



**SIBLEY MEMORIAL
HOSPITAL**
JOHNS HOPKINS MEDICINE

Celebrate the Past, Embrace the Future!

Patient Care Services Newsletter

November 2016—January 2017

TRANSFORMATIONAL LEADERSHIP

CNO's Message



Dear Colleagues,

Please accept my sincere gratitude for your dedication and focus on improving our patient's experience. Through your participation in CUSP, Design Projects or the Domain Champion workgroups, you are absolutely making a difference in our patient's experience with care and service.

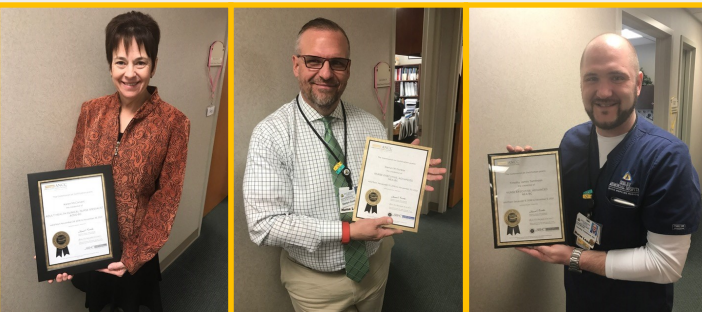
As your leader and champion, it is critical that I actively engage our direct care nurses, clinical associates, and administrative service representative's to seek your input on how I can best support you. Specifically, how can I support your ability to participate in CUSP, LEAN and Design projects. Your voice is invaluable and I am truly looking forward to spending time with you during the upcoming Nursing Division Meetings. I will share updates on the practice of nursing, share news and accomplishments and problem solve together. I look forward to speaking with you!

Please see attached flyers for upcoming Patient Care Services events, hosted by Joanne Miller, CNO

Leaders Advancing Education

Sibley is fortunate enough to participate in ANCC's Success Pays Program, which allows us to pay for certifications upfront and gives nurses two chances to pass the test. To meet our 2016 quota in time to avoid a costly penalty, Sibley Nursing Leaders stepped up to the plate and took the Nurse Executive Advanced certification—and passed!

Another twenty one nurses are signed up and ready to pass their tests over the next 60 days. Way to go!
If you are interested in taking a national certification, please contact Karen McCamant for further details on Success Pays. We are THRILLED to help you achieve your goals!



Congratulations to...
Karen McCamant, Director of Excellence in Nursing Practice and Education
Darryn Dunbar, Director of ED, Behavioral Health, and Throughput
TJ Tomlinson, ED Nurse Manager

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Our Mission is "To deliver excellence and compassionate care- every person, every time."
Our Vision is that "Sibley will be the role model for innovation in healthcare and wellness, for all."



Avenue to Always: Bundle Fair Kicks Off!

Sign up for the Bundle Fair TODAY!

Why are we hosting this?

Sibley's new Patient Experience Council is split into 7 different "domains" based on HCAHPS categories. The Nurse Communication and Staff Responsiveness Domains consulted their workgroup (composed of front line staff members) to discern best practices and opportunities to improve the patient experience. In surveying units and digging into patient comments, we found that some units were performing best practicing more consistently than others. We knew that we needed to standardize our expectations to effectively hardwire desired behaviors.

What is the Bump it Bundle?

Hopefully, most you can recognize the Bump It Bundle from your Bump It Boards and morning huddles. The bundle is comprised of the literature's BEST practices, like bedside shift report, no pass zone, teach-back, and more. The good news is that we know you are familiar with these concepts already! But it is important to understand that not one of the best practices is better than another, or that they are piece-meal strategies to patch together an experience. Instead, is it the collective application of these best practices, each intertwined with Language of Caring and Relationship Based Care, that will help us BUMP our scores up and achieve excellence and compassion—every person, every time.

What can we expect when you attend?

In each session it is our goal to demonstrate, coach and educate you through each of the best practices in the bundle. We want you to walk away from there feeling confident in your ability to achieve the expectations, every person, every time.

Most of all, this is a safe space to share ideas, learn from one another, and HAVE FUN!

Thank you for your commitment!

Inpatient areas— sign up [here](#) or on My Learning, search "SMH Bundle Fair"

Peri-Op and ED— stay tuned!

DC Pride Week Opportunity



The Annual DC Pride Festival will be on Sunday, June 11th downtown DC. Sibley Memorial Hospital will be sponsoring a booth for the festivities. We will be promoting our LGBTQ initiatives and supporting our vision to provide compassionate care for all members of the community.

If you would like to volunteer to join us, please contact either Matt Brown, mbrowl63@jhmi.edu or x5416 or Nate Swift-Ersley, nswifel@jhmi.edu



Oncology Nurse Practitioners

Dr. Catherine Bishop, DNP, N.P. works at the Kimmel Cancer Center- Medical Oncology. This article is an excerpt from work she did in her doctoral program exploring patient perceptions related to the care given by oncology nurse practitioners. References can be found on page 6.



Oncology nurse practitioners are an integral part of many academic and private oncology practices. Maximizing the unique talents of this highly skilled advanced practice providers enhances quality patient care. Research has demonstrated the constructive impact nurse practitioners (NPs) have in a variety of specialties. Noteworthy outcomes include increased access to care, improved patient education; high patient satisfaction, better patient compliance, fewer admissions, a decrease in readmission rates and fewer emergency room visits, decreased length of stay, and reduced overall healthcare costs (Brooten & Naylor, 1995; Cunningham, 2004; Fulton & Baldwin, 2004). Hayes (2007) explored patient satisfaction and patient intention to adhere to the NP plan of care in a managed care setting. In this study, patients were very satisfied with NP communication and with their healthcare visit. They intended to adhere to the plan of care outlined by the NP. They trusted their NPs and were confident in the care provided. They valued their expertise and believed that the NPs considered their best interest.

The oncology nurse practitioner role is expanding and becoming increasingly more important in meeting the cancer patient's needs and expectations for clinical excellence in cancer care (Bush & Watters, 2001). Understanding how patients perceive the oncology nurse practitioner role and responsibilities in cancer management has not been well studied. Having an appreciation for cancer patient's beliefs of advanced practice nurses, specifically nurse practitioners in oncology care may guide us in creating optimal teams or partnerships between oncology nurse practitioners and oncologists.

In 2008 during my doctoral program (Doctor of Nursing Practice) I conducted a qualitative study within two community oncology practices surveying patients' perceptions of oncology NPs.

There were five major themes identified in the study:

- Nurse Practitioner Personal Attributes
- Clinical Role Attributes
- Patient Experiences
- Prior nurse practitioner experience
- Patient experiences related to pain

A sampling of comments made by patients included:

A breast cancer explained the NPs "non-anxious presence and compassion has enabled both me and my husband to fully participate in the treatment process with clear minds." She continued to say, "She has been forthcoming with all information, answered all questions and gives good advice."

A male with lung cancer commented, "She has been direct in handling all aspects of the treatment. She has been straight forward in discussing all aspects of the treatment to ensure that I thoroughly understand what I will experience." Another patient with multiple myeloma said, "She is caring and takes time with me." A male with stage IV colon cancer commented, "She is always calm and remains so during a crisis."

Patients' descriptions of their experiences revealed how interwoven the experiences of the disease and treatment were with the experience of the NP.

***"... I feel very good after I have seen her. I feel I have been informed well and feel confident of the path I am taking."
"Gives me specific answers to the questions I ask in a way that does not cause fear. She is very aware that I become extremely anxious."***

In this study patients consistently defined being asked about their pain. Most felt that anticipatory guidance was provided and that several pain options were offered as possible pain management. They also expressed not feeling judged by the use of pain medications.

Nurse Practitioners have an important role in health care. It has not been clear whether patients shared this belief about the role of Oncology Nurse Practitioners in their care. In this study patients' understanding of and experiences with the role of the nurse practitioner in their cancer care were explored. These findings have several direct implications for the care of patients with cancer.

Patients appreciate excellence. That excellence comes in the form of professional expertise, but also in the integration of personal attributes to enhance the delivery of care. Integrating patient preference is an important component in meeting patient expectations and may increase overall satisfaction (Haddad, 2000). This study suggests the Oncology Nurse Practitioner is an important and valued clinician in caring for the cancer patient.

Advanced practice providers have much to contribute to quality patient care and positive outcomes. The ability to demonstrate the value of the advanced practice nurse within oncology may facilitate optimal practice, while increasing quality cancer care.

Kudos Corner: Recognizing Nurses



Sibley is pleased to announce our latest DAISY winner, **Tara Rowden**. As a DAISY winner, Tara receives recognition on the DAISY Award website, reduced tuition at Chamberlain College of Nursing, reduced cost on ANCC certification or renewal, and recognition through various forms of social media. To read all of our DAISY Winners' nominations, please visit <http://www.hopkinsmedicine.org/sibley-memorial-hospital/patient-care/team/nursing/awards.html>

Our next DAISY winner will be announced in April!

Special thank you to the foundation for their support of this wonderful accolade!



Tara Rowden RN: Sibley's 7th recipient of the DAISY Award. The DAISY Award is an internationally recognized program to honor nursing excellence.

Please join the PACE council in recognizing Sibley's newest R.N. III and IV nurses:

Jessica Machado-Potts, R.N. III, ICU
Karen Pregnall, R.N. IV, Emergency Department

Patient Letter of Gratitude

To TJ Tomlinson,

My wife and I wanted to take a moment to thank Sibley ER staff— particularly Noelle, Slater, and Antonio for their very warm and considerate care for our family when we came in for multiple visits for anti-rabies shots following a possible exposure to a bat in our home.

Your team went above and beyond the call of duty to put us at ease and reduce our concerns. Michelle and our son Naftali needed multiple shots each on our first visit, which is never a pleasant experience. Noelle spoke with us at length about the steps involved and Slater was very gentle and engaging in administering the shots.

Antonio, without even being asked, found us a list of providers in Israel which could administer the next shots in the series, as Naftali was leaving that week to resume his studies in Jerusalem. The list was enormously helpful as it enabled us to find a provider quickly.

By the second and third visit, we felt like family. The women at the front desk greeted us like old friends, and the medication from pharmacy was ready before we even got settled. On our final visit, we were in and out in less time than it took to drive us to the hospital. Hopefully we won't need to visit the emergency room again any time soon, but if we do we know where we will turn.

With thanks and appreciation,
Martin, ER Patient

Nurse Practitioner's Week

Nurse Practitioner Council – Growth and Success

The Sibley Memorial Hospital Nurse Practitioner (NP) Council celebrated 2016 NP week in style (November 13-19, 2016). With coordinated planning efforts between the NP Council leadership and the Department of Nursing, we hosted a “manned” display in the lobby of the Medical Office Building on November 16. Many employees and visitors stopped by throughout the day. The extensive display showcased the NPs, their respective roles and areas of expertise including publications, research articles and posters. It was an opportunity to engage with staff and the public in a relaxed forum. The NPs provided education on a variety of topics including healthy lifestyle, diet and screening. The immediate and positive feedback was most gratifying. We were also excited to display the new official Sibley Memorial Hospital NP Council poster and table runner which can be reused for public speaking events and conference presentations.

Maureen Ross, Chair of the NP Council requested healthy snack options from Lynda McIntyre Nutritionist. Alonzo Townsend (our SMH chef) put it all together for our event. The snacks were a huge success and recipes were made available for distribution.

Thank you to our NP predecessors, Laura Pachelli, Charles Martinez, and Catherine Bishop for initiating both the establishment of the NP Council in 2014, and for the annual tradition of celebrating NP week.

Thank you to Angela Stoehr, PCS Project Manager and Joanne Miller, CNO for support of this endeavor. We look forward to seeing you next year!



STRUCTURAL EMPOWERMENT

ELNEC Conference

Sibley Hospital hosted ELNEC- End of Life Nursing Education Consortium on October 27 & November 11, 2016.

Thirty employees from Sibley participated and 15 individuals from the community.

ELNEC focuses on training that includes: pain management, loss, grief, bereavement, final hours, and communication. We currently have 57 staff members that have completed ELNEC training at Sibley. In 2017 we will start an end-of-life committee to focus on evidenced-based practices to provide compassionate care to patient and families at the end of life.



If you are interested in participating in this committee, please contact **Suzanne Dutton**, sdutton4@jhmi.edu or x5167.

Thank you Sibley Foundation for your support of this effort.

NICHE Updates

The national NICHE (Nurses Improving Care for Healthsystem Elders) will be held on April 18-22 in Austin, TX.

Matt Brown and **Suzanne Dutton** will be presenting a podium presentation titled, “Creating an Inclusive Health Care Environment for LGBTQ Patients”. This presentation will review the many initiatives that Sibley has implemented over the last year, and review the Human Rights Campaign Healthcare Equality Index Scores. In addition, they will present two posters, “About Me Boards: Seeing Patients As People”, and “Improving Knowledge and Attitude of New Hospital Employees Related to LGBTQ Older Adults”. Sibley is happy to be the first to present LGBTQ issues at this conference in 25 years!

IJHN Partnerships

ANCC Contact Hours for Continuing Nursing Education

Have you identified a need for a continuing education learning activity? Are you planning a continuing education program for which you would like to award ANCC contact hours? We are proud to announce that we are now able to jointly provide CNE for learning activities with the Institute of Johns Hopkins Nursing (IJHN). In order to do so, as soon as you have identified a need for the continuing education you will have to have a nurse planner from the Department of Education and Training involved in all aspects of the education planning process; the nurse planner will guide you through the ANCC process. We cannot award contact hours retroactively nor can we award contact hours for a “canned program”—or one that has been previously developed without the involvement of a nurse planner. Please contact Patricia Haresign in the Department of Education and Training (ext. 4042) who will provide you with a nurse planner who will guide you through the process to ensure adherence to the ANCC guidelines.

Jennifer Madkins, MSN, RNC-OB,C-EFM, and **Patricia Haresign, MS, BSN, RN-BC** worked collaboratively with the Institute of Johns Hopkins Nursing to obtain joint providership for an ANCC nursing continuing education presentation entitled: *Post- Partum depression: A Paradox of Joyful Beginnings*. Congratulations Jen and Patty! This is our first continuing nursing education activity jointly provided with the Institute of Johns Hopkins Nursing.

Hong Kong Nurses Visit

In December, nursing students from Hong Kong visited Sibley’s New Tower for a tour and shadowing opportunities. The event was hosted through

IJHN. We look forward to many more events with our IJHN partnership and spreading Sibley’s mission!



Oncology Nurse Practitioners References

- (Brooten D Naylor M 1995 Nurses' effect on changing patient outcomes.)Brooten, D., & Naylor, M. (1995). Nurses' effect on changing patient outcomes. *Image*, 27, 95-99. doi: 10.1111/j.1547-5069.1995.tb00829.x
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- Cunningham, R.S. (2004). Advanced practice nursing outcomes: A review of selected empirical literature. *Oncology Nursing Forum*, 31, 219-232.
- Fulton, J.S., & Baldwin, K. (2004). An annotated bibliography reflecting CNS practice and outcomes. *Clinical Nurse Specialist*, 18, 21-39.
- Haddad, S., Potvin, L., Roberge, D., Pineault, R., Remondin, M. (2000). Patient perception of quality following a visit to a doctor in a primary care unit. *Family Practice*, 17, 21-29.
- Hayes, E. (2007). Nurse practitioners and managed care: Patient satisfaction and intention to adhere to nurse practitioner plan of care. *Journal of the American Academy of Nurse Practitioners*, 19,(8), 418-426.

Contact Us

If you have a story you'd like featured, please let us know!

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Nursing Division Meetings

Joanne Miller DNP, RN, NEA-BC
CNO and VP of Patient Care Services

~ Nursing Excellence at Sibley ~

Latest updates on the practice of nursing
Hear News | Share Accomplishments | Problem Solve

*All conference rooms are located in Building B

Friday, February 17 – 8:30am-9:30am (*7th floor CR*)
Saturday, February 18 – 11:00am-12:00pm (*5th floor CR*)
Monday, February 20 – 1:00pm-2:00pm (*7th floor CR*)
Wednesday, February 22 – 5:45pm-6:45pm (*5th floor CR*)
Thursday, February 23 – 7:30pm-8:30pm (*7th floor CR*)
Monday, February 27 – 2:00pm-3:00pm (*5th floor CR*)



Please Join Us...

*3rd Annual Certified Nurses Recognition
Dinner*

Chef Geoff's

3201 New Mexico Ave. NW

Washington, DC.

When: March 9, 2017 | 4:00pm-7:00pm

RSVP: psolomi1@jhmi.edu

All Certified Nurses are welcome.

Looking forward to having you!

