Dear Colleagues,

School is back in session and it’s almost September. Can you believe it? While I was away on a very nice vacation with Bern in Copenhagen (he was working part of the time, but I got to play), Kenneth, along with all our nurse leaders, was back here holding down the fort. He attended the white coat ceremony for our new nursing students at the UI College of Nursing and made some very nice remarks that I would like to share with you. Thanks, Kenneth! Click here to read Kenneth’s remarks, which include an appreciation of the work of photographer Richard Renaldi. Renaldi really captures the essence of the humanity in each of us, and you can learn more about his art here and here. Also, please join me in welcoming our new nursing students from the UI College of Nursing. I know they appreciate all that you do to help them with their education and training, and I do, too! We’re making great headway with our dedicated education unit (DEU) concept, and our strong, collaborative relationship with the UI College of Nursing is truly something of which to be proud.

Speaking of school, it’s wonderful that we have more than 70 nurses at some phase of working toward a BSN. Lou Ann Montgomery, PhD, RN-BC, and our legal department have worked with a number of schools to develop affiliation agreements that offer tuition discounts. Watch for broadcast announcements in the next week or so with information about our partnerships. We will continue to work on processes to pay tuition directly to partnership schools. We want you to know you have many options for taking advantage of the enhanced tuition support for the next three years.

Please go to the Nursing Intranet Homepage, click on the Academic Nursing Program icon and Tuition Reimbursement icon and explore your options! You will find all the information you need, including a very useful FAQ document that was updated within the past week. Lou Ann is also available by email and appointment to help answer any questions you may have. Get moving on this today—if you haven’t already.
I was sad to miss the graduation ceremony and poster presentations for our latest cohort of nurse residents that occurred while I was on vacation. A total of 56 nurses completed the residency and took on **21 projects** to help improve patient care across the house. Click [here](#) to learn more about the great work our residents are doing. I am so impressed by the quality and relevancy of the projects. Thank you and congratulations to our nurse residents!!

In case you didn’t know, the Hawkeye season opener is this weekend. This is very exciting for fans, but imposes some inconveniences on our staff working on Saturday. Due to the construction, there are some changes to the parking and traffic-flow guidelines for game-day weekends. Click [here](#) to read more about game-day logistics. With a 2:30 p.m. kick-off, there will be a lot of traffic around for most of the day and evening, so please plan accordingly. Go, Hawks!

Finally, I want to share with you a wonderful, heartwarming story that our 4RC team made possible for a long-term patient and his wife. The patient had a total artificial heart placed several months ago and his wife needed to leave for the first time to go back to work. The team, knowing this would be a time of transition for the couple, had our catering service prepare a special meal with “all the fixings” of a romantic evening for the two of them. Click [here](#) to see a few photos from the evening and thanks to the 4RC team who made this happen including: **Emily Mathews**, Social Worker; **Danilo Jahn, RN**, staff nurse/lead waiter; **Julie Shepherd, BSN, RN**, Nurse Clinician; **Becky Cetta, BSN, RN-BC**, ANM; **Kara Prickett, MSN, RN-BC**, NM; **Carol Johnson, BSN, RN, PCCN**, NM; and the UI Hospitals and Clinics catering department. It is another great example of our staff going the extra inch/mile for a patient, and is very much appreciated by everyone.

Don’t forget that our Service Excellence training at the IMU is on September 18 and 19. There will be sessions to follow in February, May, and September of next year. So, if you haven’t been able to attend yet, please plan to sign up for a future session.

In closing, please keep up the work on hand hygiene—you have been doing great! We need to be vigilant about patient satisfaction (we have had some slippage recently) and keep improving our key quality indicators of CAUTI, CLABSI, falls, and pressure ulcers. We have two units celebrating some great CAUTI news—check it out below. And remember that our Skin Survey is August 29 ... be ready! We want to be the very best consistently. Thanks for all you do to make this happen for our patients and families.

Go, Hawks!
Guest Column on Quality
Celebrating One Year with Zero CAUTI!
BJ Hannon, MSN, RN, CPHQ

Two adult units were presented with certificates of recognition and are celebrating with pizza parties, courtesy of CQSPI, for the accomplishment of zero CAUTIs for the past year! The units, 4JPE, under the leadership of Dale Winnike, MSN, RN, OCN, and 2BT, under the leadership of Kelly Petrulevich, BSN, RN, OCN, have raised the bar at UI Hospitals and Clinics for patient care, and exemplify our Practice Model of “Safe, High-Quality Patient and Family-Centered Care.” Preventing CAUTI is a major health care initiative that requires focus and vigilance by all nursing staff on the use of urinary catheters. A “Quality Quip” from the QIS Committee indicates that “if no clinical indication for continued use of a Foley catheter is apparent, then the RN needs to request an order to discontinue it ASAP!”

We congratulate 4JPE and 2BT for their great work. Kudos!

Click here to view items related to:

- Nursing Certification
- Tuition Reimbursement, Scholarships and Loans
- Academic Nursing Programs
Certification
Olivia Croskey, MSN, RN, CNL, staff nurse, 3RCP, is now a Certified Nurse Leader

Professional Appointment
Rebecca Porter, PhD, RN, APN, clinical ethics, was elected to a two-year term as an advisor to the Nursing Affinity Group for the American Society of Bioethics and Humanities. The ASBH is an inter-professional national organization that encourages medical ethics and humanities scholarship, research, and policy development among multiple disciplines. Rebecca was one of two nurses elected to join this nationally recognized group. Click here to read about the organization.

Grateful Patient Letter — for our heart and vascular team and 4RC
This week’s grateful patient letter was sent to Mr. Kates by a patient who recently spent several days on 4RC. This is a beautiful letter, both in content and in the colorful hand-drawn artwork that accompanied it. This patient’s experience really helps remind us what incredibly important work we do and how much it can mean to our patients. Thanks to the 4RC team for your great care of this patient!

Dear Mr. Kates,

I was a patient in the cardiovascular unit in Roy Carver Pavilion. I came home 50 pounds lighter (Lasix drips do wonderful work!) and with a pacemaker-defibrillator installed in my upper-left chest. Two weeks and one day are nowadays a longish time to be an inpatient, and friends have frequently asked what I thought about my extremely unexpected stay. My response has always been that even though it sounds strange to say so, I actually enjoyed myself. Of course, I discount the needlework necessary for many blood draws and finger sticks.
My time at UIHC gave me the opportunity to interact with many different members of the health caregivers over which you serve as ‘commander in chief’. Congratulations! You have a fantastic crew! I couldn’t have asked for better, more caring nurses and nursing assistants. The members of the dietary staff were most helpful (and watchful!). I actually enjoyed the food, despite the fact that I was on a diabetic diet with huge sodium and fluid restrictions. (These continue...) By the way, if you’ve never tried one of the Malibu (veggie) burgers, I do recommend. Seriously!

The cleaning personnel were always cheerful, efficient, and respectful. And of course, the physicians were excellent—all of them. I remember especially Dr. (Rudhir) Tandon and Dr. (Rizwan) Tahir; both were always helpful and kind. I could go on and on about members of various teams, physicians, technicians and others (social services, rehabilitation services, diet and diabetic specialists, transitional care coordinator, etc. I only wish I had taken better note of everyone’s names. One name I do recall: Shelly McGurk, ARNP, ACNP-BC (hospitalist), UI Heart and Vascular Center. She was especially helpful and empathetic.

I write this letter in greatest part to praise the good work and the expert hands and minds of all those performing that work, but also because I am well aware that some people (including close friends) entertain unpleasant thoughts about UIHC. Fortunately, I have never been one of those persons, and now have personal, very direct knowledge of the wonderfully high level of care, compassion, and expertise you and your entire staff provide. And I will spread the word.

Thank you, thank you, thank you for overseeing what must be a true Iowa treasure.

A grateful patient
Patient Satisfaction Update—
We continue to struggle to consistently maintain the scores of which we’re capable. In the coming months we’ll be renewing our focus on hourly rounds and bedside report. I want to encourage all of you to be a champion for these practices, which can make a real difference. Thanks for your engagement with this.

Announcements

NDNQI Pressure Ulcer Survey, August 29, 2013
The next skin ulcer survey is quickly approaching, and you should be seeing this flyer around the units today. We have a “Kickoff” theme for this survey, and our goal is to get to zero HAPU (hospital-acquired pressure ulcers). Please contact Pat Pezzella, BSN, RN, CWON, if there are any questions.

Click here for flyer.

Nursing/Safety Grand Rounds, September 4, 2013
“EBP Staff Nurse Internship: Low-Dose Ketamine Infusions for Post-Operative Pain in Opioid-Dependent Orthopedic Spine Patients,” presented by Nicole Ranney, BSN, RN-BC, and Michele Farrington, BSN, RN, CPHON. Click here for flyer.

Fall Service Excellence events
The Service and Operational Excellence Council is pleased to announce the next program of “The Iowa Experience: Excellence Every Time,” which is scheduled for September 18 and 19 at the Iowa Memorial Union. These sessions will focus on Service Excellence basics and will give attendees a first-hand opportunity to hear from representatives of The Disney Institute, a world leader in helping organizations achieve excellence in customer service. All UI Health Care
employees need to attend only one four-hour session. Please note that every employee is expected to attend an “Iowa Experience: Excellence Every Time” program. In most cases, employees will need to work with their supervisors to ensure coverage while they are attending a Service Excellence event. The session times for the sessions at the Iowa Memorial Union are: 8 a.m. to noon and 1 to 5 p.m. on Tuesday, September 18, and on Wednesday, September 19. To register for a session, please visit the UI Employee Self Service website.

“Why Sleep Matters”
The University of Iowa College of Nursing will sponsor a presentation about sleep on Wednesday, September 18. Click here for more information.

Quick Links

Click here to learn more about:

- Kid Captains announced
- “My UI Career” training
- UI Health Care Annual Report available
- New isolation gowns
- Nursing Research and EBP Call for Proposals 2014 (grant funding opportunity)
- New Melrose Dining Room hours
- Gynecologic Oncology service has moved to Women’s Health Center
- New Quality-Core Measure Reports available
- MERS-CoV Alert
- The Joint Commission introductory courses

When commenting, please be respectful of your colleagues.