

INSIDE:

Nursing Councils

Magnet Journey

Education Calendar

Nursing Certification

Meet SimMan

Notes on NURSING

at Lahey

November/December 2004

From the CNO

◆ Kathleen S. Jose, RN, MSN, Chief Nursing Officer

First, let me thank all of you for your efforts during our recent JCAHO Periodic Performance Review. They observed staff nurses in many of the patient care areas, asking the nurses about the processes of patient care delivery. The individual nurses presented themselves with knowledge, compassion and competence as they took care of patients and discussed their professional practice. The results of this survey were excellent and have given us a roadmap to travel. We have much to do over the coming months to incorporate suggestions. Using the new Tracer method, the surveyors spoke directly with patients, families and all members of the interdisciplinary team.

Our Magnet Journey continues (see article page 3) and we were fortunate to have Tim Porter-O'Grady, EdD, PhD, FAAN, present a keynote address to all colleagues in October. Dr. O'Grady held a discussion meeting with leadership teams in the afternoon entitled: *Setting a Higher Standard: Implementing Models of Shared Governance, Excellence and Advancing Practice in a Magnet Framework*. His input will help us create a climate for change and implement the Magnet standards.



Rosemarie Delacy, RN; Kathie Jose, RN, CNO; Michele Bettinelli, RN visiting with Pat SimMan. See article on page 6.

Many of our projects are reaching fruition. The Essentials of Critical Care Orientation (ECCO), a computer based learning system sponsored by the Association of Critical Care Nurses, will be implemented this winter for new nurses in the critical care areas. This program will be supplemented with a series of hands-on workshops to tailor the information to our Lahey Clinic policies.

Continued on page 2

NURSING COUNCILS

WANTED: Staff nurses to join the shared governance structure at Lahey Clinic. Please speak to your manager about becoming a council member.

The Policy Coordination and Development Council continues to develop the Professional Advancement Model and has established a policy on policies that guides the shared governance structure. The council has established Tracer methodology exercises and an open/closed staff record review in continuous preparation for JCAHO. The group has reviewed and revised a number of nursing care forms and is currently working with the hospital-wide Documentum Steering Committee. This committee has been established to create a documentation product that allows for electronic documentation, mapping of triggers, and reporting of critical elements. This process will also enhance the communication of consults hospital-wide via electronic means.

Continued on page 2

Lahey
CLINIC

From the CNO

Continued from page 1

We are in the process of developing a staff education channel for nurses. Through the generous gift of Mrs. Gail Matthews, televisions were purchased and the Nursing Education Department and the Audio-Visual Department are busy creating a TV channel whereby the nurse user can select the video they wish to view. This is similar to the patient education channel now available on the Pyxis PatientStation.

The combination of our new interactive voice recognition (IVR) system and the new portable phone technology will enable nurses to receive and send calls at the point of service. Nurses will be able to step out of the patient's room and page a physician by simply stating the physician's name. This will increase our patient touch time and reduce interruptions of patient care.

At our All Nursing Assembly on October 6, we reviewed the results of the staff satisfaction survey that was completed this summer by many of our nursing areas. This was sponsored by the NDNQI (National Database of Nursing Quality Indicators), a project of the American Nurses Association. I want to thank all of those who participated. Your willingness to share your perceptions and feelings will help us as we continue to create a work environment that honors and empowers nurses.

Happy holidays to all of you.

Kathleen S. Joel, RN, MSN

NURSING COUNCILS

Continued from page 1

The Clinical User Group, a sub-committee of the **Policy Coordination & Development Council**, is the first integrated and multidisciplinary group that is working toward an electronic medical record. Our Gantt chart outlines establishing a bar code product to interface with the Pxyis PatientStation. Staff "town meetings" will be held in November for all to participate in this significant project. New and upcoming projects are the pre-admit teletracking

project, e-signature, Sentillion or single sign-on, IVR-voice recognition telephone project, e-mail rollout, and the continuing efforts to include the clinical applications in the Pyxis PatientStation project.

The Nursing Quality Safety Council continues to develop strategies for identifying, recognizing and documenting high-alert medications. They are also piloting the Travel Ticket, an information checklist that is filled out by the nurse documenting patient safety issues

for patients going off the floor for tests and procedures. As part of a 2005 JCAHO patient safety goal, work has begun on medication reconciliation. This involves developing a process for obtaining and documenting a complete list of the patient's current medications upon the patient's admission to the organization and communicating this to the next level of service. All hospital nurses are being asked to review the content of the Kardex in preparation for its redesign. The unit-based patient/family information pamphlets are being developed for all hospital areas. The council is also in the process of reorganizing the Nursing Peer Review Committee.

The Clinical Practice Council has recently approved the policies of General Medication Administration (Nursing Manual) and Clinical Alarms System (Clin. & Admin.). The nursing guidelines are nearing completion and will be online in the future. As we go forward for the remainder of 2004 into 2005, the council will be developing a plan to review and update the nursing manual. The council plans to interface with Pharmacy to facilitate policy movement through Pharmacy and Therapeutics. The goal is to increase council representation covering each unit in order to increase communication of new and updated policies along with clinical pathways.

The Professional and Education Council is delighted to announce the acquisition of ECCO, the Essentials of Critical Care Orientation, a national education program sponsored by the American Association of Critical Care Nurses. Progress continues on the staff education channel as

well as expanding the video-on-demand patient education program. SimMan, the patient simulator, is now being used in the newly licensed nurse orientation as well as in the residents' orientation. Plans have begun for the Second Annual Nursing Research Day to be held in May. Interested nurses are encouraged to contact the Nursing Research Committee (ext. 2315).

The Nurse/Physician Partnership Council has been exploring text messaging to residents for nonurgent messages and call-backs, as well as ensuring the accuracy and availability of on-call lists. The council has also established protected times for calling medical residents:

Monday, Tuesday and Wednesday from 11:00 am to 12:00 pm
Thursday from 10:00 am to 11:00 am
Monday through Friday from 11:30 am to 12:30 pm

Notes on NURSING at Lahey

November/December 2004

Published under the auspices of the Professional and Education Council, Gayle Gravlin, RN, EdD, chair.

EDITOR

Nancy-Ellen Rainier, RN, BA

EDITORIAL BOARD

Marie Catman, RN, MSN
Carmela Horlitz, RN, MSN
Merrie Watters, RN, MSN

MANAGING EDITOR

Amy Yelin

DESIGN

Susan Dumme

Notes on Nursing at Lahey Clinic is a newsletter for and by nurses at Lahey. We hope to improve communication among nurses and bring you information you need. Let us know what changes can be made to make this serve you. Call us, send e-mail to Notes.on.Nursing@Lahey.org, or write to us care of Notes on Nursing, Nursing Administration, Lahey Clinic, 41 Mall Rd., Burlington, MA 01805.

Our Magnet Journey

◆ Heather Kolnsberg MBA, BSN, RN

We at Lahey are seeking Magnet Recognition, a designation of *nursing excellence* awarded to the organization by the American Nurse Credentialing Center (ANCC), a division of the ANA. The Magnet journey can take several years from inception to completion. We are in the beginning of the process and are incorporating the standards. We have not yet applied, but are looking forward to doing so in the near future. Once we apply, we have approximately a year and a half to meet the requirements of the program.

In our last column, we described a Magnet environment, explaining that Magnet organizations incorporate the **14 Forces of Magnetism**. These forces are the basis of the standards we are working toward. Here is a simple summation of each, based on the descriptions provided by the ANCC.

14 Forces of Magnetism

- **Quality of Nursing Leadership:** Knowledgeable, strong nurse leaders who follow an articulated philosophy in the day-to-day operations of the Nursing Department, and who provide advocacy and support for their staff.
- **Organizational Structure:** Unit-based decision making is an important factor. Strong nursing representation is evident in the committee structure. Executive level nurses serve at the executive level of the organization.
- **Management Style:** Hospital and nursing administrators use a participative management style. Staff feedback is encouraged and valued. Nurses serving in leadership positions are visible, accessible and committed to communicating effectively with staff.
- **Personnel Policies and Programs:** There are opportunities for growth in administrative and clinical areas. Salaries and benefits are competitive. Adaptable staffing models are developed. Personnel policies are created with staff input.
- **Professional Models of Care:** There are models of care that give nurses the responsibility and authority for their provision of direct patient care. Nurses are accountable for their own practice and coordination of care.
- **Quality of Care:** Providing quality care is an organizational priority. Nurses serving in leadership positions are seen as responsible for developing the environment in which high-quality care can be provided. There is a perception among nurses that they provide high quality care to the patient.
- **Quality Improvement Processes:** There are processes that improve the quality of care delivered within the organization.

- **Consultation and Resources:** Knowledgeable experts are available for peer support and consultation within and outside the nursing division.
- **Autonomy:** The nurse is permitted and expected to practice autonomously, consistent with professional standards. Independent judgment is expected to be exercised within the context of a *multidisciplinary approach* to patient care.
- **Community and the Hospital:** Community presence is often established through ongoing, long-term outreach programs resulting in the hospital being perceived as a strong, positive, and productive corporate citizen.
- **Nurses as Teachers:** Nurses are permitted and expected to incorporate teaching in all aspects of their presence.
- **Image of Nursing:** Services provided by nurses are characterized as essential by other members of the health care team. Nurses are viewed as an integral part of the hospital's ability to provide patient care.
- **Interdisciplinary Relationships:** There is a sense of mutual respect among all disciplines resulting in positive interdisciplinary relationships.
- **Professional Development:** Value is placed on personal and professional growth and development. Emphasis is placed on orientation, in-service education, continuing education, formal education, professional growth, and career development.

We can all help to incorporate these Magnet ideals by being involved in what is around us. We do it by sharing our expertise, by fostering professional collegiality and collaboration, by participating on unit councils and in quality improvement, by keeping abreast of policies, guidelines and standards of practice, and by developing skills and professional knowledge.

We can steer the course of nursing excellence.

A MODERATE SEDATION NURSING COMMITTEE was recently assembled with representatives from all procedural areas engaging in the administration of moderate sedation/analgesia. The committee's goal is to improve the level of care provided to patients undergoing moderate sedation/analgesia by reducing risk factors, providing the highest quality patient care, and ensuring the same level of care throughout the institution.

For additional information contact Deb Zarella, RN, associate chief, Perioperative Services, at ext. 3501.

EDUCATION CALENDAR

+ = MARN contact hours applied for
See below for details

November	M	T	W	TH	F
	1	2	3	4	5
		BCLS (CPR)		BCLS (CPR)	
	8	9	10	11	12
	ACLS 2-day Cert.	ACLS Recert.	PALS Cert. ⁺ Nursing Rounds ⁺ ONS Chemo/Bio Provider Course ⁺		
		BCLS (CPR)			
15	16	17	18	19	
	Pacemaker Workshop ⁺	PALS Cert. ⁺ ONS Chemo/Bio Provider Course ⁺ Assit. Personnel Ed.		Infusion Therapy Mgt. ⁺	
22	23	24	25	26	
All Day Cont. Education ⁺					
29	30				
Basic Dysrhythmia ⁺ Telemetry ⁺					

December	M	T	W	TH	F
			1	2	3
				BCLS (CPR)	Basic Dysrhythmia ⁺ Telemetry ⁺
	6	7	8	9	10
	Basic Dysrhythmia ⁺ Telemetry ⁺		Nursing Grand Rounds ⁺		
13	14	15	16	17	
Assistive Personnel Ed. Series	Advanced IABP Course ⁺ Med./Surg. Crisis ⁺ BCLS (CPR) LCN				
20	21	22	23	24	
27	28	29	30	31	

NOVEMBER

2, 4 BCLS (CPR)

Time (Nov. 2): 5 to 7:30 pm
Time (Nov. 4): 1:15 to 3:15 pm
Place: Auditorium
◆Recertification only. Space is limited. Preregistration is required. Call ext 8725 or 8552.

8, 9 ACLS Two-day certification

Time: 7:30 am to 5:00 pm
Place: Auditorium
◆Preregistration is required in person in Nursing Administration. For additional information call ext. 8725.

9 BCLS (CPR) LCN

Time: 1:30 to 4 pm
◆Preregister at ext. 4501.

10, 17 PALS Certification⁺

Time: 7:45 am to 5 pm
Place: HR Training Room, 31 Mall Road
◆Call ext 8725 to register.

10 Nursing Grand Rounds⁺

Presented by LCN
Time: 12 noon to 1 pm
4 West Conference Room

10, 17 ONS Chemotherapy/Biotherapy Provider Course⁺

Time: 8:15 am to 5:15 pm
Place: 7K39
◆Preregistration is required at ext. 8725.

16 PACEMAKER WORKSHOP⁺

Time: 1 to 5 pm
Place: Room 184, 31 Mall Road
◆A "hands-on" introductory workshop on temporary pacemakers. Preregistration is required at ext. 8725.

17 Unlicensed Assistive Personnel Education Series

Body Mechanics, with Jen Blake, RPT
Time: 2:30 to 3:30 pm
Place: 6K39
◆All nursing and clinic assistants and unit coordinators are invited.

19 Infusion Therapy Management⁺

Time: 1 to 5 pm
Place: Alumni Auditorium
◆This course is for nurses who care for patients receiving infusion therapy in acute and homecare settings. Preregistration is required at ext 8725.

22 All Day Continuing Education⁺

Newest Surgical Advancements in '04
Time: 7:30 am to 4 pm
Place: Conference Room A & B, 1st floor, LCN
◆ All are welcome. Preregistration is requested, ext. 8725.

29, Dec. 3, 6 Basic Dysrhythmia⁺

Time: 9 am to 12:30 pm
Place: Room 184, 31 Mall Road
◆ Intended to help beginning critical care/telemetry nurses develop an understanding of basic dysrhythmias. Open to any RN. Preregistration is required at ext. 8725.

29, Dec. 3, 6 Path to Expertise-Telemetry⁺

Time: 1 to 4 pm
Place: Room 184, 31 Mall Road
◆ Follows morning Basic Dysrhythmia session. A series of classes devoted to caring for the patient on telemetry.

8 Nursing Grand Rounds⁺

Presented by the nurses of the Allergy Clinic.
Time: 11:30 am to 12:30 pm
Place: 4 West Conference Room

13 Unlicensed Assistive Personnel Education Series

Domestic Violence, with Lu Shurlan
Time: 2:30 pm to 3:30 pm
Place: 6K39

◆All nursing and clinic assistants and unit coordinators are invited.

14 Advanced IABP Course⁺

Time: 9 am to 12 noon
Place: Room 184, 31 Mall Road
◆Preregistration is required at ext. 8725.

14 Medical/Surgical Crisis Workshop⁺

Time: 1 pm to 5 pm
Place: Room 184, 31 Mall Road
◆ What to do when a patient takes a turn for the worse on a med/surg floor. Open to all. Preregistration is required at ext. 8725.

14 BCLS (CPR) LCN

Time: 1:30 pm to 4 pm
◆Preregister at ext. 4501.

DECEMBER

2 BCLS (CPR)

Time: 1:15 to 3:15 pm
Place: Auditorium
◆ Recertification only. Space is limited. Preregistration is required at ext. 8725 or 8552.

Professional Nursing Certification

◆ Kathy McNamara, RN, BSN, CCRN

Many nurses nationwide choose to obtain certification in their specialty area of practice. Certification is a process by which a nongovernmental agency uses predetermined standards to validate an individual nurse's qualifications and knowledge for practice in a defined functional or clinical area of nursing. Various professional nursing organizations offer certification. Some commonly known ones include the American Nurse Credentialing Center (ANCC) of the American Nursing Association (ANA); the American Association of Critical Care Nurses (AACN); and the American Association of peri-Operative Registered Nurses (AORN). There are many other specialty nursing organizations including those for medical-surgical nurses. According to the AACN, "nursing certification contributes to improved patient safety and quality of care as well as to the professional satisfaction that nurses seek. Certification is an important indicator that a nurse is qualified and competent in her specialty and that this nurse has also met rigorous requirements to achieve and maintain her expert credential."

There are more than 90 different nursing credentials that exist, including certifications, and many people carry more than one. There are six basic types of credentials that can be used after your name when signing legal documents:

- **Educational Degrees** (AD, BS, MS, PhD, EdD, etc.)
- **Licensure** (RN, LPN)
- **Advanced Practice Nurse, State Designations** (APN, APRN, ARNP, CRNP, CNS, etc.)
- **National Professional Certifications** (RN,C; RN,BC; APRN,BC; NP-C; CCRN, CPAN; OCN; CAPA, etc.)
- **Skill and Other Certifications** (BCLS, ACLS, PALS, etc.) These can include a variety of things that may or may not be associated with the profession or license, but they do indicate additional skill sets a person has acquired through education or testing.
- **Awards or Honors** (FAAN- Fellow of the American Academy of Nursing; FCCM- Fellow of Critical Care Medicine)

Professional specialty certification benefits patients, nurses and employers, signifying a mark of excellence in practice. Specialty certification is a voluntary process, and it points to a nurse's commitment to both her career development and her dedication to patient care.

Many nurses at Lahey have obtained their professional specialty and skill certification. The Nursing Department recog-

nizes newly certified nurses during Nurses Week. Lahey Clinic encourages and supports certification by reimbursing the professional for exam fees upon successful completion of the certification process. Professional certifications are available in most nursing areas. Examples include medical-surgical, ambulatory surgery, emergency room, critical care, IV therapy, dialysis, nursing administration, diabetes education, nursing informatics, and case management.

Nursing certifications evolve to meet changing nursing practice. An example is the new certification available to the nursing

.....

Professional specialty certification benefits patients, nurses and employers, signifying a mark of excellence in practice. ...The Nursing Department recognizes newly certified nurses during Nurses Week.

professional from AACN. Recognizing that nurses are now caring for more acutely ill patients in the step-down areas, progressive care units and telemetry floors, AACN is offering the Progressive Care Certification Exam (PCCN). First offered to nursing professionals in May of 2004, the exam consists of 125 questions. The items are based on the synergy model, with 80 percent of the exam focusing on the

component of clinical judgment, and 20 percent focusing on the component of professional caring and ethical practice.

For more information on professional nursing certification, including a list of the specialty organizations for nurses and other certification information, contact the nursing office. You may also inquire with your own specialty organization, for example, AACN (www.aacn.org), or with the ANA on the web at the American Nurses Credentialing Center (<http://nursingworld.org/ancc/certification/certs.html>). Other Lahey nurses who have their certification are also good resources. Each one can offer you support throughout your certification process.

REFERENCES:

- American Association of Critical Care Nurses. www.aacn.org/certs.html
- American Nurses Credentialing Center. <http://nursingworld.org/ancc/certification/certification/certs.html>
- Smolenski, Mary C. FNP, NP-C, EdD. *Playing the Credentials Game*. Nursing Spectrum

Meet SimMan

◆ Michele Bettinelli, RN, BSN, CCRN

A little over a year ago I was introduced to SimMan, affectionately known as “Pat SimMan,” the star of the human simulation program at Lahey Clinic. Human simulation programs are relatively new in clinical settings but have been widely used in military crisis training as well as nursing and medical educational institutions. Throughout the year, I have worked with a core team spearheaded by Michael Rosenblatt, MD, and including Rosemarie Delacy, RN, Phil Codyer and Inna Gudelman, to develop the Lahey Clinic Simulation Program.

Human simulation encompasses many things. We started with a simulation manikin (SimMan) designed and manufactured by the Laerdal Company. SimMan is not just any run-of-the-mill manikin. This manikin, which can be either male or female, is able to speak and breathe with chest wall movement, has audible lung sounds, and can simulate telemetry readings with normal and abnormal heart and bowel sounds. Participants can auscultate blood pressure readings, palpate pulses, insert intravenous catheters, use all methods of airway management, and even perform urinary catheterizations. The computer program or “patient case scenario” that the simulation instructor designs controls all of these functions.

Simulation is modeled upon a constructivist teaching and learning model. This means it allows for a hands-on experience that focuses activities on core, patient-care concepts, and allows the participant to develop critical thinking skills in a safe, nonthreatening environment. The key to success is an authentic, patient-based case scenario with established goals, objectives and behaviors that the participant will be able to practice and

demonstrate. When effectively designed, simulation scenarios allow participants to practice with various types of patient care equipment, procedures, documentation tools and appropriate patient care guidelines.

The final component of simulation is referred to as debriefing, during which the simulation instructor guides a discussion of the simulated experience. Ideally, the instructor should encourage the participants to review individual as well as group performance. If the simulation experience was recorded on video-

.....

...allows the participant to develop critical thinking skills in a safe, non-threatening environment.

tape, the instructor can use the video to help participants identify problems as well as successes.

Here at Lahey Clinic, simulation exercises have been integrated into the Newly Licensed Nurse Orientation Program. All of the participants have reported how

valuable the experience has been and, in fact, many have requested additional experiences. Simulation is also being integrated into a newly designed Critical Care Orientation Program, which we will be starting in the very near future. The simulation team has also been using simulated mock code scenarios for physician code team member training.

The goal of the simulation team is to continue to expand the program and to include all health care disciplines involved in patient care. Other members of the nursing staff working on the team include Jean Hurynowicz (SICU), Cathie Mabon (CCU), and Joan Allosso (MICU). Currently we are in the process of developing a mobile simulation program and “Pat SimMan” may come to your area soon.

Notes on NURSING

Lahey Clinic
41 Mall Rd.
Burlington, MA 01805

Presorted
Standard Mail
US Postage
PAID
Burlington, MA 01803
Permit No. 74