled to work both Christmas Eve and Christmas Day. If you are scheduled to work the New Years holiday you will be scheduled to work both New Years Eve and New Years Day. (Please refer to your unit specific guidelines for exceptions.)

First Choice PTO Request Planners

Schedule Dates	Date Posted	Date Collected	Approvals/Denials Returned to Staff
January 11, 2009 through January 9, 2010	September 8, 2008	October 6, 2008	November 3, 2008

Heart Rhythm Device Implanted for the First Time Nationwide at Central Minnesota Heart Center

David Benditt, M.D., an Electrophysiologist from the University of Minnesota was the first in the nation to implant an innovative cardiac monitoring device at the Central Minnesota Heart Center at St. Cloud Hospital.

The device, called the Medtronic Reveal® DX insertable cardiac monitor, is for patients with syncope (fainting) or abnormal heart rhythms. The Reveal DX device monitors patients with syncope 24 hours a day, every day for up to three years. The device offers continuous monitoring of the heart's electrical activity in order to help physicians diagnose whether symptoms such as fainting, dizziness and unexplained seizure-like episodes have a cardiovascular cause. Recently receiving FDA clearance, the first device was implanted in a 24-year-old woman December 17th.

Placed just under the skin of the chest area using local anesthesia during a simple outpatient procedure, the Reveal DX monitor records important cardiac rhythm data, which may help a physician to diagnose the patient so the appropriate treatment can be undertaken. The device weighs just 15 grams and is approximately the size of a memory stick; unlike a pacemaker or implantable cardioverter-defibrillator, there are no leads (tiny wires) that extend from the device into the heart's chamber(s). To store an electrocardiogram (ECG) at the time of an episode, a patient places a hand-held, pager-sized activator over the device, and presses a button. Later, a physician analyzes the stored information and determines whether the episode was caused by an abnormal heart rhythm.

About the Central Minnesota Heart Center at St. Cloud Hospital

The Central Minnesota Heart Center at St. Cloud Hospital is a comprehensive cardiac care center dedicated to the discovery, management and control of [cardiac disease](#). The Heart Center is committed to providing excellent patient care, attracting high-caliber staff and developing state-of-the-art facilities. The Heart Center was one of the first "heart hospitals" in the state.

The Heart Center has become a national leader in the treatment and prevention of cardiac disease and was ranked for seven consecutive years as one of the nation's "Top 100 Cardiovascular Hospitals."

Submitted by:
Chris Nelson
Communications Specialist

CentraCare Surgery Center Receives Medicare Certification

The Centers for Medicare & Medicaid Services have certified the CentraCare Surgery Center. Now, patients covered by Medicare and Medicaid, as well self-pay patients and those covered by any insurance other than Health Partners, may have procedures performed at the Surgery Center. We are hopeful that we will reach an agreement with Health Partners this month.

The physicians who have used the center have been very satisfied with staff and the facility. If scheduling a surgery, please talk with your doctor about having it at CentraCare Surgery Center. To schedule a surgery, call 229-5107.

Submitted by:
Andra Van Kempen-Middlestaedt
Communications Specialist

Isolation Precautions on the Patient Care Plan

Great news! There is now a place in the patient's care plan to indicate they are on isolation precautions! If you have a patient that is on any type of precaution (droplet, contact, airborne, etc) - please add this to the patient's care plan. To do this in the patient's care plan:

1. Click on "new problem" and type in infection.
2. Then choose "accept" and check the box that says "Prevent transmission of infection."

The screenshot shows the Epic Hyperspace interface for a patient named Zztrain, Theodore I. The 'Edit Problem' dialog box is open, showing the problem 'INFECTION RISK FOR [3]' with a start date of 1/14/2008. The discipline is 'NURSING [1]'. The 'Accept' button is highlighted. The 'Care Plan' section shows 'CASE MANAGEMENT TEAM (SWS, RN CM, OR)' and 'SPIRITUAL CARE' both set to 'None'. The 'Care Plan Notes' section is highlighted in yellow.

The important thing to remember is to type in comments to personalize the care plan. If you know the patient has a history of MRSA in their urine - please indicate this in the comments section of the box.

The screenshot shows the Epic Hyperspace interface for a patient named Zztrain, Theodore I. The 'Wizard Problem Editor' dialog box is open, showing the 'Intervention' section. The 'Prevent Transmission of Infection' checkbox is selected. The 'Interventions' list includes 'Initiate Isolation Precautions for approp dx (Contact, Airborne, Droplet, Full Barrier)', 'Label outside of chart with appropriate sticker', and 'Educate on appropriate disease and/or disease category'. The 'Description' field contains 'History of MRSA in urine'.

It is important that this information gets added to every patient that is on isolation precautions.

Tracey Dearing-Jude RN, BSN, OCN
Medical/Oncology Educator

Clara's House Receives Recognition

"Clara's House," a St. Cloud Hospital program that provides individualized care for adolescents and children with behavioral health problems, was awarded the 2007 Minnesota Hospital Association's (MHA) Community Benefit Award Jan. 11 at the annual MHA banquet in Plymouth. The honor was one of 20 individual and group awards bestowed by MHA of St. Paul recognizing volunteers, medical professionals, trustees, and others whose contributions bettered health care at Minnesota hospitals last year.

Read Sulik, M.D., Director of Child & Adolescent Psychiatry, and Deb Stueve, R.N., Director of Inpatient and Partial Hospitalization programs, accepted the award for Clara's House.

Submitted by:
Andra Van Kempen-Middlestaedt
Communications Specialist

SCH MEDICAL TRANSCRIPTION TURNAROUND STANDARDS	
H&Ps, Consults, PN	Goal within 6 hours
STAT Dictation	Less than 24 hours
NONSTAT Dictation	Goal of less than 48 hours average
URGENT Transcription of report	Call SCH Medical Transcription Dept at Extension 70765 , transcription will be completed immediately
When office is not staffed there is someone on-call. When you call 70765, you will be instructed to call the hospital operator who will contact the transcriptionist on-call during on-call times.	
STAT REPORTS INCLUDE	
History and Physical	Procedure Reports
Consultations	Labor and Delivery Summaries
Progress Notes	Cesarean Section Attendance Notes
Medical Discharge Summaries	Emergency Trauma Unit Admission Notes
Operative Reports	ETU OP Notes for patients being seen in clinic in less than 24 hours
To listen to a report before it is transcribed, please see below	
TO LISTEN:	
55800	
100# (listening ID)	
3# (site)	
MR #	
To hear previous report, press 8	

Submitted by:
Chuck Dooley
Vice President, Information Services

Cancer Program Receives Three-Year Approval

The Commission on Cancer (CoC) of the American College of Surgeons (AcoS) has granted a Three-year with Commendation to the Cancer Program at St. Cloud Hospital. A facility receives a Three-year Approval with Commendation following the on-site evaluation by a physician surveyor during which the facility demonstrates a Commendation level of compliance with one or more standards that represent the full scope of the cancer program (cancer committee leadership, cancer data management, clinical services, research, community outreach and quality improvement). In addition a facility receives a compliance rating for all other standards.

Submitted by:
Chris Nelson
Communications Specialist

Physicians Satisfaction Task Force

Each year our physicians are encouraged to complete a satisfaction survey. Survey results are reviewed by the Physician Satisfaction Task Force. Current members of this committee include Craig Broman, Dr. Peter Charvat, Karla Donlin, Dr. Michael Dorle, Kacey Hiltner, Dr. Allen Horn, Cindy Lewandowski, Jeanine Nistler, Pat Rauch, Barb Scheiber, John Schnettler, Doreen Schultz, Lori Stock and Dr. Dan Whitlock.

Each Care Center develops and implements specific action plans in response to these surveys. The 2007 action plans focused on increasing physician communication, stakeholder input, improving access to results of diagnostic tests, efficiency in scheduling of procedures/surgicals and availability of resources. Many areas have developed successful strategies to improve physician satisfaction. Our task force is interested in any special projects or changes you or your area/unit have made to improve physician satisfaction. It can be something very simple. It might be something you do to provide orientation to new physicians or how you welcome them to your department. We can learn from each other by sharing our successes.

Please forward anything you have done to me, or call extension 55611. Thank you for helping to increase physician satisfaction!

Barb Scheiber
Director of Patient Care Support

The Secret's Out...SCH Library Isn't Keeping Quiet Anymore!

Many who work at St. Cloud Hospital are unaware of one of its greatest assets. The St. Cloud Hospital Health Sciences Library, complete with an online A to Z list of full text journals, is available to all employees, patients and family members Monday through Friday from 8 a.m. to 4:30 p.m. and around the clock for those with card access.

The library is located in C lobby on the main floor of the hospital, and includes inter-library loan with other regional libraries, including the University of Minnesota. In addition to research materials, the library also has Internet access available for personal e-mail, free printing and free copying for work related materials/documents (personal copies are 10 cents per page). In order to better serve customers, beverages are now allowed, so feel free to bring in coffee or soda, relax and catch up on your reading.

Submitted by:
Chris Nelson
Communications Specialist

Pediatric Specialty Care Collaboration in Central Minnesota

We are pleased to announce the signing of a collaboration agreement between St. Cloud Hospital/CentraCare Health System, University of Minnesota Children's Hospital, Fairview and University of Minnesota Physicians to enhance pediatric specialty care in Central Minnesota.

Representatives signed a collaboration Friday, Jan. 25 at the Fairview Maple Grove Medical Center in Maple Grove. This alliance provides access to the full continuum of care, including acute and specialty care, for children and their families in the region. The collaboration draws upon the strengths and expertise of both physician groups. Patients will have more access to specialists without losing access to their primary care providers. The arrangement also will provide for easy referrals from outlying communities.

Submitted by:
Andra Van Kempen-Middlestaedt
Communications Specialist

Upcoming Developmental Programs: Educational and Professional

March

- 12/19 Emergency Nursing Pediatric Course, 8:00 am – 5:30 pm, SCH Conference Center
- 14 Basic Life Support Instructor Renewal Course, 12:30 – 4:30 pm, Aspen Room
- 25 Neonatal Resuscitation Renewal Course, 9:00 am – 12:00 pm, Family Birthing Center Classroom
- 25/26 ONS Cancer Chemotherapy Course, 8:00 am – 4:30 pm both days, Hughes/Mathews Room, CentraCare Health Plaza
- 25/26 Trauma Nursing Core Course, 7:30 am – 5:30 pm, SCH Conference Room
- 27/28 Basic Electrocardiography, 8:00 am – 4:00 pm, Kremers Room, CentraCare Health Plaza

April

- 8 Neonatal Resuscitation Initial Course, 8:15 am – 3:15 pm, Aspen Room
- 8 Brown Bag Session: Pain Mgt in the End-of-Life Patient, 3:30 - 4:30 pm, Hoppe Auditorium
- 10 Review for Certification: CPAN, 7:30 am – 4:55 pm, Windfeldt Room, CentraCare Health Plaza
- 11 Review for Certification: CAPA, 7:30 am – 4:55 pm, Windfeldt Room
- 15 Neonatal Resuscitation Renewal Course, 9:00 am – 12:00 pm, Family Birthing Center Classroom
- 24/25 Basic Electrocardiography, 8:00 am – 4:00 p.m., Kremers Room, CentraCare Health Plaza
- 29 Neonatal Resuscitation Renewal Course, 9:00 am – 12:00 pm, Family Birthing Center Classroom
- 30 Basic Preceptor Class, 8:20 am – 1:30 pm, Spruce Room

Please contact the Education Department at Ext. 55642 with questions or for additional information.

Submitted by:
Kate Hoelscher
Administrative Assistant
Education and Professional Development

Clinical Ladder

Congratulations to the following individuals for achieving and/or maintaining their Level IV and III Clinical Ladder status!

Level IV

Mary Sand, RN Intensive Care

- Advance EKG Class
- Core Group Process Leader
- Preceptor
- Delirium Presentation
- CCRN

Level III

Elaine Prom, RN Ctr for Surgical Care

- Presentation: Perinatal Loss Flowsheet
- Resource Sheet: Sequential Measurement
- Refrigerator Temperature – PI
- RNC – Med/Surg Certification

Char Haber, RN Ctr for Surgical Care

- PCIS Committee Member
- EPIC Downtime Books
- Preceptor
- EPIC Supervisor

Lois Berg, RN Ctr for Surgical Care

- Transfer Form for Nursing Home
- OR Open House
- Preceptor
- CAPA (Certified Ambulatory Perianesthesia) Med-Surg Certification

Michelle Shaw, RN Operating Room

- Lap-Banding Procedure Cart
- Procedure Cards
- Defibrillator, Infection Control and Critical Lab PI Reports
- Care of Colorectal Patients Module

Jane Austing, RN Operating Room

- MESH Resource
- Steris Sterilization Audit
- Preceptor
- EPIC Supervisor
- Proper Handling of Specimens Module

Level III (cont'd)

Kim Weis, RN Oncology

- Barriers to Discharge Presentation
- Preceptor
- Poster: Educate Your Patient
- Patient and Employee Satisfaction Council

Naomi Kiscaden, RN Children's Center

- Crash Cart Checklist Revisions
- Review/Update Multiple Policies
- Children's Center Patient Care Council Chair
- ANCC/American Nurse Credentialing Center

Lois Lenzmeier, RN Intensive Care

- PCU Education – Pharmacologic Interventions
- Nursing Process Core Group Leader
- Preceptor
- ROE

Pat Ellering, RN Intensive Care

- Basic EKG Class
- PI Committee Member
- PICIS System Administrator
- Sepsis Task Force Member

Rae Buschette, RN Telemetry

- Preceptor
- Pain Poster
- Clinical Ladder Member at Large
- Biphasic and External Pacemaker Teaching Stations

