

**VOL 5 | May 2018** with  
highlights from April 2018

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.



April Celebration

## CNO Corner – What's New?

By Christie Gonder



### Quality, Patient Safety and Efficiencies

- **Fall Prevention** – The AvaSure monitoring system went live. Preliminary data on patient numbers and number of falls since implementation will be presented. The Clinical Informatics team implemented improvements in the documentation screens for Fall Risk patients and assessment of Venous Thromboembolism (VTE) prophylaxis. These were two identified issues from the Nurse Excellence Committee that will improve accuracy and consistency of documentation in the EMR.
- **Professional Practice/Shared Governance** – We are closing in on the deadline for you to complete the information on your HealthStream Professional Portfolio to help the organization track degrees and certifications. If you need any support in completing your portfolio, please contact your manager or the clinical expert in your area. I hope everyone enjoyed the PPM mouse pads – the model is a reminder to help you connect your practice with our mission, vision and values.
- **Celebrating one of our clinical nurse experts** Julie Vasher, CNS, published in the TJC Journal on Obstetric safety bundles, consisting of action steps shown to improve outcomes, that have been developed to address the most common and preventable causes of maternal morbidity and mortality. Implementing these best practices across all birthing facilities remains an important and challenging clinical and public health priority. The conclusion of this mentor model was successful in providing individualized support to teams and enabled implementation of the hemorrhage safety bundle across a diverse group of 126 hospitals.

## People



Najiba Caplan  
Staff Nurse II, Med Surg

- **NURSE OF THE YEAR** – Congratulations **Najiba [Caplan]!** An excellent nurse reminds themselves why they went into nursing and continues to connect with their profession. The Nurse of the Year is one who has been able to rise above the challenges and continues to demonstrate excellence in the clinical area, is resourceful to others, shares knowledge by mentoring and teaching, continues on with lifelong learning in their field, advocates for patient's physical social and psychological well-being, maintains professionalism at all times, shares the organizations values and is a nurse that you would want to take care of you and your family. It has been my honor and privilege to congratulate and recognize **Najiba [Caplan]** as the 2018 Nurse of the Year! **Najiba** graduated in 1992 from the University of Rochester with a BSN degree. She began working at SVMH in 1997 on the Med/Surg unit holding roles as Staff Nurse, Assistant Head Nurse and Charge Nurse. Her love has always been to care for the Med Surg and renal population. **Najiba** leads with a calm and steady demeanor and puts colleagues, physicians, patients and families at ease. Najiba is committed to improving patient safety, the patient experience, patient advocacy, mentoring and leading others with utmost professionalism.



- We also celebrated on **Nurse's Day** by a roving Nurse Leader team delivering carts filled with DAISY cupcakes. Everyone enjoyed!



- **Compassionate Care for the Caregiver class followed Nurse's Week.**
  - At times, every caregiver needs care themselves.

- Our Chaplin, Chriss Peterson, is available M-F during regular business hours or you can leave a message for him at any time at ext. 3025. He will reach out to you to help **you**, the patient and their families.
- We are in process of developing a Code Lavender program – This is a program system approach to have a way for employees and providers to access support from a trained peer supporter and other organizational support staff in real time immediately following critical events such as an unexpected death, a death of a friend or family member or a serious medical error. If you are interested in becoming a trained Code Lavender peer supporter, please contact Carla Spencer at ext. 3217.
- Patient Advocate - It is appropriate for RNs and other professional caregivers to order Palliative Care Consults for patients. There are no set criteria, rather, order the consult if you think the patient could benefit from this service.

## Code Lavender

### Compassionate Care for the Caregiver

#### Objectives:

- Access support from a trained team member or expert
- Find the right words to say to families and their loved ones
- Discuss medication at the end of life — what is too much, too little?
- Learn how to cope with critical incidents
- Provide emotional support after a critical incident



- **NEW BSN** - WOW 18 new BSN graduates this spring! I am so impressed that our colleagues have made this commitment to advance their education. Please give your fellow colleagues the deserved recognition



"Always" on survey

# HCAHP Top Box Scores



## Top Box Trends

Inpatient  
Salinas Valley Memorial Healthcare  
Overall



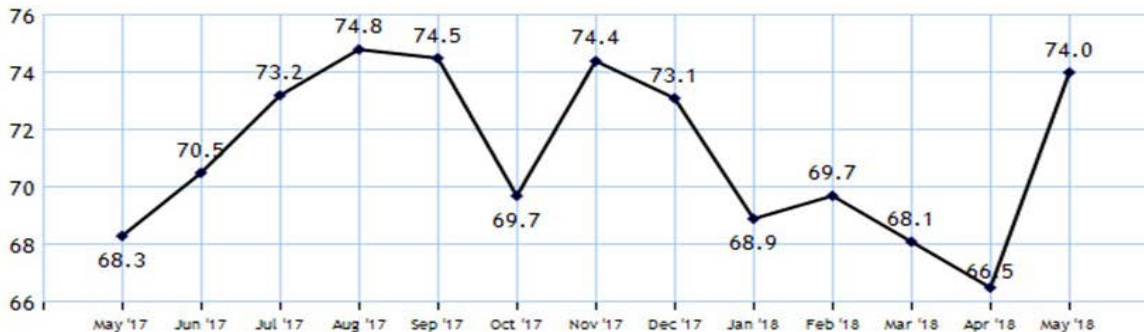
## Top Box Trends

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



## Top Box Trends

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



# We Salute Our STARS

Salinas Valley Memorial Healthcare System celebrates National Hospital Week and National Nurses Week. We honor our dedicated staff serving the community and each other with STAR values. STAR stands for Support, Teamwork, Accountability and Respect.

Nurse of the Year 2018



**Najiba Caplan**  
Staff Nurse II, Med Surg

Najiba Caplan, RN is one of those clinical caregivers who not only serves patients and families, she also empowers co-workers acting as a role model, motivator and supporter. In short, Najiba is recognized throughout the organization as a caring and effective team leader. Najiba joined Salinas Valley Memorial Healthcare System in 1997 as a Staff RN II for Med Surg and shortly after, was promoted to Assistant Head Nurse. In her current role as Relief Charge Nurse she is known for mentoring new hires, engaging in patient care initiatives, and encouraging teamwork at all levels.

Employee of the Year 2018



**Renee Johnson**  
Human Resources Specialist, Human Resources

One of Renee Johnson's many talents is matching the right skills to the right position, helping to build a phenomenal team at Salinas Valley Memorial Healthcare System. Her list of contributions is long and in every interaction or area of responsibility, Renee is always welcoming, professional and an effective communicator. Renee joined the organization in 1992 and has spent most of her 25-year career in Human Resources. She is well known for her positive and supportive attitude, problem solving skills, and most of all, her commitment to excellence.

## Congratulations to all our 2018 Nurse of the Year and Employee of the Year Nominees



**Bryan Da Silva**  
Staff Nurse II, ICU/CCU



**Stephanie Frizzell**  
Clinical Nurse Educator, Education



**Joel Castillo**  
Clinical Coordinator, Angio Special



**Divina Cortez**  
Nurse Aide, Ortho/Neuro/Spine



**Alejandra Garcia**  
Staff Nurse II, Heart Center



**Timothy France**  
Programmer/Developer,  
Information Technology



**Janet Marcroft**  
Senior Graphic Designer,  
Marketing/PR



**Michael Jarschke**  
Staff Nurse II, Med Surg



**Raymundo Morales**  
Staff Nurse II, Heart Center



**Maria Ponciano-Tolentino**  
Nurse Aide, Heart Center



**Ernest Reyes**  
Pharmacy Buyer, Pharmacy



## Congratulations to Juan Aguirre!

A special presentation took place this month as radiology technologist Juan Aguirre received the April STAR Award.

The mother of a young patient nominated Juan for the STAR Award for the exceptional and compassionate care Juan provided her two-year-old son who needed to have x-rays done on his foot. This mother wrote, "Juan was warm, caring and extremely professional. Not only did he do his job with my kid screaming in his ear but he was also training a student. It made all the difference in a stressful situation."



Juan exemplifies our STAR values—Support, Teamwork, Accountability and Respect. As a STAR Award recipient, the publicly elected Board of Directors will recognize Juan during its monthly board meeting.

The following employees were also nominated for the April STAR Award: Derek Ames, Vanessa Calderon, Stephanie Cody and David Martinez.

Every month, Salinas Valley Memorial Healthcare System recognizes an outstanding 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 off boxes are located throughout the hospital. Go to [svmhs.com/nomination](http://svmhs.com/nomination) to learn more about the awards.

## Homecoming Submitted by Claudia Otero



One of the first nurses to work at Salinas Valley Memorial Hospital enjoyed a homecoming of sorts during national Nurses Week. 89-year-old Lucille Howe traveled from Arizona to the Central Coast in May and at the top of her list to visit – the hospital and Monterey Bay Aquarium. Lucille is a former nurse who worked at SVMHS soon after the hospital opened its doors to the community in 1953. This was her first trip back to Monterey and Salinas since she got married and left the state in 1955.

Michelle Childs, Chief Human Resources Officer hosted Lucille and her daughter Jeri Piechoski for a delicious lunch in the hospital's cafeteria. We want to thank all the employees who took time to stop by and make our special guest feel welcome and reminisce with her about her time at the hospital. After lunch, Lucille and Jeri took a tour of the hospital and of Labor & Delivery formerly known as the Maternity Ward.

"I worked in the Maternity Ward," says Lucille Howe, RN. "I didn't take care of the babies, I took care of women ready to be mommies." While in Labor & Delivery located on second floor, Lucille enjoyed looking at the photographs of babies hanging on the walls. She also had the opportunity to meet several nurses who work in that unit and posed for photographs with them.

"This is making me happy," says Jeri Piechoski, daughter of Lucille Howe. "I feel like I'm living vicariously through her, seeing the places she's seen and visited."

Mother and daughter were also given a tour of the Museum of Medical History. Howe's face lit up when she got off the elevator and saw nurse uniforms from the 1950's. They also got to see Civil War era medical amputation instruments, the Iron lung, and Mable the skeleton, among many other historical medical artifacts.

Lucille said the hospital looks a little different from when she worked here 65 years ago. Her visit to SVMHS coincided with National Nurses and Hospital Week. Her daughter said she was grateful for the opportunity to visit and tour the hospital with her mother. She expressed that she has heard so many great stories growing up about Salinas Valley Memorial and that it was great to see the hospital where her mom worked more than six decades ago.



# Extraordinary People!

## Celebrating Tenure

The SVMH Board of Directors would like to congratulate and thank the following people for their years of service for 20 years and up (on the 5-years). We sincerely appreciate and value the contribution you have made to our patients and our hospital. In March, the following people have been awarded tenure awards by the Board of Directors. The following employees were honored at the May 24, 2018 Board of Directors meeting.

### 20 Years

**Diana T. Bokemeier**, Procedural Nurse Manager, DI

**Elizabeth B. Brice**, Staff Nurse II, Heart Center

**Michael Downing**, Systems Security & Svcs. Manager, IT

**Elizabeth Grogin**, Staff Nurse II, Cath Lab

**Jennifer Jimenez**, Department Assistant, Case Management

**Hilda Sanchez**, Tech Assistant-Radiology, Mammography Center

**Joylyn Bautista**, Staff Nurse II, Labor & Delivery

**Tonia N. Giampaoli**, Staff Nurse II, Cath Lab

**Randi Hontalas**, Physical Therapy Assistant Cert, Rehab Services

**Rose M. Maniwang**, Clinical Assistant Director NICU, NICU

**Amy Agan**, Staff Nurse II, Labor & Delivery

**Lisa Anaya**, Clinical Social Worker, Case Management

### 25 Years

**Sandra D. Fernandez**, Financial Counselor, Patient Financial Services

### 30 Years

**Regina Kennedy**, Customer Representative, Patient Financial Services

*Jennifer Jimenez, Dept. Asst. / CM*

**Glorinda K Pastorius**, Nursing Director, Critical Care & Outpatient Infusion

**Ana M. Chavira**, Diagnostic

Imaging *Lisa Anaya, Clinical Social Worker / CM*

Nurse, DI

### 35 Years

**Sydney Blankenship**, Respiratory Care Practitioner – Registered, Respiratory Car



## **SUPERIOR Care** – Submitted by Carla Spencer, Director of ED

Hi **Carla [Spencer]**,

So good to speak with you! From every point of care throughout the hospital, my mother received SUPERIOR care! The female security guard promptly got a wheelchair for my mother, and **Esteban [Ayala]** overheard my saying that my mother thought she was having a stroke. He was triaging someone and he turned around and did a neuro exam on the spot, and whisked my mom to Dr. Singh directly. **Susan [Duke]** was very efficient, and thorough. She was wonderful with my mother. Lab, registration, CT techs, transporters (**Georgia [Guyton]**, **Erin [Deeny]**, **Frances [Garcia]**, and **Rae [Hucunas]**), just everyone was ON IT! And, I know that many times I walked in to hear staff speaking so sweetly to my mother, and they didn't know I was her daughter.

Thinking about this experience has truly moved me to tears. I will never forget the help everyone provided. We are forever grateful! **Ruthie [Andrews]** RN, Mother/Baby

## **Great Teamwork** - Submitted by Dani Robison, RN/ Labor & Delivery Manager

Hi **Dani [Robison]**,

I hope this email finds you well. I just wanted to pass on some good words about a case I had on Thursday night. I had my first vaginal twin delivery, and it was a tough case because this patient pushed for a very long time. It was an exhausting night for the patient and myself, but the whole situation was handled wonderfully and I wanted to make sure I expressed my appreciation for the support that was given to me and to my patient.

Kathy- **Kathy [Blazek]** was charge, and she did a great job keeping everything under control and ensuring that I always had support when I needed it, since I was stuck in my patient's room and in the OR most of the night. She kept things moving smoothly.

**Maria [Marron]**- She came into the OR with me and did some charting for me, since we were in there for 3 hours and my main role was supporting my patient through her pushing. This patient was very tired and needed A LOT of encouragement and direction, and she and I had a good rapport, so my priority was to be at her side. **Maria [Marron]** charted and helped to get materials we needed, which was a huge help.

Nina- **Nina [Perez]** stood on the other side of the patient and helped push with her and coach her alongside me for the full 2 hours it took for baby B to be delivered. Her support was greatly appreciated!

Meri- **Meri [Zaumseil]** came in from standby from 1900-2300 and since she didn't have a patient, her main role was to help me since it was my first vaginal twin delivery. We all expected this patient to deliver quickly, before 2300, so **Meri [Zaumseil]** answered all my questions about the process and helped me get things set up. **Meri[Zaumseil]** is always so patient with my questions and always supports me; she's awesome!

**Michelle [Balco]/Sonia [Almazan]**- They had other patient assignments/OBED, but both checked in on me frequently to see how I was doing and if they could assist in any way, which was nice!

NICU/RT- I'm sorry I don't know their names, but they were in the OR for 2 hours waiting for baby B, and instead of just waiting outside the door, they were coaching and encouraging my patient every time she pushed. I even heard cheering to try and motivate the patient, and I think the extra motivation helped a lot!

DD- **DD [Rauber]** was very understanding the next morning that I didn't have a lot done in terms of recovery and having her room ready, since it was an exhausting night and baby B was a change of shift delivery. She had the

## Great Teamwork cont.

patient the day before and knew her well, and she knew how difficult the delivery was going to be. **DD [Rauber]** hugged me in the morning after baby B was born, and that hug really made me feel great- it was like we won the championships after the long night we had when that second baby was finally born!

Finally, and perhaps the biggest kudos of the night, was to **Dr. Noel**. **Dr. Noel** was not on call, she had just decided to stay and manage my patient and deliver her. I'm sure she had hoped that she could sleep a couple hours then be called to deliver quickly and easily, because that's what we all expected. However, that wasn't the case. For whatever reason, the second stage of labor took a very long time for this patient. **Dr. Noel** was at the bedside pushing with this patient, at the perineum, for what was close to 3 hours before we even moved to the OR. She did not have to do that, I could have pushed with the patient myself, but **Dr. Noel** felt responsible to help facilitate the patient's strong desire to deliver vaginally. Both babies were healthy and the patient was afebrile, so **Dr. Noel** was patient and supportive in the patient's desire to keep pushing. Some MD's may not be so patient, especially when **Dr. Noel** wasn't even supposed to be on call. She could have easily signed out to the hospitalist for the night, since she was in the office the following day, but she felt responsible and accountable for this patient, and also knew the hospitalist was busy with OB triage all night. When I mentioned how difficult the night must be for her, she just smiled, shrugged, and said, "I made my own choices." I thought that was really classy of her, because I'm sure she was as tired and somewhat frustrated as the rest of us. She was patient, easy to work with, and encouraging. The patient was really happy. I don't know if there's an equivalent of the Daisy Award for physicians, but if there is, I would like to nominate **Dr. Noel**. I think she flies under the radar since she's so quiet, and relatively new, but I have had nothing but great experiences with her and she's an awesome OB.

Sorry for the long email, but now that I'm home and I've had time to reflect (and sleep!), I wanted to be sure to express how grateful I am for our team. This case wasn't an emergency situation or anything like that, but it was a case that required a lot of hands and even more support, both physically and emotionally for the patient. She had 2 healthy babies vaginally after a very long labor, and it was a success all around. Thanks for taking the time to read all this, I appreciate it!

Best, **Nicole [Chahwan]**

## Amazing Team – Submitted by Julie Johnson, RN Mother/Baby Manager

**Julie [Johnson]** and **Daniela [Robison]**,

Good morning. I just wanted to quickly say what an amazing night shift crew you have in L&D and Mother Baby. As you know, they've been extremely busy last night and tonight and have handled the increase volumes extremely well, and have communicated with me every step of the way. I've worked at multiple facilities in the bay area, and can definitely say, this is the best L&D and Mother Baby crew I've had the pleasure of working with.

Thank you, **Scott [Baker]**, DNP, MSN, RN, CEN, CNL, NEA-BC / Administrative Supervisor

## Heart Center (Positivity) – Submitted by Ashika Sundar, RN / Heart Center

Hi Kelly [Flower],

I just wanted to praise/recognize Heart Center for its impeccable nursing. I must say when I float to Heart Center I feel safe knowing that I'm in an environment with [Sara \[Silacci\]](#), [Ashika \[Sundar\]](#), [Gaby \[Morales\]](#) and [Donna \[Hughes\]](#) and [Cassandra \[Rojas\]](#) as my aide, that I'm in good hands. I don't have all the knowledge and skill sets that they do but I'm not afraid to ask questions and they're so patient in explaining rationales and what I should be looking for. I learned so much yesterday and had a really great experience, in fact, every time I float to Heart Center I leave with more knowledge than I came in with. Anyway this is the opposite of a verge! It's a positive note that your nurses down there are amazing and I hope to be like them some day!

Best, [Jacqueline \[Banuelos\]](#), Staff Nurse I (PCR)

### *Response from Ashika [Sundar]:*

We also appreciate Jacqueline's honesty when she is not scared to take on a challenging assignment and is open to learn about cardiac pts. A couple months ago, I was at the desk and was having a difficult time changing assignments around with our 3:1 Cabg tx from ICU. Jacqueline RN1 took that fresh POD#1 Cabg pt. as an opportunity to learn how to take care of cardiac pts., of course under my close supervision and that is a team player, hands down.

It takes one to know one and Jacqueline is a great asset to our institution

Thank you Jacqueline for being a team player  
[Ashika \[Sundar\]](#), RN/Heart Center

## Congratulations!

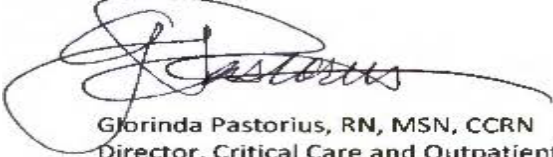
RE: [Glenda Alinio, RN, MSN, PCCN](#)  
Unit Shift Supervisor, Progressive Care (1Main/ 5Tower/OCU)

I am pleased to announce the promotion of [Glenda Alinio, RN](#) to the Unit Shift Supervisor Position for Progressive Care. Glenda has been employed with Salinas Valley Memorial Hospital since 2007 upon graduating from Hartnell College Nursing Program. Glenda completed her Bachelors of Science in Nursing in 2014 at the University of Phoenix and most recently graduated from Chamberlain College of Nursing, completing the Nurse Practitioner program. Glenda is currently preparing to sit for her Boards.

Glenda has over 11 years of nursing experience all within Progressive Care, mainly in 1Main (Level II). Striving for excellence in all she does. Glenda is motivated and approaches work in a conscientious, hard-working and thorough manner. Glenda's dedication to her professional development is a benefit to both her patients and the organization. Glenda also maintains her PCCN certification. Glenda has been an active member of the Wound Care Committee and Falls Committee. Glenda will assist in the coordination of staff to ensure that effective nursing services are provided and quality standards are met. Glenda will directly report to [Glorinda Pastorius, Director of Critical Care/Outpatient Infusion](#) and work closely with [Anna Linn, Clinical Nurse Manager for Progressive Care](#) to assist and direct the workflow within 1Main, 5 Tower and OCU. Glenda will begin her new role as Unit Shift Supervisor on June 4, 2018.

Let us congratulate Glenda on her promotion and wish her continued success with SVMH.

Sincerely,



[Glorinda Pastorius, RN, MSN, CCRN](#)  
Director, Critical Care and Outpatient Infusion