



SIBLEY MEMORIAL
HOSPITAL

JOHNS HOPKINS MEDICINE

Celebrate the Past, Embrace the Future!

Patient Care Services Newsletter

September– October 2016

TRANSFORMATIONAL LEADERSHIP

Advanced Practice Providers– NP Council

By *Laura Pachelli, M.S.N., F.N.P.-BC and Family Nurse Practitioner at Sibley Memorial Hospital's Pre-Surgical Testing Center*

SMH's Nurse Practitioner Council was founded in 2014 with the purpose to educate patients, staff, and physicians on our scope of practice and unique role as comprehensive health care providers, and to provide an environment to foster professional growth, development, and excellence in patient care delivery. The NP Council meets quarterly and provides a forum to discuss pertinent clinical and professional issues in a collaborative environment. There are 20 NPs within Sibley Hospital practicing in Breast Cancer, Employee/Occupational Health, Gastroenterology, Hepatology, Johns Hopkins Memory Program, Neurology/Stroke, Oncology/Hematology, Orthopedics, Pain management, Palliative care, Pre-surgical Testing, Psychiatry, Skilled Nursing and Rehabilitation, Surgical Education, and Bariatric Surgery. Current projects include preparing for National Nurse Practitioner Week November 13-19th in which Sibley NPs will display individual projects including written article/journal pieces, posters, health maintenance screening information, and disease prevention and management education. The setting for NP week will be the MOB Lobby. The NP council held elections in late September for the new Chair and Co-Chair positions. Each position is a one year term and presides over NP council meetings, including meeting agenda development, minute keeping, scheduling speakers, and promoting collaboration and shared decision-making. NP council decisions are made by consensus. **Congratulations to our new Chair, Maureen Ross, MSN, MPH, ANP-BC (pictured top) and co-Chair Judy Cunningham, MSN, MPH, ANP-BC (pictured bottom) both of the Johns Hopkins Kimmel Cancer Center at Sibley.** Outgoing chair is **Laura Pachelli, NP, Pre-Surgical Testing**, who has presided as co-founder and Chair since inception of the council. Please congratulate these leaders in their new roles!



Join us for NP Week on November 16th, 8:00 PM to 1:00 PM in Lobby A!

In This Issue

Transformational Leadership

- Advanced Practice Providers- NP Council

Structural Empowerment

- New Tower Opens

Empirical Outcomes

- Nursing-led Research

New Knowledge, Innovations, and Improvements

- Tranquility Room
- Avenue to Always

Exemplary Professional Practice

- Kudos Corner

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."

We Are
SIBLEY

New Sibley Tower Opens

Great Teamwork!

From dietary to admissions to nursing and more, every single one of us has been involved and impacted by the move to our beautiful new tower. It's been a long journey— but well worth it! Take a look at some of the pictures from this special event below.

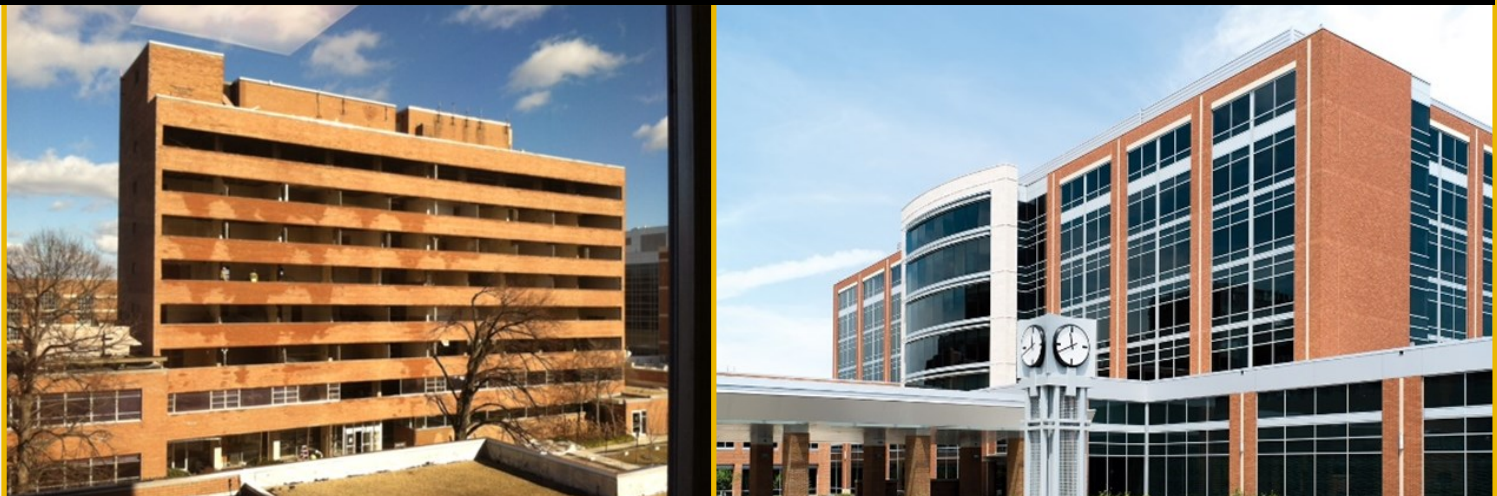
The planning, prepping, and touring...



The patient move...



The true before (Hayes Hall built in 1960) and after...



Biomedical Discovery: Nursing-led Research

How to Become a Sibley Research Team Member

Are you interested in being an investigator on clinical research studies here at Sibley Memorial Hospital? In order to join an IRB approved study team, you only need to complete the following training modules:

- Basic Human Subjects Research/Conflict of Interest
- Johns Hopkins HIPAA General Privacy Issues
- Johns Hopkins HIPAA and Research

As of August 1, 2010, the JHM IRB moved to CITI (Collaborative Institutional Training Initiative) for Basics Human Subjects Research (BHSR) and Conflict of Interest (COI) training. The BHSR and COI are now a combined course. Registration for these courses, along with the HIPAA & Research and other JHM IRB courses is available through the Hopkins myLearning website at: <http://training.jhu.edu/compliancetraining> (For JHED Users).

- Choose your affiliation as “Sibley Hospital”
- Answer the 5 questions in order to determine your required courses.
- Required courses will appear in the left corner of the screen. Select a course to enroll.
- Please use your assigned JHED ID and password to access the Hopkins myLearning website to complete your course-work.

Print and save electronic copies of your compliance training certificates. Then send electronic copies of the certificates to Janelle Maddox-Regis at jmaddox3@jhmi.edu or Jackie Lobien JLobien1@jhmi.edu to be kept on file for you. Copies of the

certificates do not need to be submitted with subsequent application submissions. To become a Primary Investigator who leads research studies, there are additional requirements. One of these requirements is to complete the in-person REWARDS training course. In September, seven PCS employees attended the training (pictured above).



From top left: Nneka Okoye, Matt Brown, Harpreet Gujral, Angela Stoehr, Suzanne Dutton, Joanne Miller, & Rowena Milburn

Suzanne Dutton, GNP-C, NICHE Coordinator

The purpose of the study will be to evaluate the knowledge and attitude of new hospital employees regarding obstacles that LGBT older adults face. Our hypothesis is that by screening a 60 minute documentary showing the realities that LGBT older adults face in the medical community to new hospital employees, that it will increase their knowledge and attitude on this topic, and increase ways in which they may support the LGBT person’s journey in healthcare.

Rowena Milburn, DNP, MSN, RN, SCN

Rowena is working with Elizabeth Scala, Research Coordinator, at Johns Hopkins Hospital on a multi-site qualitative study that focuses on engaging clinical nurses in research. The primary purpose is to describe the motivating factors of clinical nurses interested in research. A secondary objective involves identifying common characteristics, traits and similarities of clinical nurses that are engaged in research.

Beth Abate, GNP-C, Grand Oaks

The study is a quality improvement project at Grand Oaks as part of Beth’s doctoral study with the Johns Hopkins School of Nursing. She hopes to help Grand Oaks residents avoid unnecessary Emergency Department visits by improving communication between nurses and providers. Beth will train nurses to improve their geriatric knowledge and also implement standardized communication tools routinely used in hospitals and other health care settings.

Nneka Okoye, FNP-C, Occupational Health

The Sibley Health Hospital Team formed a multidisciplinary sub-committee to develop a comprehensive evidence-based behavior change program. To support employees reach individualized personal health and wellness goals, the program includes support and coaching from a multidisciplinary team of health practitioners and data tracking through Jawbone fitness trackers.

Staff Tranquility Room @ Sibley

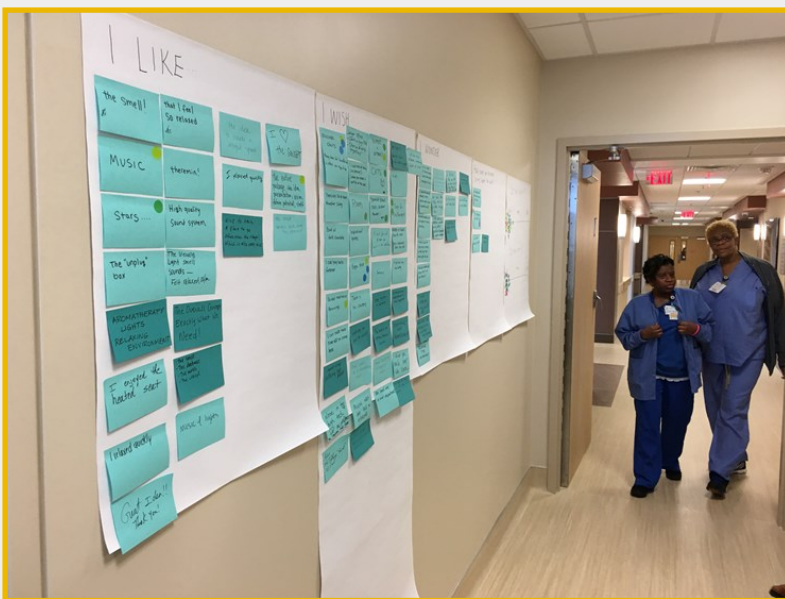
By Nick Dawson, Executive Director of the Innovation Hub

Organizations are beginning to implement calming and relaxing environments for staff. These “tranquility rooms” provide a reprieve from daily stressors and allow oneself to reconnect mind, body, and spirit. Luckily for us, the Innovation Hub is developing such a room for Sibley (the project is led by sound designer Yoko Sen).

About a year ago the Hub did a sprint with nurses and learned three things about breaks:

1. you have to have a destination for it to feel like a break
2. you have to have something help you disconnect
3. you have to have a high level of trust and teamwork to leave your unit

When Yoko joined the Hub as a sound and environmental designer, she started doing deep research on how people experience the hospital environment. One of her most profound insights is about what people hear and how it affects them. It turns out, the most offensive sound isn't alarms, it is the sound of another person in distress. And, unsurprisingly, those distress signals affect our nursing staff just as much as other patients.



So when we talked about prototyping some ideas to reduce those feelings of discomfort and stress, it became immediately obvious we should start with staff. That's how Yoko came to set up the prototype sensory room. The feedback has been overwhelming positive and underscores how much our front line caregivers appreciate when we also take care of them. People spoke about how losing a patient or an uncomfortable family encounter leaves them feeling emotionally drained without any recourse. After leaving the prototype room, they speak about how they feel recharged and centered. More importantly, perhaps, it quantifiably demonstrates a much higher engagement in innovation. Historically, when we ran prototypes we struggled to get participation and feedback. We've run out

of wall space for capturing "I like, I wish, I wonder...." notes. Everyone is highly engaged. Some of our *design champions* have also, unprompted, helped debrief their colleagues - soliciting feedback and explaining "this is how we do it in the Hub".

We see a lot of possibilities about creating a lasting process and service for patients and staff. We're still very much in prototype mode but things are moving forward! I hope this makes everyone else as proud of Sibley's culture of innovation and human-centeredness as we are!

Avenue to Always: Language of Caring in Action!

Marblet Finlay and I decided to start our own "movement" inspired by the "how to start a movement TED talk" by enlisting the help of Tyrone Jacobs and Crystal Posey who entered our staff meeting with music and started dancing. We got about 8 participants to join us, not knowing exactly what was going on. We followed up with the TED talk video and explained the goal of improving not only the patient experience, but employee engagement. Next we had an open discussion about how we practice presence with patients and each other. Then we shared the Brene Brown you tube video, "Empathy vs. Sympathy." We received lots of positive feedback from staff. — Darleen Dagey, OR Nurse Educator

I think that people in general sometimes can forget that we all are human, and there may be moments when we need a moment to breathe. When our space is invaded we tend to be on guard or don't know what to do with our emotions. If we allow ourselves to walk away and breathe, then we can come back and reevaluate ourselves and follow with adjustments if necessary. The only catch is that people have to allow us the moments. Practicing presence with one another and simply acknowledging feelings —allows us a moment to care for ourselves, look out for each other and provide excellence and compassionate care to our patients and families. This sets the foundation for relationship based care. — Belinda Coleman, RN, 2A

I realize that one can show their presence in doing simple and small things that we do to make people feel special. Letting people finish their sentence as they answer our questions, repeat back if clarification is needed and acknowledge feelings they might be sharing.— Harpreet Gujral, Program Director of Sibley Weight Loss Center

EXEMPLARY PROFESSIONAL PRACTICE

Kudos Corner: Recognizing Nurses

Patient Letter of Gratitude



Dear Ms. Filler,

You should be very proud of the caring, outstanding nursing staff you supervise. Without the wonderful care for my husband during his ten-day stay at Sibley last month, I am sure the outcome could have been attenuated, if not a very different one. Thank you.

...I felt the staff appreciated the family presence and recognized that we didn't want to get in the way but felt we needed to be there to reassure my husband. Our assisting with meals, explaining things to him, and helping some of his personal care under the direction of the nursing staff, I think was helpful to his mental and physical recovery.

I have tried to remember names and countries (!!!) of the wonderful women and men working on **Six West**. I have forgotten many names although I can see their faces in my mind's eye. Above all, your staff demonstrated kindness.

Some names I remember:

- **Erin**...when she talked to me or my husband I could tell she was taking it in, really focused and listening and then responding gently and honestly
- **Deepa**...her quiet decisiveness was calming and appreciated during this stressful period
- **Katrina**...delightful, cheerful, always spoke clearly and loudly, and enjoyed sharing a laugh with my husband
- **Karen (Lee)**...noticed a book I was reading and took a few minutes for a conversation where we'd discovered we'd both read and enjoyed several of the same books

Kudos Corner Continued: Recognizing Nurses

Congratulations are in order for...

Courtney Bixler for obtaining her OCN! Courtney just transferred to us from Radiation Oncology at the beginning of October. She will be working with Dr. Lee and the GI team moving forward.

Judy Cunningham and **Maureen Ross** for becoming advanced oncology certified nurse practitioners (AOCNP)!



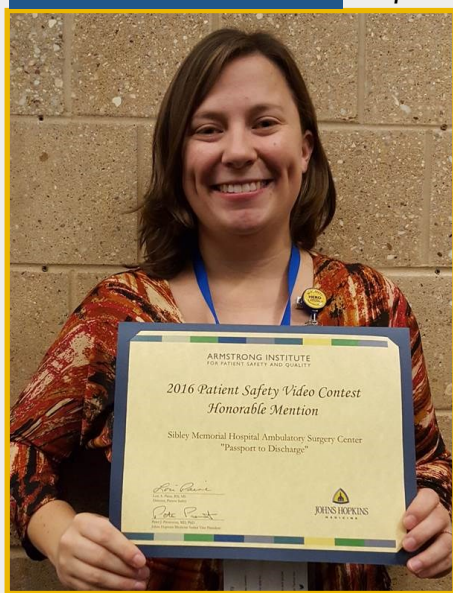
Sibley is pleased to announce our latest DAISY winner, **Azebe Kebede of 5A**. As a DAISY winner, Azeb receives recognition on the DAISY Award website, reduced tuition at Chamberlain College of Nursing, reduced cost on ANCC certification or renewal, and recognition through various forms of social media. 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 January!

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



Azebe Kebede, RN: Sibley's sixth recipient of the DAISY Award. The DAISY Award is an internationally recognized program to honor nursing excellence.



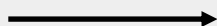
SASC Recognized at Armstrong Institute's Patient Safety Summit

Congratulations to the Sibley Ambulatory Surgery Center (SASC) on receiving honorable mention for the safety video contest at the Armstrong Institute's Patient Safety Summit. Pictured right, **Stephanie Al-Adhami, RN**, (pictured left) accepted the award for their video showcasing SASC's Passport to Discharge. You can watch the vid-



Halloween Babies in SCN

Newly graduated RN, **Molly Massarelli**, (pictured right) created Halloween costumes for our babies in the Special Care Nursery! You can see more adorable photos on the last page of the newsletter. Way to go Molly!



Kudos Corner Continued: Recognizing Nurses



Contact Us

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

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