The Department of Nursing Services & Patient Care

Cindy Dawson, MSN, RN, CORLN
Chief Nurse Executive & Associate Director, University of Iowa Hospitals & Clinics

New Provider Orientation
August 7, 2020
Cindy Dawson, MSN, RN, CORLN
Chief Nurse Executive & Associate Director, UI Hospitals & Clinics

- Bachelor of Science in Nursing – University of Iowa.
- Master of Science in Nursing – The University of Phoenix.
- Certified Otorhinolaryngology Nurse (CORLN).
- Professional organizations – American Academy of Ambulatory Care Nursing, American Nurses Association, American Organization for Nursing Leadership™, Oncology Nursing Society, Sigma Theta Tau International Honor Society of Nursing, and Society of Otorhinolaryngology and Head-Neck Nurses, Inc. (SOHN).
- Past president of SOHN.
- Board of Directors for Ear, Nose and Throat Nursing Foundation.
- Peer-reviewed publications on evidence-based practice, nurse triage, nursing management/leadership, and clinical practice guidelines.
- Local, regional, national, and international presentations.
- Internal and external awards – highlights being named a 100 Great Iowa Nurse and receiving the inaugural 100 Great Iowa Nurses Lifetime Achievement Award.
Department of Nursing Services and Patient Care
Leadership Team – 2020

Cindy Dawson
MSN, RN, CORLN
Chief Nurse Executive & Associate Director, UI Hospitals & Clinics

Sara Caven
MSN, RN, CENP
Director, Centralized Functions and Magnet® Program

Ami Gaarde
BSN, RN, MBA, OCN
Director, Medical-Surgical Services

Melissa Gross
MSN, RN, CNRN
Director, Ambulatory Nursing

Kirsten Hanrahan
DNP, ARNP, CPNP-PC, FAAN
Director, Nursing Research and Evidence-Based Practice

Lisbeth Kestel
DPT, MBA
Director, Rehabilitation Therapies

Jody Kurtt
MA, RN, CPNP, NEA-BC
Director, Nursing and Patient Care, UI Stead Family Children’s Hospital

Lou Ann Montgomery
PhD, MAN, RN, NPD-BC, RN-BC
Director, Nursing Professional Development Education & Advanced Practice and Emergency Medical Services Learning Resources Center
Professional Nursing Practice Model
Department of Nursing Services & Patient Care

- >3000 registered nurses.
- First hospital in Iowa and the Big 10 to be designated Magnet® (2004); re-designated in 2008, 2013, and 2018.
- Only hospital in Iowa to win the Magnet Prize® award (2014).
- “Gold” and “Silver” Beacon-designated units.
- “NICHE Exemplar” status.
- Nurse Residency Program accredited by Commission on Collegiate Nursing Education.
- >37% of eligible nurses certified across all specialties.
Daily Unit Bed Huddles to Improve Discharge Planning

• Key strategy to ensure timely and efficient discharges.

• Set time on each unit – usually between 8 a.m. and 10 a.m.

• Interprofessional team participation.

• Discharge planning begins on admission.

• Nurse Navigators and Social Workers help us continually improve our care coordination efforts.

• It takes a village!
Communication

- Process by which information is clearly and accurately exchanged between 2 or more team members.
  - Prescribed manner.
  - Proper terminology.
  - Ability to clarify or acknowledge the receipt of information.
Communication is Critical

• Communication between:
  – Patients/families and the health care team.
  – Health care team (e.g., nurse and LIP).

• Communication methods:
  – Whiteboards.
  – Voalté phones.
  – Epic InBasket.
  – Pagers.

• Pager #3600 – Barriers to Length of Stay/Discharge.

• TeamSTEPPS® – Team Strategies & Tools to Enhance Performance & Patient Safety principles.
TeamSTEPPS® – Closed Loop Communication

- Sender initiates message.
- Receiver accepts message and provides feedback confirmation.
- Sender verifies message was received.

Gone Wrong

CLOSE THE LOOP

Gone Right
Managing and Resolving Conflict

• Have timely discussion.

• Work on win-win.

• Frame problem in terms of your own experience.

• Choose a private location.

• Use “I” statements; avoid blaming statements.

• Critique is not criticism.

• Focus on what is right, not who is right.
Summary

• We see you as our partners.
• We have a strong nursing culture and track record for excellence at UI Health Care.
• We value collaborative interactions between all members of the interprofessional health care team.
• We can’t over-communicate, in the interest of the patient, with each other.
• We have initiatives underway to improve our work environment so we can deliver the very best patient care.
• We look forward to working with you!
Thank You!