Dear Colleagues,

I am pleased to share with you the results of the 2014 RN Satisfaction Survey. You will recall that our RN participation rate was 89% (national average was 69%), making our information very reliable and valid. Survey data was reported and benchmarked by the National Database of Nursing Quality Indicators (NDNQI) at the hospital and individual unit/area level. Within the survey, there were ten

Confidential Patients:
Although all patient records are protected by the HIPAA privacy laws, an individual may ask to have their medical record placed under an extra level of security. For example, an employee who is a patient here may want an extra level of security, or UAMS may determine that an extra level of security should be placed on the medical record of a high profile patient who is in the media. In Epic, a “Confidential Patient” type is used during registration for this purpose. When a patient is marked as confidential, the user will be required to “break the glass” in most cases and give a reason for the access in order to view the patient’s information.

Private Encounter Patients:
“Private Encounter” patients are ones who choose to opt out of the patient directory. Unless the patient tells us not to, UAMS is permitted to provide a patient’s location within our facility and a general statement of the patient’s condition to individuals who ask for the patient by name. We refer to patients who opt out of the directory informally as “no info” patients and do not even acknowledge they are at UAMS. An example of a person who might choose not to be in the directory is a high-profile politician or movie star. UAMS also sometimes chooses to opt out a patient from the directory for the safety of the patient or our staff (for example, if the patient is a crime victim).

To opt out a patient from the directory, the patient is marked with a “Yes” using the “Private Encounter” field on the “Encounter Info” screen during registration in
subscales or themes posed as questions to RNs. These subscales included pay, professional status, autonomy, decision-making, RN to MD interactions, RN to RN interactions, tasks, nursing administration, nursing management and professional development. RN perception in regards to each subscale was based on several questions designed to reflect these areas that greatly influence nursing practice and satisfaction.

At the hospital level UAMS Medical Center was compared to the 300–399 bed size teaching hospital cohort and we outperformed the benchmark mean (average) on 7 of the 10 subscales! This represents a significant improvement from the 2013 survey in which our performance was less than the mean on all ten subscales and our response rate was only 49%. It is gratifying to see the 2014 results, but most encouraging for me is seeing the steady improvement in all subscales areas over the last three years. With your engagement and involvement, we are making changes in our practice environment that are positively transforming our culture and for that I am sincerely grateful.

Our 2014 results met our stated goal of outperforming the national average for the majority of subscales and the level of RN participation, which provided us with a solid foundation of understanding for continued focused improvements in the practice environment. WOW!

I encourage each of you to review the survey data for your specific unit or area which will be available soon, as you continue to strive for excellence and quality.

On that high note, I wish to recognize the following for their achievements:

• Outstanding Nurse of the Month: Kim Marcus, RN III – Unit H9
• MVP: Richard Alcala, Patient Care Technician – Unit F7
• DAISY: Amanda Federowski, RN III – Unit H7
• Area of the Month: University Women’s Clinic

Lastly, we are anxiously awaiting the arrival of The Joint Commission. As we have prepared for this important upcoming TJC survey, I have had the pleasure of visiting with many of you as I have rounded. The work you do with patients, families and colleagues is spectacular and you are the best!

Sincerely,

[Signature]

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Epic. It is important to note that this is an “episode-driven” field, and the patient must request this for each appointment and hospital admission.

Confidential Patient Types and Private Encounters – How Do They Work Together?

The “Private Encounter” patient is not automatically marked as confidential (behind break the glass) and the “Confidential Patient” is not automatically marked with a “Private Encounter” (no info patient). They serve two different purposes and there are situations in which we would need to do one, the other, or both. It might be helpful to think about a “Private Encounter” applying to callers and visitors and a “Confidential Patient” as confidential with respect to employee access to the record. For example:

• Private Encounter - UAMS may make a crime victim’s admission “Private” so callers cannot get their room number, but they wouldn’t be given a “Confidential Patient” type because their medical record does not need extra protection.

• Confidential Patient - An employee may request a “Confidential Patient” type to have extra protections on their record, but would not want to be a “Private Encounter” patient because they want callers to be able to obtain their room number and visit them.

• Private Encounter and a Confidential Patient - A movie star may request a “Private Encounter” so people cannot get their room number. UAMS may also give them a “Confidential Patient” type so their records are behind “break the glass” to deter employees from snooping in their medical record.

You can always contact your supervisor or the UAMS HIPAA Office at 603-1379 if you need assistance regarding special circumstances regarding patient privacy or special requests that patients have regarding the privacy of their visit or records.
Image Council Hosts Fall Legislative Update

More than 85 staff nurses, nursing students, leadership and guests attended the Image Council’s Legislative Update on Wednesday, September 17 in the Lobby Gallery. Cherry Duckett, Vice Chancellor for Institutional Relations, moderated the legislative panel along with Image Council Chair, Norman Swope, RN IV - F7 Stem Cell Transplant and Past-Chair, Becky Smith, RN IV - F5 Neonatal ICU. The discussion focused on the passage and implementation of the Arkansas private option and its impact on health statewide.

Bui Receives Award

As part of annual Diversity Month activities, Team UAMS members were recognized with UAMS Diversity and Inclusion Awards at a ceremony held last month.

Toan V. Bui received the staff award. He has worked at UAMS for 13 years and serves as an Instructional Development Specialist/Web Developer in the Clinical Programs Education Department. One nomination pointed to Toan, who is originally from Vietnam, showing an interest in the needs of others through his work and in sharing his personal and professional experiences during UAMS Pacific Islander Heritage Month.

This was the second year for the awards, which accepted nominations from peers and colleagues. Congratulations on receiving this honor, Toan!


Image Council members Reginald Randle, RN III and Sandra Bearden, RN III distributed information pertaining to the UAMS social media policy, Nurses Week and monthly recognition awards. Treats were provided to attendees by council members.

The Image Council, part of the Professional Nursing Organization (PNO), encourages everyone to check out a free Arkansas Legislative Directory app available on iTunes called “LobbyUp.” It provides an easy way to contact members of Arkansas state government.

Image Council members Becky Smith (left), Norman Swope and Traci Altman helped organize the third installment of the Legislative Update.
Nurse Volunteers Needed for Annual Community Outreach

The 10th Annual Nursing Expo is Saturday, December 6. Nurse volunteers are needed once again to work at the Clear Channel Metroplex Event Center located at 10800 Colonel Glenn Road in Little Rock (just off I-430 – across from Rave movie theater).

Please contact the nurse recruiter, Susan Erickson at (501) 686-7144 if you are interested in working as a nurse ambassador to promote nursing as a career in Arkansas. Shifts are either 8:30 to 11:30 a.m. or 11 a.m. to 2 p.m. (leave a message with your name, unit/clinic number and home/cell numbers).

The Nursing Expo is the single largest gathering of the state’s healthcare providers, educators and recruiters all assembled in one place – at one time! We want to utilize this great opportunity to educate the public about UAMS Nursing.

More than 1000 people from all over the state visited the 2013 Nursing Expo to learn what a career in nursing could offer them. UAMS Nursing was the first sponsor to lead the way in targeting junior/senior high school students and second career seekers as potential nursing career candidates.

UAMS Blood Drive Opportunities

Upcoming American Red Cross Blood Drives at UAMS will be held from 10:00 a.m. to 5:00 p.m., on:

- November 6-7 — ED II Concourse
- December 4-5 — ED II Concourse

Please remember that if you donate at an American Red Cross Center that you need to sign in there to credit UAMS.

Annual Employee Service Recognition Set for Nov.

The annual UAMS recognition of employee service will be held in November. The theme for this year’s event is “Celebration of Service and Commitment!”

Employees with 20, 25, 30, 35, 40, 45, and 50 years of service will be honored on Tuesday, November 4 at 1 p.m. on the 12th floor of the Stephens Spine & Neurosciences Institute.

Check-in for service award recipients is 12:30 p.m., and the ceremony begins at 1 p.m.

Employees with 5, 10, and 15 years of service will be honored at a reception on Thursday, November 6, at 1 p.m. also on the 12th floor of the Stephens Spine Institute.

Invitations to service award recipients were distributed earlier this month.

For a list of this year’s recipients, visit our website at: http://hr.uams.edu/other/employee-recognition/employee-service-awards/

DEADLINE!

Articles for the Nov. 2014 issue of the Capsule are due by 5 p.m. on Monday, Nov. 3. Please send to: JGRunkle@uams.edu
How Satisfied are the Nurses in Our Hospital Compared to Like Hospitals?

2014 NDNQI Nurse Satisfaction Results

What Was Your Unit’s Participation Rate?

For further details about your unit-specific results, please talk with the leadership in your area or your NQPIC representative!
H9’s Kim Marcus is October Nurse of the Month!

By Nisa Trenthem, RN, BSN, ADON – Image Council

Please join the Image Council of the Professional Nursing Organization in congratulating Kim Marcus, RN III as our Outstanding Nurse of the Month for October. Kim graduated with a BSN degree from the University of Arkansas at Pine Bluff. Upon graduation, she joined H9, the Transplant/Nephrology unit, where she has remained ever since.

When Kim was asked about her favorite part of being a nurse, she replied, “I like nursing and medicine, because each day is never the same. I get to work with some great people that have a passion for what they do.” She decided to become a nurse after working in a medical office. “I realized that the nurse was the key component that helped the entire patient experience flow smoothly,” she shared.

Kim is married to Dr. Herschel Marcus and they have four children. Ben is the oldest at age 18, Kimberly is 15, H.K. is 8, and the youngest is Kevin, who is 7 years old. She enjoys reading, shopping, traveling, attending church, and supporting her children’s basketball teams!

We are glad Kim is part of our UAMS team! Please take a moment to thank her for her dedicated service to others and for the comfort, hope and healing she provides each and every day with our patients and families.

F7’s Alcala Named MVP for October!

By Traci Altman, RNC-OB, BSN

The Professional Nursing Organization’s Image Council is proud to announce Richard Alcala, PCT on Unit F7 - Stem Cell Transplant, as our Most Valuable Partner (MVP) for October 2014. Richard has been a member of Team UAMS for almost a year. Richard has gone above and beyond for our patients by contacting a friend to make balloon animals for a patient activity and getting patients something special to eat or drink. Richard has been observed spending time listening to patients and families with compassion and empathy for what they are going through, and acquiring extra blankets and pillows to make them more comfortable. He helps his co-workers by asking every PCT what he can do to help, and completing tasks before he is asked.

UAMS is lucky to have such a dedicated PCT who has proven to be a great role model and team player. With his enthusiasm and genuine desire to help people, Richard exemplifies comfort, hope and healing with our patients and families.

Congratulations, Richard!
October DAISY of the Month

Congratulations to Amanda Federowski, RN III, for being selected as the DAISY Award recipient for the month of October! Amanda works as a nurse on the Medical Oncology Unit (H7).

She was nominated for the award by a co-worker who has been moved on many occasions by the compassion she continually demonstrates to patients and families.

The form said, “I remember a particular patient on our unit who had a rare disease causing tremors and seizures. This patient also had a tendency to “holler out” when needing assistance and would sometimes need to be restrained for protection. I remember observing some of the caretakers who proceeded with caution going in and out as well as their level of discomfort taking care of this complex patient and her needs. I also observed how Amanda spent a great deal of time with this particular patient bathing her, changing linens, and combing and braiding her long hair. She even sat and talked with her multiple times during the shift until the patient finally slept through the night and began to engage. This is just one example of the overflowing compassion Amanda sheds on her patients and our staff. I have worked under and now alongside her for three years. She never misses an opportunity to teach those around her why we do what we do. Whenever there is something complex going on with a patient on our unit, Amanda is the first to begin researching to make sure no diagnosis or treatment option is missed. There have been numerous times that I considered nominating her for this award as her compassion is unmatched; she is a constant comfort to patients and families; and a role model for any staff willing to learn from her.”

To learn more about the award or to obtain a nomination form, please visit: www.uams.edu/don.

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Area of the Month

October 2014 – University Women’s Clinic

Congratulations to the University Women’s Clinic for being selected as the Outstanding Area of the Month for October! Cathy Brothers is the Clinical Services Manager.

Nursing staff members say they enjoy working in the University Women’s Clinic because:

- “I enjoy coming to work every day and working with my “OB” patients. It’s very rewarding to work through a pregnancy and actually get to see the baby, and knowing I did all I could to make sure mom and baby were healthy throughout their pregnancy.”
- “I have a love for the patients, the moms and the unborn babies.”
- “I get satisfaction knowing I play an important role in directing the outcome of someone’s quality of life.”

Patients who visited the University Women’s Clinic shared the following patient satisfaction comments with surveyors:

- “The clinic staff is very professional and extremely courteous.”
- “I had a GREAT experience. Parking was easy and the staff was friendly.”
- “Everyone was helpful. I loved my experience! It was fast and very thorough. I love the new updates in the clinic area too.”

Keep up the good work with patient satisfaction and customer service, University Women’s Clinic!

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STROKE is an Emergency
Every Minute Counts

ACT
FACE (Facial droop or uneven smile)
ARM (Arm numbness or Arm weakness)
SPEECH (Slurred speech, difficulty speaking or understanding)
TIME (Call 911 and get to the hospital immediately)
Calvin is Employee of the Month for Ambulatory Services

The Ambulatory Employee of the Month Program was created to recognize outstanding performance by the honoree, and/or an outstanding contribution that improves the way Ambulatory Care Services serves patients or fellow staff.

SEPTEMBER 2014

Erica Calvin, Certified Medical Assistant – UAMS Neighborhood Clinic

Erica was nominated by a co-worker who shared, “Erica is an excellent resource for co-workers and patients alike. She consistently provides exceptional customer service and uses astute communication skills. Patients commend her kindness, patience, and professionalism. She is constantly going the extra mile and maintains a positive attitude.”

Erica’s peers appreciate that she travels from her clinic at Rahling Road to the Financial Centre Parkway clinic to read their TB skin tests. Kara Dixon, UAMS Neighborhood Clinic CSM, noted, “We are a better team because of Erica.”

As Erica says, “Teamwork makes the dream work!” And Erica leads by example.

Thanks for a job well done, Erica!

Erica Calvin

CLINICAL PROGRAMS

EDUCATION WEBSITES

Clinical Programs Education:
http://cped.uams.edu

Staff Education/Online Education:
http://cped.uams.edu/staffeducation

Clinical Computer Training Center:
http://cped.uams.edu/cctc

CCTC Online Training:
http://cped.uams.edu/cctc/online-training

UConnect Go-Live Tip Sheets:
http://inside.uams.edu/uconnect/training/tip-sheets

UConnect Training:
http://cped.uams.edu/uconnect-training

UConnect E-Learning:
http://cped.uams.edu/uconnect-elearning

Clinical Annual Requirements:
http://cped.uams.edu/annual-requirements

Leadership Education Programs:
http://cped.uams.edu/leadership

UAMS WEBSITES

Inside UAMS:
http://intranet.uams.edu

Human Resources:
http://hr.uams.edu

Information Technology:
http://intranet.uams.edu/it

UConnect Web Site:
http://uconnect.uams.edu

SAP Web Site:
http://intrananet.uams.edu/enterprise/sap

Clinical Desktop:
http://intrananet.uams.edu/clinicaldesktop.htm

Off-Campus Access:
https://cag.uams.edu
By Traci Altman, BSN, RNC-OB – Staff Education

This month’s focus is a review of the Joint Commission 2014 National Patient Safety Goals.

GOAL 1 – Improve accuracy of patient identification
• Use two patient identifiers (name and date of birth).
• Eliminate transfusion errors related to patient misidentification – two qualified person identification process, match blood to order, match patient to blood.

GOAL 2 – Improve the effectiveness of communication among caregivers.
• Report critical lab values within one hour of receipt.
  – Document all communication, orders, and interventions.

GOAL 3 – Improve safety of using medications.
• ALL medication should be labeled, even on a sterile field and/or removed from original packaging.
• Maintain and communicate accurate patient medication information.
  – Medication reconciliation from admission through discharge

GOAL 6 – Reduce the harm associated with clinical alarm systems.
• During 2014, identify most important alarm signals to manage based on patient safety, alarm necessity, alarm fatigue, and best practices.
• As of January 2016, establish policies and procedures based on information gathered and educate staff.

GOAL 7 – Reduce the risk of health care-associated infections.
• Use appropriate hand hygiene.
• Prevent infections caused by multidrug-resistant organisms.
• Prevent central line-associated bloodstream infections (CLABSI).
• Prevent surgical site infections.
• Prevent indwelling catheter-associated urinary tract infections (CAUTI).

GOAL 15 – The hospital identifies safety risks inherent in its patient population.
• Conduct risk assessments that identify specific patient characteristic and environmental features that may increase or decrease suicide risk.
• Address patient’s immediate safety needs and most appropriate setting for treatment.
• Provide suicide prevention information to patients and families upon discharge.

UNIVERSAL PROTOCOL 1 – Preventing wrong site, wrong procedure
• Conduct pre-procedure verification process.
  – Identify patient, signed procedure consent, history and physical, lab work, special equipment needed
  – Patient involvement in verification process when possible
• Mark the procedure site when applicable.
• Time-out performed immediately prior to procedure in procedural area.

KEY TERM:
High Reliability: The consistent performance at high levels of safety over long periods of time.
• Redundancy
• Automation of processes
• Mistake-proof care delivery
• Five Principles of High Reliability
  – Capacity to Anticipate Unexpected Problems:
    • Principle 1 – Preoccupation with Failure
    • Principle 2 – Reluctance to Simplify
    • Principle 3 – Sensitivity to Operations
  – Capacity to Contain Unexpected Problems:
    • Principle 4 – Commitment to Resilience
    • Principle 5 – Deference to Expertise

IMPORTANT LINKS:
• Staff Education online Joint Commission information: http://intranet.uams.edu/staffeducation/online/New_Joint_Commission_Education.asp
Departments Invited to Take Part in ‘Dove Tree’ Program for Youth Home

Each holiday season UAMS Surgical Services teams up with the UAMS Physical Plant and various nursing departments to participate in the Youth Home Dove Tree Program.

Youth Home Inc. of Little Rock is a non-profit residential treatment facility that helps emotionally troubled and abused children to become healthier, contributing members of the community.

The departments are given small trees decorated with ornaments which display gift wishes from the children that are current residents of the facility.

This holiday season will mark the fifth year UAMS has participated in the program and each year their donations have grown. More than $2000 (in gifts, money and gift cards) was raised last year which made UAMS the 2nd largest donor in Little Rock! With UAMS taking seven out of the approximately 70 trees going out to area businesses, this is quite an accomplishment for these departments. Last year the efforts of participating departments were recognized in publications such as the Capsule, the ASBN Update and ANA American Nurse Magazine!

Because of their efforts, each child at the Youth Home facility had several gifts under the tree to open last year. For many children this was their first time ever receiving a gift. Thanks to all who take part in making this happen.

If other departments are interested in receiving a Youth Home Dove Tree for this holiday season, please contact Pam Beggs at (501) 765-3627. Trees will be delivered on or around November 4-8.

Mock Codes Are You Ready?

Unannounced MOCK CODES are being conducted periodically in units, clinics, and common areas to evaluate response time and code management.

DO YOU NEED TO PRACTICE?

MAYBE YOU COULD USE A REFRESHER IN:
- Code Blue
- First Responder Duties
- LifePak 20
- AED
- Crash Cart

Don’t miss this chance to sign up for Mock Code Blue Practice Sessions in the UAMS Simulation Center (old ER) on the following dates and times:

**Nov. 12:**
- 1300–1400 • 1400–1500
- 1500–1600

**Dec. 10:**
- 1000–1100 • 1100–1200
- 1200–1300 • 1300–1400

First Tuesday Ethics Discussions (FTEDs)

Arkansas Children’s Hospital hosts a monthly multi-disciplinary discussion forum where a variety of current ethical topics are presented and discussed. UAMS participates via remote link in TWO locations. Upcoming dates and topics are:

**November 4 – “Palliative Care”**
**TIME:** 3 to 3:50 p.m.

Strauss-McCaskill Classroom (10th floor, Cancer Institute)
and the NICU Conference Room (5th floor, hospital)

Remote link provided by the Nursing Ethics Committee.
**Unlicensed Assistive Personnel Skills Competency Marathon**

**10.29.14**

**UAMS Clinical Programs**

**WHEN:** Wednesday, October 29, 2014  
7:00 – 11:00 a.m.  
*(No check in after 11:00 a.m.)*  
2:00 – 5:00 p.m.  
*(No check in after 5:00 p.m.)*

**WHERE:** 8th Floor, Central Building  
Clinical Programs Staff Education

**WHO SHOULD ATTEND?**

Any UNLICENSED job title should make plans to attend this bi-annual skills fair to renew annual competencies, including:

- PCT  
- PSA  
- CCA  
- PSC  
- SPT  
- POS  
- MA  
- LPN
End-of-Life Decision-Making:
Treatment, Palliative Care, and Hospice Care

The purpose of this educational activity is to increase knowledge and awareness of the ethical considerations surrounding end-of-life decision-making.

PRESENTER: Dr. Sarah Harrington, Director
UAMS Palliative Care Program

DATE: Tuesday, November 18, 2014

TIME/LOCATION: 2 p.m. – COPH Pauly Auditorium (Room G219)

CONTACT HOURS: Application made for 1 CNE contact hour**

**UAMS Staff Education Program is an approved provider of continuing nursing education by South Central Accreditation Program, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.

*The Nursing Ethics Committee is a sub-committee of the Professional Nursing Organization’s (PNO) Clinical Practice Council.*