Shining Stars January 2010

This program rewards individuals that go above and beyond their job responsibilities in exemplifying one of the five supporting commitments. These commitments are Safety, Clinical Excellence, Courtesy & Caring, Healing Environment and Efficiency.

Safety

AWARDED TO: Rosa Garnica/Housekeeping

RECOGNIZED BY: Karina Moreno

SITUATION/TASK: ER lab called for a mop up. The mop up became a flood clean up. The sewer system was not working and all of the dirty water was coming up the drain.

ACTION: Rosa was called to mop the water in the lab. When Rosa arrived at the lab she saw that is was not a mop and that she was going to need more than just a mop. Rosa grabbed some towels and blankets to help keep the water contained in the lab and called for assistance. While waiting, Rosa kept the water from going into the hallway. When help arrived, Rosa kept making sure the water stayed contained by placing dry linen and picking up the wet linen.

RESULT: If Rosa would not have acted promptly, getting the towels and blankets, and if she would not have stayed and helped, the water would have gone into the hallway and patient exam rooms. Because of Rosa picking up the soiled linen and placing dry linen it helped keep the area safe for others to assist with the flood.

Clinical Excellence

AWARDED TO: Karen Saab/Resource Nursing
Mary Fakehany/CDIU
Dianne Degagne/CDIU
Bill Mayton/CDIU
Tracy Toups/CDIU
Katy Hentz/Same Day Surgery

RECOGNIZED BY: Cathy Majid

SITUATION/TASK: It was a bad day; patient was sent from IRL and developed a dangerous hematoma during transport. Patient arrived In SPU with a BP 60/30 and diaphoretic. The nurses in SPU transformed into ICU nurse mode, called a 55, started a second IV, managed the family, anticipated the MD's needs and protected the patient. The rest of

the staff members stepped up to care for the other patients, getting pre-ops ready, taking report, and discharging patients. No sooner did we get this patient settled and sent to ICU when a Cath Lab patient dropped her BP to 50 palpable, another 55 was called, the patient was stabilized and watched. Later that evening this patient walked to the bathroom and the BP was 60/30. Abd was tense, bowel sounds diminished. Another 55 was called. (With the nursing experience in the unit, we all felt this patient was in danger of dying.) The patient was sent for a stat CT abd, there was an extremely large retroperitoneal bleed. Karen, with a lead apron stayed with the patient during the test, holding the groin, trying to tamponade the bleed. The patient had emergency surgery. The teamwork that is witnessed in SPU was outstanding; all members worked to assist the critical patient and ensured those in the unit were safe and secure.

No patients were ignored nor were any procedures or discharges delayed. After this hectic day, the staff took the time to ensure the charts were ready for the next day and the unit cleaned; ready to start another day of outpatient procedures! I realize I have the privilege of working with clinically excellent staff, but it becomes so normal, I forget the extraordinary people I am privileged to be associated with. Nothing is too much for them to do or to unimportant to accomplish.

RESULT: The patient went to ICU and recovered on December 29, 2009, she came back to see us with a letter of gratitude. She said, "because of your staff, I am alive."

COURTESY/CARING

AWARDED TO: Pam Moorman/Quality Improvement
Andy Hendrian/Information Systems
Zachary Miller/Information Systems

RECOGNIZED BY: Debi Lutzow

SITUATION/TASK: Our patient, a 43 yr old female had unexpectedly been admitted on 11/26. Her new diagnosis was such that we were not willing to "break the rules" to allow her children to come up and see her. She was told to plan on being in the hospital for at least 8-12 weeks for plasma pheresis treatments. The patient was tearful at this separation and her children were assuming the worst. Their only experience with hospitals was when their grandfather died. The patient and her husband were desperate for a family reunion.

ACTION: The staff on 2 North (along with a RN student) came up with a great idea! We asked the husband to bring in his lap top, which had a web cam. That way the patient and her kids could "see" each other and talk whenever they wanted! We soon discovered that the Wifi had been turned off on 2 North. Calls to 8585 by the staff were not successful in getting Wifi turned back on. Since I was in meetings most of the day, I called Pam.

RESULTS: With Pam, Zac and Andy working together, the patient was able to say goodnight to her kids that evening. They talk with their mom before and after school, and say goodnight each night. They are feeling much safer, now that they have seen and spoken to their mom. Thank you!

EFFICIENCY

AWARDED TO: Claudia Ferguson/CDIU

RECOGNIZED BY: Cathy Majid

SITUATION/TASK: The patient came in to have a procedure-Coumadin was stopped. After the procedure, the MD wanted to bridge the patient with Lovenox. The wife was concerned with the price of the medication and stated, "We have used this medicine before and each dose is $1,000.00." The patient needed 4 doses to keep him safe prior to surgery. The family was willing to pay the price to help keep the husband safe but hoped Claudia would know of how to get a discount. Claudia, in her usual kindness, decided the patient comes first. She took her lunch hour to call pharmacies and found a company that would charge $50.00 per dose. For some this would seem unusual kindness, but for Claudia this is a routine. She made sure the patient was safe and the family was satisfied prior to her own "down time." I heard about the situation from the wife before she left: this is her comment. "I know Eisenhower is an outstanding hospital, but to see a nurse that cares so much about the other aspects of a patient's comfort needs to be acknowledged. I just wanted to thank you for having such a wonderful staff."

ACTION: Claudia took her lunch hour, with the phone book to see who had the least expensive dose of medication.

RESULT: The patient and family left secure that the medication could be purchased with the least impact on personal finances. The patient was safe "keeping the blood thin" prior to surgery without adding to the risk of bleeding during the surgery.

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