The Department of Nursing Services & Patient Care
University of Iowa Hospitals & Clinics

New Provider Orientation

Cindy J. Dawson, MSN, RN, CORLN
Interim Chief Nursing Officer
University of Iowa Health Care
University of Iowa Health System

August 2016
Cindy Dawson, MSN, RN, CORLN
Interim Chief Nursing Officer

- Background — Director, Nursing Services – Ambulatory Nursing with many years of experience at UI Hospitals and Clinics, beginning as a staff nurse in Otolaryngology and moving into leadership roles.

- Frequent presenter at local, regional and national/international meetings.

- Author/co-author of numerous peer-reviewed journal articles and book chapters focused on clinical care and evidence-based practice.

- Member of several professional societies – local and national level:
  - American Academy of Ambulatory Care Nursing
  - American Organization of Nurse Executives
  - Oncology Nursing Society
  - Sigma Theta Tau International Honor Society of Nursing®
  - Society of Otorhinolaryngology and Head-Neck Nurses, Inc. (held several leadership roles, including President on the national level)

- Awards received:
  - 100 Great Iowa Nurses
  - Improving Our Workplace Award
  - Literary Award

- Education and certification:
  - BSN – University of Iowa College of Nursing
  - MSN – University of Phoenix
  - Certified Otorhinolaryngology Nurse (CORLN) – National Certifying Board for Otorhinolaryngology and Head-Neck Nurses
UI Hospitals & Clinics Department of Nursing

- Over **3,000** Registered Nurses.
- **One of 52** hospitals worldwide designated three times as a Magnet® organization.
- Created & developed **The Iowa Model Revised: Evidence-Based Practice to Promote Excellence in Health Care**.
- **One of 520** hospitals in the U.S. (out of 6000) designated as a Nurses Improving Care for Healthsystem Elders (NICHE) hospital.
- **One of 14** hospitals in the U.S. with a Commission on Collegiate Nursing Education (CCNE) credentialed Nurse Residency Program.
- Academic partner (UI College of Nursing) is rated **top 10** in three U.S. News & World Report categories – number 11 in three other clinical categories.
- **100** nurses in doctoral programs (PhD & DNP).
- **144** End-of-Life Nursing Education Consortium (ELNEC) certified nurses since 2014.
- **34%** of nurses certified across all specialties.
Magnet® Designation

- Initial designation in 2004.
- Re-designated in 2008.
- Second re-designation in 2013 (< 1% of U.S. Hospitals).
- Magnet® documents to be submitted in 2017 ahead of next site visit.
- First Magnet® Hospital in Iowa & first re-designated hospital in Iowa.
- First Magnet® Hospital in the “Big Ten”.
- One of only seven Iowa hospitals to carry the designation.
- Magnet Prize® recipients (2014).
Daily Bed Huddles – Improve Discharge Planning

- Key strategy to ensure timely and efficient discharge.
- Set times on each unit – usually between 8 a.m. and 10 a.m.
- Clinics – end of day.
- Interprofessional team participation – led by MD.
- Discharge planning begins on admission.
- Added nurse navigators and social workers to many inpatient nursing units and some outpatient clinics to help continually improve care coordination efforts.
- Director of Throughput and Patient Flow (August 2015).
- It takes a village!!
Communication

- Whiteboards used to communicate with the patient and family.
  - Members of the care team
  - Goals, plan and tests
  - Anticipated discharge date and time
  - Time of last pain medication

- Voalte Phones:
  - Supports voice and text communication
  - Includes pre-defined messages for efficiency
  - Augments quality of communication with residents
  - Eliminates pages and improves response time
  - Allows nurses to spend more time at the bedside
Other Disciplines

- In FY 2016, increased availability of resources in several disciplines:
  - Nursing
  - Palliative Care
  - Social Services/Care Management
  - Physical Therapy
  - Respiratory Therapy
  - Interpreting Services (CyraCom)

- Please use the available resources!

- Any questions or uncertainty, ask your nursing colleagues or call the nursing supervisor (in house after hours and on weekends).
Our Focus 2016/2017 & Ongoing

- Ensure the highest level of patient safety & quality of care.
  - Primary clinical foci:
    - CLABSI
    - CAUTI
    - Falls with Injury
    - HAPI
- Improve patient throughput.
- Enhance interprofessional teamwork and communication.
- Improve the discharge process for patients and families.
- Decrease length of stay without increasing readmissions.
- Improve the patient and family experience.
Housewide Infection Count – CLABSI

Infection Count

<table>
<thead>
<tr>
<th>Month</th>
<th>Count</th>
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<tbody>
<tr>
<td>Jul-15</td>
<td>10</td>
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<tr>
<td>Aug-15</td>
<td>11</td>
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<td>Sep-15</td>
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<td>Oct-15</td>
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<td>Nov-15</td>
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<td>Jan-16</td>
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<td>Feb-16</td>
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<td>Mar-16</td>
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<td>Apr-16</td>
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<tr>
<td>May-16</td>
<td>8</td>
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Housewide Infection Count – CAUTI

- Jul-15: 8
- Aug-15: 4
- Sep-15: 6
- Oct-15: 2
- Nov-15: 8
- Dec-15: 5
- Jan-16: 5
- Feb-16: 5
- Mar-16: 2
- Apr-16: 4
- May-16: 1
Lab Identified C. Difficile Infection

Housewide Infection Count – C. Difficile Infection

- Jul-15: 20
- Aug-15: 25
- Sep-15: 17
- Oct-15: 20
- Nov-15: 17
- Dec-15: 15
- Jan-16: 15
- Feb-16: 24
- Mar-16: 24
- Apr-16: 11
- May-16: 22
Inpatient Falls with Injury
Hospital-Acquired Pressure Injuries

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<tbody>
<tr>
<td>% HAPI</td>
<td>3.90</td>
<td>2.16</td>
<td>1.24</td>
<td>1.20</td>
<td>1.55</td>
<td>2.58</td>
<td>2.42</td>
<td>2.15</td>
<td>1.97</td>
<td>1.76</td>
<td>1.55</td>
<td>1.30</td>
<td>0.21</td>
<td>2.41</td>
<td>1.83</td>
<td>2.96</td>
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<td>1.35</td>
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<td># Pts with HAPI</td>
<td>18</td>
<td>10</td>
<td>6</td>
<td>6</td>
<td>7</td>
<td>13</td>
<td>12</td>
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<td>12</td>
<td>9</td>
<td>16</td>
<td>13</td>
<td>7</td>
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<tr>
<td>N - (Pts Assessed)</td>
<td>461</td>
<td>462</td>
<td>483</td>
<td>498</td>
<td>451</td>
<td>503</td>
<td>496</td>
<td>466</td>
<td>456</td>
<td>510</td>
<td>517</td>
<td>460</td>
<td>476</td>
<td>497</td>
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<td>541</td>
<td>509</td>
<td>517</td>
<td>505</td>
<td>541</td>
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Summary

- We see you as our partners.
- We have a strong nursing culture and track record for excellence at UI Hospitals and Clinics.
- We value collaborative interactions with our residents, fellows and the entire interprofessional 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!