

# Legacy Nursing Matters



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## Implementing patient- and family-centered care model

It is the season of celebration of nursing across the United States. Please accept my acknowledgment and recognition of your great contributions to improve the quality of life for the patients who entrust us with their care every day.

I have loved my career in nursing and can't imagine doing anything else. I am reminded of the reasons I chose this path every day as I visit the units and see you in action. You are appreciated and respected.

In the last edition of Nursing Matters, I shared with you this vision for Patient Care Services:

**Throughout Legacy Health System, patients and their families receive care from high performance, interdisciplinary teams who work in a culture of service excellence, best practices, highest quality and mutual respect. Patients and their families actively partner in decision-making and care-planning as members of the team. Our goal is to optimize the health status of each and every patient within the limits of the patient's potential.**

As we continue to plan for "how patient care should look" in Legacy, we have focused on developing strategies and objectives to move us toward the vision. Taking input from staff, ancillary services, physicians, and administrators, the Patient Care Executive Council has crafted a strategic plan for patient care services that we believe ensures the following:

- The delivery of the best care anywhere to patients and their families by Legacy nurses.
- Positioning Legacy nursing as the most attractive career choice for nurses *anywhere*.
- Providing Legacy nurses with educational and professional development opportunities that enrich careers and job satisfaction.
- Acceptance of accountability for ensuring high quality clinical outcomes, excellent service, and best financial performance of any patient care service *anywhere*.

The plan will be reviewed at the Clinical Operations Leadership Team (COLT), a group that includes senior vice presidents, vice presidents from most business units in the system, and physician chiefs. When approved, we will be sharing it with you through directors, managers, and a variety of publications.



Carla Harris

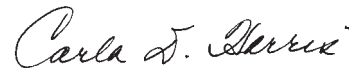
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One of the assessment tools we used to design the strategic plan was the nursing survey recently circulated for your input. I will be presenting the results of the survey in various settings across the system. I think the results will interest all nurses in the system.

Albert Einstein said, "The significant problems we face cannot be solved at the same level of thinking we were at when we created them." I am excited for all of us as we design a future for nursing in Legacy that can become the gold standard with creative approaches to solve significant problems.

Thank you,



**Carla D. Harris**  
Vice President  
Women's and Children's Services  
Patient Care Services

## Carl Peterson Center (virtually) takes staff training to new level

With funding from Legacy and the Chris and Mary L. Peterson Trust, the recently-opened 4,500 square-foot Carl Peterson Clinical Nursing Education Center on the lower level of Emanuel Hospital's Medical Plaza has become one of the leading providers of hospital-based clinical education in the region.

The center features one of the most sophisticated Simulation Labs in Portland. In two rooms in the center, there are three SimMan, a birthing simulator, a neonate simulator and a child simulator. The center hopes to acquire an infant simulator with the same realistic ("high fidelity") characteristics as SimMan.

Primarily, the Simulation Lab will be used to give new hires learning opportunities in scenarios they would otherwise need to pick up "live," to validate the skills of current staff and to provide general skills training.

According to Karen Waske, R.N., director of Legacy's Clinical Practice Support, the Carl Peterson Center, and especially the Simulation Lab, will be used for training all clinical staff, not only nurses. By far, the heaviest use the center will see in the very near future is the training and skills assessment for staff hired to work at Legacy Salmon Creek Hospital.

### The mannequin speaks

While Waske speaks into a microphone behind a one-way mirror in the Simulation Lab, simulation specialists Janine Jacobs, R.N., and Desi Shubin, R.N., hear the words coming from SimMan.



From the control room of the Carl Peterson Center's Simulation Lab, simulation specialist Janine Jacobs, R.N., monitors colleague Desi Shubin, R.N., as she performs a procedure on SimMan.

"I feel better now," the patient says. Satisfying words for any healthcare professional to hear—that is, if the patient is real. SimMan isn't, but he is anatomically accurate in many ways, including his color and texture.

SimMan is connected to computers and video technology that records the actions of trainees for competence validation and debriefing of learning scenarios. He comes with a dizzying array of scenarios for testing and training purposes. Air-way complications alone include pharyngeal obstruction, tongue edema, trismus, laryngospasm,

decreased cervical range of motion, decreased lung compliance, stomach distension and pneumothorax decompression.

"Bringing a simulated learning lab to Legacy, in a non-academic setting, is not being done at other large health systems in town, except OHSU's School of Nursing," Waske says.

An open house for the center was held May 3. For more information about the center, call Legacy's Clinical Practice Support Manager Linda Jones, R.N., at 503-413-3799, or e-mail ljones@lhs.org.

## Patient Voice initiative revealing important results

For the units participating in Phase I of the Patient Voice initiative, results based on six months of data are now available. Legacy is exceeding national averages in many areas, but there is room to improve based on comparative data from the NRC + Picker Institute, the organization coordinating the survey.

Patient Voice is a Legacy initiative created so that we can understand the feelings of our patients and families. It uses an accurate surveying tool provided by the NRC + Picker Institute to find out precisely what patients and their families liked — and didn't like — about their healthcare experience and what aspects of care patients and families value most.

The survey results come from randomly chosen subsets of patients at all four hospitals. Each survey includes

questions specific to the patients' interactions at all levels of care. The following questions and results do not encompass the full range of questions in the survey, but show how the data breaks down for some of the nurse-specific questions for units surveyed in Phase I.

Percentage scores for each question are based on the number of times patients or their families responded positively to the question. For instance, a score of 95.1 percent on the question, "How would you rate how well the doctors and nurses worked together?" means that 95.1 percent of the time patients and their families gave a positive rating.

Phase II of the initiative was recently launched and will survey patients from Legacy's primary care clinics, inpatient rehabilitation, short stay and outpatient



pediatrics. Phase II units will be receiving their first quarterly reports in September 2005.

These survey results are available over the Internet to leadership from all of the participating units and are being reviewed with staff at the unit level. Each unit will develop an action plan to appreciate achievements and identify opportunities for change.

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### For Inpatient Med/Surgery Units — includes all Legacy hospitals

- How would you rate how well the doctors and nurses worked together? *Legacy scored 95.1 percent, above the national average of 93.0 percent.*
- How would you rate the courtesy of your nurses? *Legacy scored 95.3 percent, above the national average of 91.7 percent.*
- When you pushed your call button for help, did nurses respond as quickly as you thought they should? *Legacy scored 60.7 percent, above the national average of 57.4 percent.*

### For Obstetrics — includes all Legacy hospitals

- How would you rate how well the doctors and nurses worked together? *Legacy scored 97.4 percent, above the national average of 92.8 percent.*

- How would you rate the courtesy of your nurses? *Legacy scored 94.7 percent, above the national average of 91.2 percent.*
- Did you have confidence and trust in the nurses treating you? *Legacy scored 69.3 percent, above the national average of 67.0 percent.*

### For the Emergency Department — includes all Legacy hospitals

- Did nurses talk in front of you as if you weren't there? *Legacy scored 91.6 percent, meaning 91.6 percent of the time the ER nurses did not talk in front of patients as if they weren't there. The national average is 87.5 percent.*
- How would you rate the courtesy of your nurses? *Legacy scored 89.6 percent, below the national average of 90.7 percent.*
- If you had any anxieties or fears about

your condition or treatment, did a nurse discuss them with you? *Legacy scored 51.3 percent, above the national average of 50.7 percent.*

### For Inpatient Pediatric — includes all Legacy hospitals

- How would you rate the courtesy of your child's nurses? *Legacy scored 95.3 percent, above the national average of 94.6 percent.*
- How would you rate the availability of your child's nurses? *Legacy scored 93.3 percent, above the national average of 91.8 percent.*
- If your child had any anxieties or fears about his or her procedure, did a nurse discuss them with him or her? *Legacy scored 50.7 percent, below the national average of 53.8 percent.*

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### Legacy units in the top 10 percent recognized

The Patient Voice initiative will allow Legacy to take what patients and their families have shared, implement those suggestions and improve the overall healthcare experience.

The key elements of Patient Voice are the “*eight dimensions of care*,” which research has shown to be of utmost importance to our patients:

- **Continuity and Transition** — Did you move seamlessly throughout our hospital?
  - **Information and Education** — Did you receive information in a way you could understand?
  - **Emotional Support** — Were your emotional and spiritual needs met?
  - **Access to Care** — Were there any barriers to receiving the care you needed?
  - **Coordination of Care** — Did hospital personnel communicate well with each other?
  - **Involvement of Family and Friends** — Was your support system identified and involved?
- **Respect for Patient Preferences** — Did we listen to you and your goals for care?
  - **Physical Comfort** — Did we manage your pain and keep you comfortable?

The Patient Voice Strategic Planning Committee and the Clinical Operations Leadership Team would like to recognize the following units that already have dimensions in or close to the top 10 percent nationally, based on six-month baseline data.

#### Emanuel Hospital

- **Unit 53 — Progressive Care** (Physical Comfort, Surgery Specific, Coordination of Care)
- **Unit 45 — Surgical Specialties** (Coordination of Care)
- **Pediatric ICU** (Partnership Between Family and Clinicians, ICU Specific, Coordination of Care)
- **Pediatric School Age/Rehab** (Partnership Between Family and Clinicians, Physical Comfort, Coordination of Care)
- **Pediatric Short Stay** (Information and Education)

#### Good Samaritan Hospital

- **4W — Progressive Care** (Physical Comfort, Surgery Specific, Respect for Patient Preferences)
- **6SW — Oncology** (Physical Comfort, Respect for Patient Preferences)
- **6NW — Ortho/Neuro** (Respect for Patient Preferences, Coordination of Care, Physical Comfort)
- **5W — Family Birth Center** (Physical Comfort, Coordination of Care)

#### Meridian Park Hospital

- **IMCU** (Physical Comfort)
- **Emergency Department** (Respect for Patient Preferences)
- **3 A,B,C,D — Med/Surg** (Physical Comfort, Coordination of Care)
- **Family Birth Center** (Respect for Patient Preferences, Information and Education, Coordination of Care, Childbirth Specific)

#### Mount Hood Medical Center

- **Family Birth Center** (Physical Comfort, Coordination of Care)

## Credentialing deadline for nurses under NAFTA status

Registered nurses working in the United States under Trade NAFTA (TN) status are required to comply with a July 26, 2005 credentialing deadline issued by the Department of Homeland Security.

This deadline affects Canadian and Mexican registered nurses who are working in the U.S., and who were employed and licensed in the U.S. prior to September 23, 2003. Permanent visa or green card holders are not affected. Failure to comply with the July deadline

will affect these individuals' ability to renew their TN status or to re-enter the U.S. should they travel to Canada, Mexico or other countries abroad.

Any Legacy employee who falls under these criteria needs to begin the lengthy certification process now. Certification is provided by the Commission on Graduates of Foreign Nursing School (CGFNS). It involves an educational analysis, licensure validation, and successful completion of an English language proficiency assessment. Nurses

are also required to pass either the CGFNS Qualifying Examination or the National Council Licensing Examination for Registered Nurses (NCLEX-RN). Application fees begin at \$325 and go up depending on applicant needs.

For more information on the process and requirements, contact CGFNS directly at (215) 349-8767 or [www.cgfns.org](http://www.cgfns.org). Legacy's HR Answer Center, at (503) 415-5100, is also available to provide information on documentation and other requirements.

## Nurses celebrated in May

Legacy joined healthcare providers across the country in early May for National Nurses Week to honor the dedication and commitment of registered nurses. National Nurses Week is symbolic of the thanks Legacy's dedicated nurses deserve for the selfless and vital work they perform every day.

All nurses were invited to attend a

special evening of recognition at the Multnomah Athletic Club (photos below), which featured a speech by Britt Bensen, M.P.H., a specialist in education, organizational change, development and staff management.

Other activities throughout the week included stethoscope clinics, scrub sales and foot clinics. Legacy published an

awareness ad in the Sunday, May 8 issue of the Oregonian that illustrated the many roles of nurses, such as clinical expert, patient advocate, coordinator, team leader and confidant. Legacy extends an unconditional "thank you" to its nurses for their invaluable work.



The event at the Multnomah Athletic Club began with socializing and dinner.



Britt Bensen, M.P.H., led the nurses through a number of exercises.



Sue Ellison, R.N., left, director of Patient Care Services at Meridian Park Hospital, presented the Valerie J. Lundquist Memorial Endowment Award to Connie Kelty, R.N., of Meridian Park Hospital's ICU in recognition of professional excellence.



Sandra Vermilya, R.N., of Legacy's Clinical Practice Support, Rhonda Turner, R.N., of Emanuel Hospital's Short Stay and Endoscopy Units, Kelly Crace, R.N., of Emanuel Hospital's Day Care and Short Stay Units, Linda Beasley-Freeman, R.N. of Good Samaritan Hospital's Employee Health, and Rebecca Waud, R.N., of Legacy Salmon Creek's Employee Health.



From left, Pam Garmire, R.N., Renee Carlson, R.N., and Anne Blatner, of Legacy Visiting Nurse Association.



Rosemarie Aughenbaugh, R.N., of Mount Hood Medical Center's ICU, Bev Jones, R.N., of Emanuel Hospital's Trauma Unit and Alice Branson, R.N., a nursing supervisor at Mount Hood Medical Center.

## Legacy clinical and professional development

### Additional ACLS renewal options

Advanced Cardiac Life Support (ACLS) Renewal is taking on new and interesting forms. The Critical Care Leadership Team was asked by staff to increase the educational options for ACLS Renewal. Many staff have taken ACLS for a number of years and were looking at new ways to accomplish this competency. The Critical Care Leadership Team approached Portland Community College about the opportunity for additional options for ACLS Renewal Courses. Based upon these discussions, Legacy will offer two new options:

### Online and PCC Megacode Testing

This option includes an online program of review. This program is comprised of modules and posttests that are completed online. The next step is to complete a Megacode scheduled at PCC. Upon successful completion of the Megacode and online modules the learner is issued the ACLS Re-Certification Card. Staff choosing this option are limited to 8 hours of pay to complete all aspects.

To register, obtain manager approval, call administrative assistant at 503-413-3286 to obtain the CD Online Packet and register with PCC for your Megacode by following the registration instructions in the CD Online Packet.

### “Experienced Provider” course at PCC (not online)

This option provides increased content review for urgent-emergent events (e.g. trauma, cardiotoxic, right-sided myocardial infarction, electrolyte emergency). A different text is used for this course. The name of the text is “Experienced Provider.” The ACLS Recertification Card is issued upon successful completion of this 8-hour course.

To register, obtain your manager’s approval, check the ACLS schedule posted in your unit for dates/CRN#, obtain a renewal course packet and text from your unit and register for a course by following the registration instructions located in the ACLS packet

## Classes

### CPR Re-Certification

LEH: Conference Room 1075  
Start times: 0700, 0830, 1000, 1130, 1430, 1600 June 20

### Medicus Indicator Training

LMP: CHEC 104  
0800-1000 June 21

### CPR Re-Certification

LMP: CHEC Room 105  
Start times: 0930 & 1130 July 13

### Basic 12-Lead Interpretation: Ischemia, Injury & Infarction

LMP: CHEC Room 117A  
0800-1200 July 18

### CPR Re-Certification

GSH: Wilcox Bldg. Lower Level Room 016  
Start times: 0700, 0830, 1000, 1130, 1300, 1430, 1600 July 20

For all classes and courses, preregistration is required, unless otherwise indicated. Registration forms may be obtained on your nursing unit. For additional registration forms or for further information, please call 503-413-2386

CPR Re-Certification: No registration is required, except for classes at LMH.

CPR Hotline 503-833-3243

PALS Hotline 503-413-2217

PBDS Competency Assessment, Doc & E-Chart and Nursing Orientation Day 1 & 2 classes: Call 503-413-3704 to register.

ACLS registration: Get packets from your nursing unit or campus libraries. Follow registration instructions. With your nurse manager’s approval, you may register by calling Portland Community College (PCC) at 503-977-4933 and identify yourself as a Legacy employee. You will need the course registration number to register (CRN#). If ACLS is not taken at PCC, a Travel Authorization Form will need to be completed.

## About Nursing Matters

*Nursing Matters* is written for the dedicated nurses at Legacy Health System, and as such is committed to the advancement of nursing. Each peer-reviewed issue of *Nursing Matters* provides comprehensive news and information to support nurses as they strive for excellence in patient care. The newsletter does not advertise any business or organization and does not print articles unrelated to nursing. It is published six times a year.

### We’d like to hear from you

We welcome your story ideas about nursing and your feedback about *Nursing Matters*. Please send all communications to Editor/Writer of *Nursing Matters*, by interoffice mail to Legacy’s System Office, by fax to 503-415-5954 or by e-mail to [wmorton@lhs.org](mailto:wmorton@lhs.org).

## Nursing Matters editorial board

The editorial board of *Nursing Matters* decides the content of the publication. The board members are Carla Harris, vice president of nursing and patient care services; Carolyn Buck, RNC, NICU, Legacy Emanuel Children’s Hospital; Cindy Evans, RN, director of patient care services, Legacy Good Samaritan Hospital; Connie Kelty, RN, critical care educator, Legacy Meridian Park Hospital; and Katie S. McRae, MS, RN, medical-surgical clinical nurse specialist, Legacy Health System.

## About Legacy Health System

Legacy Health System includes Emanuel Hospital & Health Center, Emanuel Children’s Hospital, Good Samaritan Hospital & Medical Center, Meridian Park Hospital, Mount Hood Medical Center, Visiting Nurse Association, Legacy Clinics and CareMark/Managed HealthCare Northwest PPO.