

Celebrate the Past, Embrace the Future!

PATIENT
CARE
SERVICES
NEWSLETTER

FOR SIBLEY
NURSES,
BY SIBLEY
NURSES

EXEMPLARY PROFESSIONAL PRACTICE

Sibley ED Wins Prestigious Lantern Award

The Lantern Award, bestowed by the Emergency Nurses Association (ENA), is a prestigious honor that recognizes the best emergency departments in the United States. Specifically, the Lantern Award is given to those departments who exemplify exceptional practice and innovative performance in the areas of leadership, practice, education, advocacy, and research. Sibley Memorial Hospital's ED is one of only 22 other departments that won the award in 2017.

In January and February, staff working on the Lantern application interviewed colleagues, constructed personal essays, pulled outcome data from Epic, and created Excel files and graphs to tackle a more than 75-question, essay-based application to apply for the award. The Lantern Award helps highlight Sibley ED's accomplishments, and the ENA team evaluated evidence-based project outcomes; staffing metrics such as turnover, vacancy, and satisfaction rates; and outcomes that demonstrate the ED's collaborative, innovative approaches to delivering optimal patient care. Staff nurses contributed personal testimonies about their experiences working for Sibley, a physician wrote a touching tribute about collaborative team work between ED physicians and nurses, and other essays described the department's approach to new graduate orientation and training and staff mentoring.

"Attainment of this highly coveted award is a testament to the commitment of our ED staff to fulfill Sibley's mission of delivering excellence and compassionate care—every person, every time," says Joanne Miller, CNO, "The Lantern Award represents recognition that our ED team members live that mission every day."

The Lantern Award serves as a visible symbol to patients that excellence is valued and that exceptional care is provided in the recipient's emergency department. It illuminates an emergency department's commitment to quality, safety, presence of a healthy work environment, and accomplishment in incorporating evidence-based practice and innovation into exceptional care.



TJ TOMLINSON, ED NURSE MANAGER, AND DR. JENNIFER ABELE, ED MEDICAL DIRECTOR, POSE WITH THE ED TEAM FOR A LANTERN PHOTO

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EXEMPLARY PROFESSIONAL PRACTICE

Kudos Corner

Congratulations to our recently certified RNs!

- ★ **Darleen Dagey**, OR Educator, Nursing Professional Development RN-BC
- ★ **Connie Brock**, Peri-Anesthesia Educator, Nursing Professional Development RN-BC
- ★ **Christine Inglisa**, Director of Musculoskeletal Nursing, Nursing Professional Development RN-BC
- ★ **Dwayne Colyar**, RN Manager 7W & Transport, Psychiatric-Mental Health Nursing, RN-BC (P/MH)
 - ★ **Carl Durias**, Main OR, Certified Nurse Operating Room CNOR
 - ★ **Gretchen Wyble**, SASC, Certified Nurse Operating Room CNOR
 - ★ **Michael Skelly**, Infusion Center, Oncology Certified Nurse OCN
 - ★ **Mary DiVincenzo**, Infusion Center, Oncology Certified Nurse OCN

Paige Yang, 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 [here](#). *Special thank you to the foundation for supporting this accolade!*

"In October 2016, a young Chinese man was found unconscious and was brought to Sibley. He was transferred from the ICU to 7A in February 2017, but he had a grim prognosis and was in a persistent vegetative state.

It was difficult for staff to communicate with the patient's parents. His mother spoke a rare dialect and was unable to read or write. We were forced to rely on the impersonal interpreter phone until one day, new graduate nurse Paige Yang was assigned to this patient. Right away she began communicating with the patient's mother, and we discovered that Paige also spoke this dialect. Over many weeks, Paige was there whenever we needed to communicate with his mom. Incredibly, the patient's mother began to open up to us, and we learned that the patient was married and had two children, and that he'd come to the U.S. to make a better life for his family. This additional information helped us engage more with this family and guide them toward a palliative treatment plan.

Without Paige, we would not have been able to communicate our recommendations and help them through the process of losing their son.

On the day the patient died, Paige gently comforted the parents and helped dress their son in new clothing, as is the tradition in their culture, before the deceased's journey to the eternal life. Then, she carefully explained arrangements for a funeral home and cremation.

Interpreting language and culture is time consuming. It is especially challenging to convey medical information to lay persons. With something as delicate as the death of a child, grabbing the CyraCom phone is neither humane nor desired. Paige rose to the challenge, not only establishing a warm and trusting relationship with this family but also assisting her medical colleagues with the arduous task of interpreting even when not assigned to this patient. We are grateful for her kindness and her show of sacrifice to all involved." — 7A Leadership



PAIGE YANG POSES WITH SIBLEY FOUNDATION STAFF AND JOANNE MILLER, CNO. THIS AWARD IS GENEROUSLY SUPPORTED THROUGH THE PRINCE MORALE FUND.

Avenue to Always: Our Patient Experience Journey

Sibley's 7B Shoots from Last to First in Call Light Response Time

By Carole Groux, Patient Experience Liaison Manager

Congratulations to the staff of 7B led by Linsley Nyack. The HCAHPS patient surveys from discharges in May-July show a jump from the 1st to the 59th to the 94th percentile for call button response. This translates to a 40.5% increase in patients reporting they “Always” received help as soon as they wanted after pressing the call button. This is one of two questions that makes up the Responsiveness Domain of the survey.

The staff on 7B has been implementing new practices to decrease the amount of time before someone answers the call light as well as other measures to proactively meet patients’ needs.

Lacey Walker and Khiet Nguyen with IT helped add two Wireless Access Points to boost the WIFI signal on 7B because many rooms were “dropping” nurse calls upon entering the room. Jackie Payne individually adjusted the intercom volume in every room to enhance the ability to hear the patient when answering the intercom.

The next phase involved a multi-pronged approach to address the length of time patients were waiting (before hearing a response) after pressing

their call light. These included:

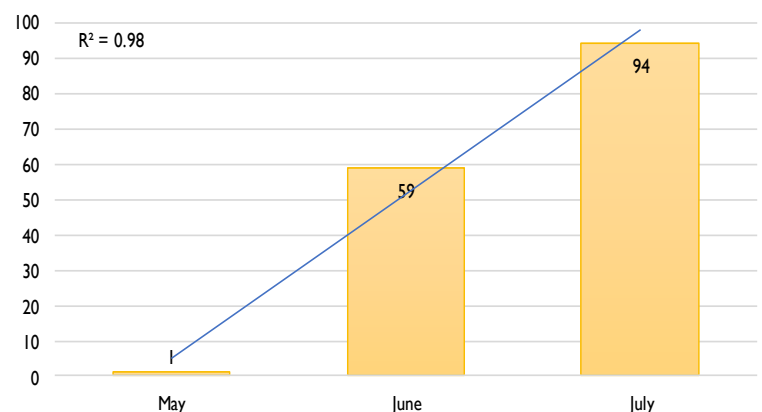
- Standardizing the script when answering the call light at the Team Station. Special wording ensures we optimally utilize our staff and volunteers in meeting the patient needs.
- Nurses and CAs forwarding their patient calls to their matched “buddy” before going on breaks.
- Increasing volunteer support at the Team Station.

The staff of 7B also implemented a physical reminder utilized at every shift change to increase responsiveness as well as safety. This prompt (pictured below) reminds nurses to use “teach back” to make sure patients know how to contact the nurse and ensures the technology is working properly.

Lastly is an emphasis on positive reinforcement. Visual displays and words of encouragement are peppered throughout the huddles and staff lounge congratulating the staff on their great work and use of the tools.



7B Call Light Responsiveness (Percentile Rank)



Helpful Hint: Beware of the “I’ll be right with you” response!

“I’ll be right back”... can mean one thing to a patient and something quite different to the caregiver. Instead, give an approximate time: “It’ll take me five minutes to get that for you” or “Let me get you a warm blanket. That will take me about ten minutes.”

TRANSFORMATIONAL LEADERSHIP

Promotions & Achievements

Matthew (Matt) Brown, MSN, RN-C Appointed 7A RN Manager

Matt began his nursing career as a graduate nurse at Sibley in 2008 after graduating from Salisbury University in Maryland. He worked as an RN on 7A for seven years as a clinical nurse, serving in the roles of mentor to many novice nurses, as well as charge nurse. It was during his tenure in Med Surg, where Matt began to develop a passion of caring for elders and in 2014 became certified as a Geriatric Resource Nurse. He then completed his Master of Science degree in Nursing Administration in 2015 from George Mason University in Virginia.

Later in 2015, Matt became our first Geriatric Nurse Navigator within the NICHE department. During his time as a Geriatric Navigator, he worked on improving the patient experience with a focus on the “over 80” age group in Med Surg. Additionally, Matt represented this segment of our population in his work in Practice Council as well as on the councils of Patient and Family Advisory and Diversity and Inclusion. During this time, Matthew also became the winner in an Innovation Creation Challenge with the U.S. Department of Veteran’s Affairs for his work on the “camo cup”.

Design Thinking sparked his interest and the Innovation Hub led him to the role of Clinical Advisor. Here, he helped promote the paradigm

shift to adopting Design Thinking as tool to help staff problem solve issues and remove barriers. It was during this experience that he designed the “About Me”

boards to help patients be seen more as a “person.” Today, the boards have become a part our care delivery model and culture that has served to enhance the patient and family experience.

By 2016, Matt continued to widen his clinical interests by serving as Chair of Johns Hopkins Health System Patient Education Committee. Matt partnered with Dr. Jennifer Abele on the Patient Experience Council as domain champions for the discharge/care transition domain. He is working with leadership to develop plans and reports for discharge phone calls. He has most recently worked as an expert panelist in the Healthy Communities arm of the Brookings Institute in Washington, D.C.

There are other accolades to mention, but the most important is that Matt exudes our mission of providing excellent and compassionate care—every person, every time. Please join us in wishing Matt success in this new role!



Dr. Laura Hendricks-Jackson, DNP, RN-BC, ONC Publishes Book on Nursing Professional Development and Peer-Reviewed Article

Dr. Laura Hendricks-Jackson, Director of Acute Oncology Services, can now add published author to her extensive resume! The Nursing Knowledge Center’s *Nursing Professional Development Review and Resource Manual, 4th Edition* is a must-have tool for nurses planning to take the American Nurses Credentialing Center’s (ANCC) Nursing Professional Development (RN-BC) certification exam.



If you are interested in taking the RN-BC certification exam, you can sign-out one of these books for 30 days in the PCS Suite located on the 4th floor of Building D. Otherwise you can purchase the book through the website [here](#).

Additionally, keep an eye out for Laura’s most recent peer-reviewed article, “*Psycho-Oncological Education to Reduce Psychological Distress Levels in Patients with Solid Tumor Cancers: A Quality Improvement Project*,” to be published in next month’s *Journal of Oncology Navigation & Survivorship*.



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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,
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Future!**

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EMPIRICAL OUTCOMES

Inaugural Nurse Residency EBP Poster Presentations

Can you believe it's been one year since our first cohort began? Time really flies when you are guiding the next generation of nursing professionals! Be sure to stop by their closing celebration on **September 28th!** Nurse residents will be displaying their evidenced-based projects in **Building A Lobby, 3:00 to 4:00 PM; followed by a pinning and awards ceremony from 4:15 to 5:00 PM in CR2.**

Special thank you to Terry Walsh for coordinating the program and the Sibley Foundation for supporting it!

STRUCTURAL EMPOWERMENT

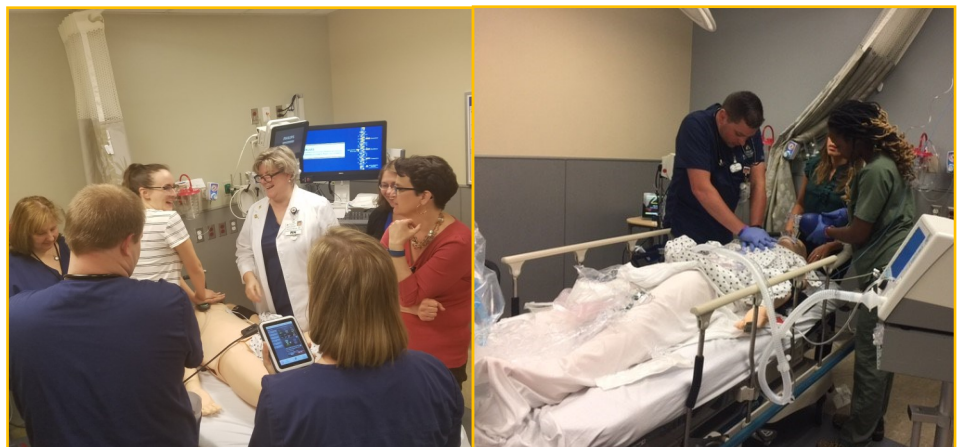
ED Adult Simulation Program Launches

Last spring, the emergency department began development of an Adult Simulation Program. A team of ED physicians and bedside nurses has formed a unit-based Simulation Council, a group that is devoted to developing the educational simulation learning environment for the practice of emergency clinical skills, education, and teambuilding.

This simulation program is unique because the nurses and physicians developing the program are able to tailor the simulation scenarios to the department's needs in real time. ED physicians and bedside nurses will participate in scenarios that mimic real-life cases to tackle identified learning needs. Simulations will use real equipment and resources available to the department, allowing for practice and mastery of skills while protecting patients from unnecessary risk.

The simulation council develops and programs scenarios, writes learning objectives, and completes training on the use of simulation software and technology. They then provide one-hour learning sessions with structured debriefings for maximum learning. In May, the Sim Council partnered with Special Care Nursery nurse Amy Peterson to provide ED nurses with instructions for use of the Panda Baby Warmer and neonatal resuscitation basics.

The program officially launches in September.



EBP Poster Sneak Peak!

SASC consistently ranked in the 15th percentile or lower on 10 of 17 indicators on the Press Ganey Ambulatory Survey, six of which relate directly to patient education.

SASC nurses **Stephanie Al-Adhami, BSN, BA, RN** and **Sarah Trandel-Korechuk, BSN, RN,** developed a pre-operative education video to improve patient understanding and the quality of patient care delivered in SASC.

The duo developed and recorded a video and the final product was integrated into the SASC registration process. Following registration, patients and family were asked to sit in a semi-private booth and watch the video on a laptop. Pre-printed materials were made with a link to the video on YouTube as well as a QR code that patients could use to watch the video on their own devices.

Post-intervention data indicated a consistent increase in all three category scores compared to variable scores pre-intervention.