Continuing our journey toward Magnet® status, the Memorial Hermann-Texas Medical Center Campus exemplifies elements of the Magnet program in the daily activities, behaviors, attitudes and professionalism of the nursing staff. To capture these elements, “Magnet Moments” has been added as a recurring column, highlighting caregiver stories that demonstrate the passion and drive evident in Magnet hospitals. This column recognizes our Campus caregivers’ knowledge and technical skill with the artistic, immeasurable elements of caring, humanity and compassion.

**MAGNET MOMENTS:**
**PICU Nurses Give Back**

The pediatric intensive care unit (PICU) team constantly looks for opportunities to give back to the community outside of the work environment and beyond our hospital’s walls. “Work can be high-stress, high-pace and mentally demanding,” said PICU nurse Alison Krawacki, R.N., B.S.N. “It’s nice to get out together and help the community in a different capacity.”

While a PICU nurse was visiting the Children’s Museum with her 1-year-old son, she started thinking about the difference her colleagues could make by helping out in the various pods and interacting with kids in the community. She brought the idea back to her team and they all agreed to spend one afternoon volunteering at the museum. Their favorite pods to volunteer in were the Kidtropolis Zone, which includes a HEB grocery store, ambulance and Life Flight® model helicopter, and the Creation Stations, which includes fun craft stations.

“Volunteering at the museum was a very rewarding and enjoyable experience,” said Krawacki. “In addition to helping out the staff at the museum, we got to spend some quality, bonding time with co-workers. It’s a memory that will last a lifetime!”

Members of the PICU make time outside of work to volunteer – and play around – at the Children’s Museum. The team poses outside of a model ambulance in the Kidtropolis Zone.
A Message from Chief Nursing Officer at Memorial Hermann-TMC

I can confirm that the rumor is true – Memorial Hermann-Texas Medical Center has some of the most talented and genuine clinical staff in the Texas Medical Center. I want to sincerely thank everyone for welcoming me during my first few weeks here and helping to make this transition an easy one.

I can’t begin to explain my enthusiasm as I assume my new role as chief nursing officer for the Memorial Hermann-TMC. The warm and caring nature of our clinical team is evident everywhere you turn – from the great awards and accolades you have achieved throughout the years to the smallest acts of kindness that happen every day. I’m incredibly impressed by the compassion and extraordinary skills I have witnessed so far in my short time here, and I must tell you that it makes me proud to have joined such a great team.

Strong leadership and strategic direction provide a successful environment for staff to truly excel and grow in their careers. It is my goal to provide this for the caregivers on this Campus and I do not take this challenge lightly. It is vital to have a resilient organizational structure that fully supports nursing practice.

Working together, we can create and maintain an environment that promotes nursing excellence while continuing to provide hope, care and comfort to the patients and families who need us most. Our frontline nurses are the real power behind our ability to continuously improve, and I encourage you to share your opinions at every opportunity you have.

I’m looking forward to partnering with each one of you to continue our efforts to build a more collaborative and unified environment. One main initiative in my new role will be helping us achieve Magnet® recognition, which I know many of you have played a key role in organizing.

The Journey to Magnet is something I’m very passionate about and I believe we are ready to move forward on that journey. I plan to provide more information about where we are on our journey in the next few months, so stay tuned!

I thank those of you I have already met for graciously welcoming me to my new role, and I look forward to working with many more of you in the near future!

Sincerely,
Victoria King, R.N.
Chief Nursing Officer
Memorial Hermann-TMC

Lights, Camera, Action! Employees At Our Campus May Become The Subject Of An Upcoming Television Series

Last month, Boardwalk Entertainment, a production company based in Los Angeles, filmed a promo reel at our Campus that may result in our hospital’s being featured in a national docu-drama series about critical care.

Tentatively called The Golden Hour, the show will provide a glimpse into the day-to-day journey of Memorial Hermann-Texas Medical Center Campus staff, caregivers and affiliated physicians who care for the critically ill or injured.

The footage filmed by the production crew included helicopter missions conducted by Life Flight® – from their offsite bases to their arrival at our helipad – and physicians and staff at the newly formed Texas Trauma Institute as they responded to a myriad of “Code 3s” – the most critical injuries and illnesses, all requiring immediate attention.

Our hospital expects to hear back from the production company later this year as to whether the show has been picked up by a television network. Stay tuned!

In July, a production crew from Boardwalk Entertainment interviewed Campus caregivers and physicians during the filming of a promo reel for a docu-drama series about critical care.
A young couple, whose 4-month-old son arrived at our PICU in July, were recently engaged and dreamed of having their new little joy present for the upcoming wedding. As the baby’s health deteriorated, so did the wedding plans.

However, due to the commitment and above-and-beyond attitude of Memorial Hermann-TMC employees, the couple’s dreams came true when our Campus offered to host the wedding in the hospital so the baby could take part in the special day.

This gave volunteers two days to coordinate a wedding. And on July 20, 2012, volunteers and staff members from various disciplines joined forces to make this last-minute wedding a reality.

Social worker Kristen Soudelier, case management, first learned of the couple’s wedding plans while visiting with them. She came up with an idea and shared it with her director, Betsy Johnson.

Johnson said, “Kristen went the extra mile to make a lasting impact on this couple and on their experience at Children’s Memorial Hermann Hospital. She made time to sit down and talk to them on a personal level, allowing the couple to feel comfortable with sharing their concerns and thoughts. This is what great patient care is all about, and I couldn’t be more proud of Kristen for providing that.”

Soudelier was so moved by the couple’s story that she took on an extra job – wedding coordinator! Johnson continued, “She was integral in planning the wedding and coordinating with fellow employees to make everything come together beautifully.”

Other key individuals that helped make the wedding possible are Glenda McDonald, manager of chaplaincy services, and James Jay, manager of catering services. McDonald served as the chaplain at the wedding and performed the ceremony. She allotted extra time in her schedule to meet one-on-one with the bride and groom as well as the couple’s parents. She coached them through the ceremony and calmed the to-be-expected wedding day nerves.

Jay played a key role in the wedding not only with catering, but also with decorating. He provided a beautiful wedding cake for the reception and collected personal linens and decorations from home to use for the wedding.

Soudelier said, “This wedding could not have happened without James’ help. When the bride told us she wanted a purple theme, James took it upon himself to find all the decorations and spent two nights steaming all of the linens at his home. He also got us a sound system for half the price!”

In addition to Jay’s help with catering, Darrell Roy, team leader in food services, spent the entire day tending to all of the catering needs and ensured the reception went off without a hitch.

When it came to shopping for the wedding, Soudelier gave the “best wedding-shopping skills” award to Richard Weir, director of Child Life services. Weir used his personal time to go around town picking up decorations and other important needs for the wedding. He and members of the Child Life team also donated their time to set up and break down the entire wedding.

In addition to Soudelier, Lorraine Wright, senior executive assistant, was integral in coordinating the wedding details, going above and beyond to help the couple. Wright contacted local stores to get a bouquet, and hair and makeup donated to the bride. She made all of the appointments for the bride and played chauffeur, driving the bride and her mom to all of the appointments. She also arranged for parking on the day of the wedding.

Soudelier’s co-worker Carly Wagenheim, social worker, had one of the most sentimental tasks, asking her family to donate rings and a carpet runner for the ceremony. Also, staff at the Ronald McDonald House reserved a room for the bride to change in and for the couple to spend the night of the wedding.

On the day of the wedding, Lindsey McReynolds and Greg Arrendondo from transport services helped move the baby to and from Fondren Park, and Robin Kralovetz, respiratory therapy, and Shauna Hill, human resources, donated their photography skills. Orlando Parra, interpreter services, and his wife donated their talents by singing and playing the guitar throughout the entire ceremony. Other volunteers that helped with the wedding, include Christian Erikson, M.D., the baby’s physician, Becky Wiersma, social work intern, Stacey Neblett and Kimmie Bayliss, both Child Life, and Kristin Thome, PICU charge nurse.
Our Campus is proud to announce Aaron Krenek, R.N., Pediatric Intensive Care Unit, as July’s recipient and first male winner of the DAISY Award, which recognizes one nurse each month for going above and beyond to deliver exceptional patient care.

“I’m really excited to be the first guy to win this award,” said Krenek. “It’s an honor to be recognized for doing something that I truly love - caring for kids in the PICU.”

Clinical director of his area, Rhonda Thompson, shared the following words: “Aaron has been a nurse in the PICU for three years. During that time, he has consistently cared for our patients and families as if they were his own family. The comment from one of our patient’s parents certainly supports that perspective.”

The mother of a patient Krenek cared for wrote, “Aaron was incredibly caring during the time he took care of our child. He treated our son as if he was his own. Aaron is a role model for the consistent, sensitive care he provides to patients.”

The designation, presented in collaboration with The American Organization of Nurse Executives, is part of the DAISY Foundation’s national program to recognize nurses who serve as role models to colleagues throughout the profession.

To nominate a nurse for this prestigious honor, fill out a nomination form located on various units throughout the hospital and available online at TMC Connections on InSite. Nominations are due by the 15th of each month, or they will be counted as a contender for the next month’s award.
In July, TIRR Memorial Hermann was named as a top-ranked hospital in the category of Rehabilitation in the 2012 U.S. News & World Report’s “America’s Best Hospitals” rankings. TIRR Memorial Hermann achieved the No. 3 ranking this year, moving up from No. 4 in 2011. The 2012 rankings mark the 23rd consecutive year that TIRR Memorial Hermann has stood among the top five rehabilitation hospitals in the United States.

“It is an exciting day for TIRR Memorial Hermann to be recognized as one of the three best rehabilitation hospitals in the nation by U.S. News & World Report,” said Carl E. Josehart, CEO of TIRR Memorial Hermann. “Earning this distinction for 23 consecutive years is a testament to our long-term legacy of leading medical rehabilitation and research and providing excellent care. We are thrilled to move up another spot in the rankings, which displays the continued innovation and dedication of our physicians and staff to advance the field of rehabilitation.”

The 18 hospitals ranked in Rehabilitation were named as among the best for challenging cases and procedures by at least 5 percent of the rehabilitation specialists who responded to U.S. News surveys in 2010, 2011 and 2012. TIRR Memorial Hermann was the only rehabilitation hospital in Texas to be named to the prestigious list.

For the 23rd year in a row, TIRR Memorial Hermann has been distinguished as one of the top five rehabilitation hospitals in the nation by U.S. News & World Report. This year, TIRR Memorial Hermann achieved the No. 3 in ranking, moving up from No. 4 in 2011. Pictured above: (left) Music therapy is used in addition to physical therapy to normalize a patient’s walking patterns and coordinate muscle movements using rhythmic auditory stimulation (RAS). (right) A patient practices standing balance during a balloon toss to adjust her center of gravity prior to receiving lower-extremity prostheses.

Refer an Experienced Nurse by Aug. 31 and Earn up to $2,000

Do you know an experienced registered nurse who fits Memorial Hermann’s culture? Now through August 31, you could get up to $2,000 in rewards for referring a nurse with one year of relevant work experience. Rehires are eligible after 12 months. Please email your full name, candidate names and their contact information to tmcreferrals@memorialhermann.org. Or to submit your referral by phone, call 832.683.2892.
Memorial Hermann Hospital Only Texas Hospital Selected for Project to Increase Advanced Practice Registered Nurses

Memorial Hermann was one of five hospitals around the country – and the only one in Texas – selected to participate in a $200 million project initiated by the Centers for Medicare & Medicaid Services (CMS) designed to increase the number of advanced practice registered nurses (APRN) in the Texas Gulf Coast region and the country.

Called the Graduate Nursing Education (GNE) Demonstration, the program’s goal is to increase the number of APRNs in the region by 400 during a four-year demonstration period, which is a 64 percent increase over the current level. CMS will use the $200 million to reimburse Memorial Hermann, along with the four other hospitals selected, for the expenses needed to train and graduate the additional APRNs.

“This is great news for our System and the Texas Gulf Coast Region,” says Dan Wolterman, System president and CEO. “I am extremely proud that our hospital was one of five in the country to be selected to participate in this exciting and extremely beneficial project.”

“Memorial Hermann is committed to excellence in education,” he continues. “I am confident that this program will be successful and that the APRNs will be well trained and prepared to offer quality healthcare services to the growing number of Medicare and Medicaid beneficiaries in the region.”

“The GNE initiative also will greatly help to underpin the Memorial Hermann Accountable Care Organization,” Wolterman says. “Having a larger pool of APRNs to serve patients will allow us to improve the level of care and deliver quality outcomes, while providing a better value to healthcare consumers in this region.”

APRNs are desperately needed as Texas and the region face a severe shortage of nurses and primary care physicians. APRNs will help to shoulder some of the load with primary care.

Memorial Hermann will collaborate with four schools of nursing – The University of Texas Health Science Center at Houston, The University of Texas Medical Branch at Galveston, Texas Woman’s University and Prairie View A&M University, as well as 50 surrounding community-based care centers – to implement the program.

“Memorial Hermann has a long history of successful collaboration with area schools of nursing in the placement of students at all levels for clinical practice experiences,” adds Wolterman. “When we considered this opportunity from CMS, all four schools of nursing stepped up and provided leadership during the planning stage for the demonstration project. They will be instrumental in recruiting students as well as developing the curriculum.”

Patricia Hercules, director of System Clinical Education for Memorial Hermann, adds: “Working as a team with our amazing partners – the schools of nursing and community-based care centers – we are confident we will meet our project goal of increasing the number of APRNs to provide greater access to healthcare services.”

New Clinical Leadership

• Caroline Ogashi, R.N., M.S.N., has been named Stroke Program coordinator for the MNI. Ogashi is responsible for preparing, acquiring and maintaining The Joint Commission Stroke accreditation as well as providing specialized knowledge and expertise as a clinician, educator, researcher and consultant to physicians, nurses, patients and their families.

• Gesno Ulysse, R.N., B.S.N., M.S.N., has been named educator for the neuro intermediate monitoring unit (NIMU) and stroke unit. Ulysse has an extensive background in neuroscience nursing, previously serving as a staff nurse, charge nurse and rapid response nurse at Overlook Medical Center – Atlantic Neuroscience Institute, Summit, N.J.

• Janete Sheiner, R.N., M.S.N., has been named clinical manager of the NIMU. Sheiner joined the MNI team in June 2011 as a nurse in the neuroscience intensive care unit (NSICU). Previously to Memorial Hermann, she served as charge nurse, preceptor and staff nurse at Cedars Sinai Medical Center, Los Angeles.

• Kristen Benjamin, R.N., M.S.N., has been named administrative director of Women’s Services and will have direct responsibility for the clinical operations of Women’s Services on the 5th and 6th floors of Children’s Memorial Hermann Hospital. Benjamin holds more than 15 years of experience in obstetrics and has held progressive leadership positions, most recently as assistant director of Labor & Delivery at the Women’s Pavilion, Texas Children’s Hospital.
## Continuing Education Opportunities

### August

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<tr>
<th>Date</th>
<th>Time</th>
<th>Course Title</th>
<th>Notes</th>
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<tbody>
<tr>
<td>Aug. 22</td>
<td>8 a.m. – 5:30 p.m.</td>
<td>*Class Full Advanced Cardiac Life Support – Recertification</td>
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<tr>
<td>Aug. 23 &amp; 24</td>
<td>8 a.m. – 4:30 p.m.</td>
<td>*Class Full Advanced Cardiac Life Support</td>
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<tr>
<td>Aug. 23</td>
<td>8 a.m. – 4:30 p.m.</td>
<td>EKG Interpretation: Beyond the Basics</td>
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<tr>
<td>Aug. 24</td>
<td>8 a.m. – 1 p.m.</td>
<td>Antineoplastic Therapy the Non-Oncology Setting</td>
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<tr>
<td>Aug. 24</td>
<td>10 a.m. – Noon</td>
<td>HealthQuest – Nursing ADT</td>
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<tr>
<td>Aug. 27</td>
<td>8 a.m. – 12:30 p.m.</td>
<td>*Class Full CPR: HeartSaver (Non-Licensed Staff Only)</td>
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### September

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<th>Date</th>
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<tr>
<td>Sept. 4</td>
<td>8 a.m. – 4:30 p.m.</td>
<td>*Class Full De-Escalation of Aggressive Behavior and Satori Alternatives for Managing Aggression</td>
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<tr>
<td>Sept. 6</td>
<td>8 a.m. – Noon</td>
<td>EKG Interpretation: Beyond the Basics</td>
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<tr>
<td>Sept. 10 &amp; 11</td>
<td>8 a.m. – 4:30 p.m.</td>
<td>*Class Full Advanced Cardiac Life Support</td>
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To register or get more information on any class, visit the Partners in Learning section of InSite.

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### RTS Bereavement Training Sept. 13 – 14, 2012

The nationally recognized RTS Bereavement Training is coming to Children’s Memorial Hermann Hospital Thursday, Sept. 13 through Friday, Sept. 14. The comprehensive two-day program will provide attendees with takeaways to care for bereaved parents and families experiencing perinatal loss. For more information, please contact Gina Jones at gina.jones@memorialhermann.com or visit www.bereavementservices.org. A flyer and registration form for the program have been posted to the Continuing Education Opportunities section of TMC Connections on InSite.

### Third Annual Advances in Oncology: From Clinical Science to Clinical Practices Oct. 12, 2012

Physicians, nurses and researchers are invited to learn about new approaches to cancer care and how they can be used in conjunction with standard-of-care treatment. The event will take place in the Hermann Pavilion Conference Center from 8 a.m. to 5 p.m. Breakfast and registration are at 7:30 a.m. Parking is complimentary. This activity provides 7.75 contact hours of nursing continuing education. Online registration is available at www.utcme.net.

Faculty researchers, basic science and clinical science research groups, fellows, residents, medical students and biomedical science students are invited to submit an abstract to be considered for a poster session. Abstracts for a poster session can be submitted by sending them to Susmitha Gadde at susmitha.gadde@memorialherman.org. The abstract submission deadline is Friday, August 17.

### Medical Terminology & Anatomy/Physiology Course

On Sept. 18, Baylor College of Medicine will begin its 39th annual Medical Terminology and Anatomy/Physiology Course. The program meets on Tuesdays from 6 to 8:30 p.m. and ends on Nov. 13. The course consists of two interrelated parts: medical terminology and anatomy/physiology. The medical terminology segment consists of the spelling, pronunciation, meaning and use of terms utilized in a medical setting. The anatomy/physiology portion includes basic concepts in the structure and function of the human body. The course costs $175 and will be held in the Michael E. DeBakey Building, Room M-112, which is located at One Baylor Plaza. Registration is available online at www.bcm.edu/hcoa.
Caring for Cancer 3rd Annual Patient and Caregiver Seminar
Saturday, Sept. 8

Patients who have been diagnosed with cancer and their caregivers are invited to attend a free educational event led by physicians and specialists affiliated with Memorial Hermann Cancer Center-Texas Medical Center and The University of Texas Health Science Center at Houston (UTHealth) Medical School. The event, which takes place in the Hermann Pavilion Conference Center from 8 a.m. to 3 p.m., will give participants an overview of the personalized care provided and details on the role of pathology, radiology, surgery, radiation therapy and systematic therapeutics during treatment. Complimentary breakfast, lunch and parking will be provided.

Space is limited. To register, call 713.222.CARE (2273).