Ensuring Patient Safety and Quality of Care

March 8, 2011

Dear Colleagues,

In case you didn’t know, this week is National Patient Safety Awareness Week, sponsored by the National Patient Safety Foundation. The theme for this year’s campaign is: “Are you in? Commit to Safer Health Care.” Click here to learn more about the campaign. Dr. LeBlond and CQSPI held their first “Let’s Talk Safety” forum last week and it was a success—85 people attended. This forum will be on the first Tuesday of the month and offers a unique opportunity for any UI Hospitals and Clinics staff member to participate in an open discussion of safety. Click here to download a flyer for the next date and topic. Many other good things are happening related to patient safety and quality of care that I want to share with you.

First, we completed our first skin survey of 2011 with good results. Our STAR team and nurse leaders surveyed a record 486 patients, and, while we’d like better results across the organization as a whole, it is impressive that some areas have completely eradicated hospital-acquired pressure ulcers. Congratulations to our pediatric nursing colleagues who had only one hospital-acquired pressure ulcer across the entire Children’s Hospital! And, in general, we are doing a much better job documenting our skin assessments on admission. This is a huge accomplishment. Read on to learn more about the survey details. Thanks to everyone who contributed to these strong positive patient care outcomes as well as to this quarter’s survey process.

Second, we are making good progress on our Central Monitoring Unit (CMU). To remind you about this project, we will have a central location where all of the EKG data (and possibly pulse oximetry) from across our non-ICU settings will be watched 24/7/365 by trained monitor technicians. We will expand our ability to keep patients on their specialty unit (e.g., orthopaedics, general surgery) while providing cardiac monitoring with continuous surveillance. Joe Greiner, MSN, RN, an adult critical care APN, is the project manager. Joelle Jensen, MSN, RN, NEA-BC, is the Sr. Associate Director of Nursing who is leading this effort. A team of individuals from UI Hospitals and Clinics recently visited Northwestern Memorial Hospital in Chicago to learn how they launched their central monitoring program. Click here to read the journal article they published on this. The CMU will transform the way we provide surveillance for our patients and will afford the opportunity to standardize and train all staff (nurses and doctors) on appropriate monitoring of patients outside the ICUs. Expected “launch” of the new unit is June/July 2011. So stay tuned …

Third, in our ambulatory setting, MyChart is really starting to “catch fire” with our patients—so much so, that we’ve noticed a positive surge in our Press Ganey survey responses related to information sharing. Click here to take a look at our statistics, and see the item below for more information. We are so pleased with the positive difference that MyChart is making and so grateful to our staff in ambulatory care who are teaching
our patients about this new technology. Empowering our patients with their health information, test results, etc., is a wonderful advancement for safety and satisfaction.

Finally, this week, I welcomed 22 new staff nurses to our ranks. We are really chipping away at our staffing levels (see Milestones section below for names and work units). This brings us to a total of 256 nurses hired since July, 2010. Many thanks to our managers, Nursing HR, and all of our preceptors who work side-by-side to onboard new staff members. We are getting there! Over the next several weeks and months, our leadership team will develop a comprehensive workforce plan to forecast hiring needs over the next three to five years as we bring on new beds and services. As you well know, ours is a complex business, and it takes a village to make it work! Thanks for your part in this and for all you do every day for our patients and families.

Sincerely,

[Signature]

Announcements

Preliminary results from March 3 skin survey
Overall summary: 486 patients were surveyed. Pediatrics dramatically decreased their pressure ulcers. They only had one—way to go!
• 52 – ulcers identified (increase over last survey) but 17 were identified on admission—an improvement in documentation
• 35 – ulcers (less than prior survey) were hospital-acquired. Of these, 31 occurred on the unit.
• 1 – stage III pressure ulcer (same as prior surveys) (suspected area of development was OR)
• 3 – heel ulcers (less than prior survey)
• 7 – deep tissue injuries (DTI) (more than prior survey)
• 12 – device-related (less – thanks to Peds!)

MyChart off to strong start
At a glance, you will see that we now have 13, 768 active MyChart patients. The largest area of review under MyChart is Lab Results, with 50 percent of the views. In addition, of the clinical areas now active, their breakdown of questions is as follows:
• Medical Advice Requests: 6,667
• Customer Service Requests: 1,143
• Appointment Scheduling Requests: 1,091
• Prescription Renewal Requests: 806
Appointment Cancellation Requests: 310
Click [here](#) to see a breakdown of the information.

**Alaris pumps – please help with circulation**
In spite of having more than 1,100 pumps in our system, at times, we’ve had shortages in the PACU. It is up to all of us to solve this problem. Please work with your environmental aides and Stores to get pumps back into circulation so that others may use them. Thanks for your attention to this matter.

**SEIU contract negotiations conclude with 3 percent salary increases each year**
In case you haven’t heard, SEIU contract negotiations recently concluded and the contract was ratified by the membership. All SEIU-covered positions will receive a 3 percent salary increases in July, 2011 and another 3 percent in July, 2012. This is on top of the 2 percent the bargaining unit received on January 1, 2011. Thank you for your many contributions to the organization – well deserved!

**Welcome to our new service ambassadors**
Please take time to welcome and say “Hi” to our new service ambassadors. You may have noticed them in their red blazers around the house. Their main job is to meet and greet our patients and families and provide any assistance they might need.

**Call for Posters**
The deadline to submit a poster application for this year’s Nursing Recognition Day event is March 18. Each year, nursing staff have the opportunity to showcase projects they are working on the areas of EBP, Practice/Case Studies, Education, Quality, or Conduct of Research. This year’s event is May 5-6 in the Pappajohn Lobby (Elevator I, Level 1). Think of the important work your unit is doing that could be shared with a wide audience and e-mail your application form in to Rosanna Seabold at rosanna-seabold@uiowa.edu. Click [here](#) to download poster application.

**18th Annual EBP Conference Coming Soon!**
The 18th National Evidence-Based Practice Conference, “Connecting with Consumers for Evidence-Based Health Care” will be held Friday, April 29 from 8 a.m. to 4:30 p.m. The Pre-Conference will be April 28, from 1 to 5 p.m.; the VA Nursing Program (for VA Nurses only) will be April 28 from 8 to 11:30 a.m. All events will be at the Sheraton Iowa City Hotel in Iowa City, Iowa. Register by Friday, March 18 to receive a discounted registration fee. CEUs are available. Click [here](#) to view the conference brochure. For more information contact Grace Rempel at 384-6737, or e-mail grace-rempel@uiowa.edu.

**Lectures/Presentations**
National Safety Awareness Week
March 6-11 is National Safety Awareness Week—a perfect time to learn more about patient safety activities at UI Hospitals and Clinics. Go to The Point to watch a video, sign up to attend a Lunch and Learn session on Related Readmissions, or to download important materials. You’ve all heard the statistics, and they aren’t always pretty. We must change this. Let’s use this week to re-commit to providing our patients with the safest care possible. Let’s all be informed, involved, and invested in patient safety.

Let’s Talk Safety
All UIHC staff is welcome at the Let’s Talk Safety Forum on the first Tuesday of the month. The topics are based on your feedback from the recent Patient Safety Culture survey and allow for open discussion with CQSPI and our CQO, Dr. LeBlond. Click here to print a flyer.

Overwhelmed with e-mail?
Many of you have expressed interest in additional information on the details of organizing and/or setting up various folders in Outlook e-mail. A recent handout from Susan Johnson provides some excellent detail; click here to view. For more information, please contact Susan directly at susan-johnson@uiowa.edu or e-mail questions to Karen Marek (karen-marek@uiowa.edu).

Patient satisfaction update
Thanks for your strong efforts related to patient satisfaction. I am hopeful that we will continue to improve our scores by the end of the month. Keep up the great work!
Grateful patient letters for 2 JCP nurses

My 4 month old son was admitted to 2 JCP for difficulty breathing. He was diagnosed with tracheomalacia. I felt that we were just at a standstill and no one was doing anything to deal with his difficulty breathing. My son was having a hard time when Andrew (Barr, RN) first came in to see him. Andrew immediately got respiratory therapy and started paging doctors. Things began to happen. Then all day Andrew kept in constant communication with us about what was being done and what was to come. He did an incredible job & I feel that he was instrumental in getting things going to treat my son. I feel Andrew helped save his life. Thank you so much!

Kelsey treated us like family. Our daughter is very sensitive and moody. Kelsey (Tauke, RN) took the time to figure out how to make her stay more comfortable. She encouraged her to get out of bed and go for a ride in one of the cars and she did a 180. If it hadn’t been for Kelsey’s excellent care, I know our daughter would have been here longer. We are forever grateful.

Kourtney (Johnson, RN) went out of her way to make sure my daughter’s fever and pain were well managed. She never questioned our daughter’s pain level, just paged the doctor right away (in the middle of the night). She made us feel important. She took the time to make our “difficult” child feel comfortable. She was wonderful.

To read more grateful patient letters, click here. Has your unit or clinic received a letter from a grateful patient? Please send to jane-zukin@uiowa.edu or through campus mail to Jane Zukin, UI Health Care Marketing and Communications, W 319A GH.

When commenting, please be respectful of your colleagues.