

MAGNETIC NEWS

HMSL Magnet® Readiness Newsletter

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What's in it for me?



Interdisciplinary Magnet Champion Co-Chair Shares Her Thoughts

"What is my purpose for being here each day? It is to work alongside others to provide the best service and patient care to those who come to us. Working toward Magnet designation is a project for all of us and it will help us all to achieve that purpose. The tenets of Magnet include exploring new knowledge and innovation, and as we do that, staff from all disciplines can share findings and work together toward improved

outcomes. Here at Houston Methodist Sugar Land Hospital we strive to be the best, living out our ICARE values, and achieving Magnet designation is another step in very positive direction. I encourage all to learn more and get involved." - Julie Pickle, PT, MS, Manager, Inpatient Rehab Services

(L-R) Magnet Champion Co-Chairs: Julie Pickle, PT, Manager, Inpatient Rehab and Philomena Valson, RN, 5 East.

Meet the Magnet Champion Steering Committee

The Magnet Champion Steering Committee is a dedicated group of interprofessional senior Magnet Champions who meet monthly to develop educational activities and programs for the HMSL Magnet Champions and the organization. These professionals are also assigned to various units to provide support to the unit Magnet Champions. Some of the upcoming activities this group is leading include an Interprofessional Magnet Fair on September 28 in Brazos BC, 6 a.m. – 3p.m. pm and a Magnet Thanks and Giving celebration on November 17.



Best Practice in AOD/Perioperative Services

Improving Patient Satisfaction with Ambulatory Surgery

Presented by Yasmin Patel, BSN, RN, CVRN and Iesha Monroe, BSN, RN, CAPA

Background

While overall patient satisfaction scores in Perioperative Services meet goal, scores for "Information about Delays" have been historically low. In January 2016, the score for "Information about Delays" was 79.1 with a downward trend.

Methods

Surgery delays are not always avoidable; however, research has shown that patient satisfaction improves when patients/families are kept updated concerning delays. Specifically, communication boards and frequent rounding keep patients and families included and updated about the plan of care.

Communication boards and rounding were implemented in January 2016.

Rounding Process

- 1) Upon admission, the AOD RN explains to the patient that the nurse will be rounding every 15 minutes.
- 2) During rounds, staff focus on specific aspects of patient care such as positioning, personal needs, pain assessment and call light accessibility.

- 3) If there is any delay, the AOD RN collaborates with the OR Liaison to update the patient/family about the anticipated surgery time.

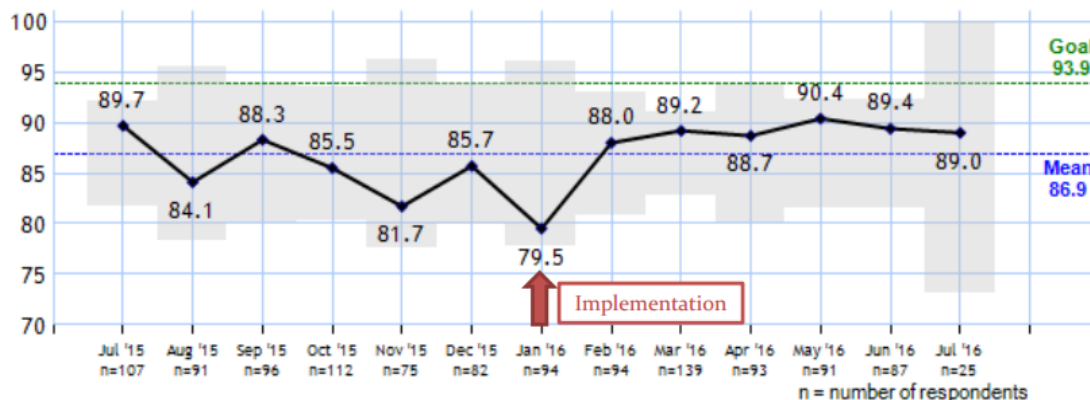
Communication Board Process

- 1) AOD nurse fills out the communication board during pre-op.
- 2) OR nurse and AOD nurse complete a bedside handoff report.
- 3) Manager and Charge Nurse conduct random audits to ensure proper utilization of boards.
- 4) AOD nurse fills out communication board during Phase II with pertinent information.

24"x30" Houston Methodist Sugarland - PeriOp- 1" - Horizontal- English

Results

Scores for "Information About Delays" improved after implementation in January 2016.



Important Dates

- **September 28:** Interprofessional Magnet Fair
- **November 17:** Magnet Thanks & Giving Event (partnering with the EAC)
- **February 1, 2017:** Magnet Document Submission

A message from Janet Leatherwood, CNO

Magnet organizations are recognized for quality patient care, nursing excellence and innovations in professional practice. As HMSL continues on the Journey to Magnet Excellence®, stop and reflect on how you contribute to quality patient care. Whether you are serving food, cleaning a room, delivering a baby, providing physical therapy, running labs, assisting with surgery, admitting a patient from the emergency department or caring for a dying patient, we all contribute to quality patient care. Our patients and families count on us to do our best, day in and day out. Doing our best also means thinking innovatively to lead and provide evidence-based care. Magnet is for all of us because it represents excellence in every facet of our organization. I'm excited to be on this journey with each of you.

