



# RNPULSE

The Heart of UM Health-West Nursing

4.24

## IN THIS ISSUE

- CNO Corner
- Shared Governance Updates
  - The Nursing Advocacy Council Update
  - Professional Nursing Council Updates
- DAISY Award Winners
- DAISY Leader Award
- DAISY Nurse Leader Award Nomination Form
- Emergency Nurses Attend Spring Skill Days
- Good Catch Winners & Nominees
- National Nurses Week Educational Opportunities
- Become a Champion for Workplace Violence Prevention!
- Recruiting Workplace Violence (WPV) Champions
- RN Turnover is down to 10.53%!
- The Toll It Takes

## CNO Corner

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

In the whirlwind of our daily routines, amidst the rush of patient care and the challenges we face, it is important to recognize the sacred work we do together. I have a myriad of stories that exemplify the incredible work our nursing teams do. Several weeks ago, UM Health-West sent several nursing team members to a high school career fest. The conference hall was packed with high school students, booths and industry representatives promoting their roles and jobs. Directly in front of the UM Health-West table, a high schooler had a medical emergency. An intensive care unit (ICU) registered nurse (RN) and an emergency department (ED) RN were right there to jump in and coordinate an EMS response immediately with a positive outcome. A childbirth center (CBC) RN stopped me in the café this afternoon to share about an exciting new (free) app she found that provides positioning recommendations for laboring patients; she has already shared it with her orientees. A case manager wanted to share with me that a nurse went above and beyond to spend time with a lonely patient. An operating room or nursing team prevented a near fall with their quick interventions during a procedure. Again, I'm always impressed by this team and the work you are each doing to care for your patients in memorable ways.

We have a lot of ways to formally recognize your great work. We celebrated two DAISY Award winners this quarter. We are launching the BEE and DAISY Nurse Leader Awards currently. The Good Catch Award highlights our patient safety efforts. We have our Nurse Exemplar nominee voting happening now and Dr. Grifka recently shared our new Living our Values Recognition Program.

May 6-10, 2024, we will be celebrating Nurses Week together. There will be several professional development opportunities with CEUs, some departmental celebrations, some extra Patient Family Advisory Council (PFAC) rounding with the treat cart and the distribution of this year's Nurses Week t-shirts. I'm hoping you will join us at the Nightin-gala on Monday, May 6, 2024, at the Pinnacle Center to celebrate nursing at UM Health-West. We are grateful to the Medical Executive Committee for helping sponsor this event for our nursing teams. Additional information about all these events and how to sign up will be included later in this newsletter.

As we celebrate the invaluable role each of you play in our healthcare team, I also want to emphasize the important of ongoing professional development. One way we do that is by continuing to recognize your professional development with our Professional Nurse Development Ladder (PNDL). A huge thank you to our PNDL Committee who continue to lead these efforts and make it meaningful for our nursing teams. I'm excited to see the final numbers of applications and look forward to celebrating your efforts this way, too.

As a unified team dedicated to excellence in patient care and professional growth, there is no limit to what we can achieve. We are moving forward together.

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

Kate

## Shared Governance UPDATES

### Nursing Advocacy Council Update

*Written by Erin Tomlinson-Brower BSN, RN, CPAN, MSCRN*

Nursing Advocacy Council (NAC) is hard at work preparing for this year's National Nurses Week Celebration. Keep an eye out for your electronic invite to the Nurses Gala at the Pinnacle Center in Hudsonville on May 6th. Please note an RSVP is required, as seating will be limited to 300 people.

In consideration of the limited seating, we regret to inform you that there will not be a 'plus 1' option. This decision aims to allow more staff members to fully enjoy the festivities.

As seating is limited, this invite will operate on a first-come, first-served basis. If you RSVP after all 300 seats have been filled, you will be placed on a waiting list.

Educational opportunities will be available on Monday, Tuesday and Wednesday during National Nurses Week. Stay tuned to your manager for a special National Nurses Week gift for all our NPs, RNs and LPNs.

We are also seeking new applicants interested in joining the NAC for the 2024/2025 term, starting in July. We especially encourage those from the inpatient units or the emergency department to consider joining our committee, as we aim to ensure a diverse staff of nurses representing our hospital's best interests. If you have a passion for recognition, please consider joining the NAC or reach out to a Council Chair, Erin Tomlinson-Brower for information about other excellent committee opportunities throughout the hospital on one of our many councils.

### Professional Nursing Council Update

*Written by Clinical Nurse Case Manager Andie Erbes, BSN, RN, and Clinical Nurse Kelly Kiss, BSN, RN*

The Professional Nursing Council (PNC) convenes monthly to foster an ongoing collaboration as a unified team. Our meetings are attended by representatives from across the hospital inpatient and ambulatory site units, ensuring diverse perspectives and equal representation. During these sessions, we discuss updates from both local and regional levels within UM Health-West. We openly discuss successes, challenges and areas where our leadership teams can offer support to each unit.

In our quest for knowledge and growth, we regularly invite guest speakers to share their expertise with the team. Topics range from blood glucose management to enhancements in the EPIC System, from pharmacy advancements to strategies for maintaining safety and resilience in patient care. These informative sessions not only enrich our understanding but also empower us to deliver exceptional care.

Celebrating the achievements of our team is integral to our culture. We take pride in our work and are committed to enhancing both patient and staff satisfaction. Our ultimate aim is continuous improvement, beginning at the frontline with our dedicated nurses and support staff.

Through these collaborative efforts, we are dedicated to elevating UM Health-West's standards, always striving for excellence in patient care and staff well-being.

**Interested in learning more? Please reach out to Co-Chairs Andie Erbes or Kelly Kiss.**

### Nursing Professional Development Council Update

*Written by Emergency Department Clinical Coordinator Abigail Smith, BSN, RN, CEN*

We have successfully opened and closed the application window for the 2023-2024 Professional Nursing Development Ladder cycle! At this time, we are going through applications in Talent Solutions for approval or denial. Payout is anticipated for July. The document for 2024-2025 cycle will largely be the same, so please start collecting your next cycle documentation now! We will add some clarifying documentation and definitions and have some exciting and helpful things coming, but no major changes are anticipated. The council is actively seeking members, including potential for a chair and co-chair, after this cycle has closed. If interested, please reach out to Cindy Miller for further details.

## DAISY Award Winners

A **DAISY Award** honors nurses who provide above and beyond compassionate care to patients and families. Our Professional Nursing Council (PNC) recently voted on a new winner.



**KERRI CAREY**, a clinical nurse on the telemetry unit

On Feb. 27, 2024, Kerri Carey, a clinical nurse on the telemetry unit at UM Health-West, was named a DAISY Honoree due to her exceptional care during a patient's recent 12-day stay. Her genuine concern, reassurance and kindness stood out, making a difficult time more comfortable. This recognition holds a profound significance, as it marks the first time in UM Health-West history that the patient and his wife were able to join in presenting this award. The emotions were palpable as they expressed their gratitude and shared their journey. Kerri embodies the values of going above and beyond in patient care, making her a deserving nominee for this heartfelt recognition.



**MELISSA BUSH**, a clinical nurse on the intensive care unit at UM Health-West, was recognized as a DAISY Honoree on March 29, 2024 for her outstanding care during a family's two-week ICU stay with their mother. Her exceptional knowledge and dedication made them feel supported and included. Melissa's valuable input during morning rounds, her honesty in tough situations, and her unwavering commitment to patient care made her a true lifesaver in their eyes.



## Daisy Leader Award

*Written by Magnet Program Director Cindy Miller, MSN, RN*

The DAISY Foundation has long been honoring the compassion and expertise that direct care nurses bring to their patient every day. Established in 1999, the DAISY Award celebrated the acts of kindness and sensitivity that impact patient experiences. Nominations, often from patients, families and co-workers, highlight the meaningful difference nurses make in their day-to-day work.

In contrast, the DAISY Leader Award was created to spotlight those whose work may not always involve direct patient care. This award acknowledges those nurse leaders who create environments where compassionate and skillful care can thrive. The demand on these leaders is diverse, from ensuring staff safety to managing resources and fostering team development.

Nominations for the DAISY Nurse Leader Award typically come from staff, highlighting the impact these leaders have on their ability to deliver quality, compassionate care. The criteria for this award focus on creating environments of trust, compassion, mutual respect and ethical behavior, among others. Specifically, the award is open to nurses who do not provide direct patient care, regardless of department or unit, and can work any FTE status at UM Health-West.

The Nursing Advocacy Council is thrilled to share that the DAISY Nurse Leader Award is now offered here at UM Health-West. Nominations are now open for this prestigious award, recognizing exceptional nurse leaders who embody the core values of trust, compassion and ongoing professional growth. It is a wonderful opportunity to acknowledge those who cultivate nursing environments, champion our teams and uphold the highest of standards of patient care. We invite colleagues, staff and peers to submit nominations, joining UM Health-West in celebrating the remarkable contributions of nurse leaders who truly shape the landscape of healthcare.

**Nomination forms can be found on the M Net or printed and placed throughout your department/unit.**



# The DAISY Nurse Leader Award®

In Memory of  
J. Patrick Barnes

Would you like to celebrate your Nurse Leader? Share Your Story!

The DAISY (Diseases Attacking the Immune SYstem) Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. The DAISY Foundation was established by the family of J. Patrick Barnes after he died from complications of the auto-immune disease ITP in 1999. During his hospitalization, they deeply appreciated the care and compassion shown to Patrick and his entire family. When he died, they felt compelled to say “thank you” to nurses in a very public way. The DAISY Nurse Leader Award recognizes nurses who are extraordinary in the impact they have on compassionate patient care. Honorees can be any nurse leader who impacts patient care directly including supervisors, managers, educators or nurses who specialize in case management, informatics or patient flow.

**This Nurse Leader impacts staff and/or the patient care they manage by:**

- Role modeling extraordinary behavior
- Creating an environment where attributes of trust, compassion, mutual respect, continued professional development and ethical behavior are modeled and supported
- Motivating staff with a shared vision and enthusiasm to achieve better outcomes for themselves and for their patients
- Promoting and enhancing the image of nursing within the organization, the community and the profession

I would like to thank my nurse leader (name): \_\_\_\_\_ from the \_\_\_\_\_ Unit.

**Please describe in detail this Nurse Leader, their story, and the outcomes:**

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*More space on back to continue your story*

Thank you for taking the time to nominate an extraordinary nursing leader for this award.

Your Name \_\_\_\_\_ Date of nomination \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Please contact me if the nurse leader I have nominated is chosen as a DAISY Nurse Leader Award Honoree so that I may attend the celebration if available.

I am (please check one):  Patient  Visitor  RN  MD  Staff  Volunteer

**Please submit your nomination form to:**  
The Nurse Advocacy Council  
5900 Byron Center Ave, SW, Wyoming, MI 49519  
daisyaward@umhwest.org

**OR scan the QR code  
to submit digitally:**



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## Emergency Nurses Attend Spring Skill Days

*Written by: Nursing Educator Dawn Coval BSN, RN, NPD-BC*

During the week of March 18, the emergency department (ED) staff attended clinical skill days. This effort was made possible with collaboration between the ED unit-based Council Chairs Kelsey Weener BSN, RN and Erin Barone BSN, RN and the Unit Educator, Dawn Coval BSN, RN, NPD-BC.

The significance of nursing skills often goes unnoticed, overshadowed by the complexity of medical procedures and advancements. Nursing skills are the cornerstone of quality patient care, underscoring the critical need for continuous practice to ensure competence.

At the heart of nursing lies technical proficiency, encompassing tasks such as administering medication, operating medical equipment and performing various procedures. To maintain competence in this demanding profession, nurses must engage in continuous practice and professional development.

Skills verified during these sessions included knowledge based critical thinking scenarios, hands on demonstration of equipment use and team participation in a mega code. The LUCAS compression device, Zoll monitor/defibrillator, arterial line set up, securement and maintenance, massive transfusion protocol procedure, equipment use and tubing set up, chest tube set up, dressing and securement and donning/doffing of chemical PPE was including.



The field of healthcare is constantly evolving, with new treatments, technologies and best practices emerging regularly. To deliver the highest standard of care, nurses must commit to lifelong learning and professional development. By continuously expanding their knowledge and skill set, nurses not only enhance their competence but also contribute to the advancement of the profession as a whole.

With the success of this event, inpatient areas will also have in person skill verification days coming soon! Hands-on training is indispensable in the quest to improve patient outcomes and enhance the quality of healthcare delivery. By providing healthcare professionals with opportunities to develop and refine their clinical skills, hands-on training enables them to deliver care with precision, confidence and compassion. From skill acquisition and clinical judgment to teamwork and error prevention, hands-on training plays a multifaceted role in optimizing patient outcomes and ensuring patient safety.

# Good Catch Winners & Nominees

Written by Patient Safety Coordinator Brooke Cook (Siepierski), MAS, BSN, RN, CPHQ and Patient Safety Coordinator Chris George, MS, BSN, RN, CPPS



## FEBRUARY WINNER:

### Tara Keck - PCT, Telemetry Med Surg

Tara noticed the offloading (turning) icon in EPIC was going away when the patient refusal to turn was documented. This could lead to patients not being turned for a longer period of time. Thank you, Tara for recognizing this as a patient safety risk and speaking up! This was corrected by UM Health-West IT teams.

## FEBRUARY RUNNER-UPS:

### Kate Sandahl - clinical secretary, Telemetry Med Surg

Kate noticed important documents were being scanned into the wrong electronic folder, creating process gaps. She took the time to correct the issue and work with department leadership to identify a solution to reduce the likelihood of an error occurring in the future.

### Lydia Hollemans, RN - Cancer Center

Lydia noticed a patient was scheduled for a phlebotomy procedure where a unit of blood would be removed. The patient's clinical picture did not align with the procedure scheduled. She spoke up and after further investigation, the team learned that the procedure was scheduled in error. Thank you for taking a pause for safety to evaluate potential contraindications for a phlebotomy procedure.

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

- Fill out a Midas Occurrence Report
- Complete the nomination form [HERE](#)



## MARCH WINNER:

### Laura Kelber, RN - Cancer Center

While serving as a stand-in nurse navigator for the head/neck oncology patients at the Cancer Center, Laura identified that a chemotherapy patient who had a new treatment plan placed and authorized mid-January had not been scheduled yet. Steps were taken to understand why the patient had not been scheduled and the team successfully coordinated treatment to be initiated the same day. Thank you, Laura for validating and verifying that key steps in this patient's treatment plan were addressed.

## MARCH RUNNER-UPS:

### Jenny Marsh - PSR, Greenville

Jenny was recognized for asking clarifying questions when a patient was being charged \$40 to see their primary care physician. This didn't align with the insurance information she was seeing for this patient. Jenny raised the concern and ultimately billing was corrected.

### Mackenzie Klida - PCT, Southwest

Mackenzie prioritized doing a reliable medication history during the rooming process. In doing so, she identified that a patient was taking their medications incorrectly. She identified this by going through each medication individually rather than asking the patient if there had been any changes to their medications. Good catch, Mackenzie!

Confidential & Privileged: This document prepared pursuant to, but not limited to, MCLA 331.531, 331.532, 331.533, 333.20175, 333.21513, 333.21515, 330.1143a, 330.1748(9) and the provisions of the federal Patient Safety and Quality Act (42 U.S.C. 299b-21 through 299b-26 and its corresponding regulations are at 42 CFR 3, ). Unauthorized disclosure or duplication is absolutely prohibited.

Statutory Authority – This document/policy complies with the Health Insurance Portability Accountability Act of 1996 and is intended to comply with and is based on the statutory authority of the Health Care Quality Improvement Act of 1986 42 U.S.C. 11101, et seq. and Michigan Compiled Law sections 331.531, 331.532, 331.533, 333.20175, 333.21513, 333.21515, 330.1143a, and 330.1748(9). [KR1] [KR1][KR2] [CDS2]

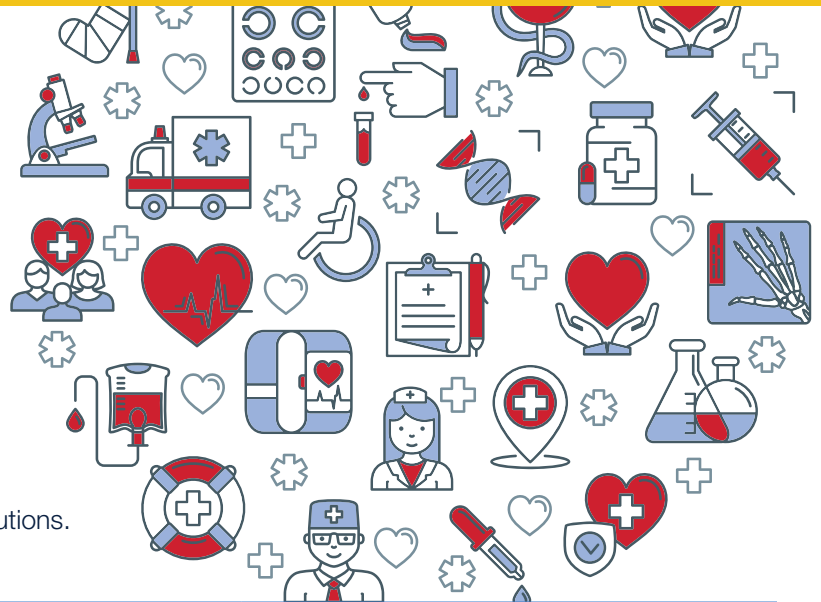
# National Nurses Week Educational Opportunities

**Target Audience:** Nurses

**Location:** UM Health-West Conference Center

**Sessions indicated with a \*\* will also be available via Webex**

Webex access information will be emailed from Talent Solutions.



DATE	TIME	TITLE	PRESENTER(S)
Monday, May 6	8:00-9:45am	The Big Picture of Evidence-Based Care	Clinical Nurse Specialist Group
	10:00-10:45am	**Diabetes: Just the Facts**	Deb Corwin, Diabetes Educator
	11:00am-12:00pm	**Discovering the Depths of Pain**	Dawn Coval, Nursing Professional Development
	6:00pm	Nightin-gala - Pinnacle Center	
Tuesday, May 7	12:00-12:50	**Nursing Care for the Trauma Patient**	Dr. Eric Mitchell
	1:00-2:00pm	The Resource Challenge	Lana Buning, Nursing Professional Development
	2:15-3:00pm	**Diabetes: Just the Facts**	Deb Corwin, Diabetes Educator
	3:15-4:00pm	**Brain Changes: Dementia & Delirium**	Heidi Bushen, Nursing Professional Development
Wednesday, May 8	8:00-9:00am	**Discovering the Depths of Pain**	Dawn Coval, Nursing Professional Development
	9:15-10:00am	**Brain Changes: Dementia & Delirium**	Heidi Bushen, Nursing Professional Development
	10:15am-12:00pm	The Big Picture of Evidence-Based Care	Clinical Nurse Specialist Group

**REGISTER VIA TALENT SOLUTIONS - Search the specific title of the education session  
See Talent Solutions description of educational offering for disclosure statements  
related to nursing continuing professional development**

**Massages from 11:00am-2:00pm and 6:00pm-9:00pm on Tuesday 5/7 and Thursday 5/9.  
Location: LL Conference Rooms A&B. No appointment required.**

**Additional CE Opportunity – The Toll it Takes, Friday 4/26. See separate flyer or Talent Solutions**

# Become a Champion for **Workplace Violence Prevention!**

Written by Clinical Nurse Coordinator, Shawn Bolen, BSN, RN

We are looking for at least one team member from every inpatient/ED/peri-op/procedural services that has patient contact (in-person or by phone) and security officers. That person will represent their department as a Workplace Violence (WPV) Champion and be the experts in mitigating WPV in their areas. There are clinical ladder and learning opportunities for being part of the Champion Team. Supervisor approval is required. We have added the flier below for further details.

**If you have any questions, you may contact UM Health-West WPV Committee Co-Chair, Shawn Bolen.**

## Recruiting Workplace Violence (WPV) Champions

**WHO:** RNs, LPNs, PCTs, BHTs, ECTs, CSs, SOs

Recommend minimum of 1 team member from every inpatient/ED/peri-op/procedural services that has patient contact (in person or by phone) and security officers.

### EXPECTATIONS FOR THE WPV CHAMPION:

- Participate in 2-hour every other month meetings.
- Stay current on WPV educational offerings.
- Facilitate post WPV event debriefs, ensuring employee support materials are distributed.
- Become an expert resource in our policies, processes, resources, and coach/support peers on WPV prevention.

### OPTIONAL:

Support Preventing Violence in-person Course (Twice a year, 5 hours per session)

Champions will be invited to all WPV monthly meetings. Attendance not required. Participation must be approved by your supervisor.

**You must have your supervisor's support to become a WPV Champion**

**For more information contact: Shawn Bolen, WPV Co-Chair and Urgent Care Clinical Coordinator by May 10, 2024:**  
[shawn.bolen@umhwest.org](mailto:shawn.bolen@umhwest.org)

## Program Goal

The goal of the WPV Champion program is to create unit-based experts on deescalation and our organization specific WPV prevention and response processes.

## 2024 Meeting Dates

**Monday, May 13**  
11:00am-12:30pm

**Thursday, July 18**  
10:00-11:30am

**Monday, September 16**  
1:00-2:30pm

**Tuesday, November 5**  
1:30-3:00pm

All meetings will be held in the lower-level conference rooms A and B next to the employee pharmacy.

### HOW TO SIGN UP?

**Email:** Shawn Bolen [shawn.bolen@umhwest.org](mailto:shawn.bolen@umhwest.org)

**Include:** Name, role and department

**Why are you passionate about preventing WPV?**

**Confirmation you have your leader's support for participation**



## RN Turnover is down to 10.53%!

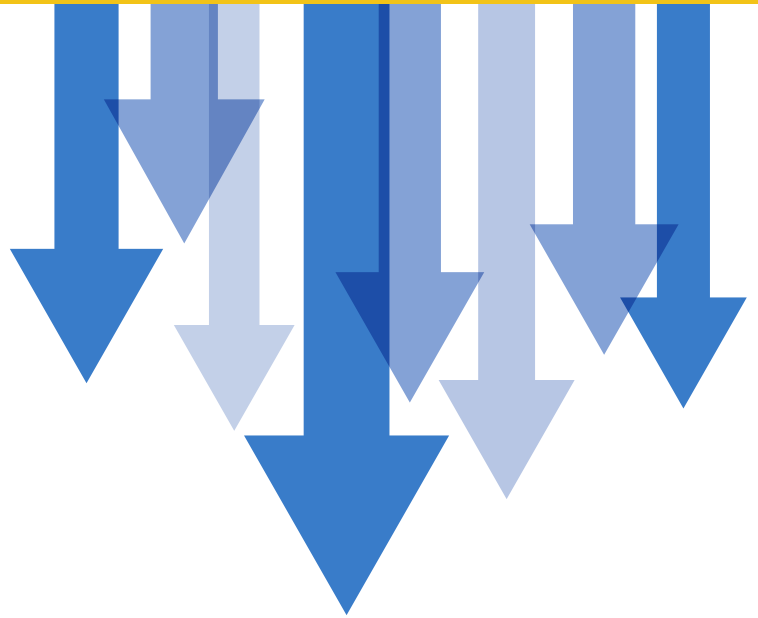
*Written by Clinical Nurse Specialist Shelly Mouw,  
MSN, APRN, AGCNS-BC, PCCN*

Staffing levels are always a topic of interest and concern for our nurses. One of the metrics we look at which contributes to staffing is registered nurse (RN) turnover. In FY22, our RN turnover rate was 22.27%, and in FY23, that decreased to 10.53%. This is well below the national RN turnover rate of 22.5%.

Thank you to all RNs and staff making UM Health-West an awesome place to work. Thank you for being welcoming to nursing students—one of our best recruitment tactics. We received awards from Best and Brightest Company to Work For® in the categories of Elite West Michigan Large Business in 2022 and 2023, and Elite National winner in 2023. It's everyone here bringing their compassion, inclusion, teamwork and drive to innovate and advance healthcare in West Michigan that makes this all possible.

Thank you to the managers for your collaboration with talent acquisition in bringing great individuals to join the team, being creative and flexible with staffing and making your units a place people are able to be involved, part of a team and advance their care.

To our nursing education department, thank you for developing the Transition to Practice Program and offering an increased number of CEs to ensure RNs have professional development opportunities and continue to grow.



Thank you to the Human Resources and Talent Acquisition teams for their work on recruitment, an employee referral program and sign on bonuses to attract nurses to come find out what makes us so great.

Thank you to Kate Veenstra, chief nursing officer for her work on development of the UM Health-West Foundation scholarship “The Amy Van Andel Nursing Scholars Program” for Grand Rapids Community College nursing students. Thank you to the Foundation for collaborating with nursing to sponsor that educational pipeline; we have offered 41 scholarships as of December of 2023.

We are celebrating this past year's RN turnover reduction; this is great work representative of our culture. Our hard work continues as we focus on retention and recruitment to fill the remaining open nursing positions and as we work on making UM Health-West an employer of choice for all of our outstanding staff and phenomenal nurses.

# The Toll It Takes

**The Toll It Takes** is a high energy, hands-on, evidence-based workshop focused on understanding the impact of working with people who have been traumatized. It is divided into self-assessment, trauma literature updates (including post-traumatic resilience and post-traumatic growth), and a step-by-step model of self-protection and healing. The model includes preparatory work (CBT, ACT, DBT), grounding exercises to use while working with someone who has been traumatized, and what to do after exposure to secondary trauma.

**Friday, April 26**  
**10 am-3 pm**

Snacks and refreshments provided.  
 Lunch break and on-site massages from 12-1 pm

**UM Health-West Conference Center**

**This event is open to any clinical or non-clinical UM Health-West employee.**

Paid time, free to attend and **FOUR FREE NURSING CEUs**

## Conference Objectives

- Participants will be able to identify signs of secondary trauma in themselves or their colleagues
- Participants will be able to identify at least one self-care resource/activity to implement upon completion of the program.
- Participants will practice a low-impact disclosure strategy to minimize secondary trauma.

## Presenters



**Jodie Eckleberry-Hunt, PhD, ABPP** is a health psychologist who teaches no-nonsense self-help with tough love, compassion and a little profanity at times!



**Heather Kirkpatrick, PhD, ABPP** is a board-certified clinical health psychologist for Ascension Genesys Hospital. She is a wellness ninja – fast, targeted and effective!

University of Michigan Health-West is approved as a provider of nursing continuing professional development by the Wisconsin Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. Four (4) contact hours will be awarded to nurses who attend the entire session and complete an evaluation form within 14 days. No one in control of educational content has any relevant financial relationship.

Email questions to: [Sarah.Stier@umhwest.org](mailto:Sarah.Stier@umhwest.org)