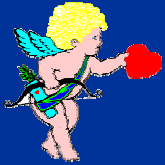


ASK ROSANNE



Q: Last month you talked about our 2009 accomplishments. What's in store for 2010?

A: Glad you asked! If you thought 2009 was a dynamic year, then get ready: 2010 promises to be even better! Our plans this year center around the well-established overarching areas of importance for our organization: service, quality, growth, people and finance.

Here are just *some* of our nursing goals for 2010:

- Phase 1 of LutheranVista, our EMR implementation (huge!)
- Construction of a new ICU on the 4th floor, expanded E.D., new Peds unit, and expanded med-surg on the 5th floor (huge too!)
- Formalization of q2h patient rounding (RCC work; it focuses on the nursing responsiveness questions in HCAHPS)
- Standardization of medication patient teaching
- Patient pain management improvement
- Launch of Daisy Award for nursing recognition
- Decrease in hospital-acquired infections (CLAB, CAUTI, MDRO, SSI)
- Discharge coordination improvement
- Development of new Epilepsy, Elective PCI and TBI Rehab programs
- Launch of on-site BSN degree program with CUNY's New York City College of Technology
- Regular Nursing Grand Rounds, with one by each clinical division.

There's more, and each one listed above could use a whole column (hmmm...that's a good idea for future issues....).

Thank you all for your energy and inspiration!

Relationship Centered Care Update



By Sandra Nin, R.N.
Nursing Instructor

For 2010, Staff has joined the Results Council to develop strategies to improve HCAHPS results around response to call bells and staff explanation of new medications.

These strategies will be incorporated into the UBC's for implementation.

Our next Celebrating Our Circles of Caring will be held on Wednesday, March 10, 2010.



RCC Results Council



A THANK YOU from a 4B PATIENT'S DAUGHTER



"There are truly no words to express the depth of my gratitude... to each of you who have cared so kindly and compassionately for my mother...since the day she came to the unit. Your expertise and professionalism have been evident every day, as has your unfailing responsiveness and concern for her welfare – physical, emotional and spiritual. Each night I went home knowing she was in the best of hands. Your teamwork and your individual efforts have been ... outstanding. God bless each of you for your caring and concern."

A Thank You From Nurses House



"Thank you for Lutheran Medical Center's donations to Nurses House totaling \$250 in the year 2009.

Please be assured that your contributions assist Nurses House in fulfilling our mission of caring for nurses in need as a result of illness, injury or disability. Thank you once again for your support."

Welcome to the Board!

The Notes on Nursing Editorial Board is pleased to welcome Desma Dunne, R.N.C.S., M.S.N., to our Editorial Board. Desma has already contributed 2 articles to the newsletter (see page 2 of this Issue), and we look forward to her many future contributions. Welcome, Desma!!!





The Night Owl

By Desma Dunne, R.N.C.S., M.S.N.
5East A.N.C.C. Nights

Here are some Pearls of Wisdom and Advice from your Night Preceptors...

- Know who the senior nurses are at night (all units). These are the R.N.'s you can reach out to if you have a clinical question or problem (especially weekends, when resources are low).
- Know who the best I.V. nurses are on the night shift (we have no I.V. team).
- Know how to get in touch with a supervisor during the evening/night shift (sometimes they are not in the Nursing Office, there is no secretary, and the answering machine is off. (If you are calling from home, you must page through the operator or in house. They usually have beepers and/or Nextel phones; ask the operator for the number.)
- Know where to get something to eat at night...which places deliver until 12 Midnight and which are open 24 hours....and which places NOT to order from!
- Parking safety is an issue at night. Do not go to your car by yourself. Park in the parking lot if you can. It will cost more money, but you will find your car in the morning!
- Supplies are always an issue at night. MDD is closed, but we still need supplies! The night messengers – Ernst and Grace – are our saviors! They are awesome! Page them, and they will find it for you. If they can't find it, we don't have it!
- Always keep a sweater in your locker. The temperature drops at night, and you will be glad you have it.
- Utilize your night clinical instructor. Cynthia Tysdol is wonderful! She is available Monday – Friday for any clinical questions or assistance. She is a fountain of information! Cynthia will come for a quick in-service as needed, and is always happy to do it.
- Know about night Pharmacy rounds (by the messenger). If you need medications/I.V.'s, you must call the Pharmacy before 1:30am and 4:00am to get them delivered.
- Know that morning specimens must be done by 6:00am for pick up by messenger (last round).
- Night call for physicians and P.A.'s changes every night, and there is no pre-printed schedule. Each night we call the operator after 8:30pm to find out who is covering every service.
- Know the night supervisors, who will answer any questions or issues. If they don't know, they will find someone who does!!

You may contact the Editorial Board at nursingnewsletter@lmcmc.com

Editorial Board

Desma Dunne, R.N.
Jose Hernandez, R.N.
Joanne Iolonardi, R.N.
Timothy Ketring
Sandra Nin, R.N.
Rosanne Raso, R.N.



Produced by the Nursing Department. For further information please e-mail nursingnewsletter@lmcmc.com

Spotlight on Staff



This month Rosanne Raso, S.V.P, Nursing, interviews **Grace Simmons, Night R.N. on 4A**. Grace started as an S.N.T. in 2008 and as an R.N. in 2009. She was our first Bilingual Nurses for Brooklyn Education Award recipient, and was President of the Nursing Club of her alma mater, Kingsborough Community College.

Q: What's 4A at night like?

A: It is a very fast-paced unit, with many different patients with different needs. There is so much activity at night – it is not unusual for four of my patients to be transferred and to get four new admissions. It is challenging and keeps your adrenaline flowing. I am learning a lot!

Q: How do you handle all that?

A: It's the teamwork on 4A. Everyone is helpful and works together. If I have a question, I'm not afraid to ask, and I was welcomed as a new grad. Working well with the residents is important too.

Q: What makes for good R.N.—Resident relations?

A: Having common goals to resolve patient care needs, mutual respect, listening to each other, and being able to explain each other's thinking to one another.

Q: How did your preceptor help in your transition to practice?

A: She's still "precepting" me! Jessica Patino is so gifted; she watches out for me and gives me tips. She's like a mentor now, and knows how to balance *nurturing vs. nudging!*

Q: As a bilingual nurse, what observations have you made regarding cultural competency?

A: Speaking to patients in their native language gives them comfort and security, and helps in developing healing relationships.

I have noticed when I explain medications to a Spanish-speaking patient in Spanish, their understanding of the meds and their plan of care is much improved.

Lutheran is an exciting place to work!



Ellen DiBiasi is Heart Walk Fundraising Champ!

Congratulations to Ellen DiBiasi, Unit Clerk, MICU, who raised more than \$600.00 for the American Heart Association's 2009 Brooklyn Start! Heart Walk, held on October 11, 2009.

