

NURSING REPORT

2017 - 2018



UWMC: World-Class Healthcare by World-Class Nurses

UNIVERSITY OF WASHINGTON MEDICAL CENTER

SEATTLE, WASHINGTON





Nursing Report 2017-2018

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SPECIAL REPORT

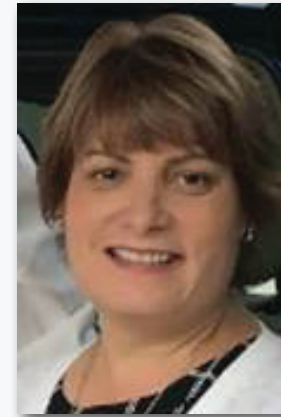
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innovation, which have been presented nationally, demonstrate increased awareness of “common humanity” (such as, “I am not in this alone”), mindfulness, and self-compassion. Follow-on work to support this initiative with nurses new to the ICU and their mentors and preceptors is being planned. These systematic, evidence-based initiatives are creating a healthy environment where all care providers can thrive.

At the system level, the interdisciplinary members of the Clinical Informatics Local Practice Council are demonstrating the power of data mining and systems-level thinking to address issues such as completion of post-procedure care plans to prevent blood clots. This systematic evaluation of data identified areas for targeted interventions and provided data to determine if a problem truly existed (it did not). Ensuring appropriate staffing through the innovative and fiscally responsible use of an ICU ADT (Admission, Discharge, and Transfer) role has resulted in more seamless patient transfers to the ICU and improved nurse satisfaction, both for the nurses in the ICU and personally for the nurses who serve in this unique role.

UWMC nurses share their expertise globally. In addition to the development of global partnerships, participation in the International Nursing Program, created and led by Lia Golden ACNP, is associated with increased nurse retention, job satisfaction and engagement. The nurses who were competitively selected to participate in this unique experience reported afterward that they were re-inspired, and had new awareness, gratitude, human connection, and fiscal responsibility.

From direct care at the bedside to global healthcare, UWMC nurses exemplify our mission: “World Class Healthcare by World Class Nurses.”



*Cindy Sayre, PhD, RN,
Chief Nursing Officer*

From the Chief Nursing Officer

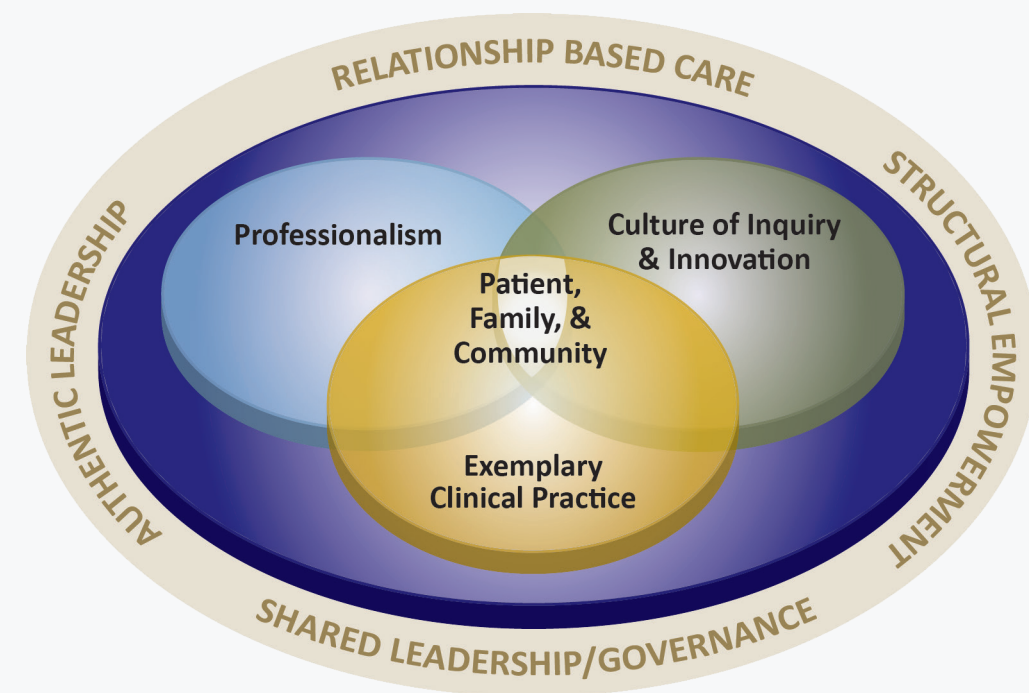
I am so pleased to present our bi-annual Nursing Report representing our work in 2017-2018. In my 19 years at University of Washington Medical Center, I have been continually impressed by the exemplary Patient and Family Centered Care that is delivered by our teams. As you read through the report, I hope you feel a sense of pride at the incredible difference we are making each and every day.

We saw a lot of growth and accomplishments in 2017 and 2018 and much of that work will be represented in our next Magnet application, (which we are calling the “Stairway to Seven”), which will be submitted in October 2020. We are proud of the projects and initiatives that have advanced the care of our patients and increased nurse satisfaction. This work demonstrates how we are implementing the Professional Practice Model (PPM).

Some examples shared at the 2018 and 2019 Seattle Nursing Research Symposium include:

- 5NE initiating huddles at the beginning of the shift to cultivate a Shared Team Culture (Professionalism)
- ICUs work to utilize Shared Governance to improve Bedside Report (Shared Governance)
- A multidisciplinary approach to Identifying Factors Leading to Uninitiated Anticoagulation Power Plans (Exemplary Clinical Practice)
- 6SE working to improve Call Light Responsiveness (Exemplary Clinical Practice)
- Ongoing work to improve the identification of Delirium Risk (Exemplary Clinical Practice)

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- 4SE and ICRU collaborating to reduce the amount of time that patients are immobile after Cardiac Catheterization (Culture of Inquiry and Innovation)
- Strengthening the Break Culture at UWMC (Professionalism)
- Wound/Ostomy Resource Nurses work on healing contact dermatitis related to ileostomy (Exemplary Clinical Practice)
- NICU nurses improving teamwork in the delivery room (Professionalism)
- Organization wide work to decrease CAUTI (Exemplary Clinical Practice)
- Implementation of Airborne Precautions in the OR (Exemplary Clinical Practice)
- 7SAs work on practicing gratitude-3 Good Things (Relationship Based Care)

All of this work ensures that we will continue to realize our vision for UWMC nursing: world-class healthcare by world-class nurses. I hope you will enjoy reading this biannual University of Washington Medical Center Nursing Report as much as I have! I am so proud to be a UWMC nurse and count myself as very fortunate to have each of you as colleagues!



Cindy Sayre, PhD, RN
Chief Nursing Officer



SPECIAL REPORT

UWMC Nurses – Advancing a Culture of Inquiry and Innovation

UWMC nurses remain leaders in our community in advancing the care of patients and supporting care providers through ongoing research and evidence-based practice initiatives. What is most exciting about this extraordinary work is that it is being led by direct care nurses with the support of our Clinical Nurse Specialists, Educators Researchers, and senior leaders. Each year, 15 to 20 teams of nurses present their innovative projects and research at local and national forums.

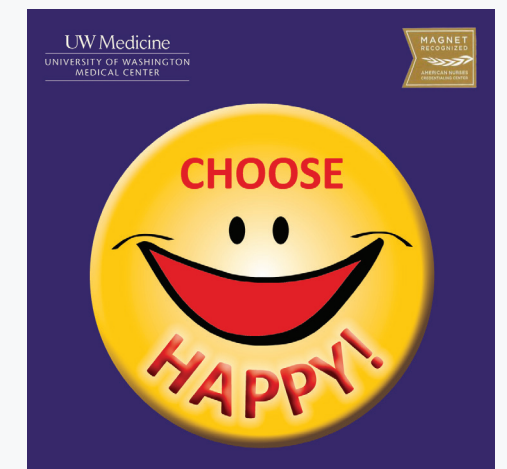
UWMC nurses are advancing care for our most vulnerable patients:

- In the Neonatal Intensive Care Unit, a team of clinical nurses supported by the Clinical Nurse Specialist transitioned to a new evidence-based pain assessment tool. This modification in care has enhanced consistency in evaluating the subtle indicators of distress in these neonates.
- In the Newborn Nursery, a multidisciplinary team co-lead by clinical nurses advocated for an evidence-based strategy to safely manage low blood sugar in high-risk neonates while maintaining exclusive breastfeeding. The glucose gel was effective in 86% of infants, decreasing the need to transfer the infant to the NICU and allowing the mother to continue to breastfeed without the supplemental administration of formula.
- In the care of our critically ill adults, projects have included enhancing the support provided to family members who choose to be present during a life-threatening event of a loved-one. This work, which has been published in a major national journal, also involves educating and supporting the care team members who serve in this role.
- The inpatient and outpatient team caring for patients requiring mechanical circulatory support continue to refine care processes to empower the patients and families in home care. These initiatives have translated into decreased complications and readmissions.

Across UWMC, nurses are active leaders in initiatives to advance care for the caregivers. In January 2019, a team of nurses led a hospital wide 21-day “Choose Happy” challenge. Over 450 staff participated in activities to enhance their resilience. Outcomes included an increase in professional fulfillment and a decrease in emotional exhaustion, interpersonal disengagement, and burnout. Plans for the 2020 challenge are under way!

Nurses on units throughout the hospital have also actively engaged in the “Three Good Things” initiative under the direction of Mia Baumgartner (Director, Spiritual Care). Outcomes of this initiative include increased professional fulfillment and increased empathy towards patients and coworkers.

Building long-term habits to maintain resilience and mitigate the risk of burnout is the focus of ongoing work led by Marie Cockerham (Critical Care Nurse Educator) on the use of research-based strategies to enhance self-compassion and skilled self-talk during critical care orientation. The results of this



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PATIENT AND FAMILY CENTERED CARE

At the heart of UWMC's mission statement are the words "exceptional patient and family centered care." Patient and family centered care (PFCC) is a culture that values and promotes equality in relationships, collaboration, respect, information-sharing, and clear communication.

University of Washington Medical Center improves health by providing exceptional patient and family centered care in an environment of education and innovation.

PFCC attends to the experience of being a patient. In their role of Advisors to UWMC, many patients and family members teach us what it is like to receive care here, and many say it is the nurses who make this experience outstanding. Patients and families rely on nurses to put into action the core values and the practice of PFCC.

Advisory Councils at UWMC

The Patient and Family Advisor Program is the core of our practice of PFCC. Advisors serve on policy-making committees, practice councils, and focus groups. They act as e-Advisors via email, and they serve on advisory councils, each of which represents an area of practice or focus. With staff members assisting them, the work of each council comes directly from its Advisors' experiences and insights.

Below is just a small sampling of recent projects Advisors have undertaken. These accomplishments demonstrate how Advisor/staff partnerships put PFCC at the heart of how UWMC operates.



NICU Advisory Council

Voice-over Slideshow for NICU Parents

NICU Council advisors and staff took chapters from the "Caring for your Baby" booklet and transformed them into slideshows with voice-over. Each slide shows key concepts, while the audio expands on the topics.

Culture Clue: People with Physical Disabilities

The Rehab Council identified a need to educate medical providers on how to communicate with people with physical disabilities, to help ensure that each individual feels welcomed, accepted, and respected. With this goal

in mind, the advisors and staff on the council partnered with Patient and Family Education Services staff to create a new Culture Clue communication guide.

ICU Family Support Volunteer Program

ICU Council members (Advisors and nursing staff) led efforts to form the ICU Family Support Volunteer Program. Volunteers support ICU Patients and Families by working with ICU staff to identify patients and families in need of support.

Transplant Mentor Program

Transplant Council members (Advisors and nursing staff) led efforts to form the first Transplant Mentor Program for all types of transplant. A new Mentor Program brochure was created and the first comprehensive mentor training took place in the fall of 2016.

PROFESSIONAL PRACTICE COUNCIL

The Professional Practice Council (PPC) and Professional Practice Steering Committee (PPSC) have been busy! Here are some recent highlights:

Communication

- In response to the Magnet board's request during 2016 Magnet certification on better communication between the PPC, LPCs and UPCs, the PPSC implemented a new project proposal form for LPCs & UPCs to use. The form will allow PPSC to provide more guidance and support for projects as well as help groups come together to prevent duplicate work by different LPC/UPC groups.
- To increase communication during council meetings, each team member should now report out to their team regarding any council meetings they attend.
- Implemented electronic report-out system for PPC meeting to share and increase awareness of other group's activities.
- Started Yammer page for PPC – used for posting nursing protocols and updated policies for review, monthly meeting agendas, and announcements related to PPC. All UWMC RNs are welcome to join.



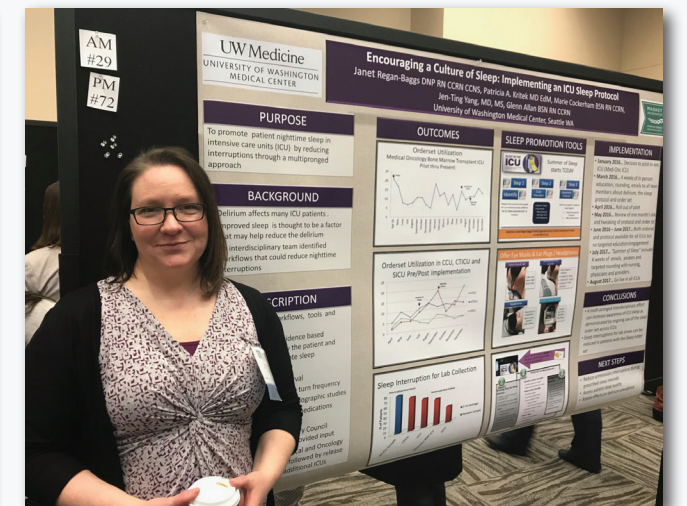
Liz Bridges, PhD, RN, CCNS, FCCM, FAAN, and Sheri Wyant, PhD, OCN, participated in the Seattle Nursing Research Consortium.

Approval and Maintenance of Nursing Policies and Procedures (P&P)

- With the help of Dr. Liz Bridges, we developed a form "Development/Revision, Approval and Maintenance of Policies and Procedures for Nursing Care," to improve the current process of the development, approval, and maintenance of the nursing P&P.



Jessica Bajema, RN-BSN, CCRN, 5SA, (left photo) and Janet-Regan Baggs, DNP, ACNS-BD, CCNS, CCRN-K, Clinical Nurse Specialist, were both presenters at the Seattle Nursing Research Consortium.



ADVANCED PRACTICE REGISTERED NURSES

Advanced Practice Registered Nurses (ARNPs), in Washington state, include Nurse Practitioners, Certified Nurse Midwives, Clinical Nurse Specialist and Certified Registered Nurse Anesthetists. There are approximately 450 ARNPs credentialed as advanced practice nurses at UWMC. ARNPs play an important role in the delivery of health care across UWMC in improving health outcomes for our patients and families.

The ARNP Council at UWMC was first convened in 1999 to address professional practice challenges faced by Nurse Practitioners. As the Council has matured, it has revised its by-laws and changed its structure to support ARNPs across the Medical Center. In 2016, the Council revised the mission and by-laws to include all advanced practice nurses at UWMC. The updated Advanced Practice Nursing Council (APNC) continues to meet monthly and includes ARNPs from across the organization.

Led by two co-chairs, Jennifer Beckman, MSN, ARNP, CHFN, and Nancy Colobong Smith, MN, ARNP, CNN, the work of the Council focuses on education, role development and promotion, professional practice, and research. The APNC also promotes collaborative practice models to support inter-professional work throughout the medical center.

The Council's Research Committee, in collaboration with a UWMC Advanced Practice Advisory Council (Medical Staff Committee) recently explored the current state of the Advanced Practice Provider (APP – a term inclusive of ARNPs and PAs) role and deployment across our health system. The purpose of this work was to inform a needs assessment and development of a plan to optimize APP deployment. The data highlighted many opportunities to share best practices between clinical services and set priorities for UWMC APP leaders as they partner with Service Chiefs in enhancing and supporting APP deployment.



Jennifer Beckman, MSN, ARNP, CHFN



Nancy Colobong Smith, MN, ARNP, CNN

Council members have continued to work with UW School of Nursing faculty to facilitate student placement for our UW expanding DNP Program. The APNC has also played a role in supporting UWMC's ARNP Cardiovascular Fellowship program. The Fellowship program provides a 12 month post-licensure experience for newly graduated ARNPs interested in building upon their clinical cardiovascular skills.

Laurie A. Soine PhD, ARNP, Director of Advanced Practice Nursing/Chief ARNP at UWMC, is the nurse executive liaison to the Advanced Practice Nursing Council.



Laurie A. Soine, PhD, ARNP

PROFESSIONAL DEVELOPMENT

Nurse knowledge and leadership is a cornerstone of our success at UWMC. We strive to support our nurses as they enter their career, look for new opportunities to specialize, and further their education. We were proud to achieve our goals in nurse certification and percent of bachelor's prepared nurses. In 2017-2018 we used our Professional CARE Pathway to encourage development. Our hope is to foster growth and development at every stage in a nurse's career.

