

The Nurses Touch... Excellence in Action

UAB University Hospital Department of Nursing

Women's & Infants' Facility Update

The UAB Women's & Infants' Center is well on its way to becoming a reality. This project, located on the corner of 6th Avenue & 18th Street, has been in the planning stages for several years. It takes only one look at the current facilities in the New Hillman Building and Jefferson Tower to see that it is a well needed building at UAB. One of the most important aspects of this project has been nursing and medical staff involvement in designing the building. Groups of nurses and physicians have worked on every detail of the design to ensure that the building will meet the needs of the patients, their families, and the staff working in the building.

Work started on the project in April, 2007 and today all floors of the exterior portion of the building are well on their way to being completed. Interior work on the third floor is also quickly being completed.



Construction began Spring, 2007

There are many new and innovative things coming to UAB Hospital as a result of the new building. One of the most exciting changes will be the introduction of single room neonatal intensive care. We will be the first hospital in Alabama to offer this important care to babies requiring intensive care as well as being one of the first in the Southeast. As patients in RNICU & CCN are born at a variety of gestations, they have a wide range of developmental needs. The new environment will allow us to individualize care to these patients based on their unique needs.

Included in RNICU & CCN also will be family support space that will give families the opportunity to spend as much time as they want with their babies. There will be facilities that include a family kitchenette, laundry room, den, computer center, wireless access and children's play rooms. Recent research has revealed great staff and parent satisfaction with this type of environment.

Many other exciting additions and changes will come with the new facility. In labor and delivery,

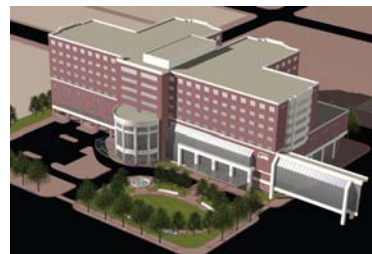
the patient rooms will gain about 200 square feet. Included in every room is a designated and spacious area for the family. This provides a welcoming place for family members, as the heart and soul of patient care in Women's & Infants' Services revolves around the patient and their family.



The exterior nears completion – July, 2008

The Mother/Baby, Antepartum & Gynecology units will also provide the patients with much larger rooms and family support space. In addition, these units have a unique design as everything the nursing staff needs to care for their patients is located in a pod close to a small group of patients. This will allow the nursing staff to walk many less steps in the course of a shift and put them at their patients' bedsides and more available to their patients and their families throughout the shift.

Other additions in the building will include a chapel designed to meet the needs of new parents, a kitchen designed to prepare celebration meals for new families, a satellite pharmacy dedicated to patient care in the building, and classrooms dedicated to the many patient education programs that Women's & Infants' Services provides to inpatients and the community.



Projected to open in Spring, 2010

The construction timeline of the building is set for 999 days, so we anticipate completion of the building in December, 2009. Once the building is completed by the contractor, we will need a few months to get it ready for occupancy. We look forward to moving in sometime in the Spring of 2010. This project is a dream come true for the staff in Women's & Infants' Services!

Madonna Nichols

From the Chief Nursing Officer, Velinda Block



I recently read a letter from a grateful family member who's loved one was treated here at University Hospital. In this letter, the family member spoke of the great care and concern that were shown by all of our staff and how worried other family and friends were during the critical stages of the hospitalization. It clearly was a very difficult time for all of them. While this patient ultimately did well and was discharged, the letter caused me to stop and reflect on the experiences that are had by the families of our patients. I asked myself "how are we helping them" and "can we do more?"

An exciting new program called CarePages will soon be launched that I believe will enable us to demonstrate our commitment to supporting patients and their families/friends through difficult times. CarePages is an easy-to-use web page that helps family and friends communicate when a loved one is receiving care.

CarePages allows families to:

- Create a virtual meeting place on the web
- Share news and photos as often as needed
- Receive emotional support during a time of need

CarePages was started by Eric and Sharon Langshur after finding out that their newborn son was diagnosed with a congenital heart defect. In order to keep their friends and family informed about their son's progress, they constructed a simple web site that included updates, a message board and a section for photos. Their son is doing well today, but this experience inspired them to build a company so that others, who needed a place on the web, could have one for free.

We currently have a team working on the details of our partnership with CarePages and plan on having this available in the early fall. I am very excited about this initiative and we will keep you posted as we move this project forward.

Update from 2008 Nursing Vision Priorities

Based on our Vision for Nursing at UAB, we selected four areas of focus for 2008. Teams of nurses from across the hospital were formed and have been meeting for several months. In each edition of Nurse's Touch, we will bring you a short update from each of the groups.

1) Accelerating our work in the arena of evidence based practice & research as we know these are key to enhancing quality and patient outcomes

- a. Reviewed charge of committee and accomplishments of the EBNP Council
- b. Submitted a draft budget for 2008-09 for consideration
- c. Met with Dr. Marita Titler, visiting professor for UASON, to discuss the Iowa Model for EBNP implementation
- d. Four members of the committee attended a conference on the basics of EBNP and Quality in June

2) Revising our Shared Governance Model so that we can continue empowering nurses at every level in the organization to take part in decision making and improve the coordination of work throughout the hospital

- a. Successfully held first meeting and had an introduction to Shared Governance
- b. Two members will travel to Vanderbilt to participate in their Shared Governance workshop to gather information and bring back ideas

c. Members were given information about shared governance and encouraged to review before the July meeting.

3) Bringing our Core Values, Purpose and Vision to Life and driving accountability through our actions

- a. The team's purpose is "To create an environment in which the UAB Nursing Vision, Purpose, and Values come to life, one staff member at a time."
- b. Look at the current reward and recognition process to see how it can be tied into the nursing core values.
- c. Develop a toolkit that can be used to educate staff on the nursing core values.
- d. Develop a way to communicate to the staff what behaviors exemplify our core values at UAB.

4) Increasing the focus on developing our staff and leaders

- a. Working on Charter, deliverables, and our top priorities.
- b. Held a brainstorming session on what each member would like to see in the future.
- c. This team would like more bedside staff involvement. Please contact Melissa Callahan @ ncallahan@uabmc.edu or 996-2545 if you are interested.

Velinda Block

Nurses Touch Award Winners

Excellence in Action Award for Strength



"Many times, it is in simply 'doing the job' that caregivers exhibit true strength of character as well as clinical strength." This statement was received from a pharmacist who nominated **Deborah Craft, RN – Nursing Resource Team**, for the **Excellence in Action Award for Strength**.

In March, Deborah paged the pharmacist and the MD regarding a patient receiving a magnesium infusion who had begun experiencing headache and blurred vision. Deborah and the pharmacist looked up symptoms of high magnesium levels while they waited for the MD return call. The patient had not had magnesium levels drawn since beginning that medication, and on the MD order, a stat level was drawn with the infusion stopped pending the result. The magnesium level was high, and the patient's symptoms resolved within 30 minutes of stopping the medication.

"If Deborah had not paid close attention to her patient, then possibly the mag drip would have been continued. (The) patient could have experienced heart block, respiratory depression, and cardiac arrest with the high mag level. Deborah probably prevented a code 10 and possibly the death of this young lady. Having a strong knowledge of medications, interactions and patient symptoms is part of a strong nurse. However, the willingness and ability to be proactive often separates the weak from the strong."

Excellence in Action Award for Compassion



In an impressive show of support, the **Excellence in Action Award for Compassion** winner for this month was nominated with two letters from coworkers and five unsolicited written recommendations from patients! **Angela Chisholm, RN – 5 South** is a visible member

of the healthcare team and serves as a resource for staff, patients, and family members. As a committed and involved patient advocate, she ensures that each patient receives compassionate, high quality, evidence-based care on a daily basis.

In praising Angela, one family member writes, "Ms Chisholm in every way performs to a level of proficiency that one would only hope of receiving.... She was caring, giving and extremely knowledgeable of her profession. (She) is truly a blessing to your institution. We are lucky to have such a dedicated, caring employee looking after us. She is a credit to your hospital and credit to the nursing profession."

A care coordinator writes about Angela, "She has dramatically helped improve the education and medical management of our patients in the hospital. Angela has become a "go-to" person for fellow staff nurses.... She is always there to lend a hand. Our patients are very grateful to have her as their nurse... Angela, on her own time, contacts these patients at home to see how they are doing. This is a true testament to how well she works with and for our patients."

A regular physician who admits to her floor wrote, "She's without a doubt one of the best nurses I have ever met. She takes

a very active interest in all of her patients and the patients love her. She is extremely aggressive and pushes them to walk and participate in their care. Angela is a true leader.... She single handedly has reduced our aspiration risk, our abdominal distension risk..." through her teaching and coordination of nursing care for our patients. We are blessed to have her on our team.

Excellence in Action Award for Commitment



The winner of the **Excellence in Action Award for Commitment** for this month is **Joe Landers, RN – Nursing Resource Team**. For

the first few years with the Pool, Joe became known throughout the nursing units as a steady, reliable, and conscientious caregiver, and one upon whom others could rely. Since his transfer to the position of Admit Nurse, he sustains that reputation with an ever-increasing awareness of excellent patient care and the hospital standards that support excellent care.

Joe stays busy admitting patients, but when not doing admit work, he DOES remain busy! He has willingly and zealously accepted numerous assignments that assist not only the Nursing Resource Team, but all nursing units, and therefore all patients throughout the Hospital. In addition, he frequently works extra shifts, taking full patient assignments on a variety of Acute Care Units. He was assigned to the Falls Committee as a staff nurse delegate from the Pool. In that venue and the related activities he has become a champion of our falls standards, and through communications to the Staffing Pool, he audits falls on a regular basis for Department of Nursing Process Improvement, as well as maintaining a focus on the Staffing Pool Process Improvement for Fall Prevention. Next, Joe became involved with the Restraints Committee, where the same zeal, interest, and dedication were exhibited.

Additionally, he was delegated the primary responsibility for maintaining Affinity-Medicus Audits. As part of the audit process, he has continually educated individuals on proper application of the items available for selection, and how to best document this "word picture" of each patient. Most recently, he has become a "Super, Super-User" for the IMPACT documentation system. Throughout all of these activities, he has continued the same energy, consistency, and integrity in seeing that each task has been accomplished in a timely manner and in the way it was intended to be performed.

Growth through each of these activities has been observed by many who work with Joe on a daily basis, and he continues his personal professional growth. He was one of the first Staffing Pool RNs to complete the requirements for the CAP Level II, and has maintained through his second year of renewal. Realizing the value of continued formal education, Joe began work on his BSN in the Fall of 2007, which he plans to complete through UAB School of Nursing. He continues to display professional and personal growth as he becomes more involved in scholarly pursuits and education. With a growing knowledge base, his work at the bedside continues to be a great example to all, and his personal motivation to improve and increase his levels of excellence is visible.

Doug Oliver

IMPACT Update

As the saying goes, “change is inevitable, except from a vending machine.” And change has never been more evident at UAB Hospital than with the May 18th implementation of Impact. So, how do we do it? How do we make a change of this magnitude?

In short, you just do it! Then you work to make sure the system says what you need it to say, does what you need it to do, and provides what you need it to provide. It is an ongoing process and it is vital that all suggestions for enhancements be communicated. If you have a recommendation for changes, please send them to your unit super users, educators or to nsginformatics@uabmc.edu.

Although it seems like the implementation of this system is the end of a long, hard journey, in reality it is just the beginning. We still have a monumental job ahead of us to refine not only the system but our workflow processes to enable us to provide the best possible care to our patients. It will take all of us, working together with determination and compromise, to achieve our goal of an effective and effi-

cient documentation system.

Now, for a few tips on using Impact:

- When charting in I-view, double click on the time at the top of the column to open the charting view for all areas.
- Only take the Admission History and Admission Assessment forms from Ad Hoc charting one time. After that, access the forms already in progress through the form browser. You can right click on the appropriate form and select the modify option to continue documenting on the form in progress.
- Carefully review all orders to assure nothing is missed.
- Make sure all overdue tasks are addressed prior to the end of your shift.
- If you notice a task is firing every few minutes for the same task and you feel this is not appropriate, please call 4-8888 and make them aware.

Marilyn Anderson

Changes in CE Earning Period for RNs

The Alabama Board of Nursing has made the following changes:

For this renewal year - 2008, the Board has extended the CE earning period through December 31, 2008. This means that RNs can receive credit towards the required 24 contact hours for CE earned between

October 1, 2006 and **December 31, 2008**.

However, please note: the license renewal deadline has not changed. Regular renewal dates are September 1 – November 30, 2008. Renewals submitted from December 1 - 31, 2008 are still subject to a late fee of \$125.

Effective January 1, 2009, the CE earning period will be the same as the licensure period: January 1, 2009 through December 31, 2010 for RNs.

CE earned this fall between October 1, 2008 and December 31, 2008 may be used for the current earning period **ONLY** – it may **NOT** be counted towards the next renewal in 2010.

Reminder: license renewal is online – you will receive a card in the mail with instructions. The Board's web site is www.abn.state.al.us.

Nursing Services would like to congratulate the following nurses on their career advancement:

LEVEL III

Camille Dempsey- OR
Annie Kynnard Hackworth- P8
Domeka Casey- SICU
Felicia Harris- M7

LEVEL II

Darren Rowland- CCU
Alicia Guise- CCU
Cynthia McIntyre- CCU
Tracy Norton- CCU
Erin Guin- CCU
Danyelle Marche-Wilson- CCU
Jodie Love- MET
Vicki Hale- MET

LEVEL II

Shawna Ellis- MET
Lajuinese Dunlap- P8
Kimberlee Mitchell- 9S
Monica Rayford-Perkins- 9S
Milea Cook Eyer- L&D

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