

# MEDICAL NURSING UPDATES

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*Thank you  
Gallup News*



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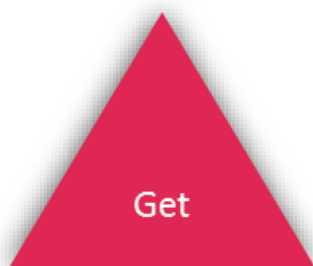
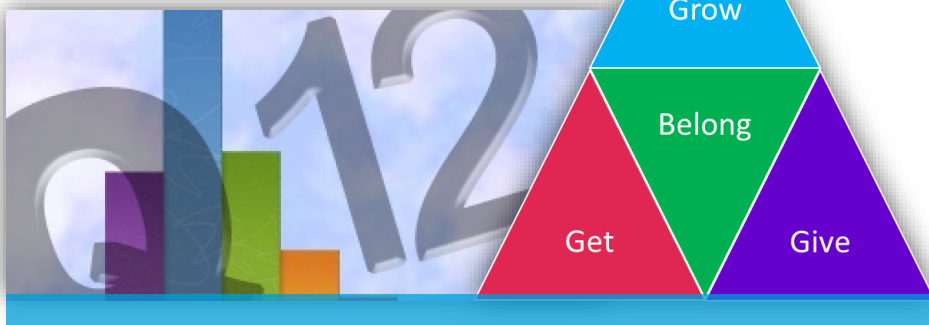
**Terry Nelson**  
Assistant Dir.

What a busy season! We want to thank **YOU** for helping us care for a record number of patients. There are many things to celebrate, and we hope this newsletter will help you reflect on the *essence* of the Department of Medicine and all we have accomplished during this busy season. Our nursing leaders (ADONs, NMs, NC3s, Shift Coordinators) and resource experts (NEs, Wound Care RNs, Pt. Safety Officer, Heart Failure CM, and multiple champions) are here to support you and your team.

## GALLUP®

The hospital gives the Gallup Employee Engagement survey yearly. The survey consists of 31 questions on accountability, growth, respect, safety, and diversity. The first twelve questions are called “Q12” and provide insight into engagement level of all staff, including what employees **GET** from their job, what employees **GIVE** to their organization, how employees **BELONG**, and how employees **GROW**. The survey period begins March 5, 2018.

Let's take a look at what we have done **TOGETHER** as a department over the last year to ensure all of us **GET, GIVE, BELONG, and GROW!**



### Q1: I know what is expected of me at work

**Success Factors** reviews in summer 2017 and winter 2018; we all have access to our job descriptions and can ask questions about expectations.

JHH nursing and Dept. of Medicine nursing **goals shared** at unit level.

Monthly departmental **CCSR meetings**.

We know **expectations** about charting, new work processes, attendance, shift change information, dress code, HIPAA

**Cascaded DOM goals** to units

### Q2: I have the materials/equipment I need

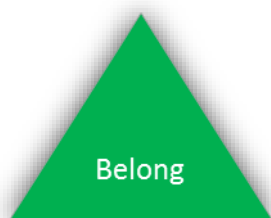
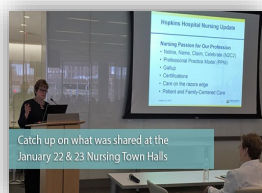
By **unit request**, more Dinemaps, bladder scanners, and Air Pals added.

**Computers and monitors** re-ordered before warranty expirations. These questions have been asked during leadership rounds often.

DOM sub-group interfaced with central committees about more **IV pumps**.

New **beds and mattresses** for units. Remaining ones will happen next in 2018 or 2019.

Collaboration with Mat. Mgt. **Zone Coordinator**.



### Q3: Opportunity to do what I do best daily

**Unit-based committees** offer opportunities for staff of all talents to contribute to how the unit operates.

**Evaluator** discusses with you about your talents and how you can use these on the unit after orientation is completed.

### Q4: In the last 7 days, I have received recognition/praise for doing good work

**Words of thanks** from colleagues, charge nurses, leadership, and patients.

**Kudos** boards, huddles, newsletters recognizing staff. Good catch **recognition**.

### Q5: My supervisor, or someone at work, seems to care about me as a person

**Mentor**, charge nurse, work colleagues, evaluator, and leadership

**RISE** team available.

### Q6: There is someone at work who encourages my development

Evaluator in Success Factors, professional goal support, **Nurse Educator**, Shift Coordinator, nursing leadership.

NM or member of team **meets** with each employee regularly.

### Q7: At work, my opinions seem to count

JHH nursing uses a **professional practice model** where unit based committees provide input into how that unit operates.

The **Urban Institute** survey nursing staff:

- follow up on PACE redesign
- standardized unit scheduling re-design

Staff insight into **HERO's** and **Culture of Safety Survey** resulting in safer environment.

### Q8: Mission/purpose of JHH makes me feel my job is important

Awareness of hospital **core values** are part of all our evaluations.

Nursing's **Professional Practice Model** was refreshed with new logo in 2016 that mentions We Care, We Empower, We Influence, We Excel.

DOM's **strategic priorities** designed around unit care delivery model.

### Q9: My fellow employees are committed to doing quality work

Culture of Safety survey **results were shared** by Pt. Safety Officer or Nurse Managers with feedback of unit-based results and action plan as indicated.

**Peer feedback** is occurring about documentation, bar-code scanning, flu vaccine and blood clot prevention measures, falls, CLABSI, CAUTI, and hand hygiene.

Post fall **huddles and debriefs** after codes are occurring on some units. **CPR Teamwork** study going on.

**Root cause analyses** are held about all CLABSI, falls with injuries, and pressure injuries over stage 2.

**Collaboration** with EVC and PHIPPS team.

### Q10: I have a best friend at work

This is a friend who you can openly share your good and bad experiences and helps **provide support** for you.

### Q11: In the last 6 months, someone has talked to me about my progress

Nursing leaders are **meeting** with their team members.

DOM leaders meeting with **new hires and NRP** nurses.

### Q12: This last year, I have had opportunities at work to learn and grow

**Annual updates**, Charge Nurse WS, Preceptor WS, Safety seminars, HERO and CUSP training, **CLABSI champion** training, MEPRO training, Question Thinking training, CIL training, PROPEL, Palliative Care training, **CPR and/or ACLS**, cross-training between clinical areas, learning how to do a unit **schedule or payroll**, learning how to **order supplies**, learning about **new equipment** and medications, and **class** for on-going training.

**Scholar's Day** research workshop (DOM had highest attendance).

**ADT nurse.**

**JHM Safety Conference.**