# THE NURTURER



Treatment
Centers
of America
at Midwestern Regional Medical Center
Winning the fight against cancer, every day."

The Nurturer Volume 1, Number 3 April 2012

Capturing the compassion, concern and consideration in professional nursing



### The DAISY Award

by Laura Mcnutt, BSN, RN-C

The DAISY Award, recognizing all Nurses for their extraordinary contribution to the healthcare environment and their extraordinary compassion to patients and caregivers, has arrived in April 2012 to the Nurses of Cancer Treatment Centers of America® (CTCA) at Midwestern Regional Medical Center (Midwestern).

The DAISY Foundation is a not-for-profit organization developed in the memory of J. Patrick Barnes by his family to recognize the super human efforts performed everyday by nurses all over the country. The goal of the Barnes family was to "ensure that nurses know how deserving they are of our society's profound respect for the education, training, brain-power and skill they put into their work, and especially for the compassion with which they deliver their care." To achieve this mission, J. Patrick's family created the DAISY Award.

CTCA at Midwestern will begin awarding deserving nurses this significant honor. A DAISY recipient will be announced each quarter. These nursing professionals are being honored for their ability to work collaboratively with others, their service as a role model for the nursing profession and their ability to communicate clearly and effectively with all coworkers and patients. Most notably, these honorees have made a special connection with a patient/family member and have significantly made a difference in their lives.

Nominations can be submitted by patients, family members and fellow stakeholders. Each case will be reviewed by the Research and Recruitment, Retention and Professional Development Council anonymously. The recipients of the DAISY Award will be recognized for their achievements with a certificate of commendation and a special gift.

For more information about the DAISY Award and available grant funding for Evidence-Based Practice projects, visit their website at <a href="https://www.DAISYfoundation.org">www.DAISYfoundation.org</a>. Information about DAISY Awards for CTCA at Midwestern should be directed to the Recruitment, Retention and Professional Development Council representatives.

## Patient Advocacy

by Teri Dreher, BSN, CCRN, iRNPA

The opportunity to make a positive difference in the lives of family, friends and patients is a primary reason men and women enter the nursing profession. Nurses are natural patient advocates. The significant one-on-one time nurses spend with each patient, client or caregiver demonstrates this advocacy.

The Gallup® Poll has listed nurses at the top of the Honesty/Ethics List in Professions list for 11 years. Nurses assess, question, teach and empower positive change in those under our care. We use training and skills to impart healing and comfort to patients. Nurses go home every day with the knowledge of making a difference in someone's life.



There are few places in health care that support the physical, emotional and spiritual healing patients enjoy at CTCA at Midwestern. Nurses at our facility are empowered and encouraged to "go the extra mile" in the quest to make a difference utilizing the Mother Standard® of care. Patient advocacy is the natural side effect for nurses practicing within this environment.

For those unable to speak, an advocate can be invaluable. Nurse advocacy can fill this void by providing an extra set of eyes and ears, asking the right questions, helping to reduce medical errors and saving time for doctors. The role of the RNPA (Registered Nurse Patient Advocate) is a specialty certification. The RNPA is not adversarial, but rather collaborative, supportive and empowering to the patient, following the medical plan of care closely. This role can help organize and review the medical records to provide succinct summaries of the findings to the patients, particularly when treated by several specialists.

For more information about private professional RN Patient Advocates visit <u>www.PatientAdvocates.com</u> or <u>www.NorthShoreRN.com</u>.

### Diabetes Self Management

by Elaine Doyle, MSN CRRN

A multi-disciplinary committee headed by Chris Stephenson, DO, has been working to update and revise the tools used for diabetes management.

Diabetes self-management directly coincides with patient empowerment as a goal for CTCA at Midwestern. The American Association of Diabetes Educators (AADE) recommends "Diabetes Self-Management" as the preferred term. With the use of evidence-based practice by the American Association of Clinical Endocrinologist, an algorithm for glycemic control has been introduced. The algorithm provides guidelines for drug selection at the time of diagnosis and the correct start time in the disease course for the use of insulin. Data supports improved patient outcomes with better management of a patient's pre-meal blood glucose.

Other improvements have included the change to insulin pens. These items have increased compliance with diabetes regimens by increased patient satisfaction. Patient education tools have been redesigned as well. Skylight® Healthcare Systems has new items available for patient viewing and AADE patient handouts are available for distribution to patients. A Diabetes Self-Management Discharge Instruction sheet is available to give patients all the information necessary for home diabetes care. Watch for additional educational events about Diabetes Self-Management in the future.

### Nephrostomy Catheters

### by Jessica Kapustin, MSN, CRN

Nephrostomy catheters are one of the many procedures that take place in the Interventional Radiology Department (IR). This type of catheter allows permanent or temporary drainage of urine to the outside of the body and further allows collection into drainage bags. There are several reasons for the physician to place a nephrostomy catheter. Some of these reasons include ureter obstruction, a hole in the ureter or bladder, preparation for surgery on the kidney and/or ureter, the blood serum creatinine levels are elevated indicating a renal pelvis obstruction or a history of acute or chronic obstruction.

The proper way to prepare a patient for a nephrostomy catheter is to educate the patient on the procedure. Begin by obtaining a consent for the procedure and a consent for anesthesia, making sure the patient has been NPO for six hours. Any anticoagulants should be withheld for a period determined by the IR physician. Necessary laboratory testing prior to the procedure needs to include a complete blood count, comprehensive metabolic panel, protime and INR. The nurse should also review all of the patient's allergies. The nurse should educate the patient and caregivers on the procedure along with common side effects. Usually moderate sedation is given for nephrostomy catheter placement. Patients need to be properly informed as to the type of anesthesia that will be used and any side effects to expect.

Following placement of a nephrostomy catheter, there must be accurate monitoring and recording of fluid balance. This is done by using the input and output flow sheets. The nephrostomy catheters will need to be examined for patency per shift. These patients need to be watched for signs of infection and also have lab values including electrolytes and creatinine levels monitored. The nephrostomy catheter is a sterile, closed drainage system. The drainage bag is to be placed below the level of the kidneys. A dressing change should be completed one time per week or more often if the dressing becomes soiled. The skin around the catheter needs to be kept clean and dry. Because this is a sterile system, irrigation and dressing changes must be done with sterile technique. When collecting a urine specimen, obtain it from the catheter, not the bag; and by gravity, not aspiration. Firmly secure the catheter; the bag should be anchored to the patient. Nephrostomy catheters need to be changed every two to three months or as instructed by the Interventional Radiologist. Care managers will need to arrange home supplies and home care of the patient's catheter. Written and verbal instructions need to be given to the patient and his or her caregivers regarding the care of the nephrostomy catheter. Encourage patients to drink eight glasses of water per day if medically appropriate.

There are several signs and symptoms of nephrostomy catheter problems. Some of these symptoms include excessive pain, elevated temp, chills with or without a fever, nausea/vomiting, back pain, cloudy urine, leakage from insertion site, blood around the tube, hematuria after 24 hours, less than 30mL of urine in 24 hours, redness, soreness, and swelling of the skin around the catheter and inability to flush the catheter.

By following appropriate instructions, the care giver should be able to inspect the catheter to be sure there is no kinking. They should make sure the three-way clamp is open. In the event that the catheter comes out, it is important that the interventional radiologist replace it as soon as possible.

### **OCN Certification Preparation Course**

SATURDAY, 04 AUGUST 2012, CLASSROOM 1, 9:00 AM TO 4:00 PM SATURDAY, 08 SEPTEMBER 2012, CLASSROOM 1, 9:00 AM TO 4:00 PM SATURDAY, 13 OCTOBER 2012, CLASSROOM 1, 9:00 AM TO 4:00 PM

PRESENTED BY BARBARA HUNT, MS, RN, APRN-CNS, AOCN. PLEASE SIGN INTO LMS TO RESERVE YOUR SEAT.

To submit articles or ideas for publication, interoffice them to Nancy Leone in the Care Management department and Judy Gondek on the Pain Team or email them to <a href="mailto:nancy.leone@ctca-hope.com">nancy.leone@ctca-hope.com</a> and <a href="mailto:judy.gondek@ctca-hope.com">judy.gondek@ctca-hope.com</a>. The deadline for the upcoming nursing newsletter, The Nurturer, is June 30, 2012.

# Assistant Vice President, Nursing and Chief Nursing Officer Carmelita Zeta-Sanchez Earns NE-BC Distinction

Carmelita Zeta-Sanchez, MSN, RN, NE-BC, Assistant Vice President of Nursing and CNO, has spent two decades helping mold CTCA at Midwestern nursing professionals into renowned providers of excellent patient care and enthusiastic partners in a highly professional practice environment of healing and hope.

After successfully earning the distinction of Nurse Executive-Board Certified (NE-BC) in February 2012, Zeta-Sanchez is further prepared to serve as the driving link to ensure quality and consistency of nursing at CTCA at Midwestern.



The NE-BC certification is offered through the American Nurse Credentialing Center (ANCC). Nursing executives design, facilitate and manage patient care delivery. They also plan and develop patient procedures and institutional policies, ensure the delivery of current evidence-based nursing practice and handle budgets.

"I am so very proud to have achieved NE-BC designation," said Zeta-Sanchez. "I plan to leverage it to further provide vision and direction to CTCA at Midwestern nurse stakeholders, support our nursing governance structure, ensure the highest level of patient care and a positive work environment, and foster open communication and collaboration." Candidates for board certification must hold an active, unrestricted registered nursing license and a BS nursing degree or higher. They also must hold an administrative-level job in a facility or be a faculty member in a graduate program for nursing administration. Candidates must also pass an examination that has 175 multiple-choice questions, covers five major content areas and lasts three and half hours.

Zeta-Sanchez has made an indelible impression on the CTCA at Midwestern nursing team, first as director of nursing from 1992 to 2010, and then as assistant vice president of nursing services since 2010. Under her direction, the nursing team has recently embarked on a journey to Magnet® recognition – the gold standard in nursing care. Further, turnover rate remains less than one percent and 2011 nursing satisfaction remains above the national average of the NDNQI benchmark in all five categories throughout our entire nursing team. "I attribute this to our shared promise of creating an environment of respect, support and teamwork," Zeta-Sanchez said.

Zeta-Sanchez also facilitated implementation of the enterprise-wide Quality of Life Center (QOL) program, supported the implementation of the Neurosurgical program, and initiated the enterprise-wide implementation of the Hendrich Fall Prevention program alongside our direct care nurses. She also implemented an equity of pay initiative for nurses at all levels, supported the Surgical Expansion project, led the publication of the first Nursing Annual Report in 2011, and facilitated the publication of the first issue of *The Nurturer*. Still, everything begins with the delivery of exceptional patient care. "We practice with the sole focus of delivering the Mother Standard® of care to our patients," Zeta-Sanchez added. Once again, in 2011, CTCA at Midwestern received the HealthGrades® Outstanding Patient Experience Award<sup>TM</sup>, placing it at top five percent in the nation. Patient response ranked in the 99th percentile when recommending CTCA at Midwestern to family and friends. "It is a powerful testament to the finest nursing team in health care," she said.

### Empowered For Excellence (E<sup>2</sup>) Magnet Journey Well Underway

by Kim Bertini, BSN, RNC, CCBE

Approximately 30 CTCA at Midwestern nursing professionals and multidisciplinary supporters are embarking on a journey called Empowered for Excellence (E<sup>2</sup>) with the goal of achieving Magnet® designation.

Awarded by the American Nurses Credentialing Center (ANCC), Magnet recognition is the ultimate credential for high-quality nursing, a standard that fewer than six percent of hospitals worldwide have attained. It is, quite simply, the gold standard for nursing care.

"Magnet designation is a very prestigious recognition bestowed on healthcare institutions that creates an environment — through culture, philosophy and practices — that attracts and retains the best and most highly qualified nurses who promote precisely the kind of quality patient care we provide here at CTCA at Midwestern," said Anne Meisner, CTCA at Midwestern President and CEO. Under the direction of Magnet Program Coordinator Kimberly A. Bertini, BSN, RN, RNC, CCBE, an E2 Magnet Writing Team has been formed to create Magnet documentation.

# NURSES'WEEK SILENT FOOD AUCTION!

ALL PROCEEDS GO TO ASSISTANCE IN HEALTHCARE

#### **HOW DO YOU PARTICIPATE?**

- DONATE A DISH AND COMPLETE AN ENTRY FORM.
   (ENTRY FORMS CAN BE FOUND IN ICU, STEM CELL, 3RD FLOOR INPATIENT AND 2ND FLOOR INPATIENT).
- 2. BID ON YOUR FAVORITE DISH! IF YOU ARE THE HIGHEST BIDDER FOR THAT DISH, YOU WILL BE GIVEN THE CONTACT INFORMATION OF THE DONOR AND YOU NOTIFY THEM WHEN YOU WOULD LIKE YOUR DISH DELIVERED.

# WINNERS WILL BE ANNOUNCED MONDAY, MAY 14, 2012!

In February 2012, a letter of intent in the form of an application was submitted to and accepted by the ANCC, putting CTCA at Midwestern nurse stakeholders on the official journey towards Magnet designation. Next, documentation covering five areas with evidence for almost 100 outcomes will be written by August 2012 for submission in either October 2012 or February 2013 based on the ANCC's capacity to review. Additionally, to ensure teamwork throughout the entire organization, a Magnet Champion has been designated from each department. These Champions will work with Michelle Bregenzer, WHNC-BC, RN, Manager, Infusion Center, and the E2 Magnet Writing Team to provide rapid and effective responses.

Achieving Magnet status will have positive effects on the entire organization. Being so designated will help attract and retain top talent, improve patient care, foster a collaborative culture, advance nursing standards and practices and increase patient loyalty.

Contributors

Elaine Doyle Teri Dreher Kim Bertini Katie Foley Rick Jones Jessica Kapustin Beata Lewis Laura McNutt Ray Meiers Michelle Moore Susan Schneider **Editorial Board**Colette Hall
Mary Holem
Michelle Moore

Derek Plotz Adrienne Schultz Carmelita Zeta-Sanchez

### NURSES WEEK 2012, MAY 7- MAY 13

### **NURSES ADVOCATING, LEADING, CARING**

#### Monday May 7, 2012

Massages offered. Please sign up for time slots with Heidi Larder at x4742.

0730 and 1500: Kick off with a Nursing Town Hall in Classroom One.

#### Tuesday May 8, 2012

Massages offered. Please sign up for time slots with Heidi Larder at x4742.

0700-1900: Vendor Fair in Classroom Two; Assistance in Healthcare Coffee Fundraiser.

1100-1400: Lunch provided for nursing Stakeholders in Classroom One sponsored by Sanofi.

A meal will be provided for those who work off-shifts and unable to join during the day.

### Wednesday May 9, 2012

Massages offered. Please sign up for time slots with Heidi Larder at x4742.

1100-1400: Lunch provided for all Stakeholders in Ricardo's Sponsored by Genetech.

A meal will be provided for those who work off-shifts and unable to join during the day.

#### Thursday May 10, 2012 Day of caring

Massages offered. Please sign up for time slots with Heidi Larder at x4742.

"Day of Caring" events offered between 1000-1800. Please watch for schedule:

Gong Meditation Blessings of the hands

Introduction to Lifeline Technique Master Gardener Presentation

Breast Health Presentation Guided Imagery

0900-1500: Reiki sessions with Marlene Brown. Sign up at Marcie.Carlson@ctca-hope.com.

1200-1300: Meditation with Sharon Lorang in Classroom Two.

0630-0730 and 1330-1430: Come play with Cynthia and Tori in the Fitness Center.

Health and Safety Fair in the Fitness Center: 0730-0930, 1130-1330, 1430-1600

#### Friday May 11, 2012

Massages offered. Please sign up for time slots with Heidi Larder at x4742.

1400-1600: Ice Cream Social in Ricardo's sponsored by Coram.

### Saturday May 12, 2012

Come party at Key Lime Cove from 1800-0000! Special room rate \$119.00. See flyers!



### Look for silent auction foods and 50/50 raffle to benefit Assistance in Healthcare!