

VOL 4 | April 2017

SVMHS Clinical Newsletter is a monthly publication.

For more information or to make an article suggestion, please contact Christie Gonder @ 759-1910 or x.1910.



## HOSPITAL WEEK ACTIVITIES

**MONDAY, MAY 8th**

Nurses' Week Cake Fest

**TUESDAY, MAY 9th**

Neck & Shoulder Massages

*Pre-schedule your massage by calling Ext. 1927*

**WEDNESDAY, MAY 10th** (Casual Dress Day)

Employee Celebration Banquet - **Employee & Nurse of the Year Ceremony**

**THURSDAY, MAY 11th**

JAMBA JUICE

**FRIDAY, MAY 12th** (Casual Dress Day)

MAYO Frozen Yogurt Social



## CNO Corner – What's New

by Christie Gonder

### Service Initiatives

#### Room Service is here!

Thank you for all of your suggestions to improve this process. We are getting better with each meal delivery. I know we have had some bumps in the implementation process which is to be expected with such a significant operational change. Kudos to everyone supporting this effort making this transition smooth! Please keep your ideas coming to help us fine tune this new process. We are hearing that the patients are really enjoying the variety and taste of the food and we are confident that this change will improve our patients' experience. Although this process impacts nursing workflow including timing of patient medications and is more complex for managing our diabetic patients, remember it is not about what is easy for the providers of care, it is about delivering Patient Centered Care focused around what is best in the eyes of the patient. I know we can adjust because change is constant in our profession and we as nurses have mastered many changes! FAQ documents can be found on your units and with your department leaders, to help with communication around standardizing our messaging and processes.

### Quality Initiatives

**Meditech 6.15 is here! Our downtime starts on 4/30/17 at midnight. The hospital will be setting up an Incident Command Center for at least one week and we will have clinical nurse super users available to support nursing on all shifts for 2 weeks. This upgrade is a significant improvement of our system and adds the following functionality enhancements:**

- Critical Care Flowsheet with widgets that flag new orders and tasks
- Philips Monitor Interface with Meditech (vital signs)
- IV Infusions/Titrations in MAR with cumulative intakes
- Manage Transfer flag visible in Current Orders



**Super  
User**

- **Key communication during Meditech downtime**
  - **Incident Command**
    - ◆ 4/30 – 5/7, Heart Center Teleconference Room
    - ◆ 5/8 – end of May, AOB Incident Command (AOB basement)
    - ◆ Ext. 5455 for Incident Commander
  - **Important Numbers**
    - ◆ 1035 - Nursing War Room - (Admissions, Discharges and Transfers)
    - ◆ 6291 - Nursing War Room Fax (Downtime ADT forms to Nursing)
    - ◆ 2570 - Clinical Resource Dispatch (transporters, clinical resources)
    - ◆ 4008 – Super user clinical support
    - ◆ 4444 – Physician support
    - ◆ 1738 – Help Desk
    - ◆ 5455 – Incident Commander
    - ◆ 5456 – Incident Command – Communications
    - ◆ 5457 – Incident Command – Logistics/Operations
    - ◆ Fax lines:  
<https://eportal.svmh.com/info/Shared%20Libraries/Telecommunications/FAX%20LINES.pdf>
  - **Where to find updates and more information**
    - ◆ MEMnet – <http://MEMnet> – a link to ePortal's Recent Announcements
    - ◆ ePortal - <https://eportal.svmh.com> (under "Recent Announcements")
    - ◆ SVMH urgent notices – broadcast text messaging to cell phones
    - ◆ Email

### People Initiatives

- The new electronic RN evaluation template is complete and implementation with new process beginning May 1, 2017. The evaluation process has been streamlined to focus on STAR (Support, Teamwork, Accountability and Respect) behaviors, job performance and goals.
- Hospital and Nurses' Week is around the corner! The nominating team has selected the Nurse and Employee of the Year! Please plan to join us for the Hospital BBQ on May 10, 2017 to hear the announcement of these super stars! We also have lots of exciting activities over the time period of 5/8 – 5/12. More communication will be sent out regarding the activities. The following week on 5/17, we have scheduled three sessions with a national speaker, Rich Bluni, RN who has written books that inspire nurses and other healthcare providers on compassionate care. His talk will be on "Inspired Care." If you are off this day, I highly encourage you to attend and bring your colleagues. His energy and inspiration is powerful!
- There has been a lot of discussion around standardizing nurses' uniforms. The unit based councils will continue to have communication with everyone and gather additional information and feedback prior to moving forward with this initiative.

### Growth Initiatives

- The first half of the ICU refresh is complete and the second half is underway.
- The OB doors begin construction 5/2/2017 and there will be no elective C-Sections cases scheduled for one week in L/D. C-Sections will be performed in the Main OR during this time period. Beginning May 9, we will be offering Trial of Labor to previous C-Section patients. This is an exciting opportunity for patients who previously were not given an option to attempt a vaginal birth here at SVMH and this option is still not available at CHOMP. The Perinatal staff and Periop staff have gone through equipment and room redesign and emergency drills to help us prepare for an expedited smooth emergency response if necessary.

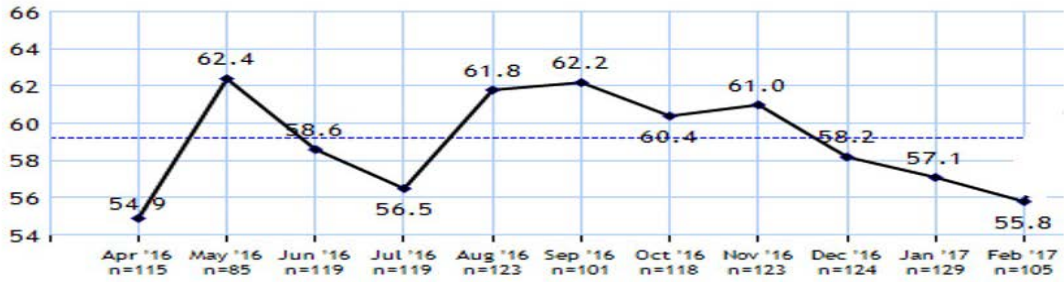
# HCAHP Top Box Scores

"Always" on survey



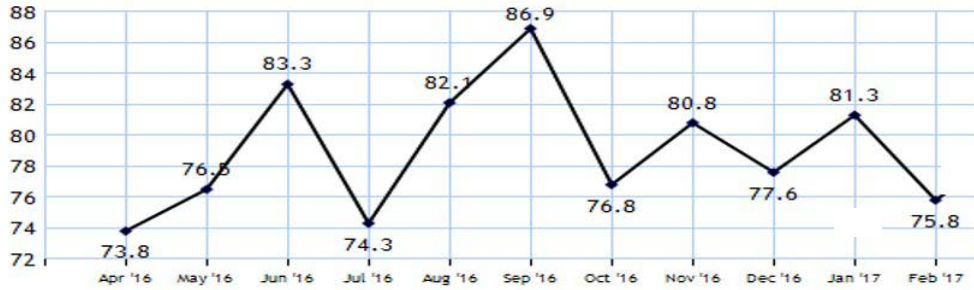
## Top Box Trends

Inpatient  
Salinas Valley Memorial Healthcare  
Overall



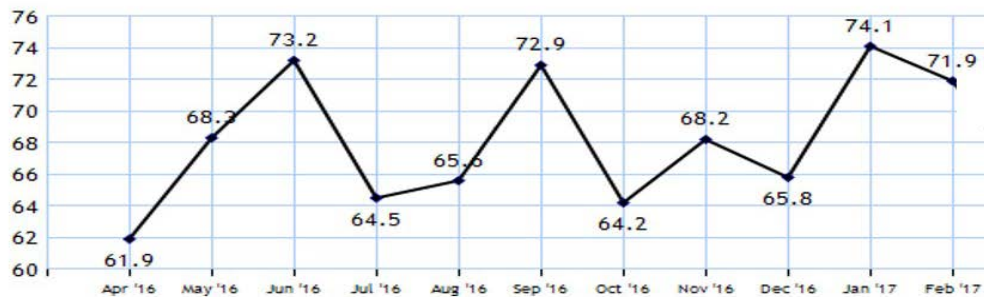
## Top Box Trends

Inpatient  
Salinas Valley Memorial Healthcare  
Section - CAHPS - Comm w/ Nurses



## Top Box Trends

Inpatient  
Salinas Valley Memorial Healthcare  
Section - CAHPS - Response of Hosp Staff





## Congratulations to Divina Cortez, CNA/Ortho-Neuro-Spine!



A special presentation took place March 23rd as Divina Cortez, a nurse aide in Ortho Neuro Spine unit received the March STAR Award.

This is Divina's third nomination, the first two nominations were from patients and the third from a colleague. Her co-worker nominated Divina for her work ethic and for the extraordinary and compassionate care she provides to patients. Her colleague expressed, "Her strong work ethic cannot be rivaled and the quality of her work never wavers. She embodies exceptional nursing care." Divina exemplifies our STAR values- Support, Teamwork, Accountability and Respect.

We want to recognize all of the Star nominees this month including [Liezle Alejandro](#), [Vanessa Calderon](#), [Dolores "Lulu" Duenas](#), [Annie Gonzales](#), [Alma Lopez](#), [Clarissa Madrigal](#), [Liz Martinez](#), [Debbie Mina](#), [Pia Mina](#), [Romeo Sainz](#), [Christian Sanchez](#), [Vermond Tigoy](#) and [Michelle Velasquez](#). Thank you for your dedication to the care we provide our patients and our community.

*Every month, Salinas Valley Memorial recognizes an extraordinary employee with a Star Award (for all staff) or a Daisy Award (for nurses). Nominations can be submitted by patients, visitors and staff. Nomination forms and drop boxes are located throughout the hospital.*



### **Congratulations to Neena Moriyama, RN/Ortho-Neuro-Spine!**

A special presentation took place on April 20th as Neena Moriyama, a registered nurse in the Ortho Neuro Spine unit received the April DAISY Award.

A co-worker nominated Neena on behalf of several staff members for the exceptional compassionate care she provides patients. Her colleague expressed “We all agree Neena is an extraordinary nurse, she goes out of her way to make sure every single patient is treated with dignity and respect.” This person added, “Neena has a presence that makes people feel better. It is a gift.” Neena exemplifies our STAR values-Support, Teamwork, Accountability and Respect. As a DAISY Award recipient, the publicly elected Board of Directors recognized Neena at its monthly board meeting.



The following employees were also nominated for the February DAISY Award: [Rosemary Bernhard, RN](#), [Mike Jarschke, RN](#), [Diana Matthews, RN](#), [Cammie Schubert, BSN RN](#), [Mercedita Stoffey, BSN RN](#), [Janice Suhat, BSN RN](#), and [Erik Thomsen, RN](#). Thank you for your dedication to the care we provide our patients and our community.

*Every month, Salinas Valley Memorial recognizes an extraordinary employee with a Star Award (for all staff) or a Daisy Award (for nurses). Nominations can be submitted by patients, visitors and staff. Nomination forms and drop boxes are located throughout the hospital.*

## Celebrating Tenure

The SVMH Board of Directors would like to congratulate and thank the following people for their years of service for 15 years and up (on the 5-years). We sincerely appreciate and value the contribution you have made to our patients and our hospital. The following people have been awarded tenure awards by the Board of Directors (January through April)

### 40 Years

Merlinda Daquiao, Staff Nurse/Mother-Baby  
 Angie Hernandez, Cook/Nutrition Services  
 Amelia Hunt, Senior Mail Courier/Materials Management

### 30 Years

Patricia Cerney-Bartlebaugh, Pathology Clerk  
 Sandra Diaz, Staff Nurse/Mother/Baby  
 Maria Fuenzalida, Lead Clinical Social Worker/Case Management  
 Louise Gaeke, Staff Nurse/L&D  
 Luz Jimenez, Staff Nurse/L&D

### 25 Years

Leticia Aninzo, Staff Nurse/L&D  
 Sue Branz, Staff Nurse/Telemetry  
 Emmy Ferber, Administrative Supervisor/Nursing Administration  
 Tammy Lee, Surgical Sterile Processing Tech/Materials Management  
 James Matlack, III, Nutrition Services Aide  
 Susan Trinidad, Nurse Aid/MedSurg

### 20 Years

Chona Alforque, Staff Nurse/Telemetry  
 Melanie Cancio, Staff Nurse/Oncology  
 Suzanne Carlton, Staff Nurse/Telemetry  
 Trisha Foxworthy, Staff Nurse/Oncology  
 Tonya Garcia, Physician Support Specialist, HIM  
 Janet Marcroft, Senior Graphic Designer/PR  
 Svetlana Mindirgasova, Staff Nurse/Telemetry  
 Francisco Muniz-Granados, Endoscopy Tech  
 Cheyenne Orsini, Staff Nurse/Emergency Department  
 Lori Palm, Staff Nurse/ICU-CCU  
 Julie Robinson, Staff Nurse/Emergency Department  
 Raul Robles, Registration Float Clerk  
 Maria Schell, Staff Nurse/L&D  
 Denise Sheets, Staff Nurse/Oncology  
 Nancy Taylor, Department Coordinator/Quality Mgmt Services  
 Yolanda Torres, Environmental Services Aide  
 Socorro Uy, Staff Nurse/Telemetry

### 15 Years

Aaron Burnside, System Administrator/ Information Technology  
 Christine Perez, Physical Therapist/Rehab Services  
 Laura Stone, Staff Nurse/Telemetry

## Award Presented to SVMHS

Many of you may know Amanda Rae, RN, as a staff nurse in the PACU. Amanda is also a Captain in the US Air Force. She was deployed from September through January, serving as a Medical Crew Director for Operation Freedom's Sentinel. Upon her return to SVMH, she generously gifted the Department of Surgery with a flag and certificate that reads, in part, "Let it be known that on 20 November, 2016, this American flag was proudly flown on a combat Aeromedical Evacuation Mission while transporting wounded troops..." We have gratefully accepted this gift to the Salinas Valley Memorial Hospital Surgical Department. The flag and certificate will be permanently displayed in the Surgery Waiting Room.



The SVMHS Board of Directors thanks Amanda Rae for the gift and her service to our country. Amanda will be leaving in May to further her education - she has been accepted to the University of Maryland's CRNA program. We wish her well!!

# Extraordinary People!

## Emergency Room

- I just wanted to say THANK YOU for all that your team/department did for my husband yesterday and today. Everyone my husband came into contact with were AMAZING! They all made him feel comfortable. **Angie Guerra** – triaged my husband yesterday. She kept checking in on us and keeping us informed on what to expect. She made the wait seem less than what it was. **Dr. Resendez** – what a sweetheart! My husband absolutely loved him. We knew he was busy but he made my husband feel as though he was his only patient. **Keena Kasunich** – she made the IV process painless. **Patti Johnson** – she was so helpful. I am certain she was the reason things were running along so quickly and smoothly because that's exactly how she operates all the time. I always enjoy working with Patty during code purples. Love her!!! **Veronica Elizondo** – was always friendly and making my husband laugh.

## Heart Center

- We are grateful for the excellent care our mother received from RN **Ted Bedard** in the Heart Center. He was thorough yet gentle with Mom and understanding and kind to the family. We especially appreciated his assurance that he would personally escort Mom's body to the morgue. Thank you Ted! Thank you to **Ashika Sundar**, the RN and charge nurse in the Heart Center. Her warm and compassionate care made Mom's last days more pleasant and put the family at ease. We would like to thank **Sara Silacci** the RN charge nurse. Her care for our Mom was both professional and compassionate. We knew that Mom was in good hands with her care. She was reassuring to both Mom and the family. What a blessing to have an experienced RN on duty. Many thanks! God Bless you all!

## Ortho-Neuro-Spine

- Maria Mederos-Gomez, Cemy Regalado, Frank Herrera, Joe Gonzalez, Mari Vargas, Carrie Carpenter.** This was one of the most difficult experiences. Had it not been for the nurses, I would have crumbled. I was sitting with my dad from 6:30am - 11:30pm and they watched over me. They also watched over my brother who was here from 11:30pm to 6:30am. The days never dragged because of them and I could tell my dad was genuinely happy to see them as well. Thank you to all.

## Outpatient Infusion (all from different patients)

- I've been an outpatient for two years now. From day 1 all the nurses I've had have been great! **Mary Ann Artuz, Leslie Souza, Tracy L'Hommedieu** and other RN's have been some of the greatest people I've met. The nurses are very professional & compassionate. One of the things I will take with me once I no longer need to come will be the relationship I have built with your great staff.
- It has been an honor to be served by the nursing staff. I actually looked forward to my chemo treatments, something actually rare. All the staff are great. They are attentive, courteous, very helpful and extremely nice. Thank you for making a tough situation a positive one. God Bless.
- The nursing staff have been great! **Mary Ann Artuz, Tracy L'Hommedieu** became friends to me more than anything after the first day of treatment. They made chemotherapy a breeze & would definitely give them 5 stars!

## Rehab

- You have a wonderful group. I have had several cervical disc surgeries with the last taking place on 3/21. **Rosanna Buslon, Caleb Pratt** and **Kathleen Kenerson** were so patient and kind with me. They were professional and encouraging. My OT was **Colleen Calzetta**. She was very knowledgeable and thorough. I appreciated her help and understanding. She gave me the proper exercises and answered all my questions. I just wanted to let you know that I appreciated their help and professionalism. I'm hoping to return to work quickly.

## Telemetry

- I would like to recognize **Grant Stephens** who is a very good team player. The floor was very busy and he helped everybody. He thoroughly answered my questions. He became a resource. Good job!!!
- This is written on behalf of a patient's family who was on the stroke unit. They were very grateful for the care that **Sofia Fuenzalida** gave to their mother. During the first couple of days, Sofia was extremely attentive and compassionate. She was able to answer the questions the family had and helped them put their minds at ease. As a coworker, Sofia is very pleasant to work with and very patient. Her knowledge and compassion is a good representation of SVMH.

## Personal Story of Organ Donation Shared at SVMHS

On Friday, April 21<sup>st</sup> the staff at Salinas Valley Memorial got a very personal reminder of how organ donation helps save lives. To mark National Blue and Green Day, which is a day designated to spread awareness about organ, eye and tissue donation and transplantation, Jess and Theresa Chairez visited the Hospital's cafeteria for a celebration. Mr. Chairez shared his personal story of heart break and the gift of life.



It was Thanksgiving Day of the year 2000 and Chairez and his wife were waiting for their son Joseph to get off work so they could enjoy Thanksgiving dinner together. Joseph was 24 years old and a police officer in Sacramento. He was a rookie cop, only 5½ months in the job. Later that day, the phone rang. Theresa answered and seconds later she yelled, "No! Not Joe!" The police chief had called to tell them their son had collapsed and had been taken to the hospital.

At the UC Davis Medical Center, physicians told Jess and Theresa their son Joseph had suffered a brain aneurysm. The gut wrenching news came later, when physicians confirmed their son would not recuperate.

At the UC Davis Medical Center, physicians told Jess and Theresa their son Joseph had suffered a brain aneurysm. The gut wrenching news came later, when physicians confirmed their son would not recuperate.

Mr. Chairez says after hearing the devastating news, he prayed, asking God for help. He says it was in those moments that God spoke to him telling him he needed to donate his son's organs. Chairez says he had once told Joseph he did not want him to register as an organ donor, but at that moment in his son's hospital room he knew that was the right thing to do.

He says that it is what his son would have wanted. Moments later, when a physician asked him if he would be willing to donate Joseph's organs without hesitation he answered "Yes."

After making that decision, Chairez put his head to Joseph's chest and listened to his beating heart. Soon after, Joseph died. Approximately five years later, Chairez and his wife met the man who has their son's heart.

When they met, they got to put their heads to his chest, and once again listen to their son's beating heart.

Joseph's heart, lungs, kidneys, liver, pancreas and intestines were donated to four people. The Chairez' have met two of those individuals.

Seventeen years after Joseph's sudden death, they continue to take comfort in the gift of life Joe gave others. Chairez says that when his son passed away, "God gave him a second chance at life." Now, he dedicates his life to volunteering, to making quilts for the families of fallen police officers, and most importantly traveling throughout the country sharing his son's story and the importance of organ donation.

Jess and Theresa Chairez thanked the hospital for their commitment in joining in that education effort. Salinas Valley Memorial Healthcare System has long supported education around organ donation and has achieved Platinum Level with Donor Network West for its community outreach efforts.



# Gifts of Life from SVMHS



February 20, 2017

## Salinas Valley Memorial Healthcare System

Many of you were recently involved in caring for a 31 year-old male who suffered from an anoxic event. He had registered his wish to be an organ donor on the donor registry, and we thank you for your support in honoring the patient's wishes to be an organ and tissue donor.

### Four People Received the Gift of Life

- A 64 year-old father of five from California received a new heart. He is recovering and doing well.
- A 67 year-old male from northern California received a new pair of lungs. He is recovering and doing well.
- A 55 year-old female from southern California received a new right kidney. She is recovering and doing well.
- A 36 year-old male from northern California received a new pancreas and left kidney. He waited nine months for his lifesaving transplant. He is recovering and doing well.

He was also able to donate bones and veins.

On behalf of the recipients, their families, and the staff of Donor Network West, thank you for all of your support of the donation process!

Janice Goins  
Donation Program Consultant  
Cell: 510-418-7810



*Heal a life through organ and tissue donation*

## SVMHS Participates in “Every 15 Minutes” Education Program

Salinas Valley Memorial Healthcare System (SVMHS) participated in the Marina Police Department’s Every 15 Minutes education effort. The program’s goal is to educate high school students about the dangers of drinking and driving. On Tuesday, Marina High School students watched a locally produced video depicting a drunk driving crash, victims going to the ER and the deadly consequences of driving drunk.



The program name is based on the estimate that every 15 minutes someone in the United States is injured or killed in an alcohol related crash. The Marina Police Department hopes the video will deter students from drinking and driving.

“Our goal is to educate students about making responsible choices,” says Marina Police Detective Pablo Andrade, who is overseeing the Every 15 Minutes Project. “We’re grateful to Salinas Valley Memorial for partnering with us on this important project.”

A crash scene was set up at Marina High School and in addition to the emergency room activity and grieving relatives, the video includes a mock funeral and a court scene where a judge sentences the student who caused the accident, to prison.

A portion of the Every 15 Minutes video was shot in the emergency room at Salinas Valley Memorial Hospital. Emergency Room staff participated in a simulation where a teenage girl is brought to the ER suffering life threatening injuries after being involved in a car crash caused by a drunk driver. The young victim succumbs to her injuries and the girl’s grandmother has the difficult task of identifying the body.

“Every 15 Minutes is a powerful program and we are proud to partner with Marina Police to make it as impactful as possible,” says Carla Spencer, RN, Nursing Director Emergency Services. “One of our ER physicians and several registered nurses participated in the scenario. We were at the rally to watch student’s reaction to the video and I believe the message will help save lives.”

