Are You Ready for Our Pending Joint Commission Survey?

OUR JOINT COMMISSION SURVEY IS DUE ANY TIME, AND WE LOOK AT THIS AS AN OPPORTUNITY TO SHINE!

WHAT DO YOU AS THE NURSE NEED TO KNOW IF YOU ARE CHOSEN TO BE INTERVIEWED BY THE JOINT COMMISSION?

• Make sure you complete a handoff before you enter the interview room.
• Make sure you are wearing your badge.
• If you don’t know the answer to a question – just say you don’t know – don’t guess!
• Make sure you are familiar with your unit’s Performance Improvement projects.
• Smile and let them see how wonderful our nurses are!

NOTES TO KNOW:

• On consents the date and time must be written by the person signing – resist the urge to “fill in!”
• Do you know your SALAD drugs?
• Wear protective eyewear when handling corrosives!
• Label your meds when removed from original containers!

YOUR SURVEY TOP 5:

1. Wear Your ID Badge
   Make sure your name and photo are visible above your waist.
2. Clean Your Hands
   Use foam or soap and water every time you enter or leave a patient room or perform a patient procedure.
3. Kill the Clutter
   Keep your work area, unit, patient rooms, supply rooms and hallways neat and clean.
4. Know Your Patients
   Ask for name and date of birth before any procedure.
   Check dates, check name, check dose, and keep secure.

WORLD BREASTFEEDING WEEK

The UAMS lactation team observed World Breastfeeding Week on August 7, by hosting a breakfast for pumping and breastfeeding patients. An information table was set up to provide education related to breastfeeding. Patients, family members and staff were invited to sign up for the opportunity to win prizes. UAMS housekeeper Lois Williams, pictured above, won a large teddy bear!
An Unlicensed Assistive Personnel (UAP) Skills Marathon was held last month with great success! Thanks to Nursing Leadership, Infection Preventionists, Physical Therapists, Staff Educators, RNIV’s, Nurse Recruitment, and our Occupational Safety Coordinator, we were able to validate competency and update more than 250 UAPs from both inpatient and ambulatory areas.

The marathon was different from what has been previously offered in that it included education in progressive mobility, The Joint Commission, fire safety, respiratory, and infection prevention.

In addition to validating competency, we showed our appreciation for the competent care our UAPs provide to our patients through cake, drinks, cotton candy, and prizes!

For those who missed this educational event, Staff Education will be conducting another offering in January 2018. Watch for dates to be announced in the coming months.
Vocera Sign On Policy to be Enforced

By Melonese Clarke, RN, BSN, SCM, MNSc, NE-BC

Vocera is a communication tool used by clinical staff to obtain instant and direct communication with another health care professional, especially around patients’ needs. It allows clinicians to be away from the bedside while staying informed about their patients. It enables faster care team response time in an emergency and is a key safety factor in timeliness of care. There are many HIPAA rules and regulations that must be enforced while using this communication tool.

It is essential that all who utilize Vocera are logged into the system as themselves using their given name and no other unrecognizable names. Not being logged into the system with your given name is a patient safety issue and is a hazard especially in an emergency.

For example: You are in an emergent situation and you call for nurse ‘Mary Sue’ on the Vocera. The response on Vocera is a name that you do not recognize among the staff working that shift. You think you have made an incorrect call and you attempt to call again only to get the same response. Remember, this is an emergent situation, so think of the time you have wasted trying to contact nurse ‘Mary Sue.’

The Vocera policy NR. AD.1.51 #3 states: “Employees should log in only under their own name when using the Vocera device.”

We will begin monitoring for incorrect Vocera device log-ins and address with any individuals who violate the Vocera policy.

UAMS Diversity Month 2017

“THE HISTORY OF DIVERSITY: HOW EMPIRES RISE AND FALL”
When: September 13, 2017
Where: COPH, Pauly Auditorium, G219
Time: 12:00 noon
Event Type: Dr. Erick Messias will educate on different types of diversity, how it affected past empires and its effects on society today.

“UNPACKING OUR PRIVILEGE: ACTIONS, ALLIES, AND ADVOCACY”
When: September 20, 2017
Where: Library, Active Learning Center
Time: 12:00 noon
Event Type: Dr. Sara Tariq will give an interactive presentation about advocacy and how to use your privilege.

“ANNUAL INTERNATIONAL FOOD FEST”
When: September 28, 2017
Where: ED II Ground Floor Concourse
Time: 11:00 a.m.
Event Type: Display of many cultures around the world

Crash Cart and Code Blue Education

Upcoming 2017 Training Sessions

- Tuesday, October 24:
  1 to 2 p.m. • 2 to 3 p.m. • 3 to 4 p.m.
  Location: F8009

- Monday, November 13:
  9 to 10 a.m. • 10 to 11 a.m. • 11 a.m. to 12 p.m.
  Location: F6009

- Wednesday, December 6:
  1 to 2 p.m. • 2 to 3 p.m. • 3 to 4 p.m.
  Location: F6009

- SIGN UP IN TRAINING TRACKER -

FOR ADDITIONAL INFORMATION, PLEASE CONTACT: Julie Stephens, BSN, RN – JStephens@uams.edu or Michelle Peters, BSN, RN, CCRN – MPeters@uams.edu
Please join the Center for Nursing Excellence in congratulating Cheryl Washington, RN, APP for being selected as the DAISY Award recipient for the month of September!

Cheryl works in Labor and Delivery and was nominated by a UAMS employee who was also a patient. The nomination below reflects how Cheryl impacted her life in a very special way.

“I was 40 weeks pregnant and sent from clinic to be induced due to heart rate fluctuations in the baby. I was started on Pitocin and had not advanced very far in the six hours before Cheryl came on duty. As soon as she came in, she asked if we were ready to have a baby. She started teaching me some simple natural techniques to get labor started and boy did it work! I immediately felt strong contractions and needed an epidural shortly after. During the epidural, Cheryl held me and took care of me. She knew just the right way to touch and speak to me. After the epidural, the baby had a few decelerations and you could see that the physician was concerned.

As a nurse, I knew what was happening, but my husband is non-medical and was getting nervous. Cheryl explained what was going on in a way that my husband could understand and helped to ease his concerns. Throughout the night, Cheryl was always there for me, explaining what was happening in a calm, educated manner so that my husband and I felt prepared for the events as they occurred. I can only hope I am as good of a nurse to patients as Cheryl was to me. She is very talented, a great communicator, an advocate and an amazing support system.”

Great job, Cheryl!

To learn more about The DAISY Award or to nominate a deserving licensed nurse, please visit: http://nurses.uams.edu/DAISY-Award.

DID YOU KNOW?

The OFFICE OF TRANSLATION AND INTERPRETING SERVICES has expanded their hours to provide in-person interpreting services for Spanish-speaking patients seven days a week.

UAMS employees can page 501-405-4691 from 6:30 a.m. to 11 p.m. daily to request an in-person interpreter.
Please join the Center for Nursing Excellence in congratulating Sabrina Hartwig and Mackenzie Meredith for being selected as the September BEE Award winners!

Sabrina and Mackenzie both work as Radiology Technologists (RT) in the Radiology Department and were nominated by a UAMS employee who works on Unit F7 – Stem Cell Transplant/Myeloma.

The following is the story of how Sabrina and Mackenzie exemplified teamwork by stepping outside their official job duties and tending to the needs of a patient with tremendous care and compassion:

“The staff came to me in awe regarding this situation and I hope I relay the story the way it was described: Sabrina and Mackenzie are X-ray techs from the Radiology Department that arrived on F7 to perform some bedside X-rays with a student tech, Brian Cohens. F7 staff would like to share our gratitude with fellow peers about how amazing and kind they were to one of our myeloma patients during a time of need. Many times when patients soil themselves on accident, others would direct the patient back to nursing care despite the discomfort of being soiled. All three of these heros banded together and, without asking or calling for assistance, cleaned up the patient without a second thought. It is really nice to see teamwork and putting the needs of a patient above all others. The entire unit was taken by this sweet act of kindness and we greatly admire their compassion. I hope that others learn and live by their caring, compassionate example.”

Please congratulate Sabrina and Mackenzie for Being Exceptional Every day at UAMS!

The BEE Award honors non-nurse staff who provide exceptional care for patients and family. To nominate a deserving patient care staff member, please visit: http://nurses.uams.edu/BEE-Award.
Protecting patient information is a top priority for UAMS. Building on HIPAA Hints from the past couple of months are some more tips on how you can protect patient information:

- Only access/use patient information when needed to perform your specific job duties.
- Log off of your computer or “lock” your workstation using Ctrl/Alt/Del when you will be away from your work area, so that protected health information (PHI) cannot be viewed or accessed in your absence.
- Do not share your password with anyone or leave it where someone might see it. Never use the log-on credentials of another user.

## More Tips for Protecting Health Info

### Area of the Month - August 2017

Based on the clinical indicators noted below, **Unit F9 – ENT/Orthopedic Surgical Specialties** was recognized with the Outstanding Area of the Month Award for the month of August!

<table>
<thead>
<tr>
<th>CATEGORY RANK</th>
<th>DATA*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Satisfaction</td>
<td>15/36 focus questions outperformed national average*</td>
</tr>
<tr>
<td>Catheter-Associated Urinary Tract Infection (CAUTI)</td>
<td>More than 234 days since last CAUTI</td>
</tr>
<tr>
<td>Falls with Injury</td>
<td>32 days since last fall with injury</td>
</tr>
<tr>
<td>Central Line-Associated Blood Stream Infection (CLABSI)</td>
<td>More than 241 days since last CLABSI</td>
</tr>
<tr>
<td>Hospital-Acquired Pressure Injury (HAPI) Stage II and Above</td>
<td>121 days since last HAPI Stage II and Above</td>
</tr>
</tbody>
</table>

*Patient Satisfaction Data Used to Determine Winner Collected: July 1, 2016 to July 31, 2017

**WAY TO GO, Unit F9!**

Comments recently made by F9 patients:

- “The care I received was excellent.
- “This is the best inpatient care I’ve ever had. UAMS exceeded all expectations for me and my family!”

**CONGRATULATIONS**

to Area of the Month runners up: **Unit F8** and **Unit H8**!
This 3-day conference for nurses includes

- 21.75 hours of content
- Up to 10 hours of pharmacology content for APRNs
- Topics on mental health and tobacco use, STD update, new insulin therapies and personalized treatment, immunotherapy overview, dirty wounds and dog bites. See agenda.

Click here for website.
Friday, September 22, 2017
7:50 a.m. to 4:30 p.m.
(Registration: 7:30 a.m.)
I. Dodd Wilson Education Building
Room 214 A/B

TOPICS TO INCLUDE:

A.M. SESSION:
8 a.m. to 12:30 p.m.
• Research •
• Side-Effect Management •
• Infusion Reaction •
• Infection •
• Immunotherapy •

P.M. SESSION:
1:15 to 4:30 p.m.
• Gynecology/Oncology •
• Palliative Care •
• Grief and the Oncology Patient •
• Patient Education •

REGISTER: In Training Tracker – “Annual Oncology Nursing Symposium”

QUESTIONS: Contact Karen Bristow at (501) 686-5284
or kbristow@uams.edu

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