Visions

After a very long winter, spring has finally arrived! Not only is the weather getting better, but the commitment and focus of the nursing staff has been on an upswing as well. We have much to be proud of, including our Annual Report to the American Nurses Credentialing Center (ANCC) to assure that we are continuing to embed the Forces of Magnetism in the culture of the organization. Included in the report, were many of the quality initiatives that are highlighted throughout this issue of Visions. The nursing care provided at UCMC demonstrates some very tangible and impressive patient outcomes. Outcomes such as decreased infection rates; improved patient perception of their pain management; and improved patient and family satisfaction have come about because of positive team work and nursing dedication to making UCMC a better place to receive care. It also results from nursing’s willingness to question why we do things and change practice when the evidence shows it will bring an improved outcome for patients. Perhaps this is one reason why this year’s theme for Nurses Week rings so true – “Nurses Making a Difference Every Day.” As we continue on this journey, I want to thank each of you for modeling strong leadership in your practice and making a difference in the lives of your patients, families, colleagues and to the mission of UCMC. Enjoy this issue of Visions!

Jamie O’Malley, RN, MS
Vice President
Chief Nursing Officer

Magnet Recognition:
UCMC Nurses Making a Difference Every Day

The UCMC Department of Nursing has experienced an eventful and productive year since receiving the distinction of Magnet Recognition for nursing excellence in 2007. The year began with the Department of Nursing Retreat for Strategic Planning for FY2008. The retreat was designed by the Chief Nursing Officer (CNO) to engage the staff of the Department in dialogue concerning our goals to promote quality patient outcomes, patient safety and satisfaction, and nursing satisfaction. Nursing leadership, Magnet Champions, Quality Resource Nurses and Local Practice Council Chairs all worked in partnership to formulate goals and the strategies to accomplish them. The highlights of the 2007 calendar year are lead by the leaps and strides of our UCMC Nursing Practice Council. The council continues to advance and shape our nursing shared decision-making model. Bi-monthly meetings provide a forum for collaboration on the establishment of multi-disciplinary patient care standards. Agendas over the year have included several best practice programs and initiatives established by direct care nurses that they presented to the NPC and audience. Additionally, two staff nurses have now transitioned to the positions of Chair (Susan Gaspari-Forest RN, BSN, 4NW) and Co-Chair of the Council (Alliyson Wright, RN, BSN, NICU) and the first elections were held for new Local Practice Chairs from each Patient Care Center.

Our Quality Resource Nurse (QRN) program, a team comprised of designated unit-based nurses, is advancing the education of all staff nurses. One facet of the QRN role is education of their staff peers regarding nursing quality initiatives as well as interpretation National Database of Nursing Quality indicators specific to their nursing units. Their education cultivates the ongoing advancement of quality nursing care at the bedside.

The Phoenix Project, our medical center’s comprehensive electronic medical record initiative, will initiate the first phase of the Project this year. Medication administration and documentation and nursing documentation are the first two programs that will be introduced.

Direct-care nurses have been the key to the evolution of this project by acting as “subject matter experts” and creating templates for nursing clinical documentation standards. Dedicated nurse educators, who will be expert system users, have undergone specialized training in preparation for training all UCMC nurses and providing support to them during implementation of this program.

UCMC nursing staff initiated the SBAR (Situation-Background-Assessment-Recommendation) communication model on all patient units. The SBAR method facilitates the focused exchange of significant information on patient handoff from nurse to nurse and between nurse and physician. The implementation of SBAR promotes both quality patient care and patient safety. Nurses from UCMC were invited to present their model to attendees at the 2007 Annual Joint Commission Fall Symposium in Oak Brook, Illinois.

UCMC continues to support our nurses in their pursuit of advanced education. The first cohort of nurses in the on-campus Master’s of Science in Nursing program graduated. UCMC partnered with Governor’s State University to provide bachelor’s prepared nurses the opportunity to earn their master’s degrees on site at the hospitals. We are proud to say that in 2007 we had 32 nurses receive their BSN or MSN and two nurses who graduated with doctoral degrees. Project Hope, a staff nurse-
Where is the art?

The art of nursing is the act of distracting with overwhelming.

The art of nursing is demonstrating patience in spite of time constraints.

It is accepting, not necessarily agreeing.

The art of nursing is the act of distracting with conversation, while concentrating on intervention.

It is in advocating without attacking, reassuring without belittling.

Cynthia M. LaFond, Clinical Nurse Educator, PICU, RN, BSN, CCRN

The art of nursing is in its humanity.

Cynthia LaFond, RN, BSN, CCRN, is a clinical nurse educator in the Pediatric Intensive Care Unit at the University of Chicago Medical Center and she resides in Chicago.

Author's note: “The poem explores many of the subtle ways bedside nurses practice the art of our profession,” writes the author. “As a painter I have always looked to find a connection between the nursing profession and the arts. I feel nursing consists of more than technical skill. There are many other, often difficult to articulate, attributes. This poem explores these qualities.” © 2007 Sigma Theta Tau International. All Rights Reserved

Linking Nurses with Resources through Library Partnerships

The John Crerar Library is the biomedical and physical sciences library, and serves the Medical Center and the University. I am Deb Werner, the Biomedical Reference Librarian. I am here to make sure you have the resources you need for your nursing research and practice activities.

I am available to assist you with your research during office hours, or at a scheduled appointment. I can help you with:

- improving your proficiency searching databases such as CINAHL or PubMed
- finding the most relevant journal articles
- locating evidence-based information
- getting the actual article, not just the abstract
- finding books in the Library and e-books online

During your research, be sure to take advantage of RefWorks, an online research management tool. It helps gather, manage, and store information and generates formatted bibliographies, including APA style. The Library subscribes to RefWorks, so it is free for you. Email bibteach@lib.uchicago.edu to learn how to sign up for an account and for information about upcoming RefWorks workshops.

You can influence the Library’s nursing collection by telling me what books you need for your practice or research, and I’ll purchase those within the scope of the nursing collection. Use the online purchase request form: http://www.lib.uchicago.edu/e/using/purchasesrequest.html.

The Library tries to make things easier for you, from offering thousands of e-journals and e-books (find them using the new Library search engine, Lens, http://lens.lib.uchicago.edu/), to providing 24-hour Library access to nurses (bring your ID), to free Interlibrary Loan (ILL) service for books and journal articles the Library doesn’t own. We are always interested in improving our service, so let us know what we can do for you. I can be reached at dwerner@uchicago.edu or 773-702-8552; however, I’ll be on maternity leave from early March to June or July. My office hours in Mitchell C-169 will resume when I return. Visit the Crerar Library at 5730 S. Ellis Ave. or online at tp://www.lib.uchicago.edu/e/crerar/.

The College of Nursing for the commitment to quality patient care, education and excellence in her field of nursing. Jane was a nurse at UCMC for 25 years. UCMC Chief Flight Nurse Karen Arndt, RN, BSN, CCRN, was elected to serve as 2007-2008 President of the Air and Surface Transport Nurses Association (ASTNA). Karen has been a nurse with the University of Chicago Aeromedical network for 11 years. ASTNA is the national organization for flight nurses transporting trauma, natural, adult pediatric and neonatal patients. Lastly, in 2007, our Nurse Researcher, Janice Phillips, RN, PhD, FAAN, was appointed Research Associate/Assistant Professor in the Department of Hematology and Oncology at the University of Chicago Medical Center.

As our culture of evidence-based practice and shared decision permeates throughout our medical center; our direct-care nurses, clinical nurse educators, advanced practice nurses and nursing leadership demonstrate that we have many reasons to celebrate that we are “Making a Difference Every Day.”
Physical Therapist Wins Award for Clinical Excellence

Mieczyslawa Franczyk, PT, PhD, MPH, physical therapist and Program Coordinator of Research in the Department of Therapy Services, at University of Chicago Medical Center, received the 2008 Acute care Section Mary Sinnott Award for Clinical Excellence in Acute Care. The award is given to an outstanding clinician who demonstrates excellence in clinical practice, mentoring, clinical research, and continuing education related to acute care physical therapy. Dr. Franczyk has been employed at the medical center since 1989. “Mietka” has been a role model of clinical expertise and professionalism for the therapists and students she mentors every day and the nurses she encounters.

Challenges and Opportunities: Oncology Telemetry comes to 6NE

The oncology nurses on 6NE are experts at caring for patients with the diagnosis of cancer. They skillfully utilize an empathic and caring approach to patients whose diagnosis and treatment are often painful and life-threatening. For example, Tumor Lysis Syndrome (TLS) is an oncologic emergency manifest by serious electrolyte and metabolic disturbances and metabolic disturbances. It is manifested by hyperkalemia, hyperphosphatemia and hypocalcaemia. Without immediate treatment, TLS can lead to severe cardiac arrhythmias, acute renal failure and death. Now the 6NE oncology nurses have the opportunity to combine their oncology skills with telemetry nursing.

The unit now has 8 bedside monitors and 1 central monitor located at the nurses station as well as two more monitors located in the unit’s hallway for the nurses to view. They can be converted from telemetry monitoring to hardwire monitoring and has the added benefit of using the Emergin Paging System which alerts the nurses of life threatening arrhythmias.

Before transitioning to this new nursing role, focused education regarding cardiac monitoring was required. Each 6NE staff nurse attended a basic cardiac rhythm class which included EKG interpretation and appropriate treatment. Additional educational classes included medications and drug dosage calculations, administration of continuous medication infusions for agents that affect cardiac function and blood pressure as well as anti-arrhythmic agents and platelet inhibitors.

The 6NE staff has also learned to recognize the signs and symptoms of cardiopulmonary and respiratory emergencies and the appropriate initiation of standardized interventions to stabilize the patient awaiting transfer to a critical care unit.

The nursing staff on 6NE is now beginning training in ACLS. All nurses working in a monitored area must be certified. Ruby Shelton, RN, MSN, ACLS, has become the first staff nurse to pass the certification.

The biggest challenge for the nurses in their new work environment was the fear of the unknown. With the guidance of the Center for Nursing Professional Practice and Research and the unit’s Clinical Nurse Educator, Carole Guger, MSN, the nurses of 6NE are on their way to becoming highly skilled oncology/telemetry nurses.

Palliative Care Program comes to Mitchell Hospital

A new consult service is available at The University of Chicago Medical Center. The Hospital-Based Palliative Medicine Consultation Program for adults is for patients with a large variety of diagnoses, including cancer, heart failure, dementia and liver disease. The service is available for consultation for management of pain and other symptoms related to the disease process or treatments a patient is undergoing. Additionally, the service is available for the facilitation of discussions focusing on the goals of the patient’s care and to assist patients and families in making the transition toward these goals by implementing the appropriate services. The team consists of attending physicians, fellows and a nurse practitioner. It is important to note that the Palliative Medicine service is also available to evaluate and follow patients in all of the outpatient clinics in the DCAM.

Bansari Patel, RN MS, APN is the nurse practitioner on the Palliative Care team. She is involved in the palliative care consultations that consist of evaluation of pain, assessment of symptoms, discussing optional plans of care and the education of patients and families on the management of symptoms as well as the resources available to them once they leave the hospital. Bansari is also available as a resource for the nursing staff on issues such as pain management and symptom relief as well as end of life care.

From (L) to (R): Diane O’Farrell, RN; Carole Guger, RN, MSN; Hilary Moore, RN, BSN; Mary Ann Flynn, RN, BSN
Congratulations to Pat Gwizdalski, Clinical Educator from Mitchell 4 and 3SW who will be completing her 1-year Clinical Medical Ethics fellowship in May of this year! We wish her continued success as an educator and a Clinical Nurse Ethicist at The University of Chicago Medical Center.

We are pleased to announce that the Department of Nursing and the MacLean Center for Clinical Medical Ethics will once again sponsor a one-year Fellowship in ethics for a bachelor’s prepared nurse here at The University of Chicago Medical Center. This Scholarship is intended for bedside nurses who are interested in gaining knowledge and experience in medical ethics.

The year-long program begins with a six-week summer intensive in July and August. During this time, fellows will meet five days a week for structured ethics training. Following the summer portion, fellows will continue to meet weekly, on Wednesdays for continued educational seminars, journal clubs and case conferences. In addition to instruction, fellows participate in consultation service by being “on call” twice during the year. Upon completion of this fellowship, the recipient will be expected to fulfill a two-year commitment to the University of Chicago Medical Center; continuing to serve and serving as an ethics liaison to the nursing staff.

Interested parties are encouraged to apply! Please contact Carole, Donna or Pat for an application.

Looking forward, we continue to strive as to how we can best serve as your resources between the Department of Nursing and the Department of Ethics here at The University of Chicago Medical Center. Rounding on the units, helping to organize Schwartz Rounds (adult and pediatric), continued education (orientation, unit-based), and supporting RN’s during consults are examples of actions implemented to assist in carrying out this goal. We look forward to any and all suggestions to better serve you!

Please do not hesitate to call, page or e-mail with any question related to Ethics or the one-year clinical medical ethics fellowship.

Carole Guger, MSN, RN-Clinical Nurse Ethicist @carole.guger@uchospitals.edu-pager 7265-office 2-4238

Donna Lemmenes, BSN, RN-Clinical Nurse Ethicist @donna.lemmenes@uchospitals.edu-pager 8376-office 2-2049

Patricia Gwizdalski, BSN, RN-MacLean Fellow @patricia.gwizdalski@uchospitals.edu-pager 8258-office 2-5558

In April, the staff of the Mitchell 4 Care Center held their 10th Annual African American History Celebration. The celebration is the brainchild of Sandra Armstrong, MSN, RN and Patient Care Manager of 4SE.

Each year the presentation has grown in both content and in participation. The celebration is observed over three days and consists of a Unity Lunch, a display of historical artifacts and memorabilia and a day of reflection on and appreciation of the roles of African Americans in our country’s history.

On the first day the four individual Care Center units celebrated by breaking bread with their co-workers and sharing life stories. This year’s focus was to relate any positive event, set of circumstances or significant person that had positively impacted on their lives. The goal of this day is to foster relationship building among staff members.

On day two a variety of African Heritage artifacts were displayed that included the African influence in Mexico. The exhibit on Mexico was building on information that was introduced last year with the artifacts placed in the background of a broad display of historical and educational information. Many of the visitors expressed both surprise and interest in this exhibit. One of the new exhibits was a gift last year from a patient’s family member who was so impressed with the exhibit last year that he donated an actual voting ballot from Nelson Mandela’s election bid in 1999.

Day three, our day of appreciation, celebration and reflection was a guest motivational speaker, James E. Ford “The Storyteller”. His wonderful talk inspired an overall positive feeling and expressed that we are all
At the end of May this year, nursing workflow and documentation will be entering a new era at the Medical Center. The implementation of the electronic Medication Administration Record (eMAR) will be a milestone in our journey toward a completely integrated electronic health record for our patients. Although a completely electronic health record is still a number of milestones into our future, the eMAR will lay the foundation for our nursing staff to begin the journey.

Representative staff and leadership nurses from all patient care areas have been participating as “Subject Matter Experts” (SMEs) since May of 2006 in providing the Phoenix team direction and feedback about what and how electronic clinical documentation will be done. The information provided by the nursing SMEs regarding the eMAR has been critical in assuring that all documentation components of medication administration are accounted for and that the process is safe, logical, organized and efficient.

The eMAR implementation supports the collaboration that clinicians at UCMC are known for. The Pharmacy is a critical component in the workflow that will allow the nursing and respiratory therapy staff the ability to document electronically the medications they administer to our patients. Written orders from physicians and other licensed practitioners will be processed as they are today by faxing/sending a copy of the orders directly to the pharmacy. Once received, the Pharmacy will transcribe any medication orders into the Epic system thus making the medication available to be documented electronically on the eMAR.

Verification of the medication order (comparing the written order to the order displayed in the eMAR) is accomplished electronically by the nursing staff and assures that the transcription of the medication order has been done correctly by the pharmacist. This process provides another level of medication administration safety for our patients.

The eMAR itself offers our nursing staff the ability to instantly review information from the Lexicomp drug library about that specific medication. It also provides the opportunity to electronically communicate with the Pharmacy about any need for additional doses or administration time changes for the medication.

In conjunction with the implementation of the eMAR there will be a number of mobile devices deployed to the nursing units. The mobile computer carts are called “R2s” and will revolutionize the nurse’s access to medication information and ability to document medication administration. The “R2s” will provide the nurse the ability to compare the patient’s medical record number (on their ID band) with the medical record number on the eMAR right at the patient’s bedside, another safety advantage for positive patient identification. Additionally, it will facilitate “real-time” documentation of the medications administered. The ability to access patient medication administration information from any workstation, both at UCMC or remote, by any authorized clinician involved with that patient’s care improves our ability to work collaboratively.

The “R2s” will additionally support future clinical documentation as we progress on our journey to creating a comprehensive electronic health record. Nearing the end of this calendar year we will be implementing a full compliment of electronic documentation tools. These tools have been developed through evaluation of our current paper documentation forms and the feedback of the nursing SMEs. The SMEs have critiqued, modified, discussed, developed, debated and worked diligently to design flow sheet and assessment documentation tools that reflect the excellent care our nurses provide.

As a reminder of where our journey started, the inpatient nurses embarked on this adventure in fall of 2007 with the “Basic Computer Skills Assessment” and then moved forward with the completion of six computer-based training modules that provided a basic introduction to the Epic product. Those modules, completed in the winter of 2008, were the prerequisites for the classroom training that will be conducted in April and May of this year on how to access and use the eMAR. The training of nursing leadership and staff nurses identified to be “Super Users” began in March and will be a source of ongoing support to the staff nurses at the time of the implementation.

Her sense of satisfaction comes from observing those who are genuinely moved and appreciative of the history. One woman who saw the exhibit shared that her son, a 7th grader, had just completed writing a report about George Washington Carver and she was sorry he wasn’t with her to view the display. After her visit to her family member in the hospital, she left and came back with two young boys — her son and his friend. Sandra notes that it’s those kinds of experiences that make this event so worthwhile each year.

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empowered to make a difference.

This event stresses the importance of our places in history that bind us together. Many of our struggles overlap; slavery was fought by African American slaves and American whites. The Civil Rights Movement was indeed a movement with African Americans at the center but also a movement for all poor, disadvantaged, and disenfranchised people. When we look at our history we can appreciate the gains we have made and express gratitude to those who paved the way—often, with their lives.

The amount of support and good will that is generated to make this event successful is amazing. Hospital staff, their families and friends all participate. The celebration generates much communication and discussion on each of the nursing units. The staff loans out their treasured artifacts, volunteers to man the displays and give much needed support. Sandra notes that her family is also wonderful and provides assistance with the large amount of research required for this exhibit.

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Visions
Anne Pohlman R.N., M.S., CCRN, APN Named Fellow of the American College of Critical Care Medicine

Anne Pohlman, coordinator of pulmonary and critical care research at UCMC, received the prestigious designation of Fellow of the American College of Critical Care Medicine (FCCM) at the Society’s annual meeting in February in Honolulu, Hawaii. The College honors practitioners, researchers, administrators and educators who have made outstanding contributions to the collaborative field of critical care and is comprised of healthcare professionals who are all experts in their fields.

Created in 1988, the Society of Critical Care Medicine is committed to fostering the highest goals of multi-professional critical care medicine, honoring individuals whose achievements and contributions demonstrate personal commitment to these goals and providing a forum for the development of collaborative practice among the specialties and professions providing critical care. Less than 10% of Fellows are nurses. Anne has worked at UCMC for 16 years. Congratulations, Anne! •

Department of Nursing Welcomes New Directors

Katherine Pakieser-Reed assumed the role of Director of The Center for Nursing Professional Practice and Research at the end of January. She has held a variety of positions as a staff nurse, nurse educator, and nurse manager within community and academic medical centers.

She currently maintains an academic appointment at the University of Wisconsin in Milwaukee within the College of Nursing. She has many accomplishments including several educational degrees. She obtained an undergraduate degree in journalism from Northern Illinois University, an undergraduate nursing degree from Rush University, a Master’s Degree in Social Sciences from the University of Chicago, a Master’s Degree in Nursing from North Park University, and a PhD from the University of Wisconsin in Milwaukee.

Connie Shay-Hadley assumed the role of Director of the Women’s Care Center in February. She has held a variety of positions in her career including that of staff nurse, nurse educator, nursing instructor, nurse manager, Director, and Vice President of Patient Services/Chief Nursing Officer.

She has experiences in both academic and community hospital settings and most recently was an Interim Director of Critical Care, Medicine, and Psychiatric Services within the Johns Hopkins Hospital System. She obtained her undergraduate nursing degree from the University of Illinois Medical Center and her graduate degree in Nursing Administration from DePaul University.
Medical Center Office of Community Affairs Announces
DAY OF SERVICE AND REFLECTION (DOSAR)

On Saturday, May 17, 2008 the University of Chicago Medical Center will partner with various Southside community organizations in our 6th annual Day of Service and Reflection (DOSAR).

On this day, UCMC staff with friends, family and coworkers will engage in a transformative day of physical service to our community. Volunteers will partner with community residents to assist organizations in completing one service project. Past projects have included planting gardens, preparing food for the homeless and painting a mural. The impact and value that UCMC’s participation brings to both the agencies and our institution exceeds our expectations year after year.

Please join us in volunteering!

WHEN: Saturday, May 17th, 2008; 8:30 AM-2:30 PM
WHERE: Transportation will be provided from the Medical Center to various service sites.

VOLUNTEERS WILL RECEIVE:
1 T-shirt
Free Breakfast
Free Lunch
Service learning hours for high school students

To register: call 800-378-9675
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<tr>
<th>Date</th>
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<td>Monday, May 5th</td>
<td><strong>Mock Trial</strong> – “Dressed to Impress: Reclaiming the Identity of the Professional RN”</td>
<td>P-117 @12:00noon - 1:00pm</td>
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<td><strong>Gifts/Candy Distribution</strong> – In Departments</td>
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<td><strong>Cintas Uniform Store</strong> - Goldblatt Lobby, 7:00am – 5:00pm</td>
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<td>Tuesday, May 6th</td>
<td><strong>Magnet Pinning Ceremony</strong> – Dora DeLee 9:00am-10:00am</td>
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<td>Distribution of Pins - Dora DeLee Hall</td>
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<td>@7:30am-8:30am, 10:00am –11:15am and 1:45pm-3:45pm</td>
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<td><strong>Cintas Uniform Store</strong> – Goldblatt Lobby, 7:00am – 3:00pm</td>
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<td>Wednesday, May 7th</td>
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<td><strong>Awards Ceremony</strong> – DCAM Atrium @4:00pm</td>
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<td>Thursday, May 8th</td>
<td><strong>APN Posters</strong> – Comer Lobby &amp; M4 Bridge 9:00am - 3:30pm</td>
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<td>“Ask an APN” - Comer Lobby &amp; M4 Bridge 9:00am – 11:00am</td>
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<td><strong>Healing Hands</strong></td>
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<td>Chaplains to Departments – Day Shift 9:00am – 11:00am</td>
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<td>Chaplains to Departments – Night Shift 9:00pm – 11:00pm</td>
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<td>Chapel Service, &quot;In Honor of Healing Hands&quot; - Mitchell Chapel @12:00n</td>
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<td>Month of May</td>
<td><strong>Book Drive</strong> – On Units</td>
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<td>Community Book Drive for Madison Elementary School, Chicago</td>
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