

# Celebrate the Past, Embrace the Future!

PATIENT  
CARE  
SERVICES  
NEWSLETTER

FOR SIBLEY  
NURSES,  
BY SIBLEY  
NURSES

## NEW KNOWLEDGE, IMPROVEMENTS, & INNOVATIONS

### The Magnet Journey Begins!

*By Amy White, RNC-MNN,  
Family-Centered Care*

When I accepted an invitation to the 2017 Magnet Conference, I didn't really know what to expect. I just knew it sounded like fun. And while it was fun, it also was profoundly inspiring to my practice and enthusiasm for nursing and Sibley. The Magnet Conference helped me understand what being a nurse could truly be.

According to the American Nurses Credentialing Center, a Magnet hospital embodies the following components: transformational leadership, structural empowerment, exemplary professional practice, new knowledge, innovations and improvements, and empirical outcomes. The Magnet culture welcomes and encourages input from its RNs. Magnet nurses are empowered to make a difference. If nurses think something is broken, their voices are heard, and they are given the power and resources to fix it.

I picked up many ideas from other organizations. A journal club is a great way to read about the newest evidence-based research and practice and discuss how it might be relevant on my own unit. I also learned ways to come up with a research project to directly affect my organization, when given this prompt:

*“Close your eyes and think about the one thing that really REALLY bothers you when you come to work, something you really feel emotional about. That is your research project, because a good research project is something you personally feel passionate about.”*

The conference revealed what nurses at other organizations are doing and how Magnet hospitals (or Magnet hopefuls) empower these ideas. The conference was filled with parties, fireworks, good food, and new friends, but the knowledge and understanding I gained of what a nurse can do and be was invaluable.

Currently, Sibley is in the process of hiring Magnet consultants to help us on our journey to being a dynamic, engaged Magnet Hospital. We look forward to updating you on our progress as we navigate this new journey!

*Not pictured in photo: Rona Gomez and Cyril French*



FROM TOP LEFT: MEGHAN DICKEY, DIVIKA YIZAR, ANGELA STOEHR, MICHELLE BACON, AMY WHITE, DIANA LORA, JOANNE MILLER, DARLEEN DAGEY, AND RENEE ROBINSON

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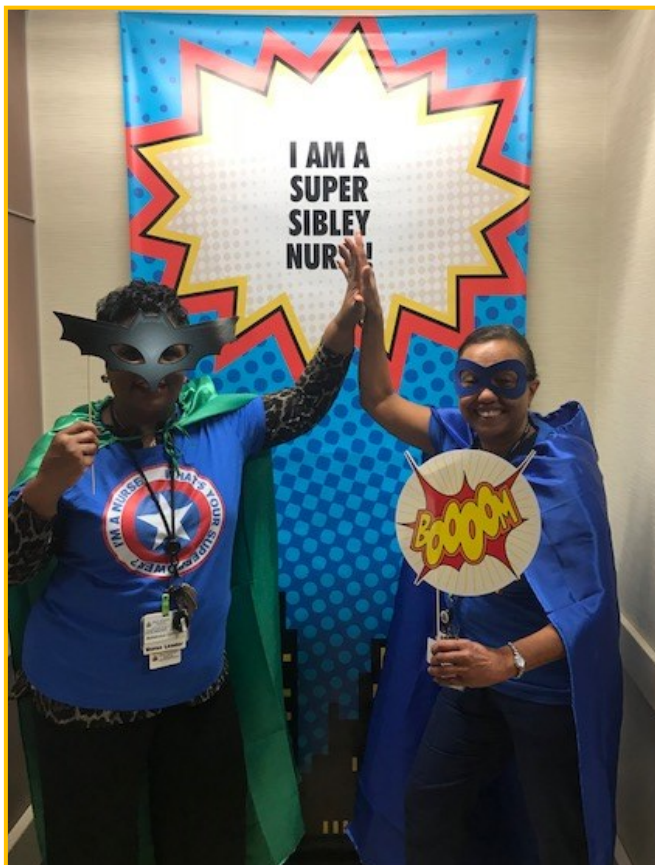
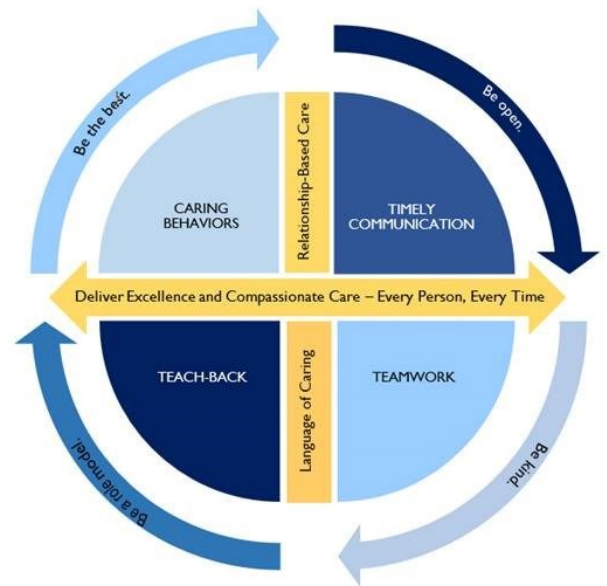
JOHNS HOPKINS MEDICINE

# Avenue to Always: Peri-Operative Care Delivery

## Peri-Operative Bundle Fair Commences!

When it comes to patient experience surveys, the perioperative areas are the nation's most competitive. This means that even if 95% of patients say we "always" preformed an expected behavior, this may still result in the 25th percentile ranking across the United States. Therefore, the peri-operative department hosted a bundle fair to educate all staff on best practices, including caring behaviors, timely communication about delays, using SBAR during handoffs, managing up your team, and using teach-back during discharge instructions.

Every patient survey matters! By standardizing expectations and care delivery we can achieve a more consistent experience that our patients deserve, and hopefully catapult us beyond our Success Sharing Goal of 67th percentile!



MEL COKER, 2A MANAGER, AND BARBARA SWAYNE, CLINICAL COORDINATOR, TEACH TEAMWORK AND MANAGING UP AT THE PERI-OPERATIVE BUNDLE FAIR (AND POSE FOR A PHOTO!)

## A Lesson in Managing Up By Patricia Haresign

Managing up is a way to create a positive impression of another individual. This upbeat acknowledgement is a technique that can inspire confidence in our ability to work together as a health care team and help patients feel more at ease about the coordination of their care. Additionally, as care providers, we are energized by the compliment from a colleague. Here are some examples:

- During a patient hand off: "I know I am leaving you in good hands."
- "Mary is one of our nurses certified in \_\_\_\_\_."
- "Jean has worked here for four years and has received so many compliments from our patients."
- "Your doctor is \_\_\_\_\_; he is excellent about providing explanations and listening to your concerns."
- "I see that you are scheduled for an x-ray. We have an excellent imaging services department."

And don't forget to manage up yourself by introducing yourself, your title, and role; and your expertise, years of experience, and/or certifications!

# Avenue to Always: Nurse Communication

## Creating a Culture of Always

By Patricia Haresign, Patient Experience Nurse Specialist and Alexis White, FCCU Manager Nurse Communication Domain Champions

Research has demonstrated that the "Communications Domain" is the measure that most directly correlates to a hospital's overall rating. Our ability to communicate well and connect with patients and their families enables us to build relationships, prevent errors, and provide the highest level of care. Whether we are coordinating care, controlling pain, managing medications, or performing an assessment and utilizing our critical thinking skills, all care happens within relationships. Connections are formed, developed, and maintained with our verbal and nonverbal skills. Nursing communication is an essential element in our quest to deliver excellence and compassionate care to every person, every time. As care providers we have incredible influence over the support and healing of another person.

The HCAHPS Communications Domain survey questions address how we listen and communicate, and if we do so with courtesy and respect. These three questions comprise the Communications Domain:

- During your stay, how often did the nurses treat you with courtesy and respect?
- During this hospital stay, how often did the nurses listen carefully to you?

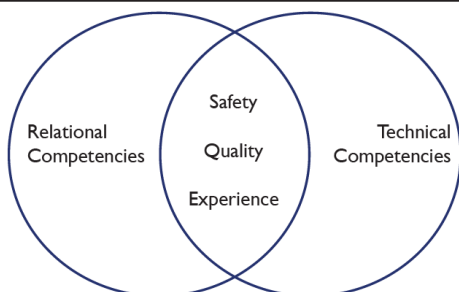
- During this stay, how often did the nurses explain things in a way you understand?

Our consistency in performing best practices enables us to achieve the response of always. Bedside shift report includes our patients in their care and enables us to update the communications boards with the care provider names, contact information, patient goals for the day, and updated information about pain management. We have the opportunity to manage up one another during any patient handoff to another provider by using positive words to describe that individual or department. The "About Me" board enables us to personalize the relationship by seeing that individual as a person; we get to know the patient on an emotional level in our one-to-three-minute caring moment at the bedside. Teach back is a great tool to ensure that we have provided information to the patient in a way the patient understands.

One of the ways we measure how well we are achieving our goal of "ALWAYS" is by conducting leader rounding, patient experience rounding, and every person every time rounding (executive rounding). These rounds include patient and family interviews and observations of completed communications and about me boards. This gives us a great opportunity to provide feedback and coach staff. Managers can also be provided with real-time data and reports as we all strive for excellence and compassionate care for all patients.

### Relationship-Based Care

To deliver excellence and compassionate care—every person, every time.



## Kudos Corner

Did you know in addition to covering all associated costs, Sibley Foundation offers a one-time certification bonus of \$500? Get started on your certification today!

### Congratulations to our recently certified RNs!

- ★ **Jill Sekscienski**, Ambulatory Perianesthesia Nurse (CAPA) and Post Anesthesia Nurse (CPAN)
- ★ **Ayana McDaniels**, Certified Ambulatory Perianesthesia Nurse (CAPA)
- ★ **Stephanie Al-Adhami**, Certified Ambulatory Perianesthesia Nurse (CAPA)
- ★ **Gretchen Wyble**, Certified Nurse Operating Room (CNOR)
- ★ **Carl Durias**, Certified Nurse Operating Room (CNOR)
- ★ **Nimrod Marino**, Certified Nurse Operating Room (CNOR)
- ★ **Ethelinda Balois**, Certified Nurse Operating Room (CNOR)
- ★ **Kimberly Wheeler**, Inpatient Obstetric Nursing (RNC-OB)
- ★ **Myra Cuatico**, Maternal Newborn Nursing (RNC-MNN)
- ★ **Amy White**, Maternal Newborn Nursing (RNC-MNN)
- ★ **Ji Hyun Yun**, Maternal Newborn Nursing (RNC-MNN)
- ★ **Mary Divincenzo**, Oncology Certified Nurse (ONC)
- ★ **Nathaniel Swift-Erslev**, Medical-Surgical Nursing (RN-BC)
- ★ **Ibrahim Sesay**, Gerontological Nursing (GRN)
- ★ **Mojisola Fagbohun**, Gerontological Nursing (GRN)
- ★ **Monique Bonds**, Gerontological Nursing (GRN)
- ★ **Flora Pakkinanathan**, Gerontological Nursing (GRN)
- ★ **Rosemary Trejo**, Gerontological Nursing (GRN)
- ★ **Jill Kalaris**, Gerontological Nursing (GRN)

**SAVE THE DATE! Nursing Certification Dinner will be Thursday, March 15!**

### Sarah Woodis, RN, Receives DAISY Award

Each quarter the **Nurse Engagement Council** presents a coveted DAISY Award to one deserving RN. The DAISY Award is an internationally recognized award for nursing kindness and compassion. You can find all of Sibley's previous winners on our [website](#). *Special thank you to the foundation for supporting this accolade!*

Below is an excerpt from the beautiful nomination letter:

"I want to nominate Sarah for the DAISY Award. My husband and I unfortunately spent a few days here in the ICU. He was critical on arrival and was intubated with sedation. After a very crazy evening, she was a breath of fresh air in the morning at 7:00am. She greeted me with a smile and was eager to get to work...She was always one step ahead of his needs during the stay. I watched Sarah assisting others and always had time for anyone who needed her. She is a true superstar and would go above and beyond....As a nurse, I feel that Sarah should be recognized for the level of care she gives her patients/families and anyone who needs her."



SARAH WOODIS, RN, ICU. THIS AWARD IS GENEROUSLY SUPPORTED THROUGH THE PRINCE MORALE FUND.

## TRANSFORMATIONAL LEADERSHIP

# Fresh Faces: New Nurse Managers Abound!

Please join us in welcoming....

### **Alphonzo Baker, BSN, RN, CAPA—Endoscopy, PSTC, OP Recovery and Pain Management**

Alphonzo joined Sibley as a travel nurse in our Pre-op/Post-op unit 2W in 2013. Alphonzo returned to Sibley full time as the Clinical Coordinator of Pre-Surgical Testing Center (PSTC) in November 2016. Alphonzo has over 17 years experience in cardiac stepdown, telemetry, pre-op, PACU, and pre-surgical testing. He obtained his diploma in nursing from Jefferson School of Nursing in Pine Bluff, Arkansas, and earned his Bachelor of Science in Biology, Pre-Med and Nursing from the University of Arkansas. Alphonzo is a Certified Ambulatory Perianesthesia Nurse and currently serves DC District Vice President/President Elect for the American Society of Perianesthesia Nurses, Chesapeake Bay Society of Perianesthesia Nurses.

### **Anne McMurray, BA, RN, GRN—6B Orthopedics**

Anne has been an orthopedic/spine nurse for over 18 years at Sibley. During her 18 years, Anne has demonstrated her commitment to the highest level of clinical practice and excellent patient outcomes while teaching and developing others as a unit educator and charge nurse. For her many contributions, Anne has been formally recognized by the Professional Advancement Clinical Excellence Program (PACE) for the past seven years of her nursing career and is dedicated to the advancement of quality patient care and excellence. Anne is currently seeking her Master's of Science Degree in Leadership and Management.

### **Dan Vogel-Rogers, BSN, RN, CLNC—Throughput Manager**

Prior to joining the Sibley team, Dan worked as the Clinical Manager of the Emergency Department at Washington Hospital Center for nearly 5 years. Dan has been in the nursing profession for 28 years and has worked in emergency nursing, critical care, trauma, and management. He served on active duty as a Nurse Corps Officer for 10 years in the US Navy. Dan is a Certified Legal Nurse Consultant and has been practicing as a consultant/expert witness since 2008 when he started his own company while living in Florida. He has three sons and is engaged to be married in January of 2019.

### **Hanada Rados, MHA, BSN—Emergency Department**

Hanada received her bachelor's from the University of South Carolina and a master's degree in Healthcare Administration from the University of Maryland. Hanada joins us from another Johns Hopkins facility, Suburban, where she worked for more than 32 years in the Emergency Department and as a Nursing Supervisor. Her clinical and leadership skills are a great addition to the Sibley team. Hanada has a supportive husband, four amazing children, and loves to run in her spare time.

### **Jussara Gama, MS, BSN, CCRN—5A Oncology/Hematology and Dialysis**

Jussara joins us from University of Maryland Medical Center, where she served as a clinical faculty member and as a critical care clinician. She brings more than 16 years of acute care experience with a primary focus on Critical and Progressive Care. She has worked and taught in many acute care settings, including medical-surgical units, PACU, MICU, SICU, CSICU, CCU, and the ED. Jussara is a passionate clinician who enjoys teaching and leading nurses. She is devoted to quality and implementing processes to improve care and safety.

### **Linda Miller MBA, BSN—ICU and 5B ACC**

Linda joins us as the new nurse manager of the ICU and the ACC. She joins us from Inova Alexandria Hospital, where she was the director of IHVI Cardiovascular & Interventional Radiology Department. Her previous roles included managing a 28 bed IMCU, managing a Respiratory Step down Unit, managing an ICU, and overseeing a plethora of leadership initiatives. She brings more than 20 years of clinical and leadership experience.

## TRANSFORMATIONAL LEADERSHIP

# Annual Deans and Coordinators Breakfast

The Directors of Nursing hosted the fourth annual Deans and Coordinators Breakfast on February 15th. The goal of the event is to create an exemplar for enhanced academic collaboration that fosters a culture of innovation and learning opportunities for nursing students. This year's guests included 25 Deans &



Coordinators from area schools of nursing. Joanne Miller, CNO, began with a presentation on Resilience and Wellbeing in the Workplace using the Relationship-based Care practice model. Suzanne Dutton, Nneka Okoye, Harpreet Gujral, Alexis White, and Patricia Haresign each discussed initiatives at Sibley such as...

- Your Health @ Sibley
- Cultivating Compassion Speaker Series
- MEPRA Cohort
- Self-Care initiatives in WIS

The presentation was followed by a tour of the Tranquility Room and Employee Gym. Forging stronger relationships with schools in our community will create endless opportunities to build our nursing cadre.



TOP: HARPREET GUJRAL, NNEKA OKOYE, AND CHRISTINE INGLISA. BOTTOM: DEAN PATRICIA DAVIDSON (JOHNS HOPKINS SCHOOL OF NURSING) AND JOANNE MILLER

## STRUCTURAL EMPOWERMENT

# Nursing Education

### CE Direct!

*By Terry Walsh, Interim Director of Education & Training*

CE Direct is an online learning platform that is FREE for full-time registered nurses (RNs). CE Direct is a website for RNs to obtain continuing education units. RNs licensed in the District of Columbia (DC) are required by law to maintain a minimum of 24 continuing education units every two years. Furthermore, DC requires that all RNs obtain three CEUs in HIV/AIDS training on a biannual basis. CE Direct contains modules regarding HIV training (that meet DC regulatory requirements) as well as training for Certified Nurses, such as review courses for certification exams. Some of these include medical-surgical nursing, nurse executive, and critical care. The learning modules embedded in these courses are designed to help you prepare for your certification exam. With the benefits of the Foundation and Sibley's support, it is possible to have educational resources free and flexible with CE Direct. Don't forget, RNs need to renew their DC license by June 2018!

**Login ID:** (your JHED ID)

**Password:** (your password)

If you are first time user, "sibley" is your password. After your first log in, you must create your own unique password. If you forgot your password, click on "forgot password." **CE Direct representatives will be located in front of the cafeteria on Tuesday, March 20 and Tuesday, April 17 from 11:30 a.m. to 2 p.m. to answer your questions!**

## STRUCTURAL EMPOWERMENT

### 2018 International Stroke Conference

*By Jennifer Knitting, Stroke Coordinator*

From January 23–26, four Sibley Stroke Team nurses (Katherine Foster, ACC; Jennifer Knitting, Stroke Coordinator; Ross Usmani, ED; and Sarah Woodis, ICU) attended the 2018 International Stroke Conference (ICS) in Los Angeles, California. The highlight of the conference was the announcement of the DEFUSE 3 and Dawn Trial results, which end the long-held belief that stroke patients with a blocked vessel in the brain have a maximum of only six hours where medically trained experts can save threatened brain tissue. The research shows with advanced brain imaging, an additional 10 hours to treat is now possible in a select group of patients. The DEFUSE 3 and Dawn Trial results have already begun impacting acute stroke patient care management in hospitals across the United States and internationally. For patients who have strokes while they are asleep (making it impossible to pinpoint when the blockage occurred) or for people who live far from medical centers, the extended opportunity for thrombectomy (blood clot removal) is life-altering, as it allows patients to possibly escape severe disability.

As a primary stroke center, Sibley administers intravenous tissue plasminogen activator (t-PA) to stroke patients meeting certain criteria. The window in which to give t-PA remains 4.5 hours. Based on the 2018 AHA guidelines released last week, Sibley is updating its stroke protocols to



identify patients with a large vessel occlusion (LVO) and who are potential thrombectomy candidates to ensure these patients are transferred to Suburban as quickly as possible, where this procedure can be performed. Other conference highlights included attending the "Get with the Guidelines" Award Ceremony, where Sibley was awarded Gold Plus Target Stroke Honor Roll, and getting a "selfie" with Dr. Lee Schwarm, Guru of Stroke. We also discovered Sibley is way ahead of the game when it comes to identifying and addressing stroke patients' concerns after discharge home. Attendees left with the inspiration to submit a presentation to the ISC that will be held in January 2019. Kati, Jenni, Ross and Sarah are extremely grateful to the Sibley Foundation for providing the amazing opportunity to attend.



#### OUR MISSION

*To deliver excellence and compassionate care—every person, every time.*

#### OUR VISION

*Sibley will be the role model for innovation in healthcare and wellness, for all.*

*Celebrate the Past, Embrace the Future!*

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### Nursing has its own Facebook Page!

Please "Like" and "Follow" **Sibley Memorial Hospital Nursing** on Facebook! It's a great way to stay connected to your colleagues, see photos of your friends, and keep in touch with Sibley's departments online in real time. There are announcements for upcoming events and lots of friendly reminders to keep your finger on the pulse of nursing at Sibley. Find us on Facebook!