



ASK ROSANNE



Q: What are we doing to improve medication safety at Lutheran?

A: We are actually doing many things; however, I'd like to focus on one thing the Medication Safety Team enjoys doing, since it involves staff. We believe that a component of error is often "system-related," which means there are barriers in the way of doing the right thing besides the individual. Therefore, we look to what we could learn from the incident and can do differently to improve medication safety. You often hold the key to that knowledge and are tremendously helpful in peer review. For example, in the photo below you see an E.D. R.N. showing Mary Heaney, E.D. Nurse Manager, how to change the unit of measure for patient weight in an IV pump. Turns out there is a glitch in the software, and if you change it to pounds it doesn't default to kilograms any longer in any medication in the library. Who knew?! This led to a Nursing Alert Bulletin on the problem. We have Sherri Sosnick, V.P. of Performance Management, to thank for coordinating the multidisciplinary sessions.



E.D. R.N. Staci Mandola helping the Medication Safety Team discover sources of pump error; for example, using lb vs kg.

Relationship Centered Care Update



Our full day Circles of Caring program was held on June 16th, with 34 staff members from all divisions in attendance. Many thanks to the main presenters for the day – Helen Buckel, Mary Heaney and Agnes Cappabianca.



“It is a very motivating experience.”



“...sends the message that administration is reaching out to staff with intent to build better people, not better employees. Great job.”



On June 18th NYPD Commissioner Raymond Kelly presented an appreciation plaque to SICU for their care of Officer Carlos Olmedo.

Super-Certified!!!

Agnes Cappabianca, Clinical Nurse Specialist, Neuro/Ortho/Rehab, has received her third certification, in Multiple Sclerosis. She was previously certified in Neuroscience Nursing and Rehabilitation Nursing.



Congratulations!!



June Daisy Award Winner

Veasna Neak, R.N., 5A



A THANK YOU

from a new mother on 5F



“Thank you all so much for being kind and not getting exasperated with this anxious new mom. Your calm demeanor has been a huge help in this process, and I can't thank you enough. Many blessings to all of you, and thank you again.”



The Night Owl
Guest Author - Maura Connolly
Clinical Care Coordinator

CCC Rounds: Are You Ready?

Picture this scenario: you notice your evening or night Clinical Care Coordinator approaching you in the hallway. What information should you communicate? Here are some points to keep in mind:

- Who is your most acute patient? Remember acute may include an emotional, social or spiritual need.
- Are you experiencing problems providing patient care effectively and efficiently?
- Do you have a patient or family satisfaction issue that may require the CCC's intervention?
- Do you have a patient on 1:1 or are you anticipating a patient may require 1:1 observation, if all other safety strategies fail?
- Is there a clinical condition, medication or treatment you are not familiar with or are unsure as to how to document?
- Has there been an occurrence that requires the completion of an incident report?
- Do you have a patient who has been upgraded, downgraded or requires isolation, but who has not yet received a bed assignment?
- Do you have a patient who has a significant pain management issue?

These points are not meant to be all-inclusive, but should assist you in organizing your thoughts. Please remember your charge nurse, ANCC and Clinical Care Coordinator are here to assist and support you. Keep up the great work!

Editorial Board

Karen DeLorenzo, R.N.
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Around Lutheran...



National Time Out Day June 16th
245 People re-committed themselves to the Time Out Process.



Behavioral Health Grand Rounds
June 21st
Roberto Guzman and Antoinette Forbes, PCT's, and Jonor Espiritu-Santiago, R.N., Nursing Instructor



WCH nursing team evacuated 11 moms and babies to PACU II for our first crane lift on July 10th.

LutheranVista Update

By Lorraine Vaglio R.N., M.S.
EMR Training Coordinator



We have started BASIC Computer training with SNA's, NA's, PCT's, and SNT's in preparation for our new EMR, LutheranVista.

Staff response has been phenomenal! They are eager to learn, and although some do struggle a little (that tricky double-click), NO ONE has left without being able to enter vital signs correctly.

A special congratulations goes out to the night staff, who attended in droves with smiles on their faces! We are moving toward EMR very quickly, so to all of you who have worked with such enthusiasm - *Thank You!*

Spotlight on Staff

This month Rosanne Raso, S.V.P, Nursing, interviews **Gabina Quezada, R.N.** on 4D. Gabby just joined Lutheran's "25 Year Club". She has been an RN for 2 years, and was an EKG Tech, PCT, NA and Diet Aide before she became an R.N. through the 1199 Fast Track program.

RR: You just received a prestigious award – the Department of Medicine's "Nurse of the Year." How did that make you feel?

GQ: I am honored, and proud, and humbled. My daughter put a photo of the plaque on her Facebook! There were many comments from her friends, and I realized it encouraged some of them to pursue nursing careers.

RR: Wow, you are inspiring the next generation already! Who inspired you?

GQ: I have been encouraged to be a nurse from the beginning of my career here. I had three children, so it took the Fast Track program to make my dream come true. It is my calling to be an R.N..

RR: What brings you joy in your work?

GQ: The patient care, the good feeling you have when you can give comfort to a patient or when you notice and act on changes that improve the patient's condition. I am at peace when I am doing for patients. The 4D environment is pleasant, and the staff and supervisor are so helpful. We all work together.

RR: What are tips for working together with the residents?

GQ: Good communication. You have to treat each other with respect and not be intimidated. We are all equally involved in patient care.

