



RNPULSE

The Heart of UM Health-West Nursing

2.24

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Interim CNO Corner

A Message from Kate Veenstra DNP, RN, CNL, NEA-BC

I was reading through some of our recent patient comments from our Press Ganey surveys. A few stood out to me: “I just want to commend all the staff at the hospital. I received excellent care. The nursing staff was outstanding, and caring, and very professional. I’m eternally grateful to everyone for their service, communication was excellent” and “we were very pleased with the professionalism and the courtesy of the entire nursing staff. My entire stay was an excellent experience.” Our patients are experiencing the incredible care you provide and sharing that feedback through a survey and certainly with their family and friends. I’ll encourage you to continue with your nurse communication efforts with your unit’s patient satisfaction scores and likelihood to recommend scores. Bedside report, AIDET, key words at key times, hourly rounding and leader rounding are the best tactics to hardwire these responses. If you have questions about your unit’s specific performance, check your huddle board or ask your leader.

We are honored to announce the Professional Nursing Development Ladder Program (PNDL) again for this year. The ladder provides an opportunity for you each to be recognized for your efforts and contributions to our organization and your own professional development. I am grateful to the PNDL committee for their tireless advocacy and work to create this program for each of you to participate in. I encourage you to apply and look forward to seeing the growth from last year.

We are working on a more sustainable staffing plan by bringing back some travel nurses. The vast majority of these will be on night shift; I know you’ll welcome them into our teams. Our colleagues in marketing and human resources will be working through a nursing recruitment campaign for UM Health-West over the next several months. Watch your digital platforms for some of these efforts.

In early February, we were honored to host Nancy May, the chief nurse executive at Michigan Medicine, and Carol Purcell, senior advisor to the chief nurse executive at Michigan Medicine for a hospital tour and meetings. They were both impressed with our facility and the nursing team. They both commented how welcoming our clinical teams were to them and expressed a lot of excitement for our Magnet journey. You can see them pictured below with Patti Depree, ICU RN celebrating Patti’s 51 years

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Interim CNO Corner *continued*

of service at UM Health-West. Congratulations, Patti! If you missed her speech at the most recent Service Awards, ask Patti about some of her fondest memories from the past 51 years.

Your passion, dedication and unwavering commitment to excellence are the driving force for our patients, our teams and our success.

In gratitude for the exceptional care and compassion from each of you,

Kate

Shared Governance UPDATES

Nursing Advocacy Council Update

*Written by Nursing Advocacy Council Chair
Erin Tomlinson-Brower, BSN, RN*

The Nursing Advocacy Council (NAC) is diligently working on many things. Certified Nurses Day is celebrated on Tuesday, March 19. NAC is in the process of choosing an appreciation gift for all certified nurses. Keep an eye on the M Net as March gets closer for instructions on how to receive yours.

The NAC is working hard to plan activities for Nurses Week which will take place May 6-12. There will be educational offerings as well as a variety of other activities, including the celebration of the Nurse Exemplar Award. Thank you to the staff members that have already sent in nominations. The NAC is also working on a unit-based award that is judged on quality indicators set by the hospital. More information will be shared once the program is fully developed.



Nursing Professional Development Council Update

Written by NPDC Chair Abby Smith BSN, RN, CEN

The Nursing Professional Development Council (NPDC) is excited to announce the 2024 Professional Nurse Development Ladder (PNDL). Please see the nursing page of the M Net for more specific information, application forms and FAQ's.

1. Financial Reimbursement: The PNDL has been approved for financial reimbursement for the same amount as the 2023 cycle. Reimbursement will be based on approved level.
2. Application Period: The application period for the PNDL is set for March 1-31, 2024.
3. Documentation: The required documentation is posted on the nursing page of the M Net. There are updates to the PNDL document for 2024 aimed at clarifying certain areas. Applicants are encouraged to review the full document carefully before applying to ensure accuracy.
4. Point Acquisition Period: Points being submitted must be obtained between Jan. 31-Dec. 31, 2023.
5. Workshops: Applicants are strongly encouraged to attend a workshop where they can collaborate with a PNDL champion to review their application prior to submission.
6. Resubmission: Resubmissions are allowed only for those who have attended a workshop AND submitted the necessary workshop forms that you will obtain at the completion of your workshop time. If an applicant has not attended a workshop or has not incorporated the recommended changes to their application, the application will be accepted or denied based on the first submission only—with no exceptions.

PNDL Application Workshops are available for sign up on Talent Solutions. Use Title: PNDL in the search. Or click the link below: <https://umhealthwest.csod.com/ui/lms-learning-details/app/event/f3d323d3-f40f-4fec-bc96-35eeb397b24f>

Most classes will take place in **Conference Room D- Lower level of Hospital (Brad Clegg Room).**

- **Directions:** From the main lobby, take stairwell 6 (north of the “water” wall) to the lower level. Go through the door labeled Conference Room D—keep walking through the common area to the room with computers. You have arrived!
- **Use main entrance: Comstock Park Conference Room, Health Park East Surgery Center, Health Park (main campus) and Innovation Center and follow signs.**



Magnet Corner

Written by Magnet Program Director Cindy Miller, MSN, RN

This month, we are taking a closer look at the heartbeat of our healthcare philosophy—our Nursing Professional Practice Model (PPM). In case you haven't investigated the finer details of our care approach, this article aims to enhance your understanding and awareness, highlighting the synergies with our ongoing journey towards Magnet Excellence.

NURSING THEORIST: Dorothea Orem's Self-Care Deficit Theory

Guiding our approach to care is nursing theorist Dorothea Orem's Self-Care Deficit Theory. This theory guides us in teaching and empowering each patient to take control of their health within their unique sociocultural context.

MISSION: A Relentless Pursuit of Health

At the core of our mission is an unwavering commitment to advancing health in West Michigan. Four dynamic goals propel our mission:

1. Elevating the Profession of Nursing: A commitment to excellence ensures our nursing professionals are not only skilled but also celebrated for their contributions.
2. Empowering Patients: Through guidance and support, we empower patients to actively engage in their health journey, promoting self-reliance and improved outcomes.
3. Education Towards Self-Care: Our commitment to education extends beyond diagnosis and treatment encouraging self-care practices for lasting well-being.
4. Enhancing Collaboration: Collaboration is key, both within our organization and the broader community, to achieve collective health goals.

Vision: Transforming Care, Changing Lives

Our vision propels us forward as agents of change in healthcare, aspiring to innovate not just to transform care but also to make tangible impact on the lives of those we serve.

GUIDING PRINCIPLES: A Compass for Compassionate Care

Embedded in our practice are eight guiding principles that steer our compassionate care:

1. Advocacy: Ensuring the well-being of our patients is at the forefront of our practice.
2. Critical Thinking: Thoughtful, evidence-based decisions drive our patient-centric approach.
3. Courage: We tackle challenges head-on, making impactful decisions for the benefit of our community.
4. Empathy: Understanding and connection are the foundation of our interactions.
5. Equity and Inclusion: Our commitment to providing fair, unbiased and inclusive healthcare is unwavering.
6. Accountability: Transparency and a dedication to continuous improvement underscore our actions.
7. Integrity: Upholding the highest ethical standards is non-negotiable.
8. Servant Leadership: Leading by example, we prioritize the needs of others to create a collaborative and supportive environment.

MAGNET JOURNEY: Excellence in Motion

As we embrace our PPM, it is intertwined with our journey towards Magnet Excellence—a pursuit of the highest standards in nursing care. The Magnet Recognition Program recognizes healthcare organizations for excellence in nursing and patient care, and we are on the path to achieving this prestigious designation.

By aligning our PPM with the Magnet journey, we aim not only to meet but exceed the benchmarks of nursing excellence, providing our community with the highest quality of care.

This month I encourage you to explore and appreciate the heart and soul of our care philosophy. By understanding the PPM and the Magnet journey, I believe that together we can foster a community that actively participates in the pursuit of health and well-being.

Thank you for being an essential part of the UM Health–West community and for contributing to our shared journey towards a healthier and brighter future.

NURSING AT UNIVERSITY OF MICHIGAN HEALTH-WEST



MISSION

We are relentlessly advancing health to serve West Michigan.

VISION

Our innovations change care. Our care changes lives.

GUIDING PRINCIPLES

1. Advocacy
2. Critical Thinking
3. Courage
4. Empathy
5. Equity & Inclusion
6. Accountability
7. Integrity
8. Servant Leadership

GOALS

1. Elevate the profession of nursing
2. Empower patients, with nursing guidance, to improve health outcomes
3. Educate towards self-care
4. Enhance multidisciplinary collaboration in the organization and the community

NURSING THEORIST

Nursing Theorist Dorothea Orem's Self-Care Deficit Theory – Working deliberately to teach and guide each patient how to be self-reliant and responsible for their own health and care within their specific socio-cultural context.



NURSE



Magnet Corner

Written by Magnet Program Director Cindy Miller, MSN, RN

Exciting opportunities are on the horizon, and we are thrilled to extend a special invitation to you—yes YOU—to become the vibrant ‘voice’ of Magnet for UM Health-West. As we embark on this journey toward excellence, we are in search of individuals to join our Magnet champion team.

Before diving in, I will provide a comprehensive education and training session—what it is, why it’s important and most crucially, how it directly impacts you, the clinical nurse. It’s an opportunity to understand and appreciate the significance of how Magnet is shaping the future of nursing.

Together, we will craft educational material for our fellow staff members. What messages do you believe are crucial for everyone to know? How can we present this information in a way that resonates with our team? Your insights and creativity will be invaluable in shaping the educational landscape.

We believe in celebrating victories, big and small. As a Magnet champion team, we will find joy in applauding other’s successes—and find ways to recognize them!

This isn’t a one-size-fits-all opportunity. We want you to actively contribute to shaping this journey. Your role as a Magnet champion is a canvas awaiting your ideas and input. How can we make this experience meaningful to you?

I am calling on our clinical nursing community to join us in becoming Magnet champions. Your passion, your voice and your dedication will play a pivotal role in fostering a culture of excellence.

Below are some of the expectations as a Magnet champion. Meetings will be held monthly with a virtual option. This is a hospital-based champion program and is worth four points on the Professional Nurse Development Ladder!

1. Magnet Cheerleader: Spread Magnet excitement and cheer among colleagues.
2. Edu-tainment Expert: Turn Magnet education into fun and an engaging experience.
3. Collaboration Maestro: Be the conductor of teamwork, making the Magnet journey a collaborative and fun experience.
4. Evidence-Based Practice Explorer: Lead the adventure into evidence-based practice (when applicable).
5. Quality Quest: Be a hero for patient care through quality improvement projects (when applicable).
6. Role Model Rockstar: Shine as a role model for professional excellence and a commitment to nursing practice.
7. Communication Maestro: Spread exciting news about Magnet-related activities.
8. Celebration Guru: Celebrate achievements and contributions. Turn recognition in to a festive occasion.
9. Champion Connector: Be a part of a network of Magnet champions, sharing best practices.
10. Learning Trailblazer: Stay on top of Magnet updates.

Please contact Magnet Program Director Cindy Miller with any questions or to express interest in joining!



Congratulations to Janet Bateman, BSN, RN, CPAN

Janet was recognized by Grand Valley State University Kirkhof College of Nursing in December for their Clinical Preceptor Award for Excellence in Nursing Leadership. Janet was nominated by one of their students that she precepted for this award.

A message from Compliance & Regulatory Services: how to report a privacy issue with action steps

Written by: Privacy Officer Gavin Faas, MALSEV, CHPSE, CCAP, PMCP

MITIGATION AND REPORTING GUIDANCE

Your HIPAA Obligations When a Patient Has Received Another Patient's Information (Verbal, Written, Electronic)

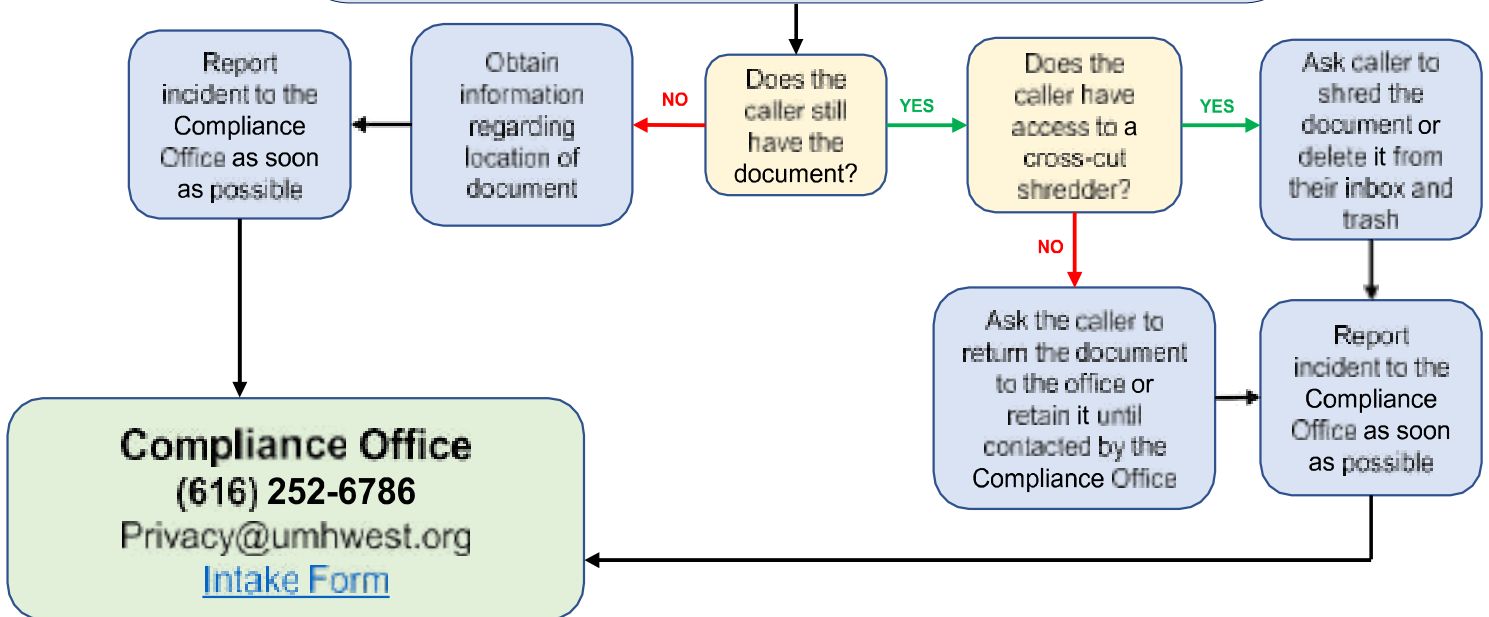
Obtain the Following Information from the Caller

Caller Information:

- Full Name
- Phone Number or Email
- DOB

Misdirected Document Information:

- Name and other identifiers on document
- Type of document received (e.g., bill, AVS)
- How the document was obtained (e.g., mailed, received at appointment, MyChart patient portal)



Key Considerations

- HIPAA requires medical documents to be destroyed (e.g., by a cross-cut shredder)
- Full destruction assures the information on the document cannot be retrieved at a later time
- Do NOT ask caller to throw documents in ordinary trash or a recycle bin



Transition to Practice Program Completion

Written by: Clinical Nurse Specialist/Nursing Education Coordinator Shelly Mouw, MSN, APRN, AGCNS-BC, PCCN

The Nursing Professional Development team rolled out an updated Transition to Practice (TTP) Program in early 2023. This program supports nurses in their role transition—new to the profession, new to the specialty or new to the organization. The TTP Program is designed to build nursing skills in a progressive fashion. This program has allowed us to focus on core skills during orientation and build upon those skills with mentoring, formal structured learning and technical skills classes following orientation. These classes start after orientation and are held every six weeks over the next nine months. We recently had our first participants complete the full program and we wanted to celebrate them and their commitment to nursing and professional development. Congratulations to those who completed the full TTP Program!

The Five Opportunities for Hand Hygiene

Written by Infection Preventionist Megan Sturm, BSN, RN

The number one way to protect yourself and your patients is to prevent the spread of germs by washing your hands. “On average, healthcare providers clean their hands less than half of the times they should. This contributes to the spread of healthcare-associated infections that affect 1 in 31 hospital patients on any given day” (CDC, 2020). These healthcare-associated infections, otherwise known as HAI’s, can be costly and even deadly. You can help by always washing your hands at these five critical moments to prevent the spread of germs. “It takes just 5 moments to change the world. Clean your hands, stop the spread of drug-resistant germs!” (who.int, 2021)

The five moments of Hand Hygiene

- Before touching a patient.
- Before clean/aseptic procedures.
- After body fluid exposure.
- After touching a patient.
- After touching patient surroundings.

Please reach out to infection prevention with any questions or concerns at infectionprevention@umhwest.org or at 616.252.7242.

(CDC, 2020) [Clean Hands Count for Safe Healthcare | Patient Safety | CDC](#)
(WHO.INT,2021) [Five moments for hand hygiene \(who.int\)](#)



UM Health-West Nurses Honoring Nurses

Written by Nurse Educator Dawn Coval BSN, RN, NPD-BC

The Grand Rapids Nurse Honor Guard, with its solemn presence, stands as a living tribute to the enduring spirit of Florence Nightingale and the profound commitment nurses embody in a life of sacrifice and service to others.

In the spirit of Florence Nightingale, who epitomized compassion and dedication, the Nursing Honor Guard serves as a symbolic embodiment of the virtues that define the nursing profession. Their meticulous attention to detail and the dignity with which they carry out their duties mirror Nightingale's emphasis on providing care with excellence.

At the heart of the Nursing Honor Guard's mission is the recognition of a nurse's life marked by selflessness and service. Through ceremonies that honor the passing of a fellow nurse, they celebrate the profound impact that these individuals have had on the lives of countless patients and their families. The honor guard encapsulates the essence of Nightingale's belief that nursing is not merely a profession but a profound calling that beckons compassionate souls to embark on a journey of healing, comfort and selfless service. Unlike mere occupations, nursing is a sacred vocation that intertwines skill with empathy, science with humanity. Those who answer this call find themselves not just in the business of healthcare, but in the art of caring for others at their most vulnerable moments.

In this poignant display, the Nursing Honor Guard echoes the values Florence Nightingale held dear, reinforcing the significance of a nurse's sacrifice in the pursuit of humanity's well-being.



Through their solemn rituals and heartfelt tributes, they weave a narrative that transcends time; a legacy of compassion, courage and an unwavering commitment to the service of others. In this way, the Nursing Honor Guard becomes a living tribute, ensuring that the flame of Nightingale's spirit continues to illuminate the path for nurses dedicated to the noble cause of caring for others.

University of Michigan Health-West is represented in the Grand Rapids Area Nurse Honor Guard by Dawn Coval BSN, RN, NPD-BC and Yvonne Prowant MS, RN, CEN, TCRN along with other retired UM Health-West nurses.

If you have an interest in serving, please contact Dawn or Yvonne for information. The commitment is flexible, serve when your schedule allows. The impact is profound not just for the honor guard, but the lasting impression on the hearts of those who mourn as they recall the love, sacrifice and dedication of their loved one.

Nurse Exemplar Award Nominations

Written by Magnet Program Director Cindy Miller, MSN, RN

Nominations continue to be welcomed for the 2024 Nurse Exemplar Award; an annual program designed to commend registered nurses (RNs) who have exhibited exceptional nursing practice. Submissions are open to anyone, including providers, nurses, nurse aides, patients, families and more. The primary objective is to acknowledge and celebrate outstanding nursing practice demonstrated by registered professional nurses, recognizing actions that have significantly enhanced both nursing practice and the overall care provided to our patients. The application deadline is March 15, 2024, and awards and acknowledgments will be presented during Nurses Week in May. The nomination form can be found on the nursing page of the M Net, or you can access it [here](#). Your participation in recognizing exemplary nursing contributions is highly valued.