



RNPULSE

The Heart of UM Health-West Nursing

6.23

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CNO Corner

A Message from Steve Polega, MHA, BSN, RN, NEA-BC



Stories are an important way to stay connected with each other and to help us remember our 'why.'

We are quick to comment on how difficult COVID was for our teams; there is no denying how difficult those surges of critically ill and actively dying patients were. The one thing I want us never to forget is the absolute gift and honor it is to be trusted to care for people. We see people during some of the most trying and traumatic times of their life and we have a tremendous opportunity to lessen their pain and anxiety and to make things better.

I share this story not to boast; this interaction with a patient's family member helped remind me who I am and why I am proud to be a nurse.

I was walking by a room around 0730 and saw a woman who looked to be in her 70s with her head in her hands. She seemed to be worried and looked tired. At first, I walked by, rushing to get to my next meeting but something drew me to go back and knock on the door and enter the room. The patient's spouse was at a test; she said that both had been up very early. My initial feeling was confirmed during our conversation; she was tired and worried about her spouse. I offered to get her a cup of coffee and her entire disposition brightened, including a huge smile on her face. After asking her how she takes her coffee I set out to get her a cup; this took a little longer than I had planned but in about ten minutes I was able to return to the room with her coffee. Her entire face again lit up

with a smile. She thought that I had forgotten or gotten sidetracked, and she was very thankful for the hot coffee. By this time, her husband had returned from his test. The smile on his face, as I was performing this very simple act of kindness for someone he has loved for decades, was priceless. We had a brief conversation, and I was on my way.

This morning I did not perform CPR and resuscitate a patient, I did not start an IV and provide medicines, and frankly did not medically help the patient at all. I did connect with the spouse and patient on a human level. I paid attention to a person in need and was able to provide just the right comfort measures when it was needed.

On a day of significant challenges, hard work and harder decisions, this was the one lasting moment that I remember. We have a responsibility to seek out opportunities to connect with and support people. Please never forget this foundational character of what it is to be a nurse. You will find opportunities to help others and be kind to others but will also fill your bucket and remind you why we do what we do.

We recently celebrated a wonderful National Nurses week. It's the stories I hear every day from our patients and from each of you that make me proud to be a nurse and a nurse leader.

This is an amazing team.

Thank you for your personalized, compassionate and expert care.

~ Steve Polega, Chief Nursing Officer



UNIVERSITY OF MICHIGAN HEALTH-WEST
MICHIGAN MEDICINE

Good Catch Winners & Nominees

Written by Brooke Siepierski, Patient Safety Coordinator, Quality Management

The Good Catch Award recognizes employees who speak up for safety. A “good catch” is the recognition of an event that could have caused harm but was prevented by corrective action.

Good Catches/Near Misses represent an opportunity to learn from an event before it reaches a person and prevent that event from happening in the future to another patient or staff member.

We are proud to recognize the nurses for March and April.

MARCH RUNNER-UP – Kristen Custer, RN, Telemetry Med-Surg

A patient returned from the Cath Lab with an order for normal saline IV at 100 ml/hr. Kristen asked for clarity about the order because the patient was being diuresed. The Cardiology NP discontinued the IV order because the patient was already fluid overloaded. This is a great example of critical thinking asking a question when a safety concern is identified.

MARCH NOMINEES

- Brittany Garnsey, RN, *Emergency Department*
- Kyle Kelting, RN, *SPR*
- Bailey McDonough, RN, *PCU*
- Amanda Swiftney, RN, *OB-GYN Office*
- Jacklyn Vanwagner, RN, *Southwest Office*

APRIL WINNER – Katie Kwekel, RN, Hudsonville Office

Katie was assisting with giving an injection to a pediatric patient. She identified the volume to be administered was too large which led to further discovery the dose had been calculated incorrectly. This is a great example of working at the speed of safety, pausing when something looks out of the ordinary, and validating and verifying.

APRIL RUNNER-UP – Morgan Howerzyl, RN, ICU

When performing double check on a solution used for Continuous Renal Replacement Therapy (CRRT), Morgan caught the IV tubing with ports had been sent instead of tubing WITHOUT ports which is required for CRRT. Morgan’s good catch highlights the importance of attention to detail and being alert to potential safety risks in the patient care environment.

APRIL NOMINEES

- Amra Bristina, NP, *Southwest Office*
- Margaret Bush, RN, *Nursing Education*
- Kris Diehl, RN, *ICU*
- Tonya Hinken, RN, *Care Management*
- Amanda Lackie, RN, *Endoscopy*
- Brooke Lehner, RN, *Telemetry Med-Surg*
- Allie Luke, RN, *Telemetry Med-Surg*
- Vivian Lyon, RN, *Telemetry Med-Surg*
- Rose MacKenzie, RN, *Emergency Department*
- Samantha Mayeaux, RN, *PACU*
- Nicole Mooney, RN, *Telemetry Med-Surg*
- Ashley Pattison, RN, *Case Management*
- Jori Phillips, RN, *PACU*
- Chelsea Stream, RN, *Surgery Center*



Good Catches/Near Misses can be reported in any of the following ways:

- Fill out a Midas Occurrence Report
- Complete the nomination form **HERE**



**Katie Kwekel, RN
and Hudsonville team**

HELLO
my name is

**RN Pulse: The Heart of
UM Health-West Nursing**

Naming the Newsletter

Thank you to all of those who entered the 'Name the Newsletter' competition. We had many amazing submissions, and it was difficult to vote for just one! The 'Nursing Newsletter' will now be called: 'RN Pulse: The Heart of UM Health-West Nursing'. Thank you to Crista Wagner from the Emergency Department for your creative idea!

Please reach out to me to claim your prize!
Cynthia.miller@umhwest.org

Summer, Sunshine and a Survey

*Written by Chris Maldonado,
Senior Clinical Data Analyst*

The Engagement Survey Open June 5-27

- What should we celebrate at UM Health-West?
- What should we improve?

Only YOU can tell us!

We hope you will take the time to complete the Engagement Survey that was emailed on June 5th from Press Ganey.

If you have barriers finding time to complete the survey, please let your manager know.

We want to hear from everyone!

Results will be used to celebrate our successes and identify opportunities to improve.

We can't wait to learn what you have to share!

Celebrating Endoscopy's Success in Improving Procedure Instructions

Written by Chris Maldonado, Senior Clinical Data Analyst

When patients are preparing to come for a procedure, it can be stressful and cause fear and worry.

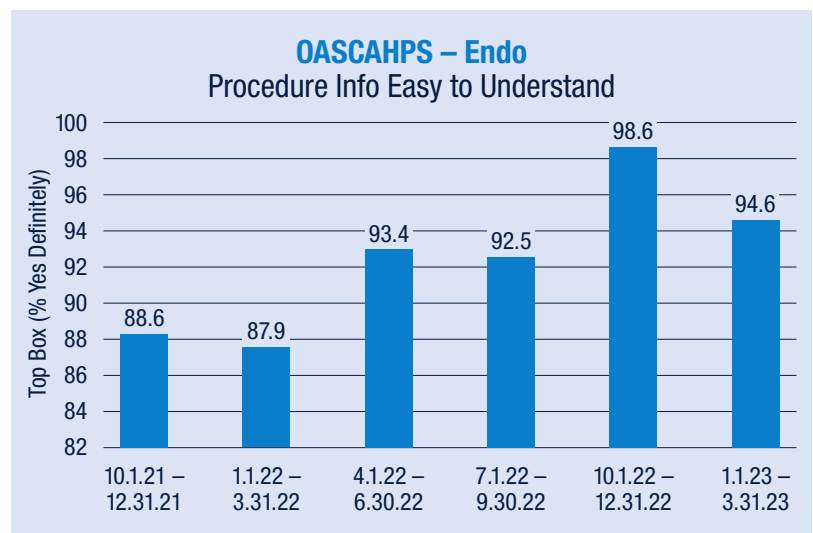
As an organization striving for excellence, we can help address those fears by providing thorough, complete and easy to understand procedure instructions.

In November 2022, the Endoscopy Unit implemented a procedure educational video. This allows patients to watch a video of our physician explaining in great detail the procedure and the risks and benefits involved. The video is offered on an iPad in the prep area the day of procedure and recently the unit started to send a link to patients through MyChart the day before to provide the opportunity to view from home.

We surveyed the patients who receive our services to gauge how well we are performing in areas that impact the patient experience.

The figure below shows the percentage of patients who responded "yes, definitely" to the question "Before your procedure, did your doctor or anyone from the facility give you easy to understand instructions about getting ready for your procedure". Endoscopy has improved over 94%!

CONGRATULATIONS ENDOSCOPY for making this improvement for our patients!



Magnet Corner

Written by Cindy Miller, MSN, RN

I want to start by thanking the members of the Nurse Advocacy Council (NAC), the Professional Nurse Council (PNC) and some of the most talented Administrative Assistants ever; Tammy Prather, Shannon Gomez and Sarah Stier; for all their hard work making Nurses Week so amazing! For a group that has never tackled anything like this before, I applaud you all for making it such a memorable week and I thank you for your hard work and dedication to UM Health-West.

I was so proud to be a part of the decision to bring back the Nurse Exemplar (NE) Award. Years ago, the DAISY Award was introduced and replaced the NE Award with the idea it would provide the opportunity to recognize and celebrate more than one nurse yearly. As NAC continues to focus on expanding the DAISY Award, they also decided they wanted to reintroduce the NE Award. There were 12 nurses nominated for the 2023 Nurse Exemplar Award, and every single nomination is a story that represents some of the most wonderful nurses here at UM Health-West. I encourage you to read the nominations located on the Nursing page on the M Net.

The week also brought the opportunity to participate in education and training. Who doesn't love free CE's? Thank you to Margaret Bush and the entire Nurse Educator team for providing these opportunities. We thank you for all your hard work and dedication. You have all made a positive impact on the staff here at UM Health-West and we are so grateful to have you all.

One positive change occurred when we received a question from a nurse on the University of Michigan Health-West Employees Only Facebook page. I was so thankful for the question because it helped me 'think outside of my box'. From that one question came the idea of providing opportunities for all staff to participate in the events of the week. We did this by adding the Nurse Exemplar nominations and the UBC poster competition to the nursing page on the Mnet. The poster competition was also added to the employees only Facebook page. I know many of you were able to view the UBC posters and send your vote for your favorite!



Thank you to all of those that took the time to provide productive feedback. We truly appreciate the additional thoughts and ideas. If you are currently wondering what this Employees Only Facebook page is, all you need to do is search Facebook for 'University of Michigan Health-West Employees Only'. Submit your answers to the membership questions and I will get you added to the group!

As a team, planning this week was so much fun. Brainstorming together to figure out how to celebrate the nurses AND the multiple other employees that support nurses every

single day. There were several opportunities presented throughout the week and we are excited to add additional ideas to make next year even better.

If you love to advocate for nurses, have fun ideas for next year, or like planning events and parties, we invite you to join in the fun! Here are some ways to get involved:

- 1. Join your Unit Based Council (UBC).** As we continue the journey to Magnet and learn through our Shared Governance Initiative, our UBC's will only get bigger and more involved in making changes at the bedside. For more information see your UBC chair or reach out to your manager.
- 2. The Nurse Advocacy Council** is looking for new members. These hybrid meetings are held on the Third Thursday of each month from 1600-1700. Please reach out to Katie Featherly if you have any questions or are interested in joining.
- 3. The Professional Nurse Development Ladder (PNDL) Committee** is looking for new members and champions for the program. These meetings are offered both in person and virtually. Please reach out to Abby Smith for more information.

COMING SOON...

The opportunity to be a Magnet Champion will be available. If you are interested, please contact Cindy Miller.

NEED TO KNOW



Workplace Violence

Written by Mandi Schoolmeester, MSN, RN, AGCNS-BC, CEN

- Don't forget to complete a post-event huddle form following ANY workplace violence event. This should be available on all hospital units and electronically on the M Net for ambulatory sites. Your unit manager can help you locate the form. Please make every effort to include all those involved in the event, especially the security officers. Also use this form to make sure those involved go home with resources for support (CISM/Encompass business card and "Common Symptoms after a Critical Event").
- In-Person Skills Building for nursing team members who have completed their online curriculum is open for the remainder of 2023. Sign up is available in Talent Solutions. We are also actively looking for additional instructors to co-teach with an Educator or CNS. If you are interested, email Dawn Coval. This is an opportunity to obtain ladder points.
- **Reminder:** There is a new flowsheet row for RNs and ECTs at the hospital to document escalation events.

DAISY Nominations: Who Can Be Nominated and More

Written by Cindy Miller MSN, RN

- Clinical nurses can be recognized – RNs, LPN/LVNs or Advanced Practice Nurses
- If you would like to recognize someone, you can fill out a nomination form. Link is provided below.
- Nomination forms can be submitted three ways:
 1. Complete the printed nomination form and place it in a drop box (located in multiple locations including IP Units)
 2. Submit electronically by sending the information to daisyaward@umhwest.org
 3. Scanning the QR code on the submission form
- On Monday, May 29, the QR code was added to the ED, Urgent Care and IP After Visit Summaries (AVS).
- Winners are selected by the Nurse Advocacy Council.
- Winners will receive the following from the National DAISY Foundation:
 1. A pin and certificate.
 2. A celebration in their departments.
 3. A hand-carved stone sculpture.
- If your unit or department does not have the updated DAISY nomination form with the QR code, please click **HERE** to access or print.

Mass Transfusion Protocol (MTP) Tubing Shortage

Written by Mandy Schoolmeester MSN, RN, AGCNS-BC, CEN

We are still under a Mass Transfusion Protocol (MTP) Tubing shortage! Please continue to use the tubing for clinically appropriate situations but NOT for training! Our most recent update from the manufacturer was June shipping dates but this still is not absolute. There is a contingency plan in place if our MTP tubing reaches a certain threshold. Connect with your manager if you have questions.

Celebrate with Cascade Campus Surgical Center

*Written by Stephanie Martin, Manager
Cascade Campus Surgical Center*



In June 2020, the Surgery Center team was informed they would be starting a Robotic Surgery Program. The Surgery Center had three months to train staff, acquire needed supplies and equipment, and prepare for the new patient population. On Sept. 1, 2020, the first Robotic procedure was successfully completed at the surgery center.

The Surgery Center worked collaboratively to ensure the success of the new service line. The team was quickly recognized for their efforts and achieved the accomplishment of being in the top one percentile for turnover time in the nation and remains in the top percentile today. Turnover time is the time between one patient leaving the operating room and the next patient entering the operating room. The operating room staff work together to clean the room and set up the sterile environment for the next surgery.

The Surgery Center team's ability to work together has ensured efficiency that allows them to provide services to more patients in our community.

Thank you to the Cascade Campus Surgery Center team for your hard work and dedication to our patients!

Nursing Professional Development Corner

Written by Amber Kraai, MSN, RN, NPD-BC

We are very excited to announce that we launched the new Nursing Educational Resources OneNote on Sunday, May 21.

This resource is available directly through a link in Epic or from the Nursing Educational Resources page on the M Net. It is intended to help cut down on the number of places that nursing staff need to look for educational resources throughout their shift. From the Nursing Educational Resources OneNote, you will be able to access:

Quick tips
sheets

Links to
relevant
Lippincott
Procedures

Links to
UM Health-West
Clinical Practice
Guidelines

Instructional
Videos

Procedural
use guides

Please note, we started with the resources that are most applicable across nursing care areas. Specialty departments will continue to work toward developing their OneNote resources in the coming months.

Instructions with more information on how to access this resource were sent out in an email from Amber Kraai on May 18, 2023.

We hope you find this resource valuable and look forward to continuing to grow and improve these resources for you as we move into the future.

Celebrate Shining Stars in Nursing

Written by Chris Zoladz, Head of Public Relations and Communications, and Cindy Miller, MSN, RN

Join us in celebrating the exceptional achievements of our outstanding nurses at UM Health-West! We proudly announce the winners of the prestigious DAISY Award and Nurse Exemplar Award.

The DAISY Award Program, dating back to 1999, recognizes the outstanding efforts of nurses worldwide.

DAISY Award Winner, Jennifer Laurent, RN, in the CBC, was recognized by a patient that wanted to thank her for the education on being a first-time mom and the basics of breastfeeding, to assisting her with establishing a pediatrician from the hospital bed and Jennifer's compassion while dealing with the onset of a new medical condition while in the hospital. Thank you, Jennifer, for being such an amazing nurse to this patient and many others!

DAISY Award Winner, Alli Schemper, RN, in the CBC, was recognized by a patient for her consistent coaching and support when the delivery of her baby turned in to an emergency c-section. Alli even stayed after

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Celebrate Shining Stars in Nursing *continued*

her shift to make sure that the patient and her husband had a familiar face and continued comfort during the process. Thank you Alli for being an exceptional nurse!

DAISY Award Winner, Matt Engelhart, nurse coordinator in the Progressive Care unit, has touched the hearts of those he serves with his extraordinary compassionate care. Matt's compassion and commitment reflect the true spirit of the award.

Since 1993, a total of 33 nurses have been honored with the Nurse Exemplar Award for demonstrating outstanding direct care that goes beyond what is expected at UM Health-West.

Nurse Exemplar Winner, Teresa Depoy, RN, at the HealthPark East Surgical Center, has consistently demonstrated nursing excellence with her scientific knowledge, unwavering commitment and caring attitude.

Nurse Exemplar Winner, Travis Smith, nurse coordinator in the ICU, has shown dedication to providing exceptional care and compassion and has made a profound impact on patients and team members.

We also celebrate our Nurse Exemplar nominees and their invaluable contributions to our organization and the West Michigan nursing community:

- **Cari Versluis**
- **Carl Franson**
- **Christy Kustra**
- **Courtney Mcinerney**
- **Heather Anderson**
- **Kristen Miller**
- **Lindsay Tooker**
- **Sarah Quintard**
- **Savannah Trujillo**
- **Jordyn Breuker**

To view the Nurse Exemplar nominations, please visit the Nursing page on the **M Net**.

L to R: Nurse Exemplar winner Teresa Depoy, Daisy Award winner Matt Engelhart, and Nurse Exemplar winner Travis Smith



DAISY winner, Allie Schemper

DAISY winner, Jennifer Laurent



DAISY winner, NE winners and nominees

