The Department of Nursing Services & Patient Care
University of Iowa Hospitals & Clinics

House Staff Orientation
June / July 2013

Ann M. Williamson, PhD, RN, NEA-BC
Associate Vice President for Nursing and Chief Nursing Officer
• ~ 2,100 RNs strong
• Low vacancy and turnover rates
• International reputation for EBP, shared governance model, research & informatics
Magnet Designation

- Designated in 2004
- Re-designated in 2008
- Second re-designation site visit, June 3 – 5, 2013
- First Magnet Hospital in Iowa & first re-designated hospital in Iowa
- First Magnet Hospital in the “Big Ten”
- One of only four Iowa hospitals to carry the designation
Magnet Hospitals

- 395 Current Magnet Facilities (< 7% of U.S. Hospitals)
  - 4 International Magnet Hospitals (Australia, NZ, Lebanon, Singapore)
- > 300 hospitals in the “pipeline” for Magnet
- Magnet designation continues to be very prestigious and represents the “gold standard” for excellence in nursing and patient care
- Recognizes hospitals with professional nursing environments that meet or exceed expectations in five areas:
  - Transformational Leadership
  - Structural Empowerment
  - Exemplary Professional Practice
  - New Knowledge, Innovations and Improvements
  - Empirical Outcomes
Professional Nursing Practice Model
This year’s 100 Great Iowa Nurses were honored on Sunday, May 5 at a reception in Des Moines. UI Health Care had 14 nurses recognized at the event. In the seven years since the program started, we’ve had a total of 108 Great Iowa Nurses.

Those honored from UIHC were:

Cheryl Bombei
Deb Bruene
Jennifer Carpe
Mary Beth Davis
Trisha Godard Shepherd
Kirsten Hanrahan
Carol M. Johnson

Monica Keleher
Jackie Nelson
Peggy O’Neill
Joshua Petersen
Kelly Petrulevich
Kristel Wetjen
Jeanette Wigim
Caring

Caring with our Minds, Hands, and Hearts

UI Hospitals and Clinics is proud to recognize all of our approximately 2200 professional nurses during National Nurses Week. Your work as advocates, leaders, educators, and caregivers is truly inspiring.

Very special congratulations to our 14 nurses recognized this year as 100 Great Iowa Nurses. You join an elite group of nurses whose talents and dedication are exemplary. Thank you for all you do for patients and families in the community and across the state.
Daisy Awards 2013 - Recipients
Ensure the highest levels of patient safety & quality of care
- Epic plays a key role – learn how to use it well
- Good hand hygiene is critical and a big focus for us
- We’re never satisfied with the status quo – help us continually improve our quality, safety and service

Enhance interdisciplinary teamwork and communication
- Team STEPPS pilot on 6RC and MOR

Improve the discharge process for patients and families

Decrease LOS without increasing readmissions

Improve the patient and family experience
- Service Excellence and the Iowa Experience
Service Excellence initiative

The Iowa Experience: Excellence Every Time

- Partnering with the Disney Institute to engage a broad cross-section of the clinical enterprise in understanding, committing to and practicing service excellence
- Events held 2011, 2012, and 2013
  - Over 4,000 faculty and staff attended
  - Additional sessions planned for September 2013 and beyond
Daily Bed Huddles to improve discharge planning

- A key strategy to ensure timely and efficient discharge
- Set times on each unit – usually between 8 a.m. and 10 a.m.
- Multi-disciplinary team participation – led by MD
- Discharge planning begins on admission
- We’ve added nurse navigators and social workers to many inpatient nursing units and some outpatient clinics to help us continually improve our care coordination efforts.
- It takes a village!!
Whiteboards

Whiteboards are used to communicate with the patient and family. They love it, please use it!

- Members of the care team
- Care goals
- Plans and tests
- Anticipated discharge date and time
- Discharge transportation plan
- Time of last pain medication
Other Key Initiatives

- Medical Directors at all sites of care
- Unit Councils on all inpatient units
- Technology investments
  - Central monitoring unit
  - Voalte phones across the house to enhance caregiver communication
  - Increasing optimization of EPIC
  - UICareLink and MyChart
- Expansion of weekend and after-hours resources
Other disciplines who can help you & our patients

Chaplain Service: Available 24/7

Chaplains Assigned to Critical Care

- Identify pt/family’s belief system interfacing with diagnosis
- Provide spiritual support that encourages their coping
- Facilitation and support of religious practices of all faiths and spiritual paths
- EPIC Documentation/EPIC Consult
In 2013 and 2014 budget there is increased availability of resources in several disciplines

- Palliative care
- Social work
- Physical therapy

Use the resources that we have

Any questions or uncertainty, ask your nursing colleagues or call the nursing supervisor (in house after hours and on weekends)
Summary

- We have a strong nursing culture and track record for excellence at UIHC
- We value collaborative interactions with our residents, fellows and other disciplines
- We can’t over-communicate, in the interest of the patient, with each other
- We have initiatives underway to improve our work environment so we can deliver the very best patient care
- We look forward to working with you!