Dear Colleagues,

I want to congratulate Dr. Sharon Tucker, Dr. Laura Cullen, Dr. Kirstin Hanrahan, and the entire EBP/Research team for another excellent National EBP Conference. It was the 20th year and possibly the best one yet! I attended the keynote address by Elizabeth Bridges, PhD, RN, CCNS, FCCM, FAAN, and thoroughly enjoyed it. She made a compelling case for advancing a culture of inquiry and sustaining EBP into the future. She shared many good references, quotes, and anecdotes that can help us improve patient care quality, safety, and service, as well as EBP. Click here to see a copy of her presentation.

One of the references Dr. Bridges referred to in her talk is a book Safe Patients, Smart Hospitals by Peter Pronovost, MD. Click here to read a review of this book, which was released in 2010. It has a similar message to a recently published post in The New York Times about healing the hospital hierarchy. These resonate with me, especially right now, as we continue to improve the work environment, communication, satisfaction, and safety.

Two weeks ago this past Friday we hosted guests from the Indiana University Health System, who presented to our Nurse Managers, Medical Directors, and Senior Leaders on professionalism among the medical staff. We’ve finalized our “Stop the Line” policy (Professional Nursing Handbook, page 27) and will be rolling out additional education about this soon. Our colleagues on 6RC and now the ASC/MOR have begun TeamSTEPPS® training to help us break down the barriers at the local unit level to facilitate effective team work. We’re committed to continuing to improve our culture of safety. This is evidence-based and it takes time, but it works! I’ve heard from several staff who are interested in helping to lead this journey. Please let your nurse manager, director, or me know if you might want to lead in your area.

It’s a culture of safety and excellence that will carry us forward to our third Magnet designation and will serve us well for the future. Next week, Anita Lymburner, RN, from the American Nurses Credentialing Center (ANCC) consulting service will be here for four days (April 29 to May 2) to help us prepare
for our actual Magnet site visit on June 3 to 5. Click here to see the schedule of activities for the mock site visit. We’ll also post the final schedule for the June site visit on our website soon. Please make sure to read this week’s guest columns; the first is about the Public Notice for the Magnet Recognition Program® Site Visit. A link to the notice for staff can be found on our Nursing Intranet Homepage, which is the topic of our second guest column. Use your Professional Nursing Handbook to refresh your memory of all the great resources and activities that are integral to our work. BJ Hannon and I are making the rounds to all the clinical departments to update them on our accomplishments and to educate them about Magnet. I’m really looking forward to sharing our great work with the appraisers and know they’ll be impressed with our exceptional team. Attaining Magnet designation is far from a “slam dunk,” which makes it that much more meaningful and worthwhile. It’s great recognition of our focus on excellence in all we do!

Between the mock site visit and the “real” site visit, we’ll have our Nurses Week activities. Please take a moment to read about all that’s in store during that week, including an opportunity to win an iPad mini for visiting the poster sessions.

One area we really need to continue to focus on is hand hygiene. This week our overall compliance dropped to 66% and nursing came down to 67%. This rate is not acceptable. Please clean your hands upon each entry and exit of a patient room—even if you are just “sticking your head in.” Crossing the threshold of the doorway is enough to warrant hand hygiene. Thanks for holding each other accountable to this standard.

Finally, I want to share some new videos that nursing HR and our marketing colleagues helped create. Each one features a staff nurse and highlights their career here at UI Hospitals and Clinics and what it means to them. In the next few weeks, our CWS colleagues will also be creating videos featuring some of their staff. Many thanks to Charlie Terzano-Borovic RN, CMSRN, Maritza Campos, BSN, RN, Haley Fernandez, BSN, RN, and Vinay Tauro, MNHP, RN, CNRN, for doing this. Each one is special and I hope you enjoy them! We’ll be using these video clips in presentations and for recruitment purposes. These personal stories really highlight the very best of nursing at Iowa.

We’re so fortunate and have so much to be proud of. Thanks for all you to do keep our excellence shining for our patients, families, and each other!

Sincerely,

[Signature]
**Guest Column on Communication**

**What’s on the Nursing Intranet Homepage**

*By BJ Hannon, MSN, RN, CPHQ, Magnet Program Director*

The Department of Nursing Website Committee has worked very hard over the last few years to place crucial information for nurses in one place, easily accessible on the hospital intranet. This effort was undertaken for you so you could get information quickly without having to email or call nurse leaders. Everything from certification facts, to available academic programs, to forms for tuition reimbursement, shared governance updates and quality data is available in one place: the Nursing Intranet Homepage. Click [here](#) to learn more.

**Guest Column on Magnet**

**Notification Magnet Site Visit, June 3 to 5, 2013**

*BJ Hannon, MSN, RN, CPHQ, Magnet Program Director*

UI Hospitals and Clinics was designated as a Magnet organization in 2004 and 2008 by the American Nurses Credentialing Center (ANCC) Magnet Recognition Program®. This prestigious designation recognizes excellence in nursing services. In August 2012, UI Hospitals and Clinics applied for the second re-designation of Magnet. After acceptance of the Magnet Application documents, a site visit was awarded for June 3 to 5, 2013. As part of the application process, an official Public Notice has been issued by the American Nurses Credentialing Center Magnet Recognition Program® to enable feedback and input from a variety of audiences. Following is wording taken directly from their Public Notice.

Everyone working, learning, and volunteering at the hospital has an opportunity to participate in the evaluation process and are encouraged to do so. An appraisal team will be coming to the hospital, **June 3 – 5, 2013**, for a site visit.

You may talk with the appraisal team when they arrive, or you may fax or e-mail comments to the Magnet Program Office. **All phone comments to the Magnet Program Office must be followed up in writing.** Your comments are confidential and never shared with anyone in your organization. If you choose, your comments may be ANONYMOUS, but must be in writing.

Your comments must be received by May 24, 2013.

- Phone: 866-588-3301 (TOLL FREE)
- Fax: 301-628-5217
- E-Mail: [MAGNET@ANA.ORG](mailto:MAGNET@ANA.ORG)
- Write: American Nurses Credentialing Center
  Magnet Recognition Program
  8515 Georgia Avenue, Suite 400
  Silver Spring, Maryland 20910-3492
UI Hospitals and Clinics has submitted written documentation for the appraisal team to review. That information is available to you for review on The Point.

**Notice To Registered Nurse Staff**

Although you are not required to identify the organization in which you work, doing so will provide the appraisal team with valuable information that can be considered in the evaluation. If you do choose to indicate your organization, rest assured your comments are received anonymously and the Magnet Program Office has no way of identifying you. (To assure complete anonymity, submit comments from a home computer.)

Please click [here](#) for a downloadable, printed copy of the complete Public Notice.

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**MILESTONES**

**Certifications**
- **Linda Boehmer, BSN, RN, CPN**, Peds Specialty Clinic is a newly Certified Pediatric Nurse
- **Trang Duong, BSN, RN, CPN**, staff nurse 2JCP is now a Certified Pediatric Nurse
- **Emily Gage, MSN, RN, CNOR**, staff nurse Team 3 Main OR, is now a Certified OR Nurse
- **Darci Jackson, RN, PCN**, staff nurse in the Pediatric Resource Pool, is now a Certified Pediatric Nurse

**Conference attendance**
The Wound, Ostomy nurses: **Patricia Pezzella, BSN, RN, CWON; Marge Jensen MSN, RN, CWON; Becky Humpal, BSN, RN, CWON; Vinay Tauro, MNPH, RN, CNRN; and Laura Phearman, BSN, RN, CPNP**, attended the Fifth Annual Ostomy Education day sponsored by the Iowa Affiliate of the Wound Ostomy Continence Nurses Society. Pat presented “Spring into Healthy Skin,” Laura and Marge participated in discussion panels, and Laura participated in the “Youth Rally” camp for children with ostomies.

**Years of Service**
- 40 Years: **Mary Clanton, Sue Swearingen**
- 35 Years: **Trudy Laffoon**
30 Years: Susan Wells
25 Years: Lori Jenkins, Darlene Miller, Julie Rogers
20 Years: Susan Kerr, Suzanne Monkman
15 Years: Anna Rhodes, Rusty Keeney, Cheryl Panther, Anita Hemingway
10 Years: Kristyn Valet, Stephanie Oleson, Marilyn Bucher, Lisa Lewis, Wanda Silver
5 Years: Emily Barwacz, Stephanie Norman, Chelsey Cornwell, Brooke Brockhohn, Marcia Knepp, Cheryl Richardson, Heather McKiness, Jessica Parizek

Grateful Patient Letter—for Gyn/Onc, HCC Infusion Center and 3JPW
This week’s grateful patient letter was submitted via our UI Health Care website. Congratulations to our Gyn/Onc team for your excellent care of this patient!

We want to send a sincere thank you to Dr. David Bender, his team, nurses, and the entire infusion staff for their dedication, love and support to me and my daughters during my journey. We feel very blessed to have such an awesome team on our side. God bless each of you.

A grateful patient and her two daughters

To read more positive patient comments, click [here](#). Has your unit or clinic received a letter from a grateful patient? Please send to [christopher-green@uiowa.edu](mailto:christopher-green@uiowa.edu) or through campus mail to Christopher Green, Department of Nursing Services and Patient Care, C445 GH.

Patient Satisfaction Update—making progress—more to go
We continue to make good progress on our nursing Press Ganey questions in many areas. Our pediatric units are stalled a bit and we’re focusing on what we can do to improve there. It’s nice to see the huge upward trend in BHS and our outpatient clinics. Keep the focus where it needs to be—on providing our patients and families the very best! On the HCAHPS front, we’ve improved in some areas, but nursing communication YTD has taken a dip compared to the previous two years. This is the “Always” question. We have to get it right every single time. We can do it!

Announcements
Learn More about Pain
Visitng Scholar Christine Miaskowski, PhD, RN, FAAN, to offer two talks on April 24, 2013. Topics include symptom management research and complexity of cancer pain. Topics include symptom management research and complexity of cancer pain. Click here for flyer.

Nursing/Safety Grand Rounds set for Wednesday, May 1, 2013
“Cultural Diversity: What’s a Nurse to Do?” Click here for flyer.

Webinar: “Evidence-Based Guidelines for Platelet Transfusion” on Thursday, May 2
Click here for more information.

Nurses Week is May 6 to 12
Lots of fun activities are planned. Print and post this flyer for more information. National Hospital Week will also be celebrated that week. This year, nursing posters will be displayed Monday, Tuesday, and Wednesday (May 6 through 8) in the Fountain Lobby as part of National Hospital Week. All nursing departments and units are invited to display a poster. If you are displaying a poster for Nursing Recognition Days on Thursday and Friday (May 9 and 10) in the JPP Lobby, you’re invited to bring your posters to the Fountain Lobby to display May 6 through 8 also. All posters are welcome. Simply email bonnie-schaffer@uiowa.edu to reserve your spot and get complete information.

Let’s Talk Patient Safety at noon on Tuesday, May 7, 2013
“Rework: Frustrating, Wasteful and Unsafe” Click here for flyer.

National Volunteer Week is April 21–27
This is National Volunteer Week. In fiscal year 2012, 1,527 volunteers contributed more than 115,000 hours of their time and helped to generate almost $359,000 last year to improve the patient and family experience at UI Health Care. Because of their generous gifts of time and service, these totals illustrate the power and meaning of giving from the heart. Without a doubt, our volunteers have an amazing impact on the experiences of the thousands. I encourage you to take the time to thank our volunteers for all they do for our patients and their families. Click here to learn more.

Medical Laboratory Professionals Week is April 22–26
Can you imagine how hard it would be to treat a patient without having quick, reliable lab test results? Did you know that laboratory test results comprise about 70 percent of a patient’s medical record? So much of the state-of-the-art care we give simply would not be possible without the work of our talented lab professionals. April 22 through 26 is National Laboratory Professionals Week. I encourage you to take a moment to thank any laboratory professionals you may
work with this week. Their behind-the-scenes work is critical to our hospital—
please let them know we appreciate everything they do.

NAMI Walk
Join UI Health Care’s “Super Team” at the NAMI Walk on Saturday, April 27, at
10 a.m. in Lower City Park, Iowa City. This walk increases awareness about
mental illness and raises funds for local NAMI programs. Ken Kates, CEO of UI
Hospitals and Clinics and Associate Vice President of UI Health Care, and James
Potash, MD, MPH, professor and head of the UI Department of Psychiatry, are
leading the team. Register online at this website.

2013 Nurse Recognition Day, May 9, 2013
Once a year, we have the occasion to recognize our many nurses who have gone
above and beyond their expected job duties as well as showcase the incredible
work our nurses have done over the past year. Through our annual Nursing
Recognition Day event, we will again display the
many excellent, and sometimes little known,
projects on which nursing staff are working
throughout the hospital in relation to Nursing
Excellence in Practice, Research, Quality
Management, and Education.
Nurse Recognition Day activities will begin at 10
a.m., Thursday, May 9, and will continue through
3 p.m., Friday, May 10, in the Pappajohn Lobby (Elevator I, Level 1). The posters
will be on display throughout the night so that overnight staff have the
opportunity to take part in the event as well. Come and vote for your favorite
poster as well as register for the chance to win a new iPad mini—and most
importantly—come see how our nurses are making a difference!

Summer Semester 2013 Tuition Assistance Program
The online Summer Semester 2013 tuition application for P&S, Merit Exempt,
and Merit Confidential staff is available through May 10, 2013. Please apply
within the posted timelines. Applications submitted after the end date will not
be approved. Employees not applying for assistance in the RN-to-BSN program
must apply for the tuition program online through their Self-Service website.
Instructions for accessing the online application may be found here. The tuition
assistance program (also known as “tuition reimbursement”) applies to job-
related courses and job-related certifications and re-certifications, with the
following exceptions:

- Does not include general education and pre-requisite courses
- Certifications/re-certifications that are a condition of employment are not
covered

Latex balloons reminder
Latex balloons are prohibited throughout UI Hospitals and Clinics, including
non-patient care areas (Department of Nursing Services and Patient Care Standards of Practice N-02.240). Latex balloons pose a serious health hazard to patients and health care workers due to the risk of choking in children and latex allergies in all populations. Patients and staff with latex allergies can experience serious medical emergencies after exposure to latex balloons. If you notice a delivery of latex balloons, please direct the individual to the Main Lobby Information Desk where they may receive a $10 certificate for use at Wild Rose Gifts to purchase Mylar balloons or other gift alternatives. Thank you for your attention to this important safety concern. For more information, contact Pam Hoogerwerf, Coordinator, Community Outreach and Injury Prevention, UI Children’s Hospital.

**Quick Links**
Click [here](#) to learn more about:

- Night and Weekend Employee Parking Privileges
- UI Faculty and Staff Awards Call for Nominations
- Construction Update: Field House; South Hospital Drive; Carver Patio; Newton Road
- Shape the future of nursing: become a Gamma Chapter mentor
- Geriatric Resource Nurse (GRN) Training

When commenting, please be respectful of your colleagues.