

# WHAT'S MY NAME?????

## HELP NAME ME!



Vol09(1)

January, 2009

*"A Magnet™ designation by the American Nurses Credentialing Center means that a hospital has met 14 rigorous and exhaustive criteria governing the organization and practice of nursing.....it's an important recognition of nurses' worth; it fosters a dynamic and positive environment for professional nurses, and is a major factor in recruitment and retention of nurses."*

*Dr. David Guzick, M.D., PhD.  
Dean, University of Rochester Medical Center  
School of Medicine & Dentistry*

### The Magnet™ Mission

Magnet™ organizations will serve as the fount of knowledge and expertise for the delivery of nursing care globally. They will be solidly grounded in core Magnet™ principles, flexible, and constantly striving for discovery and innovation. They will lead the reformation of health care: the discipline of nursing; and care of the patient, family, and community.

### Methodist Nursing Philosophy

The professional nurse at Methodist Hospital practices the Leadership, Art, and Science of Nursing. Our belief system encourages all nurses to attain their highest leadership potential through daily practice of patient care and the Shared Governance Model. The art of nursing revolves around the Quality Caring Model. The science of nursing notes the encouragement and support of education and evidence-based practice.

### Methodist Nursing Guiding Values

- I - Integrity
- C - Compassion
- A - Accountability
- R - Respect
- E - Excellence

### CNO CORNER

Welcome to 2009! I hope each of you had a happy holiday season. This year will be a busy and ambitious time for all of us at Methodist as we continue our journey to Magnet™ designation for nursing.



Lois Morgan, RN, MSN, NEA-BC, Chief Nursing Officer

What is Magnet™ all about? Magnet™ designation represents the gold standard of nursing excellence and provides an environment of collaboration and active participation in all aspects of patient care. We all know that nurse input and involvement are integral to providing the best patient care possible and Magnet™ encourages, fosters, and supports this front line participation.

The Journey to Magnet™ Certification is a journey for the entire organization. It will take teamwork, patience, dedication, and respect from each member of the Methodist Hospital employee family to obtain Magnet™ status. This journey can take anywhere from two to four years (or longer) and will challenge each of us to remain focused, meet deadlines, and maintain our enthusiasm.

We are pleased that Kelly Jenkins, RN, BSN, Manager Telemetry and ICU, will help guide this journey as the Magnet™ Coordinator. We will

# QUALITY CARING MODEL OF CARE

By Kelly Jenkins RN, BSN

Caring Relationships with our patients, families, coworkers, and the communities we serve are the foundation of being a professional nurse. At Methodist Hospital this philosophy of caring has always been the focus of nursing, therefore, adoption of the Quality Caring Model of Care seemed like a logical next step in our Journey to Magnet™.

The Quality Caring Model by Joanne R. Duffy “**emphasizes that relationships characterized by caring contribute to positive patient, nurse, and system outcomes**” This model demonstrates the value of the professional nurse supported by Evidence Based Practice of today’s modern health care.

The Quality Caring Model consist of five (5) components: Relationships and Accountability, Therapeutic Atmosphere, Patient Care Continuity, Caring Practice, and Communication.

## **Relationships and Accountability:**

Cultivating and sustaining a caring relationship with the patient, family, and other health care team members is a fundamental principle of professional nursing. Not only is the nurse responsible for exhibiting competence but the nurse must also be capable of professional decision making. Education will be provided for all staff as it relates to Evidence Based Practice and this will shift our nursing care to modern nursing health care delivery. Additionally, the adoption of the shared governance model will empower our frontline staff to put this new training and leadership into daily practice

## **Therapeutic Atmosphere:**

It is vitally important that we as a healthcare facility provide a peaceful and healing environment for our staff, patients, family members, and visitors. This environment compliments the quality care and service provided by the professional nursing team. Methodist Hospital provides places of personal reflection such as the chapel, water feature, and river walk for our patients, families, staff, and visitors.

## **Caring Practice:**

The heart of nursing is the ability to establish empathetic, skilled, and caring relationships with our patients, families and co-workers. An important program in the Quality Caring Model is Purposeful Interaction. This will allow the nurse to spend at least 5 minutes of uninterrupted time with his or her patients and /or families to foster a caring relationship. This program will go hand-in-hand with the Spirit of Excellence which promotes an environment of positive, caring behaviors.

also have the talents of Tammy Phillips, RN, LNC, BHA, Nursing educator and NDNQI (National data-bank of Nursing Quality Indicators) Coordinator, working with nursing quality and clinical outcomes. Both Kelly and Tammy will need our help in guiding Methodist Hospital along the path to Magnet™ Certification.

To achieve Magnet™ designation, we must meet the requirements of the five (5) structures from the Magnet™ Model. A vital component of these requirements is shared governance and we are in the process of adopting this structure. Shared governance demonstrates both an organizational structure and a participative management style that are committed to quality improvement and quality of care. With Shared Governance, a dynamic staff-leader partnership is formed that promotes collaboration, shared decision-making and accountability for improving quality of care, safety, and enhancing work life.

I witness on a daily basis the dedication of the nursing staff at Methodist Hospital to quality patient care. We want and need the input of each of you in this journey. You are all encouraged to join councils and sub-committees because this is how you can contribute to decisions that will impact your practice environment and the well being of your patients. Talk with your supervisor if you are interested in being a council member.

This is a very exciting time at Methodist as we continue to move forward on our Magnet™ journey. There will be many challenges as we travel this road and we will need to embrace change. Together, we will foster a commitment to providing the highest quality care to patients and families.

By Lois Morgan RN, MSN, NEA-BC

## Patient Care Continuity:

The Quality Caring Model recognizes that professional nursing care is at its best when continuity of care is maintained. The importance of front line staff being involved in all aspects of their daily work routine is of utmost importance. This means nurses must be involved in their scheduling and patient assignments in order to best meet the needs of their patients. Education will be provided on fulfilling this important part of the Quality Caring Model.

## Communication:

Communication is recognized in all professions as a vital component of success. The communication must be easily accessible and accurate. We have made great strides with the Spectralink Phones and our goal is for all nurses to have internal email accounts to facilitate communication from all levels. Meditech will add a wonderful new dimension to the practice of nursing at Methodist Hospital. However, we must all work hard to maintain open, honest communication with one another and our leadership.

Exciting times are coming! What a wonderful time to be part of nursing at Methodist Hospital.

(Model of Care Committee Members: Kelly Jenkins, RN, BSN, Manager Telemetry and ICU, Chair; Brenda Hester, RN, OB Nurse Manager; Jo Rae Young, RN, Ed Dept Assistant Director; Andy Funk, RN, BSN, Ed Dept Mental Health Coordinator; Ruth Gross, RN, OB; Bonita Gentry, RN, Surgical Unit; Margaret Brooks, RN, Medical Unit; Diane Arneson, RN, Case Management; Tabitha IngeRN, Rehab; Tina Adams, RN, Education & Research; Mary Beth Sutton, RN, ER; Angela Knight, RN, OR)

# Quality Caring Nursing Model of Care

## ROLLOUT CELEBRATION

**When: January 26, 27, & 28**  
**8:00 AM - 5:00 PM**

**Where: Classroom 1**  
**Length: 1 Hour**

**Managers will schedule all nurses to attend.**

## COMMUNICATIONS COMMITTEE

### AND THE WINNER IS.....



We are pleased to announce the winner of the Magnet™ Journey logo voting and it is displayed above. Thank you to everyone who voted and participated so enthusiastically. This logo was selected by a landslide!

The Communication Committee has launched its first publication with the publishing of this newsletter. The Committee, with the help of the other Journey to Magnet™ Committees, will utilize the newsletter as one of the means of keeping you up-to-date on nursing excellence at Methodist Hospital. We hope you will come to rely upon this newsletter for the latest and greatest, not only about the Journey to Magnet™, but also about what's happening in nursing in general at Methodist Hospital. This newsletter will replace the Nurses Notes Newsletter that has been published in the past. A multi-page edition will be published quarterly, beginning with this issue, and a one page (front and back) Hot Topic issue will be published in the alternate months. The publication schedule for 2009 can be found on page 5 of this newsletter. If you have material for the newsletter, please contact Donna Mason RN, BSN, on the Rehab Unit at ext. 7485.

Now for the new contest! We need to name the newsletter. Please mark the ballot at the end of the newsletter and return to Nursing Administration by February 1. If you place your name and department on the ballot, you will be eligible for a drawing to win payment of your next licensure fee by Methodist Hospital. Thanks in advance for your participation.

By Donna Mason, RN, BSN

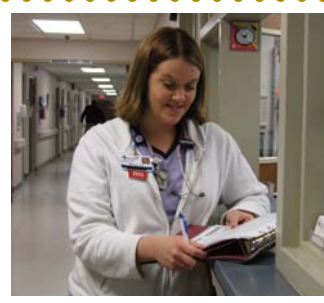
## NURSING MOMENTS



Kelly Jenkins, RN, Nurse  
Manager of Telemetry and ICU,  
tries to get some computer time



Robin Glenn, RN, with the  
Heart Group and Kelly  
Haynes, RN, Telemetry Unit,  
review patient charts



Nicole Butler RN reviews  
a patient chart on the  
Medical Unit for the  
Purposeful Rounding Pilot



Amy Ross, RN,  
Rehabilitation Unit checks  
on Mrs. Marion Harpole,

### Purposeful Rounding Pilot Program

By Sandy Knowles RN

In an effort to increase patient satisfaction and improve nurse/patient communication, the Medical Unit began a pilot program on purposeful rounding in October, 2008. The goal of this program is to address patients' wants and needs on a more immediate basis and prior to the patient having to request services.

Purposeful Rounding is part of the protocol of the Quality Caring Model of Care. The steps involved in Purposeful Rounding begin with the nurse going into each patient's room at the start of the shift. The nurse introduces him/herself to the patient and explains that the staff will be coming into check on the patient on an hourly basis. While in the room the nurse or assistant ask the patient questions regarding the patient's level of pain and comfort. Patients are also asked if he or she needs assistance to the bathroom and/or something to eat or drink. The nurse will explain to the patient what tasks will be performed for the patient as part of the patient's plan of care and these tasks are performed. Prior to leaving the patient's room, the staff will check to be sure all items the patient may need are positioned within reach, such as the TV remote, telephone, glasses, trash can, or any other item the patient prefers close at hand.

Before leaving the patient's room, the nurse will remind the patient that he/she or another staff person will be checking on them in an hour. Fi-

nally the nurse will ask the patient if there is anything the patient needs, such as lights being turned on or off and the door being left open or closed.

A Rounding Log has been incorporated into the Intake and Output Sheet for ease of documentation of the Purposeful Rounding. Research case studies have shown that Purposeful Rounding not only increases patient satisfaction, but also results in increased staff satisfaction. Nurses have found that improved communication results in less misunderstanding between the staff, the patient and family members. This also produces a reduction in the number of call lights and decreases trips up and down the halls for all staff members.

Outcomes from this pilot program will be reported in a future edition of the newsletter. It is anticipated that this program will be successful resulting in improved communication at all levels of care.

Improved communication is instrumental in our journey toward Magnet™ status, and is an integral part of our Methodist Hospital Quality Caring Model. We are planning to institute Purposeful Rounding hospital-wide in the near future as part of the Quality Caring Nursing Model of Care.

# Kristie Melton RN Named Nurse Manager of Surgical Unit

Nursing Administration is pleased to announce Kristi Melton RN has accepted the position of Nurse Manager for the Surgical Unit. Kristi will assume her new duties on January 26, 2009.

Kristi graduated in 1991 from Henderson Community College with an Associate Degree in Nursing. She is currently enrolled in the Bachelor of Nursing program at Murray State University with a projected graduation date of December, 2009.



Kristi joined Methodist Hospital in 1991 as a Registered Nurse on the ICU Unit, where she remained until 1997 when she accepted a position in Surgical Services' Recovery area. She became a certified post anesthesia nurse in 1999. In February, 2007 Kristi expanded her training and expertise even more by accepting the Nurse Recruiter position with Human Resources.

When asked how she felt about being chosen for the position of Nurse Manager for the Surgical Unit, Kristie said, "I am honored to be chosen for this position. I see this as an opportunity to have a direct impact on patient care. This is an exciting time for Nursing. Although there will be many changes as we continue on our Magnet™ journey, I am excited to become a part of the leadership team." Kristie further stated that she saw the biggest challenge at this time to be staffing. She stated the staff on the Surgical unit has shown a great commitment to their unit and to the hospital during the past several months and have worked extra, come-in to help on their days off, and have been working shifts other than their normal shifts. She expressed admiration for their dedication.

Kristie views the goal for the department to make the Surgical Unit the unit people want to work on. She shared that when she started at Methodist in 1991, Surgical was considered one of the units people wanted. Her goal is for the Surgical Unit to once again be the unit of choice!

Please place a ✓ by your choice for a newsletter name.  
 Turn in your ballot to Nursing Administration by February 1.  
 Thank you for your participation!

<input type="checkbox"/>	The Nursing Connection
<input type="checkbox"/>	Nursing Notables
<input type="checkbox"/>	Journey to Excellence Journal
<input type="checkbox"/>	Nurses Voice
<input type="checkbox"/>	The Nurses Message
<input type="checkbox"/>	The Methodist Nurse
<input type="checkbox"/>	Nurses Speak
<input type="checkbox"/>	Nursing Messenger
<input type="checkbox"/>	Nursing News
<input type="checkbox"/>	Nurses Notes

Place your name and department information below and be eligible for a drawing to win payment of your next licensure fee.

Name: \_\_\_\_\_  
 Dept: \_\_\_\_\_

<b>NEWSLETTER PUBLICATION SCHEDULE</b>	
<b>2009</b>	
	January 15 - Expanded Edition
	February 16 – Hot Topics
	March 16 – Hot Topics
	April 15 – Expanded Edition
	May 15 – Hot Topics
	June 15 – Hot Topics
	July 15 – Expanded Edition
	August 17 – Hot Topics
	September 15 – Hot Topics
	October 15 – Expanded Edition
	November 16 – Hot Topics
	December 15 – Hot Topics

(Communication Committee Members: Donna Mason, RN, BSN, Chair; Diane Arneson RN, BSN, Mgmt; Bill Francis RN, ICU; Freida Campbell, Administration; Donna Ford RN, BSN, ADON; Kathy Hagan RN, Nursery; Becky Hartmire RN, CEN, ED; Ashley Sides, PR/Mkting Manager)